



Insulated Food Carriers

Frequently Asked Questions

1. How long will my Sterno Insulated Food Carrier (IFC) keep food hot/cold?

There are many factors that affect the length of time an IFC will maintain the temperature of food or drinks. When used according to instructions, the average time is 1 hour for hot food, and 3+ hours for cold. To maximize performance, keep your IFC sealed during transport and until the food is ready to be served. If you need to increase the time your IFC will keep your food hot/cold, consider adding a Sterno Delivery Hot/Cold Pack or Sterno Heater™ Hot Plate.

2. What is the lifespan of my Sterno Insulated Food Carrier (IFC)?

The lifespan of our IFC products will vary based on a number of variables. However, many of our customers have used our ruggedly constructed, Premium IFCs for years before replacing them. Features contributing to the extended lifespan include the 5-year liner warranty, reinforced stitching, and antimicrobial, leak proof liner.

3. How do I clean my Insulated Food Carrier?

Use a damp cloth with warm water and soap to wipe clean. DO NOT machine wash or machine dry. Washing machines could potentially cause water to become trapped inside the lining, leading to mold or mildew.

4. How do Sterno's Insulated Food Carriers (IFCs) compare with the competition?

Unlike many of our competitors, our entire line of IFCs feature an antimicrobial, leak proof liner. This leak proof liner helps extend the lifespan of our IFCs by preventing spills from seeping into the insulation foam, leading to bacteria and mold growth.

5. Can I customize my Insulated Food Carrier?

Yes. Many of our customer choose to add a logo or specify a color. Call us at 800-523-8715.

6. What is the minimum order quantity for a customized Insulated Food Carrier?

The standard minimum order quantity for a custom insulated bag is 25 insulated bags. Certain exceptions may apply, so call us for more information.

7. What colors and add-on features are available?

Contact a Sterno Delivery Sales Specialist at 800-523-8715 to review available colors and add-on features that will meet your catering and delivery needs.

8. How do I add a logo?

Prepare a vector file of your logo in an ai, eps. or cdr camera ready format. If you do not have the capabilities to create the correct file, Sterno Delivery can recreate a jpeg., png., or bitmapped embedded image for a fee. Contact us directly to customize an Insulated Carrier.

- 9. If I can't find the size I am looking for, can Sterno Delivery design and build a custom bag for me?**
Sterno can create custom bag sizes; however, there is a minimum order quantity of 250 bags, and the lead-time to shipment is often 4-6 months. We recommend reviewing our stock sizes and discussing your needs with a Sterno Delivery Sales Specialist.
- 10. Where are Sterno's Insulated Food Carriers (IFCs) manufactured?**
Many of our Insulated Food Carriers are sewn in our manufacturing plant in La Porte, Indiana. We import some Insulated Bags from overseas.
- 11. What is the warranty on my Insulated Food Carrier?**
Warranties vary by product. In general, there is a 5-year liner warranty on all Premium IFCs and a 3-year liner warranty on our Leak Proof Insulated Bag and Insulated Totes. For additional warranty information please review our Warranty and Disclaimers notice.
- 12. Are Sterno Insulated Carriers (IFCs) dry ice compatible?**
Yes. The vinyl leak proof liner featured in our IFCs can accommodate temperatures below freezing temperatures. Sterno can also customize your IFC to add-on a convenient dry ice pouch (additional cost, minimum order quantity, and lead time may apply).
- 13. What is the most popular Insulated Food Carrier (IFC)?**
Many of our delivery and catering customers purchase our Space Saver Catering – Large. This Insulated Bag holds 6 half-sized aluminum food pans PLUS 3 SpeedHeat® Kits, and folds flat for storage. Premium IFC customers get the benefit of a 5-year liner warranty, 2X thicker insulation foam and our signature Leak Proof Liner, for a durable and long-lasting IFC. We also work directly with many schools who rave about the durability and performance of our Premium Milk and Breakfast Insulated Bags for their Breakfast in the Classroom and other feeding programs.
- 14. How do I purchase Insulated Bags using my school grant funding?**
Contact a Sterno Delivery Sales Specialist and we can help find the best Insulated Bag solution based on your needs and budget. Call us at 800-523-8715.