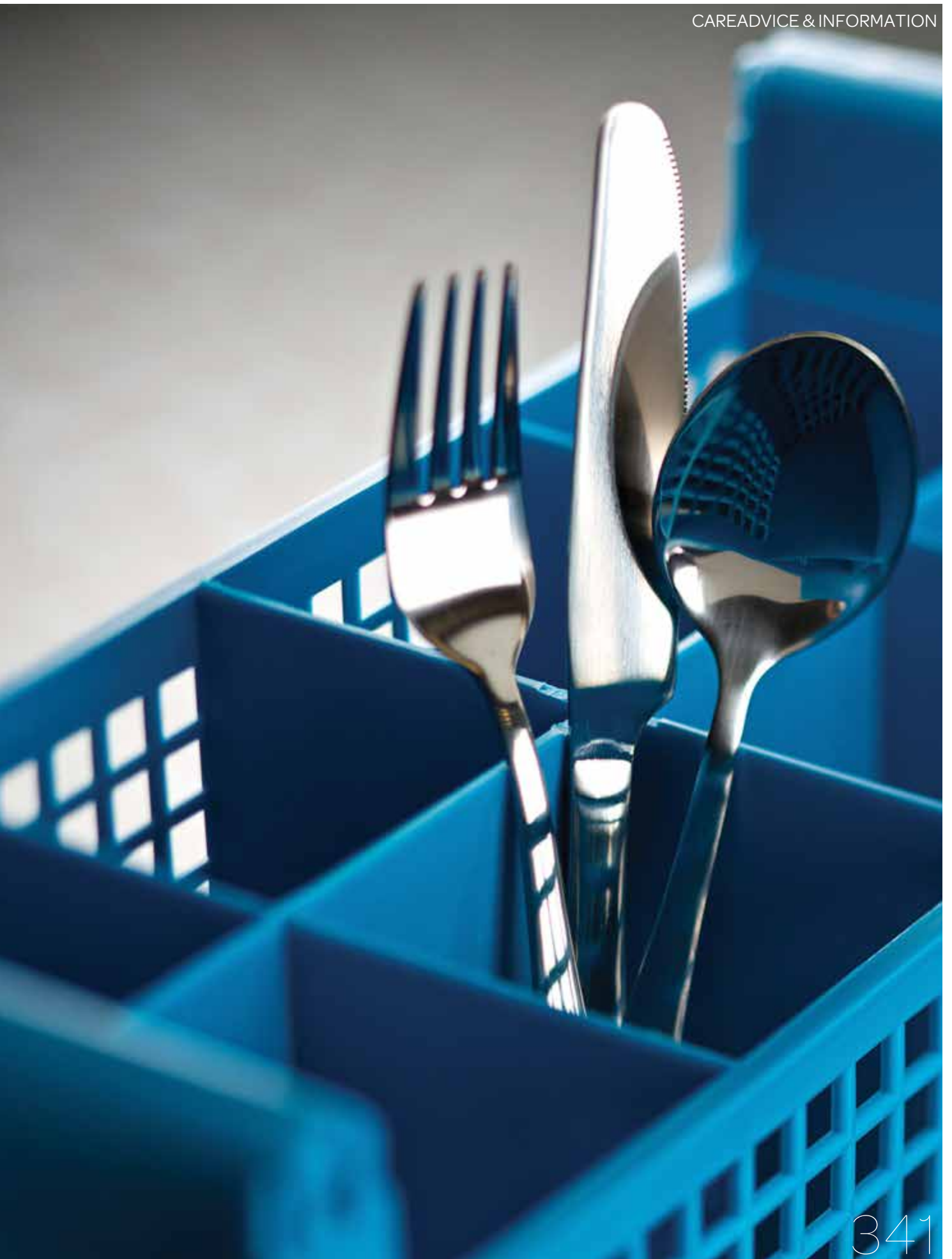


CARE ADVICE & INFORMATION



The first taste is with your eyes! So to make sure that you get the best return from the products that you select for your outlet, we have included advice on care and usage to make sure that longevity in service and appearance is enhanced. This will make sure that you receive the maximum benefit from your investment in Tableware.

