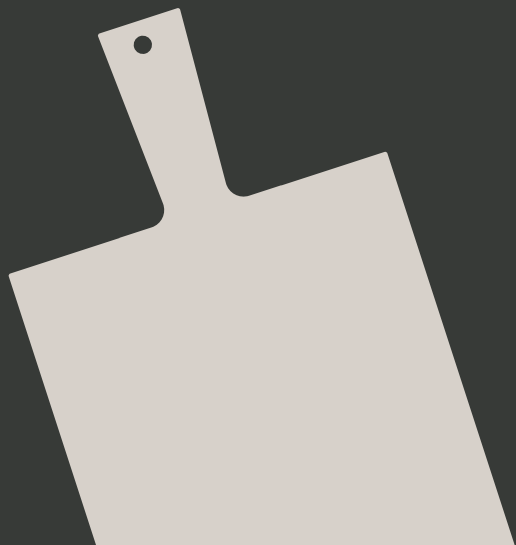




# Care & Maintenance



Proper care and maintenance of cutlery is essential to maintain its appearance, prevent corrosion, and ensure its longevity. Follow these simple steps to keep your cutlery in premium condition:



### 1 Handwash

- **Immediate Washing:** Wash cutlery immediately after use with a good quality detergent to prevent food residues from causing stains or corrosion.
- **Do Not Soak:** Avoid leaving cutlery soaking in water as it can cause damage.
- **Avoid Harsh Cleaners:** Do not use harsh washing powders or abrasive cleaning cloths, as they can scratch and damage the surface.
- **Separate Grades:** Do not mix 18/10 grade cutlery with 18/0 grade cutlery when washing, as this can cause discolouration and corrosion.

### 2 Dishwasher

#### Proper Loading:

- Load forks and spoons handles down, with tines and bowls up.
- Place knives in a separate basket with blades facing down to prevent scratching and unwanted contact with other alloys.
- Ideal for use with our cutlery / flatware basket codes – 69871 & 69872.
- Remove cutlery from the dishwasher immediately at the end of the washing cycle to prevent water spots and streaks.

### 3 Drying and Storage

- **Dry Thoroughly:** Dry cutlery completely before storing to prevent water stains and rust.
- **Dry Storage:** Store cutlery in dry places to avoid moisture buildup, which can cause corrosion.

### 4 Stain and Mark Removal

#### Specialist Cleaners:

- Use a specialist cleaner or stainless steel polish to remove marks from your cutlery. These can be purchased from a chemical supplier. Follow the manufacturer's instructions.
- Do not use silver polish on stainless steel, as it will damage the surface.

### 5 Understanding Stainless Steel Grades

The quality of cutlery is determined by its stainless steel grade. The higher the nickel content, the better quality the cutlery:

#### 18/10 Stainless Steel:

- Contains 18% Chromium and 10% Nickel.
- High-quality cutlery that is resistant to corrosion and staining.

#### 18/8 Stainless Steel:

- Contains 18% Chromium and 8% Nickel.
- Good quality cutlery with decent resistance to corrosion and staining.

#### 18/0 Stainless Steel:

- Contains 18% Chromium and 0% Nickel.
- More prone to rust spots and corrosion. Lower quality compared to 18/10 and 18/8.

PVD (Physical Vapor Deposition) coloured cutlery requires special care to maintain its vibrant colour and shine. Follow these guidelines to ensure the longevity and appearance of your PVD cutlery:



### 1 Before First Use

- **Handwash:** Carefully hand wash your cutlery before the first use to remove any residues from manufacturing and packaging.

### 2 Handwash

- **Preferable Method:** Handwashing is recommended to maintain the shine and colour of your PVD cutlery.
- **Avoid Harsh Cleaners:** Do not use scouring pads, bleach detergents, or products containing sodium.
- **Prompt Rinsing:** Rinse food residue promptly or wash directly after use to avoid damage from salts and food acids.
- **Do Not Soak:** Avoid leaving cutlery soaking in water as it can cause damage.
- **Dry Immediately:** After washing, dry immediately with a soft cloth to prevent water spots and maintain the shine.

### 3 Dishwasher

- **Gentle Detergents:** Use detergents with a phosphate level below 3% and avoid those containing sodium.
- **Low Temperature:** Use dishwashing programs with a low temperature of 40°C or less to protect the PVD coating.
- **Eco-Friendly Programs:** Check if your dishwasher has an eco-friendly program with a temperature of 40°C or less, which is gentle on PVD cutlery.
- **Rinse Beforehand:** Rinse food residue promptly before placing in the dishwasher to prevent damage.
- **Avoid Contact:** Do not wash PVD cutlery in contact with lower-quality steel cutlery, knives, or utensils to prevent chemical reactions that can mark the steel. Ideal for use with our cutlery / flatware basket codes - 69871 & 69872.
- **Remove and Dry:** Remove pieces from the dishwasher when the cycle is finished and towel dry immediately to prevent spotting.
- **Remove Water Spots:** Use a soft cloth to remove any water spots to keep the cutlery's shine.

