

# CARING FOR YOUR PRODUCTS

## CERAMIC CARE

Dudson ceramic products are manufactured to provide the extra strength and durability required for maximum performance in the hospitality market. We want you to be confident in your purchase and gain the maximum life from your Dudson products, so we have compiled the following guidelines to assist you. However, should you have any questions, please contact your sales representative.

### STORAGE/HANDLING

With careful handling, your products will still look good after many years of service.

- 1) Ensure you have adequate stock, as correct rotation and careful handling will extend service life and reduce replacement costs.
- 2) Wherever possible, use the appropriate racks for storage. Make sure that handles/spouts do not knock together when stored.
- 3) The use of trays or trolleys when clearing tables will reduce excessive and/or unnecessary handling and prevent items from coming into contact.
- 4) Try to ensure minimum contact with soft metals to reduce metal marking, which can be caused by a number of factors including poor quality cutlery; stacking Dudson products with metal ancillary items such as teapots; and abrasion with metal countertops.
- 5) To avoid scratching the glazed surface, take care when handling to ensure that surfaces do not slide over one another, especially items with an unglazed foot.

### DISHWASHING

Sometimes, damage may be caused by the incorrect washing of your products. To avoid this unnecessary damage and to preserve the appearance of your purchase, we make the following recommendations for washing ceramics.

Dishwasher: Set the temperature for wash and rinse cycles at the recommended level and follow the manufacturer's guide for detergent dosage. Assess water hardness and make sure water softeners are used if required. Please service your dishwasher regularly, according to the manufacturer's instructions.

- 1) Wash before using for the first time and ensure items are washed promptly after each use.
- 2) Use plastic or rubber scrapers to remove leftover food from plates before washing, as metal utensils or abrasives may damage the glazed surface.
- 3) Plastic racks are recommended, with compartmented boxes for cups/mugs, as plastic covered metal baskets can cause metal marking when they become worn.
- 4) Never wash cutlery or other metal items with ceramic products – always use specially designed cutlery baskets.
- 5) Whenever possible, prevent pieces from coming into contact (especially handles and spouts) by using well designed racks to avoid abrasion of the glaze.
- 6) Use a recognised de-stainer to remove stubborn marks as strong detergents and/or excessive concentrations will attack glaze and damage surface decoration including gold and platinum. If you require further advice, please contact your Dudson representative.

### THERMAL SHOCK

To reduce the possibility of thermal shock, sudden extreme changes of temperature should be avoided e.g. from the freezer to a hot oven.

### ON-GLAZE AND GOLD/PLATINUM DECORATIONS

On-glaze decorations should be handled with extra care as they are more susceptible to attack from detergents and abrasion. Due to the metal content of gold/platinum decorations, these items should not be used in microwave ovens.

### SEMI-MATT GLAZE FINISHES

Please note that semi-matt glaze finishes on product will tend to show wear and tear to a greater degree.

The better care you take of your product, the longer its service life will be.

## GLASS CARE

To keep your glass in good condition, please follow the advice below:

- Glasses should not be stacked.
- Do not expose to rapid temperature changes. Avoid placing in a refrigerator or freezer, or on a hot surface.
- Wash before using for the first time. Always wash at low temperatures with gentle non-caustic detergents. Always follow the dishwasher and detergent manufacturers' instructions for use.
- Cutlery should not be placed in glasses.
- Avoid pouring cold drinks into warm/hot glasses.
- Do not hold by the stem when hand drying.

## CUTLERY CARE

Modern cutlery is easy to care for but following certain tips will help prolong its life:

- Rinsing with hot water immediately after use helps to reduce the chemical reaction of salts or acids.
- Wash before using for the first time and as soon after each use as possible. Do not leave to soak overnight as mineral salts in the water will attack the metal surface.
- Store and wash stainless steel and silver cutlery separately.
- Wash knives separately and place spoon bowls and fork tines in an upward position when washing to allow the water to rinse the items more effectively.
- Remove cutlery and dry immediately after washing, paying particular attention to knife blades. Never leave in a closed, damp dishwasher.
- Always follow the dishwasher and detergent manufacturers' instructions for use.