Simply Inspired Service



Ceramics Care Advice

Storing:

- Placing rubber or plastic mats on large stainless steel surfaces usually found in industrial kitchens can help reduce metal marking to ceramics.

Rubber or plastic mats can also be placed in stacking areas, trolleys or sinks to further reduce the chance of metal marking.

Washing:

- Utopia's products are specially designed to withstand the rigors of the Foodservice and Hospitality trade, including automatic dishwashing found widely in most businesses. To ensure the quality level of the product is it important to take note of the following:
- Strictly follow recommended dishwashing procedures set out by the manufacturer and use the correct dose application of the detergent.
- The use of an approved detergent is recommended.
- For effective cleaning, we recommend that the dishwashing temperature and the final rinse be set between 55 to 60°C. Operating at higher temperature levels in order to wash crockery 'properly' is a definite case of overkill and detrimental to all tableware.
- Repair or replace any plastic coated metal in the dishwasher that may have worn away as this may result in metal marking.
- Stack ceramics separately to other crockery in the dishwasher such as cutlery or pans and ensure items do not vibrate against each other during the cycle.
- Overdosing on detergent or using excessively high temperatures will cause deterioration to the glazed finish or damage any decoration on the product.

Replace or repair any plastic coated racks that may have become worn and the metal underneath exposed, as this again could cause damage to your ceramics.

Using:

- Don't scrape off leftovers – wipe off with a paper towel or a plastic/ rubber scraper.
- Utopia ceramics are suitable for microwave use, however be advised that any decorated item that includes metal will not be microwave safe.
- Use cutlery that is of a high grade steel as a minimum requirement, as some cutlery in use today is made from low-grade steel, which being soft in nature increases the chance of metal marking.
- Using metal utensils against ceramics can also cause metal marking, try to keep this to a minimum or use plastic utensils.

Metal Marking:

Metal marking occurs when a ceramic item comes into contact with metal surfaces or utensils, which can cause metal tracing to be left on the ceramic item due to certain types of steel being softer than the glaze of the ceramic.

Despite the unsightly appearance of metal marking, it is not a cause for concern as it can be easily removed by the application of a gentle household non-abrasive cleaner.

Melamine Care Advice

The correct handling and care of your Melamine buffet and table ware will enhance the appearance and longevity of the product in use. The following guide will assist you.

- Handle melamine dinnerware like any quality dinnerware.
- Use only plastic pads or plastic type bristle to remove dried food.
- Pre-soak melamine products, if necessary, in a high quality pre-soak dishwashing detergent.
- Do not use melamine products in an oven.
- Do not use melamine products in a microwave.
- Do not use harsh or abrasive cleaners, steel wool, or metal scouring pads.
- Do not use chlorine bleach.

Melamine is a thermosetting plastic that is strong, lightweight and hard with the look and feel of ceramic product. It is highly break and scratch resistant, but it is NOT 100% unbreakable, it can be scratched and broken.

Melamine is often used for dinnerware, mixing bowls and laminated counter tops because it resists acids, alkalis and most food stains.

Melamine is hard and smooth and can withstand some fairly warm temperatures, but it does absorb heat and will soften if it gets too hot. While melamine is perfectly safe when it comes in contact with warm temperatures, melamine is not microwavable.

In general, melamine products are not designed to withstand temperatures that exceed 100 degrees Centigrade and should not be submerged in boiling water or placed in the oven.

Also, be sure to avoid expose to hot objects or prolonged exposure to boiling water. Melamine is suitable for use over a bain-marie as the water is circa 70 degrees, to hold food above a temperature of 60 degrees.

Melamine is dishwasher safe (as long as the water temperature does not exceed the 100 degrees Centigrade guideline). Scouring powder should not be used, as it will scratch the surface, also never use chlorine bleach on melamine buffet ware.