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.

Proper care and maintenance of commercial glassware is crucial to ensure its longevity, clarity, and overall appearance. Follow these steps to keep your glassware in top condition, providing a professional and appealing presentation for your establishment:



### 1 Washing

#### Commercial Dishwashers:

- **Dedicated Glassware Racks:** Use racks specifically designed for glassware to prevent movement and collisions.
- **Proper Loading:** Load the dishwasher carefully, ensuring the glasses are secure and do not touch each other.
- **Appropriate Detergent:** Use detergents formulated for commercial dishwashers and glassware.
- **Gentle Cycle:** Select a gentle or glassware-specific cycle to minimise damage from high temperatures and strong water jets.
- **Rinse Aid:** Use a rinse aid to prevent water spots and enhance the shine of the glassware.

### 2 Drying

- **Air Dry:** The safest method is to allow glassware to air dry. Place items upside down on a clean, lint-free towel or drying rack.
- **Soft Cloth:** If towel drying is necessary, use a soft, lint-free cloth to avoid scratches and lint residue. Microfiber cloths are ideal for this purpose.

### 3 Polishing

- **Polishing Cloth:** Use a microfibre or lint-free cloth designed for glass polishing.
- **Steam Method:** Steam the glassware over hot water and then polish with a cloth to remove spots and streaks.
- **Avoid Excessive Pressure:** Apply gentle pressure while polishing to prevent breakage.

### 4 Storing

- **Vertical Storage:** Store glassware upright to avoid putting pressure on the rims, which are the most fragile part.
- **Avoid Stacking:** Do not stack glassware unless it is designed for stacking, as this can cause scratches and increase the risk of breakage.
- **Use Dividers:** Use dividers or separators on shelves to prevent glasses from touching and chipping.

### 5 Usage Tips

- **Avoid Extreme Temperatures:** Do not expose glassware to sudden temperature changes. Avoid pouring boiling liquids into cold glasses or placing hot glasses in cold water.
- **Handle with Care:** Handle glassware by the base rather than the rim to reduce the risk of breakage and fingerprints.
- **Inspect Regularly:** Check glassware for chips or cracks regularly. Remove damaged pieces from circulation to ensure safety.

### 6 Preventing Cloudiness

- **Avoid Hard Water:** Use a water softener if your water supply is hard. Hard water can leave mineral deposits that cause cloudiness.
- **Proper Rinsing:** Ensure thorough rinsing to remove all soap residues, which can cause cloudiness.
- **Regular Descaling:** Regularly descale the dishwasher to remove mineral buildup that can affect glass clarity.

Polycarbonate drinkware is a popular choice due to its durability, clarity, and safety compared to glass. To ensure your polycarbonate drinkware stays in optimum condition, follow these steps:



**1 Handwash**

- **Wash Before Use:** Wash new drinkware before using it for the first time.
- **Use Mild Detergent:** Clean with a mild, non-abrasive cleaner such as Polyclean by Polysafe. Harsh chemicals can damage the surface.
- **Soft Sponge:** Use a soft cloth or sponge. Avoid abrasive scrubbers or scouring pads that can scratch the surface and cause a cloudy appearance. Glass brush cleaners are damaging to polycarbonate surfaces. If using a glass brush cleaner, fold a cleaning cloth over the bristles to create a protective barrier
- **Warm Water:** Wash in warm water. Avoid very hot water and excessive heat, which can warp the drinkware.

**2 Dishwasher**

- **Avoid High Heat:** Use a gentle or eco-friendly cycle to prevent heat damage. Polycarbonate can warp or crack under high temperatures.

**3 Drying**

- **Air Dry:** Air drying is the safest option. Place drinkware upside down on a clean towel or drying rack.
- **Soft Cloth:** If towel drying is necessary, use a soft, lint-free cloth to avoid scratching.

**4 Storing**

- **Stacking:** If stacking, ensure drinkware is completely dry to prevent moisture buildup and possible bacterial growth. Place a soft cloth or paper towel between stacked items to avoid scratching.
- **Avoid Overcrowding:** Store in a spacious area to prevent damage from overcrowding or heavy items pressing against the drinkware.

