

## Genware Care & Guidance

Genware products are manufactured to provide the robustness and durability required for maximum performance in the hospitality and foodservice industry. We want you to be confident in your purchase and gain the maximum life and value from your Genware products, so we have compiled the following guidelines to assist you. However, should you have any further questions, please contact your Genware distributor directly. We recommend for all of our products that are intended to come into contact with foodstuffs to remove any labels or packaging and to wash, rinse and dry before first use.

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## **Ceramics**

### Dishwashing

To avoid this unnecessary damage and to preserve the appearance of your products, we recommend the following as a guide for washing our ceramic items. We recommended following the manufacturer's guidelines for wash temperature, rinse cycle and detergent dosage. Assess water hardness and make sure water softeners are used if required. Wash before using for the first time and ensure items are washed promptly after each use. Use plastic or rubber scrapers to remove excess food residue before washing, as metal utensils or abrasives may damage the glazed surface.

Never wash cutlery or other metal items amongst ceramic products; these should be washed separately in our specially designed cutlery baskets.

### Storage

Wherever possible, use the appropriate racks for storage. Make sure that handles/spouts do not knock together when stored as this can cause wear and damage to the products glaze. Contact with metal surfaces and other metal products should be kept to a minimum to reduce metal marking and abrasion with metal counter tops. This can be reduced by using plastic or rubber mats to line metal surfaces.

### Guidance

Genware ceramics are Oven, Microwave, Freezer and Dishwasher safe and we offer edge chip warranty on selected lines. In order to ensure the life of your products, we recommend adequate stock to ensure correct rotation and careful handling will extend the life of your products when in service and provide greater value over the life of your Genware ceramics. In order to reduce the possibility of thermal shock which can cause damage to your products, we recommend you do not subject the product to sudden extreme changes in temperature such as direct from a freezer to a hot oven or grill.

Our matt glazed and coloured products will tend to show wear and tear to a greater degree than standard glazed white items. If you are uncertain which products will give you maximum performance, we recommend asking the advice of your Genware distributor.

## **Glassware**

### Dishwashing

Our range of glassware is designed to be washed in commercial glasswashers, except our Double Walled glasses, which should be hand washed only. To ensure the on-going quality of the product we recommend the following. All new glasses should be washed before first use.

Glassware should not be washed at temperatures above 60°C as this can cause debris to be baked onto the glasses during the washing process. Glasses that are found to have been cracked or chipped in use should be disposed of and not placed into the dishwasher. Non-caustic detergents should be used as caustic detergents can damage and dull the surface of the glass.

### Storage

To avoid damage to glassware when not in use, we recommend storing glassware in correctly sized compartment glass racks (see p347-348 for our range and p349 for sizing guide). Do not stack glassware that is not recommended as stackable. Do not store or place cutlery in glasses as this can damage and mark the surface of the glass.

### Guidance

To prolong the life of hot drinks glasses we recommend pre-heating the glasses by running them under a hot tap. Do not put cold liquids straight into glassware that may be hot or warm as this can cause cracks.

## **Melamine**

Melamine is a robust, highly scratch, chip and break resistant plastic that if cared for correctly can provide a great value alternative to ceramics. Use plastic or rubber scrapers to remove excess food residue before washing, as metal utensils or abrasives may damage or scratch the products surface.

Do not use abrasive detergents or bleaches when washing, as this may stain or damage the products surface. Melamine products are dishwasher safe but are not suitable for boiling water, use in ovens or microwaves and are designed to be used in temperatures from -20 to +70°C. Suitable for use in chafing dishes and bain maries within the above temperature guidelines.

## **Acacia Wood**

Acacia is a durable hard wood from fast growing trees. It's beautiful grain and varied colour gives products a warm rich colour. Correct care of wood products can massively increase their longevity in use. Acacia wood is not suitable for dishwashing and should be washed in warm soapy water only. It should not be left to soak in water, as this will cause damage to the product and should be dried immediately after washing. It should also not be left in direct sunlight and be stored in a cool dry place. Acacia can dry out with use, so occasional application of vegetable oil or food safe wood treatment oil will help to keep the original natural appearance and prolong the life of the product.

Acacia wood is a natural material and its colour and grain will vary from product to product. Over a reasonable period of time, depending on the level of usage, you should expect the products surface to show a level of wear and tear due to the nature of wood.