Glassware Care Advice

Storing:

- Do not put cutlery into glasses.
- Do not stack glasses that have not been designed to stack.

Using:

- Do not pick up glasses in clusters.
- Be careful to avoid contact with the beer tap.
- Do not put cold liquids into hot or warm glasses straight from the dishwasher as this can cause cracks.
- Pre-heat glasses for hot drinks by running them under the hot tap.

Washing:

Utopia's products are specially designed to withstand the rigours of the Foodservice and Hospitality trade, including automatic glasswashers found widely in most businesses. To ensure the quality level of the product is it important to take note of the following:

- Always wash new glasses before use.
- Always use a non-caustic detergent as caustic detergents affect head retention, etch the glass and give the glass a shadowy tinge.
- Water on the premises should be stored at 60°C. If water is stored at a higher temperature e.g. 85°C, even when this is reduced because of travelling to the machine, it could still be high enough to bake debris onto the glass.
- Coffee cups should never be washed in a glass washing machine, as coffee dregs can taint the water and stain the glasses – this also applies to drinks that contain cream.
- If cracks or chips are found in glasses, they should be discarded immediately and never put in the dishwasher.

Information:

Utopia Tableware also offers customised decoration on a selection of their glassware to allow our customers to create bespoke decoration designs; this can reinforce self-promotion through brand awareness or offer a design unique to them.

Decorations Utopia can offer on glassware include:

- **Silk Screening** – Silk screening can create decoration 360° on cylindrical glasses and flat-bed printing can be used for flat edges and bases of glassware. Designs can be up to 8 colours. Specialist paints available to give finishes such as thermo chromic.
- **Pad Printing** – used for plastic and toughened glassware as no firing is needed. Designs can be up to 5 colours.
- **Transfer Application** – for use on glassware and ceramics, more intricate designs can be achieved with a greater colour range.
- **Hand Decoration** – in-house hand decorating can achieve intricate designs, and often with a greater selection of colours.

Designs for both glass and ceramics can be made by our design team from a brief or artwork can be supplied for us to work with. Minimum orders are required on most decorations. For more information or to book a design consultation for advice on the most appropriate technique please contact us.

Pewter Drinkware:

- Pewter is a soft metal and should be hand washed in a mild detergent to keep it looking its best.
- Do not dishwasher.
- Highly acidic residue could discolour pewter if left for prolonged periods of time, to avoid this wash soon after use.

Trays Care Advice

Plastic Black Non-Slip Trays:

- Always ensure trays are stacked on flat surfaces to eliminate accidental damage.
- Not suitable for dishwashers – wipe down with a clean damp cloth after each use.
- Do not leave submerged in water.
- Do not stack whilst damp.
- Do not overload trays, may cause accidental damage or injury.

Fast Food Trays:

- Always ensure trays are stacked on flat surfaces to eliminate accidental damage.
- Fast Food Trays are suitable for dishwashers – always follow the recommended dishwashing procedures outlined by the manufacturer and use the correct dose application of detergent.
- Fast Food Trays have stacking lugs to accelerate drying and can therefore be stacked straight after washing without prior drying.
- Surface can become slipping when wet, extra caution needed.
- Always stack separately to other crockery in the dishwasher to ensure items do not damage each other in the cycle.

Cutlery Care Advice

Stainless Steel, though its name suggests otherwise, it is not completely 'mark proof'. It is much more resistant to staining or marking than other metals however contact with certain substances will start the process that leads to staining and pitting. Simple measure to reduce this and help maintain the quality of your cutlery:

Storing:

- Never store cutlery where it can become damp, as this can cause corrosion.
- Store out of direct heat, as this can cause the metal to mark.
- Never leave cutlery with food on as many corrosive substances are found in food, such as acids, like vinegar and lemon juice, mineral salts found in tap water, fats and meat juices.
- Other corrosive substances are bleach and harsh detergents, so ensure your cutlery is not left to soak.