**5 Usage Tips**

- **Avoid Microwave:** Do not use polycarbonate drinkware in the microwave, as it can cause warping.
- **Avoid Boiling Liquids:** Do not pour boiling liquids directly into polycarbonate drinkware to prevent warping or cracking.
- **Prevent Staining:** Avoid leaving strong-coloured beverages (e.g., coffee, red wine) in the drinkware for extended periods to prevent staining.
- **Limit Alcohol Use:** Polycarbonate can react with high-proof alcohols. Limit prolonged exposure to strong undiluted spirits.

**6 Stain Removal**

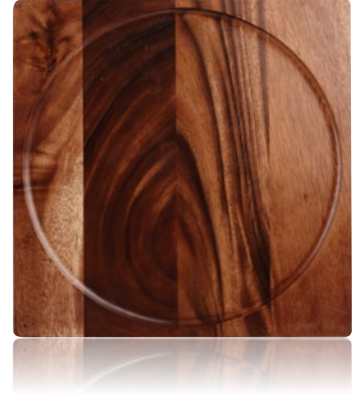
- **Soaking:** For heavily soiled glasses, use Revive polycarbonate soaker by Polysafe.

**7 Avoiding Damage**

- **Avoid Impact:** Polycarbonate is durable but not indestructible. Avoid dropping or knocking the drinkware against hard surfaces.

## Wooden Boards

Proper care and maintenance of wooden boards are essential to ensure longevity, hygiene, and appearance. Follow these simple steps to keep your wooden boards in excellent condition:



### 1 Washing and Cleaning

#### Avoid Dishwashers and Extreme Conditions:

- Not suitable for dishwashers, ovens, freezers, or microwaves.
- Do not soak in water or wash with harsh detergents.

#### Regular Cleaning:

- Wash with hot soapy water after each use.
- Dry immediately with a clean paper towel or air dry.

### 2 Food Contact and Sanitisation

#### Direct Contact:

- Suitable for direct contact with food.
- Ensure appropriate cleaning and after-care after each use.

#### Thorough Sanitisation:

- For more thorough sanitisation, use a diluted mixture:
  - One teaspoon of chlorine bleach to one litre of water, or
  - Five teaspoons of vinegar to one litre of water.

### 3 Storage

#### Optimal Storage Conditions:

- Store in a dry location at room temperature.
- Avoid storing near heat sources or humid areas.
- Do not leave in direct sunlight for long periods of time.

### 4 Maintenance

#### Regular Oiling:

- Give your boards a good oiling on all surfaces every 3–4 weeks.
- Use food-grade mineral oil or a specialised cutting board oil.
- Apply the oil evenly with a clean cloth, let it soak in, and wipe off any excess.



Melamine tableware is durable, lightweight, and resistant to shattering, making it a popular choice for commercial use. Proper care will help maintain its appearance and longevity. Follow these simple steps to ensure your melamine stays in good condition:



### 1 Washing and Cleaning

#### Handwash:

- **Use Mild Detergent:** Clean with a mild, non-abrasive dish soap to avoid damaging the surface.
- **Soft Sponge:** Use a soft cloth or sponge. Avoid using abrasive scrubbers or steel wool, which can scratch the melamine.
- **Warm Water:** Wash in warm water. Avoid very hot water, which can weaken the material over time.
- **Rinse Thoroughly:** Rinse thoroughly to remove all soap residues, which can dull the finish.

#### Dishwasher:

- **Avoid High Heat:** Use a gentle or eco-friendly cycle. High temperatures can cause warping or discolouration.

### 2 Drying

- **Air Dry:** Allow melamine items to air dry to avoid potential damage from high heat or abrasive drying cloths.
- **Soft Cloth:** If towel drying is necessary, use a soft, lint-free cloth to prevent scratching.

### 3 Usage Tips

- **Avoid Microwaves and Ovens:** Melamine is not suitable for use in microwaves or ovens, as it can melt or warp under high temperatures.
- **Avoid Boiling Liquids:** Do not pour boiling liquids directly into melamine containers, as this can cause warping or cracking.
- **Prevent Staining:** Avoid leaving highly acidic or strong-coloured foods (e.g., tomato sauce, coffee) on melamine surfaces for extended periods to prevent staining.

### 4 Stain and Odour Removal

- **Baking Soda Paste:** For stubborn stains, create a paste of baking soda and water. Gently scrub the stained area with a soft cloth or sponge, then rinse thoroughly.
- **Vinegar Solution:** For odours, soak the melamine in a solution of equal parts white vinegar and water for a few hours, then wash as usual.

