

Product Care and Guidance

Genware products are produced to provide the strength and durability that is needed for the best performance in the foodservice and hospitality industry.

For you to get the maximum value, life and confidence in your Genware products, we have produced the following guidelines to support you. It is our recommendation that all our products that intend to encounter foodstuffs, have any packaging and labelling removed and the product is washed, rinsed and dried before use. For any further questions, we ask you to contact your Genware distributor directly.

Acacia Wood

A durable hard wood from fast growing trees, Acacia has a beautiful grain and its varied colour allows products to have a warm and rich colour. Due to its natural material the grain and colour will vary over different products. The longevity of its used can be greatly increased when the correct care of wood products is implemented.

This wood should only be washed in warm soapy water only and is not suitable for dishwashing.

If left in water to soak, the product will be damaged, and it is essential for the product to be dried promptly after washing. It also requires to be stored in a cool, dry place and not exposed to direct sunlight.

It is also recommended that occasional application of a food safe wood treatment oil or vegetable oil will help to keep the wood from drying out as well as prolonging the life and original appearance of the product. However, depending on the level of usage and the period of time that the product has been used, it is expected products may show a level of wear and tear due to the type of wood.

Acrylic – Plastic

Due to its fantastic clear properties and appearance, acrylic is often used in our salt and pepper mills. However, this material should not encounter temperatures above 50°C and is not dishwasher safe.

Aluminium

A wide variety of Genware products are manufactured from aluminium and are produced to the highest quality and should be free from any impurities that could be of any damage to its functioning.

Due to its properties, aluminium is a softer metal when compared to stainless steel which requires greater attention and care when washing and in use. As well as this, all aluminium products are not safe for use within a dishwasher as the corrosive nature of detergents will cause decolouration to the product.

As it is currently the best material to provide even heat distribution due to its excellent conducting ability, aluminium is used largely throughout the cookware ranges which also includes the stainless range as a layer is placed within the base.

Some of the key Genware ranges which are manufactured from aluminium are below including further guidance that are specific to those products.

Aluminium Cookware & Bakeware

Aluminium cookware and bakeware have been the favoured choice for many chefs for decades, due to its exceptional heat dispersal quality. Stainless steel cookware is appropriate for use on all sources of heat excluding induction. However, when using cookware, it is vital to always keep any heat source or flame to the base of the pan. Keeping flames away from the side of the pan can prevent any overheating and discolouration from forming on the product which cannot be removed.

To help to prevent the risk of corrosion, we suggest that the product be washed immediately after, however aluminium should not be objected to massive changes in temperature such as plunging a hot pan into cold water. This should be avoided as it may cause distortion.

As a recommendation, the use of cooking oil will prevent food from sticking to the pan. It is to be noted that any food containing acidic properties may mark the product. Metal utensils may also damage or scratch the surface of your products, so it is important to take care when using these items.

It is vital that the correct care is applied to your aluminium cookware and bakeware to maintain excellent value and ensure its long life, making sure your products are dry and clean will guarantee this.

Black Iron Cookware

Black iron cookware products are appropriate for use on all heat sources, including induction. Yet they are not suitable for dishwashers. Black iron products are provided with a coating of protective lacquer. Before first use, this layer should be removed by washing the product in hot soapy water.

It is important that a naturally formed 'patina' is created on the surface of the pan, to do this the products should be seasoned before use. The process of this involves gently heating about 1cm of oil in the base of the pan. The oil should then be allowed to cool, before removing the oil and wiping the pan with kitchen paper.

With regular use, the patina will develop further and create a non-stick layer. It is important that after cooking with black iron, that the pan should only be wiped with kitchen paper. The seasoning process should be reiterated before further use.

To avoid rusting, store the pan in a dry place. However, should light rust spots appear they can be removed carefully using a scourer.

Cast Iron

Care and Use

It is important that your cast iron products are washed completely before first use. For use after this, it is important to hand wash cast iron pans using hot soapy water and a brush at once after use.

It is vital to not immerse cast iron pans in water for too long as this can harm the seasoning of the pan. Pouring cold water into a hot pan or submerging it into cold water could cause the pan to crack or warp. When cleaning products, it is not suitable to use abrasive cleaners, detergents or scouring pads.

We recommend that empty pans are not placed onto a hot hob or allowed to boil dry as this can be damaging to the product. It is important to follow these steps to ensure the longevity of your product.

After being washed, your products must be dried immediately to protect against rust.

Another step that can be taken to add another level of protection is to apply a light coat of cooking oil inside a dry pan and heat for one minute on a low heat setting. This will help to rebuild any seasoning that may have been lost during washing.