Washing:

- Utopia's products are specially designed to withstand the rigours of the Foodservice and Hospitality trade, including automatic dishwashing found widely in most businesses. To ensure the quality level of the product is it important to take note of the following:
- When pre-rinsing cutlery ensure all food debris is removed before being washed.
- Follow the manufacturer's instructions, particularly in relation to adding dishwasher salt as excess salt can cause corrosion.
- Always wash cutlery immediately, never leaving it with food debris present.
- It is advisably to place cutlery vertically into dishwashers with the head up; and not too tightly packed together, this assists the water flow at the end of the cycle.
- Remove cutlery immediately after washing/dry cycle is finished and wipe over with a dry towel. If the cutlery is left to cool in the dishwasher, trace mineral salts and the dishwasher salt residue will settle on the cutlery in the moist atmosphere and start the pitting and staining process.
- Never mix stainless steel and silver plated cutlery in the same basket of the dishwasher the chemical reaction between detergent and steel can cause the silver plate to mark.
- Do not use the rinse and hold cycle on dishwashers with cutlery this will leave the cutlery to soak in water which can be damaging.



"Much more resistant to staining or marking than other metals"

Types of Metal – What is Stainless Steel?

Choosing the right type of cutlery for what you need it for can be confusing. Utopia have tried to simplify this by splitting the ranges into different types of stainless steel 18/10 and 18/0. These ranges can be further identified through the colour coded collections.

Stainless Steel is an iron and chromium alloy containing more than 11% chromium. There are three types of stainless steel used to make cutlery:

18/10 – This is used for contemporary cutlery except knives; it contains 18-20% Chromium and 8-10% Nickel. This is the only steel that can guarantee against corrosion when properly cared for.

AISI Code	Generic Name	Chrome	Nickel	Others	Subtotal	Balance
304	18/10 or 18/8	18-20%	8-10%	3%	29-33%	Iron

18/0 – This steel is used for value cutlery e.g. Parish, Economy or some value options of Contemporary cutlery. Due to the high % of chromium, it is more resistant than 13/10 but not as resistant as 18/10.

AISI Code	Generic Name	Chrome	Nickel	Others	Subtotal	Balance
430	18/0	16-18%	-	2	18-20%	Iron

13/0 or Knife Steel – This steel is used to make knives, as it can be hardened to create a sharp edge. The quality used is AISI 420, containing 13-14% chromium. This is the least corrosion resistant form of stainless steel.

AISI Code	Generic Name	Chrome	Nickel	Others	Subtotal	Balance	Extra Process
420	Knife Steel	12-14%	-	2	14-16%	Iron	Hardening

Creative Table Care Advice

Creative Table includes an array of products all of which require different care to ensure you keep them at their best. See below for information in how to look after your Creative Table products.

Estrella Traditional Terracotta:

- Suitable for traditional ovens, hobs, microwaves & freezers.
- Terracotta is naturally fragile and should be handled with care.
- Terracotta is naturally porous, soaking in water should be avoided
- Terracotta is suitable as oven to tableware.

Fuji:

- As above.
- However, with increased strength and durability.

Copper Presentation Serve ware:

- Please be aware copper will naturally oxidise over time.
- To maintain an optimum finish, hand washing is recommended.
- Using metal scourers or abrasive cleaners will affect the finish of your copper serve ware, to avoid this, wash in hot water straight after use with a soft cleaning sponge.

Stainless Steel Presentation Items/Barware:

- Not suitable for cooking and should be used as presentation only.
- Suitable for dishwashers
- Not suitable for ovens or microwaves.

Wire Baskets & Presentation Papers:

- Not suitable for cooking and should be used as presentation only.
- Suitable for dishwashers
- Not suitable for ovens or microwaves
- Presentation papers are 100% biodegradable and can be discarded in food waste.

Cast Iron:

- Cast Iron is ideal for use in the oven and on stoves and withstands temperatures up to 500°F.
- Always use heat protective wear when handling the products – handles will become extremely hot.
- Never place hot items directly onto unprotected surfaces – it is recommended to use the Acacia Wooden Boards that are available with all Utopia Cast Iron pieces.
- For care of the Cast Iron Wooden Boards – follow the 'Acacia Wooden Board/Tray' care advice.
- Always use Plastic/Wooden utensils – metal may damage the surface of the enamel.
- Abrasive scourers may also damage the enamel surface – to remove tough residue soak in hot soapy water.
- Ensure completely dry before storing or stacking.

