

CLEAN & SAFE



ACKNOWLEDGEMENTS:

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CARING FOR YOUR CHINA



Cleaning

- Royal Doulton Hospitality china is safe for commercial dishwasher use.
- Wash all china at least once before its first use.
- The detergent should be automatically dispensed and controlled. Use detergents for automatic dishwashers and follow the manufacturer's instructions.
- Do not put detergent directly onto china. An excessive concentration of alkaline detergent can cause permanent damage to decorations, especially those with gold and platinum.
- A wash temperature of 60° C (140° F) is recognized as the most effective. Excessively high water temperature will reduce the washing efficiency and may damage decorations.
- Use racks and baskets made from plastic or are plastic coated so that items do not vibrate against each other.
- If possible, avoid placing different sized and different manufacturer's items in the same racks and baskets.

Handling

- Remove food residue immediately after use and rinse as soon as possible.
- Do not scrape plates with metal utensils, scouring pads or powders.
- Use a soft plastic or rubber scraper together with a water spray to improve overall results and decrease the amount of detergent used.

Staining

- Remove stains; i.e. tannin or starch, by soaking in a recognized de-stainer such as Diversey Dual Dip. Never use a scouring pad.
- Tea and coffee stains can be removed with any tea/coffee stain remover.
- 'Pencil marks', which can be caused by minute deposits of metal from certain types of flatware, can be removed using Bar Keeper's Friend or tooth powder. Lower grade flatware is softer and is more prone to leaving marks.
- In hard water areas, deposits may form on your china in time if the water is allowed to dry on the china. These soluble deposits can easily be removed with a diluted acid such as vinegar.



Storage

- Avoid contact with metal surfaces. Use surfaces with a plastic coating.
- Do not stack hot, wet china. Allow china to dry before storing.
- Do not stack items that were not designed to be stacked.
- Do not mix sizes and products from different manufacturers together when stacking.
- Do not overload Lowerator storage. Stack china to the proper level.
- Do not push china into a stack at an angle. Avoid rubbing china together.
- Do not slide china out from a stack. Always lift them off carefully to avoid scratching.

Thermal Shock

- Sudden changes of temperature are likely to cause thermal shock that will damage china. China should not be transferred directly from freezer to oven or vice versa. China needs to reach room temperature before being taken to the other extreme.
- China should never be exposed to direct heat from a naked flame. It should be warmed gradually and evenly.

Microwave Ovens

- China with precious metal decoration (gold, silver and platinum) should never be used in a microwave oven.
- Decorations with normal ceramic colours are not affected.

For Churchill products, please refer to Churchill's Care in Use available online:
<http://www.churchillchina.com/article.asp?id=336>

CARING FOR YOUR 18/10 STAINLESS STEEL FLATWARE



Stainless steel is a high-quality, long-lasting metal which is stain and acid resistant, but not totally stain proof. Flatware can be damaged if a little care is not taken to protect it from everyday corrosive elements.

Cleaning

- Clean and dry flatware as soon as possible after use.
- Do not leave flatware soiled or soaking in water overnight.
- Pre-soak for no longer than 15 minutes in plastic or stainless steel containers.
- Use a liquid or powder pre-soak solution that is dissolved completely before adding flatware to it. Change the solution frequently.
- Wash immediately at a high temperature. Do not wash at a low temperature or in a chlorine or bleach bath.
- Always wash flatware separately and vertically in specially designed cutlery baskets to prevent the possibility of metal marking.
- Rinse thoroughly and dry immediately after washing.
- Do not polish flatware with a vinegar and water solution since this can lead to corrosion.

Storage

- Store flatware in a dry area away from fumes and corrosive materials.
- Do not store flatware in glasses or cups.

CARING FOR YOUR CRYSTAL GLASSWARE



Fine crystal and glassware requires the gentlest of care to maintain its brilliance and integrity for years to come.

Cleaning

- Stolzle glassware is dishwasher safe.
- Bus glassware directly into divided racks suited to the style of glass (ie stemware, tumblers etc).
- Use a lint-free polishing cloth, preferably made from pure linen. Never use the polishing cloth for any other purpose to avoid odours and fatty residues being transferred to the glass.
- Do not hold a stemmed glass by the foot while polishing the bowl. The stress can break the stem.
- Never use a glass cleaner and avoid breathing on the glass. If necessary, dampen the glass with steam.

Handling

- Always handle glassware with clean hands.
- Always hold a stemmed glass by the stem or foot.
- Take care to avoid the glassware coming into contact with other objects which can cause a minute abrasion. These can be invisible to the eye but will weaken the crystal and make it susceptible to breakage from thermal shock or impact.
- Do not pick up two or more glasses with one hand.
- Do not use glassware for anything other than drinking (ie scooping ice or storing flatware).

Storage

- Always store glassware upright to prevent chipping.
- Do not stack glasses.

Thermal Shock

- Sudden changes of temperature are likely to cause thermal shock that will damage the glassware. Glassware should not be transferred directly from cold water or ice to hot water or vice versa. Glassware needs to reach room temperature before being taken to the other extreme.