



## BERNARDAUD

### Care & Maintenance

Made out of a mix of quartz, feldspar and kaolin cooked at 1400°C, porcelain is the hardest ceramic there is. It has no porosity, does not absorb grease elements, and is not corrupted by acid liquids. The firing of the decorations, including those made out of precious metals, allows the colours to slip into the enamel, which preserves the pigment in the long term. However, we do recommend you treat porcelain with care. This practical guide will help you in preserving it as long as possible.

### Storage Guidelines

Think in advance about where you are going to store your items. Set some guidelines when it comes to product manipulation.

Dish carts – used layered carts with adjustable dividers which will be appropriate for every shape and form: round, oval, rectangular, or square.

Use properly fitted cup racks with enough clearance above the top of the cup.

Do not stack platters over 6ft high.

Racks should be easily accessible by all employees regardless of stature.

Take care to provide adequate storage for lids or smaller articles.

Do not stock them in high traffic areas.

Remove the sticks and bar codes, using hot water and soap if necessary.

When exposed to high humidity levels, gold and platinum may oxidise.

To give them back their former shine, use a non-abrasive cleaning product with a soft cloth.

Stack up similar items together, but be careful of overcapacity.

If you can, try to separate dishes with a spacer.

## Handling

Black or grey spots might appear on porcelain. They are caused by surface contact with certain types of silverware or by contact with stainless steel (for example, on preparation tables). To get rid of such spots, we advise the usage of slightly abrasive products, made specifically for tableware and available in any supermarket.

Scrub the metallic deposits gently and rinse.

## Microwave Use

Any porcelain item can be put in a microwave over, except for those that are decorated with gold, platinum, silver, or copper patterns.

## Washing

Always check if there are recommendations and/or changes when it comes to your dishwashers pre-existing settings.

Some patterns can be damaged by strong detergents.

Always conform the to the prescribed dosage of washing up liquid.

Do not use scrubbers for items with precious metal patterns.

Be aware of how the plates and other items are arranged if putting in the dishwasher.

Overloading the dishwasher will make plates rub against each other and possibly break.

Load similar items in the same space. Be mindful of the sturdiness of the dishwasher rails and how the dishes would hold up against water pressure.

When the drying cycle is over, let the plates cool down before unloading them.

Heat can temporarily soften materials such as gold or platinum.

Be careful when stacking up bowls and cups and try to avoid the cup handles hitting each other.

## **General Use**

Avoid any thermic shock; do not move a plate from the refrigerator to the oven or broiler or vice-versa.

We recommend a steady increase in temperature.

Use breaks and training sessions to remind your team of the correct usage.

Decompose strategically the path of a porcelain item to avoid high risk zones.

Put away similar objects together.

Separate cutlery, metal set items, and glassware from porcelain.

Be sure there is enough space around the dishwasher to unload more effectively.

Scrub off leftover food with a rubber scraper, gloves hands, or pulverised water.

Do not scrape a plate with another or with silverware.

Do not use the edge of a table or garbage can to eliminate excess waste.

Do not scrub or hit objects with each other, do not tap dishes on metal or any other hard surface to remove excess food.

Rectangular and square dishes require an adequate manipulation because of their angular shapes.

Do not make dishes slip into one another after washing, this can create scratches.