Bento Boxes:

- Not suitable for dishwashers, hand wash only.
- Not suitable for oven or microwave use.
- Abrasive scourers may damage the surface of the item – use a soft sponge and soak in hot soapy water for tougher residue.

Natural Wood:

- Store away from direct heat sources
- Hand wash in warm soapy water
- Do not soak in water
- Dry immediately
- Restore natural wood with a wiping of olive oil.
- Not dishwasher safe
- Bamboo drink paddles are suitable for glass washers – always follow the recommended dishwashing procedures outlined by the manufacturer and use the correct dose application of detergent.
- Sourced from a sustainable wood source
- Olive Wood will vary significantly in size and shape as these are natural cuts of wood.

Slate/Granite:

- Being natural stones – our slate and granite items may vary slightly in size and texture.
- The characteristics of slate are that the edges can naturally chip and create sharp points – care must be taken when handling these items.
- Granite can withstand high temperatures and therefore could be used in an oven. However Utopia provides sponge feet on each of their Granite items which would become damaged at high temperatures.
- To clean wipe down with a damp cloth and mild detergent.
- For Slate – any scratches can be treated with natural oil and this should be followed from time to time to keep the product looking its best.

Diamond Plastic Barware Care Advice

Improved working practices for the use of Polycarbonates will extend the life of the product:

- Polycarbonate drink ware is supplied with the verified CE Mark or Lined and Stamped exactly like Glassware.
- Polycarbonate Barware is dishwasher safe.
- When using glass washers, it has been suggested that the use of detergent without rinse aid is preferred.
- To maintain the product in its best condition, it is recommended that a low temperature wash cycle below 60°C for both wash and rinse temperature is used. The combination of detergents and raised temperatures can lead to environmental stress cracking in the plastic surface. If washer temperatures are above this then it is recommended to hand wash the plastic barware.
- It is important to make sure that the Polycarbonates are not rubbing together during the rinse cycle in a glass washer.
- It is safe to use Liquid Renovate. This will enhance the visual presentation of the product where needed.
- Regular checking of Polycarbonates to assess scratching is needed so as to offer the customer a perfect drink.
- It is important that Polycarbonates are not stacked tightly together as the inside of the product will scratch.
- Polycarbonates are quite often found on the floor and on hard floors they will scratch. Where possible Polycarbonates should not be left on the floor.

Polycarbonate is a tough transparent thermoplastic that has many applications, which demand high performance properties.

Polycarbonate drink ware is almost indestructible, hard and rigid and in many cases virtually identical to glass. It is the preferred product for Police Forces and Local Licensing Authorities where drink related violence is an area of concern.

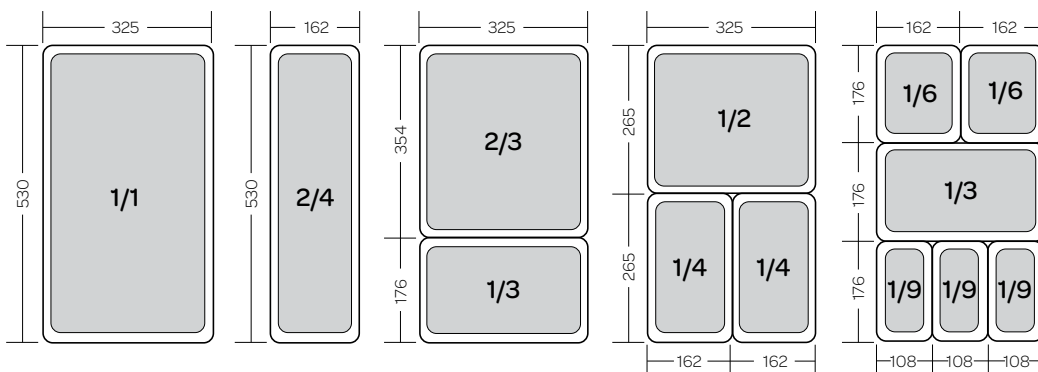
Although the product is virtually unbreakable it is subject to considerable wear and tear, unlike glass, which would simply break and then be replaced, regular checking of polycarbonates to assess scratching is needed as to offer the customer a perfect drink.

