



CHURCHiLL



CLASSIC

XL7



CARE IN USE



RECOMMENDATIONS TO HELP YOU TO PROTECT YOUR INVESTMENT IN CHURCHILL DINNERWARE.

Minimising General Wear & Tear

Should you require further advice on aspects of care covered here, please contact our Customer Service department

Delivery

Upon receipt of your Churchill dinnerware;

- Inspect all items
- Wash all items twice before putting into service

CLEANING

ALL NON-METALLIC CHURCHILL PRODUCTS ARE DISHWASHER SAFE.

Items that should not be cleaned in the dishwasher

- Items decorated with metallics

Detergents

- Use a detergent specifically for automatic dishwashers
- Use the recommended amount
- It is important to follow manufacturers recommendations regarding quantity of detergent. Too much and too little could adversely affect the cleaning process
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- Do not put detergent directly onto dinnerware as this may result in damage

CLEANING

Scraping and pre-rinsing

- Avoid stacking dirty china
- Do not mix cutlery and ceramics together when cleaning
- Remove left-over food immediately after use
- Use a plastic spatula to remove leftovers as metal will scratch or mark the plate
- Rinse items as soon as possible after use. Certain foods and food acids can cause staining if left to stand for long periods
- Ensure the water is not too hot as this may bake-on leftovers
- Never use scouring pads to remove stains. These will permanently scratch the surface, increasing the likelihood of further staining

CLEANING

Loading the dishwasher

- Keep china, glass and metal items separate. This will reduce the possibility of chipping, breakage and metal marking
- Clean the dishwasher regularly to prevent limescale build up
- Space products properly - do not over fill
- Do not cover dishwasher spray arms
- Load so that items are not touching
- Wash within 30-40 minutes of use

Unloading

- Allow items to air dry before stacking

STORAGE

Storage

- Ensure adequate storage space is provided, particularly in the dirty dish area
- Do not stack hot wet china
- Do not stack items that were not designed to be stacked
- Store preferably on high-grade stainless steel shelves or shelf mats, or china will pick up unsightly metal marks
- Keep china, metal and glassware separate
- Do not over stack, as the weight created by stacking too high will contribute to scratching and metal marking
- Do not mix-stack e.g do not stack Churchill dinnerware with products from other suppliers, particularly if these items have an unglazed foot

WARMING

CHURCHILL COOKWARE IS OVENPROOF TO 180 - 200 DEGREES FOLLOWED BY IMMEDIATE COOLING TO 20 DEGREES

Warming Dinner and Cookware

- Avoid excess temperature variations such as taking the tableware from the fridge directly to a hot oven
- Warm gradually & evenly
- Do not place items decorated with metallics (gold, silver, bronze) in the microwave

PREVENTING SCRATCHES

Maintaining a scratch-free product

- Scratches appear most often in the centre of the surface of the plate
- Friction between the foot of a plate and the glazed surface of the plate below and weight are the principle factors causing scratches to the centre of the plate

To reduce friction and scratching Churchill utilises two foot profiles

- Traditional foot with a unique glazed finish on Alchemy
- Pin-fired rushed foot on Churchill products

✓ All flatware has a glazed foot to keep friction to a minimum so that the presentation surface or service plate will not be damaged.

✓ Some items have a rushed foot, a fully glazed bevel finish. This has the same benefits as a glazed foot.

PREVENTING SCRATCHES

- Place plates centrally in a pile
- Do not push plates into a stack at an angle
- Avoid additional friction between the foot and the glaze surface of the lower plate
- Never stack Churchill dinnerware with other makes of dinnerware, particularly those with an unglazed foot
- To protect the glazing, avoid rubbing and scuffing when stacking plates
- The more plates in the pile, the greater the pressure and the greater risk of scratches
- Do not slide, always lift products
- Always use rinse aid in the dishwasher, this reduces friction



AVOID METAL MARKINGS

- Metal marking is the appearance of small black marks on the surface of a ceramic product.

If two hard substances are rubbed together they will scratch each other. A glaze and cutlery will rub against each other causing thin deposits of metal to be left as black marks on the surface of the crockery.

It can also be caused by metal surfaces such as dishwasher and drainers.

The extent of the problem can be affected by:

- Quality of the cutlery used. A lower grade cutlery will be softer and be more prone to leaving marks
- Dragging or scuffing caused by dishwashers, draining surfaces, metal worktops or careless stacking
- A high quality fine glaze will be smoother and flatter and less likely to pick up metal marking
- Do not put hot wet dishes into contact with aluminium surfaces
- Do not push plates into a stack
- Do not stack hot wet plates - allow plates to dry before storing
- Avoid exerting excessive pressure on the surface of the product

Removing Metal Marks

Metal marks can usually be successfully removed by rubbing with; vinegar, a mild bleach solution, lemon juice, cif, brasso and proprietary cleaners. Stains can be removed using biological washing powder.



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