## **Olive Wood**

Olive wood is known for its versatility, strength and striking appearance with each piece being carved from a single piece of wood. Correct care of wood products can massively increase their longevity in use. Olive wood is not suitable for dishwashing and should only be washed by hand in warm soapy water. It should never be left to soak in water, as this will cause damage to the product and should be dried immediately after washing. Do not leave olive wood in direct sunlight and store in a cool dry place.

Olive wood can dry out with use, so frequently apply olive oil ideally after every wash to help nourish the wood and bring back the beauty of the grain. This will help keep the wood's original natural appearance and prolong the life of the product. Olive wood is a natural product and by its nature the size, shape and finish will vary from piece to piece, this is also however part of its charm. Over a reasonable period of time, depending upon the level of usage, you should expect the products surface to show a level of wear and tear due to the nature of wood.

**Slate**

Slate is not suitable for dishwashing and should be washed in warm soapy water only. It should not be left to soak in water, as this will cause damage to the product and should be dried immediately after washing. Cutting directly on slate with sharp or serrated knives will mark the surface of the product. Maximum temperature to be placed on a slate product is 70°C

## **Enamelware**

To prolong the life of enamelware we recommend the following:

- Wash before first use
- Before use, use a light coating of cooking oil to protect the enamelware from staining and makes the washing easier
- After use, soaking the product in warm or hot water and gently wash with a liquid detergent
- Do not use abrasive cleaning pads or gritty soap powders, as this may lead to chips
- Do not place empty enamelware or allow to boil dry on a hotplate or gas hob.

## **Copper Plating**

Copper plating is as delicate as it is beautiful and should be handled with great care. Below are a few tips on how to care for your copper plated items.

### Product Care Instructions

- Hand wash the product with warm water only, after every use
- Ensure to completely dry the product with a soft cloth after each wash
- When the product is displaying signs of tarnish, rub with a metal polish compound and soft cloth

### Do Nots:

- Do not use the product over direct heat/flame
- Do not scrub the copper surface with an abrasive sponge
- Do not use industrial detergent on the copper plated surface
- Do not leave the product wet as permanent water marks may stain the surface
- Not for use in a microwave or dishwasher

***Please be aware copper will naturally oxidise over a period of time***

## **Galvanised Steel**

Galvanised steel provides a fantastic rustic alternative to stainless steel but it does not possess its rust resistant properties and requires correct and careful usage to get the most of the products.

Galvanised steel should not come into contact with foodstuffs and should always be protected with one of our greaseproof paper liners, particularly when serving food cooked in hot oil as this will cause additional damage to the products.

We recommend hand washing in warm soapy water, as this material is not dishwasher safe. This will reduce the chance of corrosion and staining.

## **Stainless Steel**

Throughout the Genware brochure you will find a wide range of products manufactured from stainless steel. Cared for correctly, stainless steel is a fantastic metal that can provide years of regular service and offers excellent value. All of the stainless steel products within the Genware range are of the highest standard and should be free from any impurities that could be of detriment to its performance.

Stainless steel is often described as 'rustless' or 'rust resistant' which whilst having an element of truth, will only be the case if it is cared for correctly, including the use of our Peek Polish products. All of our stainless steel products are dishwasher safe, unless otherwise identified, and should not be left to soak prior to washing. Overleaf are some of the key Genware ranges which are manufactured from high quality stainless steel and additional guidance specific to these products.

### **Stainless Steel Cutlery**

In order to provide the greatest possible value at each and every price level within the Genware cutlery ranges, we put a great focus on the quality of the 'out of the box' polishing levels, as this is key to allow the user to maintain a high quality finish, free from marking, staining and corrosion. We recommended following the manufacturer's guidelines for wash temperature, rinse cycle and detergent dosage. Assess water hardness and make sure water softeners are used if required. Wash before using for the first time and ensure items are washed promptly after each use. Our stainless steel cutlery is dishwasher safe and should not be left to soak prior to dishwashing. We recommend that immediately, or as soon as possible after use, cutlery should be washed to remove excess foodstuffs as they contain salts, acids and fats which may cause corrosion. Cutlery should not be cleaned with abrasive cleaning articles or detergents as this may scratch, damage or stain the surface of the product. Cutlery should be washed in specially made cutlery baskets, which should not be over-filled so as not to impede the flow of water and reduce the effectiveness of the cleaning process.