Utopia Tableware supply Plastic Barware in three different types of plastic:

- **Polystyrene** – our plastics shots are Polystyrene, these are dishwasher safe up to 100 washes and can withstand temperatures up to 90°C.
- **SAN** – SAN (Styreneacrylonitrile) is stronger than Polystyrene and can take a high amount of usage but will break under heavy pressure. This product is dishwasher proof and can withstand temperatures up to 90°C.
- **Polycarbonate** – is a very strong and virtually unbreakable plastic, the strongest plastic of all. Our polycarbonate glassware is dishwasher safe up to 500 washes and can withstand temperatures of up to 140°C.



Gastronorm Size Guide



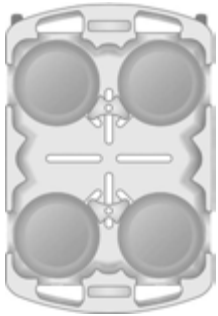
Food pans available in standard Gastronorm sizes.

Dish Dolly – Combination Loads

Carlisle Dish Dollies are ideal for transporting or storing crockery, with 4 swivel and 2 locking casters these dish dollies are easily manoeuvred with minimal effort. Both dish dollies come with a vinyl cover with easy opening Velcro side for hygiene storage.

Each stack will hold approximately 50 plates, see below for combination layouts:

CAADD403

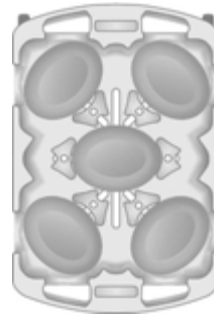


CAADD403
Layout for 29 cm to 32 cm plates and 34 x 26.5 cm platters.

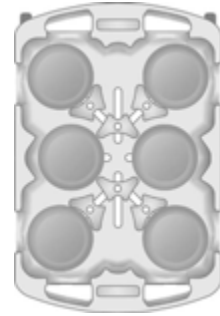


CAADD403
Layout for 25 cm to 28.5 cm plates.

CAADD603

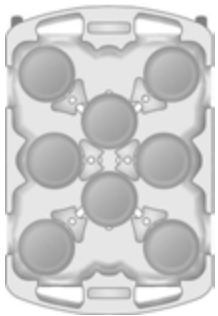


CAADD603
Layout for 30.5 x 23.5 cm to 24 x 18.5 cm platters.

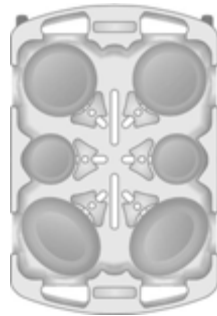


CAADD603
Layout for 21 cm to 24.5 cm plates.

CAADD603



CAADD603
Layout for 20 cm to 21 cm plates.



CAADD603
Layout for 30.5 x 23 cm to 24 x 18.5 cm platters, 14 x 20 cm plates and 14 x 30.5 cm plates.



CAADD603
Layout for 25.5 x 37 cm trays and 19 cm plates and 25.5 cm plates.



Ceramic Requirements

In order to gauge the quantity of ceramics that is needed in an outlet, we have devised a simple checklist to help.

Please note that the list below is not exhaustive it is merely intended to give a good starting point. Accessory pieces should be considered separately and depend on the style of the outlet and your menu, a selection of accessories can be found in the catalogue.

To determine the quantity of each item, multiply the number of seats by the ordering factor for each item. Then, order the closest carton quantity for each chosen item.