### 5 Storing

- **Avoid Stacking Too High:** Do not stack melamine items too high, as the weight can cause warping or damage over time.
- **Store in a Cool, Dry Place:** Store melamine in a cool, dry place away from direct sunlight and heat sources, which can cause discolouration or warping.

## Cast Iron Cookware

Proper care and maintenance of cast iron cookware are essential to ensure longevity, performance, and appearance. Follow these guidelines to keep your cast iron cookware in excellent condition:



### 1 Cooking and Usage

- **Align with Cooktop Heat Zone:** Always align the casserole base with the cooktop heat zone for even heating.
- **Prevent Overheating:** Ensure gas flames are confined to the base area of the casserole to prevent overheating and damage to handles.
- **Use Medium to Low Heat:** For best cooking results and to preserve the cookware, use medium to low heat.
- **Avoid Metal Utensils:** Do not use stainless steel spoons, whisks, or any utensils with sharp or hard edges to avoid damaging the cooking surface.

### 2 Cleaning and Maintenance

- **Avoid Thermal Shock:** Thermal shock may result in cracking or loss of enamel coating. Always let the heated dish cool before washing.
- **Gentle Cleaning:** Do not use scourers or abrasive cleaners on the cooking surface. Use nylon or soft abrasive pads or brushes to remove stubborn residues.
- **Washing:** Wash with warm, soapy water. Avoid soaking the cookware to prevent rust.
- **Dry Thoroughly:** Before storing, ensure the casserole is completely dry. Store in a dry or open-air space to prevent moisture buildup.

### 3 Storage

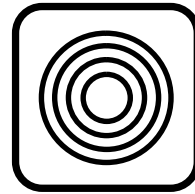
- **Proper Drying:** Make sure the cookware is completely dry before storing to prevent rust.
- **Avoid Moisture:** Store in a dry place, away from moisture, to maintain the integrity of the enamel coating and prevent rust.

### 4 Handling and Safety

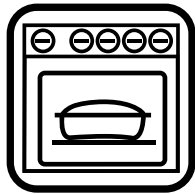
- **Prevent Damage:** Avoid repeated knocks to the cooktop or other hard surfaces, especially on the edges of the pot, as this may crack or chip the enamel finish.



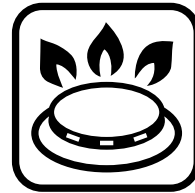
Silicone



Electric



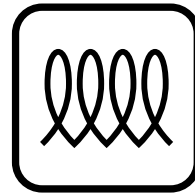
Oven



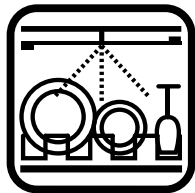
Gas



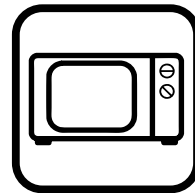
Vitro



Induction



Dishwasher Safe



Microwave

## Greaseproof Paper & Crockery

### GREASEPROOF PAPER

#### Take your branding to the next level with custom greaseproof paper.

Our biodegradable and non leaching paper can be tailored to uniquely reflect your brand.

#### Features include:

- Australian made
- Sustainable
- Quick turnaround on both original order and re-orders
- Customisable sizes
- Multiple colour options
- Multiple colours in one design available
- Print on kraft or white paper
- Rolling print or cut to print available

**Note: Minimum order quantities apply.**

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### CROCKERY

#### Enhance branding at your venue with custom crockery decorations.

Our kiln fired, on-glaze printing is manufactured with the latest ceramic technology for a durable, long-lasting impression.

#### Features include:

- Decorated within Australia
- Long lasting print (kiln fired)
- Multi-coloured logos available
- Decals and Hand-painted technique
- No design or logo size restrictions
- Fast lead time
- Minimum order quantity: 144 pieces

**\* Decoration also available ex-Factory for bulk order quantities.**

## GLASSWARE

**Order your glassware with the convenience of in-house printing/nucleation.**

Branded glassware (including pour guides onto glasses) can be arranged with single colour pad printing or even sand-blast nucleation added to your beer glasses to improve the performance and presentation of your beer service.

**Features include:**

- Decorated within Australia
  - Single colour pad printed logos / pour lines (max logo size 35mm)
  - Sand-blast Nucleation for improved draught beer performance
  - W&M Certification
  - Fast lead time
  - Minimum order quantity: 240 pieces
- \* Decoration also available ex-Factory for bulk order quantities.**

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Custom printing enables you to design greaseproof paper, crockery, and glassware with your unique branding, enhancing the dining experience with an added touch of sophistication and personalisation.

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