When handling cast iron products, you should always use a cloth or oven gloves. Cast iron products are not suitable for microwave oven or dishwasher use.

How to re-season your cast iron

Seasoning your products is a very important step when caring for your cast iron products. To start the process of re-seasoning, the inside of the pan must be greased using plenty of vegetable oil. The pan is then to be placed into the oven at around 175°C – 200°C for 15-30 minutes or until the oil has dried up. After removing the pan, it should be left to cool and any remaining oil should be wiped away using a paper towel.

If your cast iron pan becomes rusty

Firstly, the rust should be removed using either wire wool or a wire brush. The pan should then be rinsed and dried thoroughly, the re-seasoning process should then be carried out as stated above.

If food becomes burnt or black during cooking

To solve this issue, you should firstly fill the pan with water and heat until it boils. After this, the water should be drained, and the pan should be dried completely. The re-seasoning process must then be carried out by following the steps above.

Ceramics

Dishwashing

To preserve the appearance of your products and to protect them from any preventable damage, we have created the following guide for washing ceramic items.

Before washing, use rubber or plastic scrapers to remove any excess food residue. This will ensure less damage to the product as using metal utensils may damage the glazed surface.

We suggest following the manufacture's guidelines for detergent dosage, wash temperature and rinse cycle. Consider the water hardness and make sure that water softeners are used if needed.

It is important to wash your product before first use and that it is washed after each use following this. However, it is vitally important when washing ceramic products that other items such as cutlery or products made from metal materials are washed separately to avoid damage.

Storage

Storage is a very important step that will help to protect the longevity of your ceramic products. The appropriate racks for storage must be used wherever possible. Handles and spouts must also be placed so that they do not come into contact one another as this heightens the risk of the product becoming damaged.

Any contact between ceramics and metal products should be avoided. Metal surfaces are also a risk to your products as this can cause metal marking and abrasion due to counter tops. To help to prevent this, rubber or plastic mats can be placed onto metal surfaces to create a protective barrier between the two materials.

Guidance

Genware ceramics are dishwasher, freezer, microwave and oven safe.

It is important to guarantee the longevity of your product which can be achieved by taking some protective measures. Careful handling of ceramics will prolong the life of your products, as the risk of damage is lowered.

Thermal shock should also be avoided as this can create a large amount of damage. This can be done by not subjecting products to any sudden and extreme temperature changes, such as placing a product directly from a freezer into a hot oven.

Ceramic products that are matt glazed or coloured will be likely to show wear and tear as opposed to standard glazed, white items.

Your Genware distributor will be able to give you advice on what products will give you maximum performance if you are uncertain.

Chef Clothing

All chef clothing items and garments are complete with washing instruction labels, which state the correct procedure to ensure the durability of the product.

Chef Knives

Manufactured from special types of molybdenum steel, our range of chef knives are designed to be stronger than traditional stainless steel. This then allows the blade to be razor sharp.

We recommend that this product should not be left wet or with any remaining food residue and should be washed and dried after each use. This will help to prevent rusting and staining as due to the type of steel there is less resistance. It is not advised to use chef knives in dishwashers as this can be damaging.

Copper Plated

Copper plating is a very delicate material that needs to be cared for to ensure that its wonderful appearance is protected. We have created a few tips that can be carried out to ensure this.

Product Care Instructions

It is important that copper plated products are hand washed in warm water which must be done after every use. After this, the product must then be dried completely with a soft cloth.

When storing the product, it should be completely dry and covered with either cotton or a polythene wrap and placed into a cool and dark place.

Should the product display signs of tarnishing, a metal polish compound can be rubbed into the product using a soft cloth.

Important things to avoid

When caring for your copper plated products, it is important to understand the things that if not avoided will create damage. Acidic foods such as citrus fruits should not come into direct contact with copper plated products as this will have a negative impact on the surface. When cleaning copper plated items it is vital that the product is not left wet as this could then lead to water marks that may stain the surface permanently.

An industrial detergent is also not recommended for use on copper plated items, and the product should not be cleaned using an abrasive sponge as this will also damage the copper surface. Something to consider when purchasing copper plated products is that over time, copper will naturally oxidise.

Copper plated products are not suitable for use in both a microwave or dishwasher and should not be placed over a direct flame or heat source.

Enamelware

Enamelware can be protected and the life prolonged of products by following these simple steps.

Any enamelware products should be washed before the first use. To protect the enamelware from staining and to make washing easier, a light coating of cooking oil can be applied before use. Avoid placing any enamelware to boil dry on either a hot plate or gas hob.

It is recommended that when cleaning, harsh cleansing equipment or abrasive soap powders should be avoided as this could potentially lead to chips. Enamelware should be soaked in either warm or hot water and washed gently with a liquid detergent.