Once cleaned, the product should be dried immediately or removed from the dishwasher to avoid prolonged contact with water or moisture which can cause corrosion or rusting.

### **Stainless Steel Cookware**

Stainless steel cookware is fast becoming the material of choice for hotels and restaurants because it is relatively easy to keep clean and hygienic. It is more durable than aluminium and, as with all of our stainless steel products is dishwasher safe. Stainless steel cookware is suitable for use on all heat sources including induction.

Once the product has been used, we recommend the removal of any accidentally burnt on foodstuffs and also washing the product immediately to reduce the risk of corrosion. When using cookware, always keep any flame or heat source to the base of the pan. Never allow flames to reach the side of the pan, as overheating can cause discolouration.

The use of metal utensils may scratch or damage the surface of the products. Ensure that all items are dry and clean before storing, to ensure a long life for your product.

## **Stainless Steel Vacuum Beverage Servers**

Stainless steel vacuum beverage servers are a great way to keep beverages at their optimum temperature, for up to 20 hours if cared for correctly. Vacuum beverage servers are not dishwasher safe. Dishwashing may cause the product to lose its vacuum properties. Hand washing in warm soapy water with mild detergents is recommended.

Spare lids are available for a number of products in this range and can be used to prolong the life of the product for many years.

## **Aluminium**

Throughout the Genware brochure, you will find a wide range of products manufactured from aluminium. Aluminium is a softer metal than stainless steel and requires a greater level of care, both in use and during washing.

All of the aluminium products in the Genware range are of the highest quality and should be free from any impurities that could be of detriment to its performance. Aluminium is a fantastic conductor of heat and is used within the majority of our cookware ranges (including a layer within the base of our stainless range), as it is by far the best material to provide even

heat distribution. All products manufactured from aluminium are not dishwasher safe. Dishwashing will cause the product to become discoloured due to the caustic nature of detergents. Below are some of the key Genware ranges which are manufactured from aluminium and additional guidance specific to those products.

### **Aluminium Cookware & Bakeware**

Aluminium cookware and bakeware has been the preferred choice of many chefs for decades, due to its fantastic heat distribution properties. Correct care for your aluminium cookware and bakeware is vital to ensure its long life and maintain outstanding value.

Stainless steel cookware is suitable for use on all heat sources excluding induction. Once the product has been used, we recommend the removal of any accidentally burnt on foodstuffs, and washing the product immediately to reduce the risk of corrosion.

When using cookware, always keep any flame or heat source to the base of the pan. Never allow flames to reach the side of the pan, as overheating can cause discolouration which cannot be removed.

The use of cooking oil is recommended to prevent food from sticking to the pan. Acidic foodstuffs may mark the product if it is left in the pan for any length of time. Aluminium cookware should not be subject to massive changes in temperature, such as plunging a hot pan into cold water, as this may cause distortion.

The use of metal utensils may scratch or damage the surface of the products. Ensure that all items are dry and clean before storing to ensure a long life for your product.

### **Non-Stick Aluminium Cookware**

Non-stick aluminium cookware should be cared for in the same way as aluminium cookware and bakeware, with following additional precautions. In order to maintain the non-stick coating, the metal or abrasive articles should not be used in, or to clean the product.

We recommend the use of heat resistant plastic utensils. The product is oven safe up to 230°C – over heating the product may cause damage to the non-stick surface.

## Cast Iron

### Care & Use:

- Wash thoroughly before first use.
- Hand wash your cast iron pans in hot water immediately after use using hot soapy water and brush.
- Do not use detergents, scouring pads or abrasive cleaners.
- Do not submerge cast iron pans in water as this can damage the seasoning of the pan.
- Cast iron will rust if it isn't dried immediately after washing. After drying, lightly coat the inside of the pan with cooking oil and heat for a minute over low heat. This will help to restore any seasoning that may have been lost during washing.
- Do not put an empty pan on a hot hob or allow pans to boil dry.
- Do not pour cold water into a hot pan or put it in cold water as it could cause the pan to warp or crack.
- Always use an oven glove or cloth when handling hot pans.
- Do not use in microwave oven or dishwasher.

