

# VITRIFIED STONEWARE

*Cloud Terre + Made in Portugal Collections*



**Vitrified stoneware requires proper care and handling to retain its original beauty and value throughout its service life.**

## FIRST USE

- Before first use, wash dinnerware in hot water using mild detergent. Rinse and dry before storing (see below for detailed drying instructions).

## HANDLING

- Use a tray when bussing tables (rather than a tub) to avoid irregular stacking of products that can cause chipping and scratches.
- After clearing tables, immediately remove food remnants from ceramics with a soft dish cloth or sponge.
- Avoid using abrasive materials (steel wool, metal scrapers, scouring pads) to remove debris.
- For removing superficial metal markings on matte ceramics, we recommend using a *Tawashi* natural palm fiber scrubber and scouring powder.

## PRE-SOAKING

- Soak in 140-160°F water with chlorine-free, acid-free, non-abrasive detergent for 10-20 minutes.

## WASHING

- Wash as soon as possible, using a peg rack to maximize water content with dishware.
- Utilize appropriately sized cup racks to reduce unnecessary impacts.
- Ceramics are safe for both high and low temperature commercial dish machines unless otherwise noted.



## DRYING (afterwash)

## BEST PRACTICES

- After removing stoneware items from the dishwasher, avoid stacking them in the dish dolly. Over-stacking freshly-washed, hot items, coupled with unnecessary knocking together, may cause chipping.
- Allow the product to cool down naturally to room temperature. Do not place items under heat lamps. Putting a hot stoneware plate under a heat lamp puts too much stress on the ware in the heating and cooling process, making it more susceptible to impact faults.
- Remove residual water on the surface by drying with a soft cloth or towel.
- Implement a three-par strategy where one is in service, one is being washed, and one is resting/cooling.
- After washing, allow ware to dry fully before putting back into rotation. Once-fired vitrified stoneware is more porous than porcelain or bone china, for instance, and will retain and keep heat. Allowing a proper cooling period helps maintain stoneware's structural integrity.
- Avoid stacking plates more than eight high and bowls more than four high. Avoid stacking mugs in racks.
- To avoid chipping along the rim, do not use plate covers on hot plate-ware.
- Do not microwave or heat over 400°F.
- Wash in a dish machine for best cleaning results.
- Soak in a 10% oxygenated bleach/water solution for 8-24 hours to remove stains.
- Consult your chemical supplier to ensure use of recommended products for best results with your dishwasher and conditions.