Fibreglass Trays

Fibreglass trays are dishwasher safe, unlike the other plastic and wood trays in our range. To protect the shape of the product and to preserve the item from getting damaged, it is recommended that the trays are stacked flat after dishwashing.

It is essential to note that this material has a safe temperature range from approximately -50°C to +140°C.

Galvanised Steel

Although providing an excellent rustic alternative to stainless steel, galvanised steel does not possess rust resistant properties and involves the correct care and usage to ensure the durability of the products.

It is important that products manufactured from this material do not encounter any food products, a measure that can be taken to avoid this is to protect the product is to line it with one of our greaseproof paper liners. This is particularly important when serving food that is cooked in hot oil as this can then create further damage.

When cleaning products, it is advised to use warm soapy water and hand washing the item, as galvanised steel is not dishwasher safe. By doing this, the chance of staining and corrosion is limited.

Glassware

Dishwashing

Apart from our Doubled Walled glasses that require to be hand washed only, the rest of our glassware range is suitable for commercial glasswashers. However, to protect the quality of the products we advise to follow the steps below.

Each product should be washed before first use; however, it is important to know that glassware should not be washed at temperature that are about 60°C. This is because debris could then be baked onto glasses during the washing process. When washing, non-corrosive detergents should be used as this limits the risk of damaging the surface of the glass.

Any glasses that have visible cracks or chips should be disposed of and should not be placed into a dishwasher as this could be very dangerous and lead to sharp fragments of glass.

Storage

The correct storage of your glassware results in less damage and breakages. The best storage would be correctly sized compartment glass racks. It is our recommendation to not stack any glassware that does not state it is stackable.

It is advised to not store and place cutlery into glasses, as this type of material is damaging to glassware and can break or mark the surface of the glass.

Guidance

Hot drink glasses longevity can be prolonged by pre-heating the glasses, to this this the glass must be held under a hot tap. It is important to not place cold liquids into glassware that could be hot or warm, this leads to thermal shock which could cause the glassware to crack.

Laminated Wood Trays

Created to be lightweight and tough, our laminated wood trays should only be cleaned using a damp cloth after use as they are not dishwasher safe.

Melamine

Created to be a strong, extremely chip, scratch and break resistant plastic. Melamine can be a great alternative to other materials such as ceramics. However, it is important that it receives the proper care required.

Before washing, all remaining food residue must be removed, and only plastic or rubber scrapers must be used. Alternatives such as metal utensils may scratch or damage the surface of the product. Harsh detergents should also be avoided as this could stain the product.

Although melamine products are dishwasher safe, they must not be placed into ovens or microwaves and are designed to be used in temperatures ranging from -50°C to +100°C. Products made from melamine are suitable for using in chafing dishes and bain maries if they are within these temperatures.

Non-Stick Aluminium Cookware

Products manufactured from this type of material should be tended in the same way as aluminium cookware and bakeware products, with some further precautions.

To maintain the non-stick coating, the metal or corrosive articles should not be used in, or to clean the product. The use of heat resistant plastic utensils is recommended.

Non-stick aluminium cookware is oven safe and can be used within temperatures of up to 230°C. It is vital to not over heat the product as this could lead to damage to the non-stick surface.

Olive Wood

Olive wood is well known for its strength, adaptability and outstanding appearance. Every piece is carved from a single piece of wood. With this wood, the correct care can immensely increase the longevity of use.

We advise to wash this material by hand in warm soapy water as it is not dishwasher safe. Products made from this type of wood should never be left to soak in water and should be dried as soon as possible. Without doing this, the product can become damaged.

Try to keep products made from olive wood out of direct sunlight and store them in a cool dry place when not in use.

As olive wood tends to dry out with use, frequent use of olive oil can be applied to bring back the natural state of the wood and help to nourish it. It is recommended to do this ideally after every wash. Not only will this treat the wood, but also prolong the life of the product. Part of the charm of this wood is how original each piece is, as the size, shape and finish vary from piece to piece. It is expected that over time and depending on the level of usage, that some products will show a level of wear and tear due to the character of the wood.

Polycarbonate (PC) – Plastic

Polycarbonate is often transparent in appearance and is a durable, strong and firm plastic. Although safe for dishwashing and having a safe temperature ranging from -40°C to 100°C, it is not suitable for use within an oven, microwave and should not be placed into a bain marie.

Polyethylene (Low and High Density, PE) – Plastic

Used to produce our high and low density chopping boards. High density PE is stronger and tougher than low density this helps which helps to keep a more usable surface for a longer amount of time and is more resilient to cutting.

