



## Care & Use Guidelines - Villeroy & Boch

Villeroy & Boch recommends the following Care & Use Guidelines for its products:

### Care of your China

#### Dishwasher

Our china is designed to withstand all regular temperature settings and all branded detergents, but always ensure that the correct quantity of detergent is added to your machine.

- Group your tableware correctly in the dishwasher so that it cannot knock together during the wash cycle.
- Large solid objects, such as heavy vases or ashtrays, should be washed by hand.

Occasionally you may find the surface of the tableware is covered with film after washing. This is caused by residual detergent. This film can be removed by rinsing, as can deposits of calcium or starch.

#### Handwashing

- Use of a tap guard when washing china will help eliminate knocks and fractures of pieces.
- Use a small amount of washing up liquid and dry the china while it is still warm to prevent streaking.
- Villeroy & Boch 'in-glazed' patterns are guaranteed fade free.

Our china can be used in the freezer, oven and microwave\* using the following guidelines:

- Do not subject to extreme changes in temperature or to a naked flame.
- Warm in the oven to a temperature of 100°C or below.

\*GOLD / PLATINUM DECORATED TABLEWARE SHOULD NOT BE USED IN THE MICROWAVE

### Care of your Crystal

#### Dishwasher

Our crystal is dishwasher safe and will not discolour at normal temperature settings.

- Place glasses carefully to avoid chipping.
- Use a proprietary glass protector in your dishwasher.

## Handwashing

- Remove jewellery before washing to prevent scratching.
- Use mild soap flakes or a small amount of detergent.
- A rubber mat or tap guard will prevent accidental chipping.
- Dry carefully with a soft lint free cloth to prevent water spotting.
- Whilst drying stemware, do not wipe the bowl whilst turning the stem in the other direction. This action may cause the stem or bowl to break.

## Storage of Crystal

- Store crystal right side up, as the rim is the weakest area.
- Never stack bowls or tumblers as they could become stuck or get scratched. If glasses do become stuck, run some warm water over the **outer** surface to dislodge.
- Use vinegar or lemon juice to remove stains.
- Do not store food or beverages inside crystal for extended periods of time.

## Care of your Cutlery

### Dishwasher

- Do not mix stainless steel and silver in the same dishwasher basket.
- Use the correct quantity and type of detergent, as recommended by your dishwasher manufacturer.
- Most dishwashers are fitted with a water softener which must be regenerated with salt. After adding salt, knives should not be added to the dishwasher load until one complete programme has been completed.
- Knife blades should be wiped to remove excess food before loading, to avoid food being 'baked' on during the drying process. This can lead to pitting and corrosion.

## Handwashing

- Cutlery should never be left standing (without being rinsed) if it has been in contact with potentially corrosive substances e.g. vinegar, salt, lemon juice.
- Knife blades should not be left in contact with moisture. After washing they should be dried with a soft cloth.
- Cleaning should be undertaken using a recommended stainless steel cleaner available on the market.

Most stains, usually caused by hard water, can be cleaned off without leaving a mark. However if cutlery is left for a long time without rinsing, corrosion and pitting (small pin marks) could occur where the surface of the metal has been attacked. Nothing can be done to remove these marks if they have penetrated the surface.