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Model: JDG-350DS DG

PRODUCT OVERVIEW

The THERMOS JDG-350DS DG is a vacuum-insulated mug designed to maintain the temperature of your beverages, whether hot or cold, for extended periods. Its stainless steel construction ensures durability and efficient temperature retention. The mug features a simple handle for comfortable use and a lid to prevent dust and aid in heat retention. This model has a capacity of 11.8 fl oz (350 ml) and features a Mickey Dark Green design.



Image: THERMOS JDG-350DS DG Vacuum Insulated Mug with its lid. The mug is dark green with a Mickey Mouse design on the front.

SETUP AND FIRST USE

1. **Unpack:** Carefully remove the mug and its lid from the packaging.
2. **Initial Cleaning:** Before first use, wash the mug and lid thoroughly with warm water and a mild dish soap. Rinse completely.
3. **Drying:** Allow all parts to air dry completely or dry with a clean cloth.

OPERATING INSTRUCTIONS

For Hot Beverages:

- Pour your hot beverage into the mug. Do not overfill; leave space for the lid.
- Place the lid gently on top of the mug to help retain heat and prevent dust from entering. Note that this lid is designed for dust prevention and heat retention, not for a secure, leak-proof seal.
- The mug's exterior will remain cool to the touch even with hot contents.

For Cold Beverages:

- Pour your cold beverage into the mug. Do not overfill.
- Place the lid gently on top of the mug to help maintain coldness and prevent dust.
- The mug's vacuum insulation prevents condensation (sweating) on the exterior.



Image: Diagram showing the double-wall vacuum insulation structure of the mug, explaining how it keeps contents hot or cold without affecting the exterior temperature or causing condensation.

CARE AND MAINTENANCE

- **Daily Cleaning:** After each use, wash the mug and lid with warm water and mild dish soap. Use a soft sponge or brush to clean the interior.
- **Rinsing:** Rinse all components thoroughly to remove any soap residue.
- **Drying:** Ensure the mug and lid are completely dry before storing to prevent odors or mildew.
- **Stains:** For stubborn stains, a mixture of baking soda and water can be used. Let it sit for a few minutes, then scrub gently and rinse well.
- **Do Not Use:** Avoid using abrasive cleaners, bleach, or scrubbers that could scratch the stainless steel finish or the exterior coating.
- **Dishwasher:** Hand washing is recommended to preserve the mug's finish and insulation properties.

- **Microwave/Freezer:** Do not place the mug in a microwave oven or freezer.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Beverage not staying hot/cold	Lid not in place, extreme ambient temperature, or mug not pre-heated/pre-chilled.	Ensure the lid is placed on the mug. For best results, pre-heat with hot water or pre-chill with cold water for 5-10 minutes before adding your beverage.
Exterior of mug feels hot/cold	Compromised vacuum insulation.	This indicates a potential defect. Contact customer support for assistance.
Unpleasant odor inside mug	Improper cleaning or prolonged storage of beverages.	Clean thoroughly with warm water and mild soap. For persistent odors, use a baking soda solution (1-2 tablespoons baking soda with warm water, let sit for an hour, then rinse). Ensure mug is completely dry before storage.

PRODUCT SPECIFICATIONS

Feature	Detail
Model Number	JDG-350DS DG
Brand	THERMOS
Capacity	11.8 fl oz (350 ml)
Material	Stainless Steel
Color	Mickey Dark Green
Special Feature	Insulated (Vacuum Insulation)
Product Dimensions	4.33 x 3.15 x 3.94 inches
Item Weight	7.05 ounces



Image: Visual representation of the mug's ability to keep beverages hot without the exterior becoming hot, and cold without condensation.

WARRANTY AND SUPPORT

THERMOS products are manufactured to high-quality standards. For information regarding warranty coverage, please refer to the warranty card included with your purchase or visit the official THERMOS website. If you encounter any issues or require technical assistance, please contact THERMOS customer support through their official channels.

For further assistance, please visit the [Official THERMOS Website](#).