### Complete re-seasoning of your cast iron:

- Re-season the pan by greasing the inside of the pan with plenty of vegetable oil. Next place the pan in the oven at 175°C - 200°C for 15-30 minutes or until the oil has dried up. When the pan has cooled down, wipe away any remaining oil with a paper towel.

### If your cast iron pan has become rusty:

- Remove the rust using a wire wool or wire brush.
- Rinse out and dry thoroughly and completely re-season the pan as above.

### If the food becomes burnt or black during cooking:

- Fill the pan with water and heat until boils.
- Once the water has boiled, drain off and dry thoroughly.
- Follow the complete re-seasoning process as above.

## **Black Iron Cookware**

Black iron cookware is suitable for use on all heat sources including induction. Black iron products are supplied with a coating of protective lacquer that should be removed by washing in hot soapy water prior to use. The products should then be seasoned before use; this is best done by gently heating about 1cm of oil in the base of the pan. After heating the oil, allow it to cool before disposing of the oil, wipe the pan with kitchen paper.

This seasoning starts the beginning of a naturally forming 'patina' on the surface. The patina will develop with regular use and the surface of the pan develops a natural non-stick layer. After cooking with black iron, the pan should only be carefully wiped out with kitchen paper.

Always store the pan in a dry place to avoid the pan rusting. If light rust spots do occur, they can be carefully removed with a scourer. The seasoning process should then be repeated before further use.

Black iron products are not dishwasher safe.

### **Professional Non-Stick Bakeware**

Professional non-stick bakeware should be cared for in the same way as our aluminium cookware and bakeware listed earlier in this section, with following additional precautions.

In order to maintain the non-stick coating, metal or abrasive articles should not be used in, or to clean the product. We recommend the use of heat resistant plastic utensils. The product is oven safe to 240°C/ 475°F/ Gas mark 9. Overheating the product may cause damage to the non-stick surface.

Professional non-stick bakeware is fridge, freezer and dishwasher safe.

**Polycarbonate (PC) - Plastic**

Polycarbonate is a robust, durable and rigid plastic, which is often transparent in appearance. It is suitable for dishwashing and has a safe temperature range from - 40 to +100°C approx.

## **Polypropylene (PP) - Plastic**

Polypropylene is a flexible plastic which can provide a great value alternative to polycarbonate and is often marked out by its translucent appearance. It can be combined with other materials, such as rubber in our nonslip trays. For dishwasher safety and temperature range, please look for the relevant symbol next to the product you are purchasing within our brochure.

Our range of polypropylene gastronorm pans are dishwasher, freezer and microwave safe.

### **Polyethylene (Low & High Density, PE) - Plastic**

Polyethylene is used to produce our high and low density chopping boards. High density PE is tougher than low density and will keep a better, usable surface for longer, as it is more resistant to cutting.

PE is not dishwasher safe as this may cause the product to warp. It has a safe temperature range from -40 to +95°C approx.

**SAN - Plastic**

SAN is a tough but brittle plastic that can be made transparent or takes colour well, and can be produced with high gloss finish.

SAN is dishwasher safe up to 71°C approx. and is also microwave safe. It has a safe temperature range from 0 to 71°C approx.

**Acrylic - Plastic**

Primarily used in our salt and pepper mills, due to its fantastic clear appearance. Acrylic is not dishwasher safe and should not be subjected to temperatures above 50°C.

## **Laminated Wood Trays**

Our laminated wood trays are robust and lightweight. The product should not be dishwashed and should be wiped down and cleaned with a damp cloth after use.

## **Fibreglass Trays**

Unlike all of the other wood and plastic trays in our range, fibreglass trays are dishwasher safe.

We recommend they are stacked flat after dishwashing to preserve the shape of the product. It has a safe temperature range from -50 to +140°C approx.

## **Chef Clothing**

All of our chef clothing items and garments are supplied with a label detailing the washing instructions. We recommend following these instructions at all times to ensure longevity of the product.

## **Chef Knives**

Our ranges of chef knives are all manufactured from special types of molybdenum steel, which is designed to be harder than traditional stainless steel. This is required to allow the blade to be made razor sharp.

Due to the hardness of the steel, it possesses less resistance to rusting and staining than stainless steel. Therefore the product should not be left with food residue or left wet and should be washed immediately after use.

We do not recommend dishwashing of chef knives.