

CUTLERY CARE ADVICE:

Stainless Steel, though its name suggests otherwise, it is not completely 'mark proof'. It is much more resistant to staining or marking than other metals however contact with certain substances will start the process that leads to staining and pitting. Simple measures to reduce this and help maintain the quality of your cutlery:

Storing:

Never store cutlery where it can become damp, as this can cause corrosion. Store out of direct heat, as this can cause the metal to mark.

Never leave cutlery with food on as many corrosive substances are found in food, such as acids, like vinegar and lemon juice, mineral salts found in tap water, fats and meat juices. Other corrosive substances are bleach and harsh detergents, so ensure your cutlery is not left to soak.

Washing:

Walter Geering's products are specially designed to withstand the rigours of the Foodservice and Hospitality trade, including automatic dishwashing found widely in most businesses.

To ensure the quality level of the product it is important to take note of the following:

- When pre-rinsing cutlery ensure all food debris is removed before being washed.
- Follow the manufacturer's instructions, particularly in relation to adding dishwasher salt as excess salt can cause corrosion.
- Always wash cutlery immediately, never leaving it with food debris present.
- It is advisable to place cutlery vertically into dishwashers with the head up; and not too tightly packed together, this assists the water flow at the end of the cycle.
- Remove cutlery immediately after washing/dry cycle is finished and wipe over with a dry towel. If the cutlery is left to cool in the dishwasher, trace mineral salts and the dishwasher salt residue will settle on the cutlery in the moist atmosphere and start the pitting and staining process.
- Never mix stainless steel and silver plated cutlery in the same basket of the dishwasher the chemical reaction between detergent and steel can cause the silver plate to mark.
- Do not use the rinse and hold cycle on dishwashers with cutlery this will leave the cutlery to soak in water which can be damaging.
- Wood handled cutlery is not suitable for cleaning in a dishwasher.

Types of Metal – What is Stainless Steel?

Choosing the right type of cutlery for what you need it for can be confusing, Walter Geering has tried to simplify this by splitting the ranges into different types of stainless steel 18/10 and 18/0. These ranges can be further identified through the colour coded collections.

Stainless Steel is an iron and chromium alloy containing more than 11% chromium. There are three types of stainless steel used to make cutlery:

18/10 – This is used for contemporary cutlery except knives; it contains 16–18% Chromium and 8–10% Nickel. This is the only steel that can guarantee against corrosion when properly cared for.

18/0 – This steel is used for value cutlery e.g. Parish, Economy or some value options of Contemporary cutlery. Due to the high % of chromium, it is more resistant than 13/10 but not as resistant as 18/10.

13/0 or Knife Steel – This steel is used to make knives, as it can be hardened to create a sharp edge. The quality used is AISI 420, containing 13–14% chromium. This is the least corrosion resistant form of stainless steel.

CERAMICS CARE ADVICE:

Storing:

Placing rubber or plastic mats on large stainless steel surfaces usually found in industrial kitchens can help reduce metal marking to ceramics. Rubber or plastic mats can also be placed in stacking areas, trolleys or sinks to further reduce the chance of metal marking. Replace or repair any plastic coated racks that may have become worn and the metal underneath exposed, as this again could cause damage to your ceramics.

Using:

Don't scrape off leftovers – wipe off with a paper towel or a plastic/rubber scraper. Utopia ceramics are suitable for microwave use, however, be advised that any decorated item that includes metal will not be microwave safe. Use cutlery that is of a high grade steel as a minimum requirement, as some cutlery in use today is made from low-grade steel, which being soft in nature increases the chance of metal marking. Using metal utensils against ceramics can also cause metal marking, try to keep this to a minimum or use plastic utensils.

Washing:

Walter Geering's products are specially designed to withstand the rigours of the Foodservice and Hospitality trade, including automatic dishwashing found widely in most businesses.

To ensure the quality level of the product it is important to take note of the following:

- Strictly follow recommended dishwashing procedures set out by the manufacturer and use the correct dose application of the detergent.
- The use of an approved detergent is recommended.
- For effective cleaning, we recommend that the dishwashing temperature and the final rinse be set between 55 to 60°C. Operating at higher temperature levels in order to wash crockery 'properly' is a definite case of overkill and detrimental to all tableware.
- Repair or replace any plastic coated metal in the dishwasher that may have worn away as this may result in metal marking.
- Stack ceramics separately to other crockery in the dishwasher such as cutlery or pans and ensure items do not vibrate against each other during the cycle.
- Overdosing on detergent or using excessively high temperatures will cause deterioration to the glazed finish or damage any decoration on the product.

Metal Marking:

Metal marking occurs when a ceramic item comes into contact with metal surfaces or utensils, which can cause metal tracing to be left on the ceramic item due to certain types of steel being softer than the glaze of the ceramic.

Despite the unsightly appearance of metal marking, it is not a cause for concern as it can be easily removed by the application of a gentle household non-abrasive cleaner

GLASSWARE CARE ADVICE

Storing:

Do not put cutlery into glasses. Do not stack glasses that have not been designed to stack.

Using:

Do not pick up glasses in clusters. Be careful to avoid contact with the beer tap. Do not put cold liquids into hot or warm glasses straight from the dishwasher as this can cause cracks.

Pre-heat glasses for hot drinks by running them under the hot tap.

Washing:

Walter Geering's products are specially designed to withstand the rigours of the Foodservice and Hospitality trade, including automatic glasswashers found widely in most businesses. To ensure the quality level of the product it is important to take note of the following:

- Always wash new glasses before use.
- Always use a non-caustic detergent as caustic detergents affect head retention, etch the glass and give the glass a shadowy tinge.
- Water on the premises should be stored at 60°C. If water is stored at a higher temperature e.g. 85°C, even when this is reduced because of travelling to the machine, it could still be high enough to bake debris onto the glass.
- Coffee cups should never be washed in a glass washing machine, as coffee dregs can taint the water and stain the glasses – this also applies to drinks that contain cream.
- If cracks or chips are found in glasses, they should be discarded immediately and never put in the dishwasher. • Gold decorated glassware is suitable for handwash only.