

Commercial crockery is designed to withstand heavy use in busy environments such as restaurants, hotels, and catering services. Proper care and maintenance ensure longevity, hygiene, and a professional appearance. Follow these steps to keep your commercial crockery in peak condition:



1 Handwash

- **Pre-Rinse:** Pre-rinse crockery to remove food residues and prevent stains.
- **Use Mild Detergent:** Clean with a mild, non-abrasive dish soap to avoid surface damage.
- **Soft Sponge:** Use a soft sponge or cloth. Avoid abrasive materials such as scourers that can cause scratches.
- **Warm Water:** Wash in warm, not hot, water to prevent thermal shock and potential cracking.

2 Dishwasher

- **Commercial Dishwashers:** Use commercial-grade dishwashers designed for heavy use.
- **Appropriate Detergent:** Use detergents specifically formulated for commercial dishwashers.
- **Avoid Overloading:** Do not overload the dishwasher to ensure proper cleaning and prevent chipping.
- **Regular Maintenance:** Regularly clean and maintain the dishwasher to prevent buildup and ensure efficient operation.

3 Drying

- **Air Dry:** Allow crockery to air dry completely before stacking to prevent moisture buildup and bacterial growth.
- **Avoid Towels:** Avoid towel drying to prevent lint transfer and potential scratching.

4 Storing

- **Proper Stacking:** Stack crockery properly, ensuring items are dry and not stacked too high to prevent stress fractures, chipping and cracking.

5 Usage Tips

- **Avoid Extreme Temperatures:** Do not expose crockery to extreme temperature changes. Avoid placing hot items directly in cold water and vice versa.
- **Proper Handling:** Handle crockery with care. Do not bang or drop items, as this can cause cracks and chips.

6 Stain and Cutlery Mark Removal

- **Baking Soda Paste:** For stains, create a paste of baking soda and water. Gently scrub the stained area with a soft cloth or sponge, then rinse thoroughly.
- **Creme Cleanser or Mild Abrasive Paste Cleaner:** Marks, especially on matte finished crockery is common due to the surface finish. To remove marks and keep your crockery looking fresh, frequent use of a creme cleanser or mild abrasive paste cleaner applied with a soft cloth is recommended.

7 Avoiding Damage

- **Avoid Impact:** Do not drop or knock crockery against hard surfaces.
- **Prevent Thermal Shock:** Avoid rapid temperature changes to prevent cracking.
- **Use Cutlery Carefully:** Avoid using low quality metal cutlery that can scratch and damage the surface.

A Five Year Edge Chip Warranty is offered to demonstrate the durability of a product in a busy hospitality environment. We offer this Edge Chip Warranty for the following brands:



- Australian Fine China
- Churchill
- Dudson
- ID Fine
- Luzerne
- Moda Porcelain
- Rak Porcelain / Rak Deco

The Edge Chip Warranty is limited to specified pieces and applies to scale chipping, not V chipping or breakages. Please refer to each individual crockery brand section for individually marked products that the warranty applies to.

1 Scale Chipping

Characteristics:

- **Description:** Scale chipping involves small, shallow chips that flake off the edges of the crockery. These chips are usually thin and can occur over a larger surface area.
- **Appearance:** These chips often look like fish scales or flakes coming off the edge, creating a rough and uneven edge.
- **Causes:** Frequent contact with hard surfaces, repeated stacking, and minor impacts during handling and washing or potential product fault.

Prevention and Management:

- **Gentle Handling:** Handle crockery carefully to avoid minor impacts.
- **Proper Storage:** Store crockery in a way that minimises movement and contact with hard surfaces, ensuring it is not hot and wet or stacked too high when stored.

2 V Chipping

Characteristics:

- **Description:** V chipping involves larger, more pronounced chips that create a V-shaped notch or chunk in the edge of the crockery. These chips are deeper and more substantial than scale chipping.
- **Appearance:** These chips form a distinct V shape, often appearing as a significant break in the edge of the crockery.
- **Causes:** Significant impacts, dropping crockery, improper stacking, and exposure to extreme temperature changes.

Prevention and Management:

- **Proper Handling:** Avoid dropping or knocking crockery against hard surfaces. Handle items with care, especially during transport.
- **Stacking:** Stack crockery properly, ensuring that heavier items are at the bottom and lighter items on top.
- **Temperature Control:** Avoid rapid temperature changes. Do not expose crockery to extreme heat or cold.

3 Addressing Edge Chipping

- **Warranty Claims:** A completed Warranty Claim Form must be submitted for all edge chip claims. Forms can be requested from your distributor.