This material is not suitable for the dishwasher and by doing so could cause the product to warp. The safe temperature range for this material ranges from approximately -40°C to 95°C.

Polypropylene (PP) – Plastic

With its great flexible ability, polypropylene is an excellent alternative to polycarbonate which is of fantastic value. It can be distinguished by its translucent appearance.

This can be combined with other materials, for example the rubber in our nonslip trays. Dishwasher safety and temperature ranges can be found within our brochure. Products within our range of polypropylene gastronomic are suitable for use within freezers, microwaves and dishwashers.

Professional Non-Stick Bakeware

The professional non-stick bakeware range should be tended in the same way as our aluminium cookware and bakeware products, with some further precautions. To maintain the non-stick coating, the metal or corrosive articles should not be used in, or to clean the product. The use of heat resistant plastic utensils is recommended. Products are safe to use in the oven to temperatures of 240°C /475°F/ Gas mark 9. However, care must still be taken as over heating products of this material can cause damage to the non-stick surface.

Professional non-stick bakeware is suitable for freezer, fridge and dishwasher use.

SAN - Plastic

SAN is a very versatile plastic that can be produced to be transparent however takes to colour well and can also be manufactured with a high gloss finish. This material is a tough but brittle plastic. It is also dishwasher and microwave friendly and is safe up to approximately 71°C as its safe temperature ranges from 0°C to 71°C.

Slate

Slate should only be washed in warm soapy water as it is not suitable for dishwashing. When cleaning, the product should not be left to soak in the water and this will cause damage. The product should then be dried straight after washing.

It is not advised to cut directly onto slate with either sharp or serrated knives as this will mark the surface of the product.

Stainless Steel

A wide variety of products are manufactured from stainless steel, when cared for correctly it is an excellent metal that can deliver regular assistance over the years at great value.

All the stainless steel products within the Genware range are of the uppermost standard and should be free from any impurities that could be of any damage to its functioning.

Stainless steel as a material is often described as 'rustless' or 'rust resistant' which could be considered as true in some ways, however this is only achievable if the products are cared for in the correct way.

All products manufactured from this material are dishwasher safe, although they should not be left to soak prior to dishwashing. Below are some of the key Genware ranges that are manufactured from stainless steel and the additional information that is specific to these products.

Stainless Steel Cookware

Stainless steel cookware is becoming a very popular material of choice for hotels and restaurants as it is easy to keep clean and hygienic which is important for these sectors.

Not only are all stainless steel products dishwasher safe but they are also more durable than aluminium. To protect the surface of any products manufactured from this material, the use of metal utensils should be avoided.

Stainless steel cookware is suitable to use of all types of heat sources, which included induction. However, it is important to keep any flame or source of heat close to the base of the pan. Flames should not be allowed to reach the side of the pan as any overheating can cause discolouration to the product.

Once the product has been used, it is recommended that any accidentally burnt on foodstuffs are removed and the product is washed immediately as this will reduce the possibility of corrosion.

Storage is also an important factor to ensure that your product fulfils its longevity. All items should be dry and clean before storing away.

Stainless Steel Cutlery

To offer the highest possible value at a variety of prices within the Genware cutlery ranges, there is a great focus on the quality of polishing levels as this is vital to allow the user to maintain a high quality finish, which is free from staining, corrosion and marking.

For detergent dosage, rise cycle and wash temperature we advise following the manufacturer's guidelines. However, evaluate the water hardness and use water softeners if required. It is important that products are washed before using for the first time and should be washed immediately after each use following.

We recommend that after use, cutlery should be washed as soon as possible to remove any remaining foodstuff as they contain acids, fats and salts that can cause corrosion to the cutlery. Although this material is safe for dishwasher use, products should still not be left to soak prior to dishwashing. Abrasive cleaning items and detergents should not be used when cleaning as this can lead to damage, staining and scratches to the surface of the product.

Ideally, cutlery should be wash in specifically made cutlery baskets however care must be taken to make sure baskets are not over filled which can have an impact on the flow of water and reduce the efficiency of the cleaning process.

It is important that once cleaned, the product should be dried or removed from the dishwasher. This avoids prolonged contact between the product and water or moisture that could create damage such as rusting.

Vacuum Beverage Servers

Stainless steel vacuum beverage servers are an excellent way to keep beverages at their prime temperature, which can be for up to 20 hours if cared for in the correct way.

Vacuum beverage servers are not to be used within a dishwasher, doing so could potentially cause the product to lose its vacuum properties. As an alternative, hand washing in warm soapy water with mild detergents is suggested.

To prolong the life of this product, spare lids are available for several products within this range.