Item	Suggested Use	Fast Restaurant	Dining	Banquet/ Cafeteria	Catering	Institutional
Plate 6.5 in (17 cm)	Bread & Butter, Cheese or Side Plate	1.5	2	6	2	2
Plate 7.5 in (19 cm)	Sandwiches, Salad, Desserts or Cheese	1.5	2		2	
Plate 8.25 in (21 cm)	Lunch, Starter, Tray Dinner Plate, Pastries	1.5	2		2	
Plate 9 in (23 cm)	Dinner, Breakfast, Lunch	1.5	2	2	1.5	
Plate 10.25 in (26 cm)	Entrée, Steaks, Fish	2	3	2	2	2
Plate 11 in (28 cm)	Entrée, Steaks, Fish	1	2		1	
Plate 12.25 in (31 cm)	Entrée, Steaks, Fish	1	2		1	
Oval Plate 11 in (28 cm) – 15.75 in (40 cm)	Steaks, Fish, Soup & Sandwich, Lobster, Surf and Turk, Roast Dinner	1	1.5	0.5	1	
Oval Plate 8.25 in (21 cm) – 9.5 in (24 cm)	Baked Potato, Asparagus, Sandwiches, Cold Seafood, Salad	1	1.5		1	
Coffee/Tea Cup	Coffee, Tea, Hot Chocolate	3	3	3	2	2
Coffee/Tea Saucer	Saucer for Cups	3	3	3	2	2
Small Bowl/Sugar Bowl	Sugar, Condiment Sachets, Sauces, Dips	1	1	1	1	1
Mug	Hot & Cold Beverages	3	1.5	3	2	2
Bowl 5 in (13 cm) – 9 in (23 cm)	Soup, Cereal, Fruit, Small Salad, Desserts, Small Vegetable Dish	1.5	1.5	2	1.5	2
Bowl 10 in (25 cm) – 12 in (30 cm)	Pasta, Chilli, Sausage & Mash, Stews, Salad	2	3	1.5	1.5	1
Pot – Tea, Coffee	Hot & Cold Beverages	0.3	0.5		0.3	
Small Jug	Milk or Cream for Beverages or Sauces	0.5	0.5		0.5	
Service Plate	Tabletop Decoration, Place Plate, Serving Plate, Special Presentations	1.5	1.5		1.5	

Cutlery Requirements

In order to gauge the quantity of cutlery that is needed in an outlet, we have devised a simple checklist to help.

The table below is based on standard restaurant place settings. Your specific need may vary according to the individual operation. Your reserve stock should be at least 25% of that in active operation.

As with ceramics, accessory items should be considered separately as these will depend on the style of your outlet and your menu.

To determine the number of items required, multiply the number of seats by the ordering factor shown below for each item. Then order the closest dozen quantity.

e.g. If your restaurant has 75 seats and is a standard service to calculate how many table knives you need the calculation is $75 \times 3 = 225 = 18.75$ dozen. You need to order 19 dozen table knives.

	De Luxe Service	Semi-Formal Service	Standard Service
Table Knife	3	3	3
Table Fork	3	3	3
Dessert Knife	2.5	2.5	2
Dessert Fork	2.5	2.5	2
Dessert Spoon	2	2	2
Soup Spoon	2	2	2
Tea Spoon	5	3	3
Fish Knife	*	*	
Fish Fork	*	*	
Tablespoon	0.25	0.25	
Coffee Spoon	2	1	*
Steak Knife	*	*	
Cake Fork	1.5	1	*
Butter Knife	2		

Glassware Requirements

In order to gauge the quantity of glassware that is needed in an outlet, we have devised a simple checklist to help.

The table below is based on standard outlet and represents the minimum assortment that would be required. It should be noted however the table is a guide only and should be tailored to your specific outlet and its target market.

As with ceramics and cutlery, accessory items should be considered separately as these will depend on the style of your outlet, your menu and your target market.

To determine the number of items required, multiply the number of seats by the ordering factor shown below for each item, then order the closest carton quantity.

e.g. If your bar has 150 seats to calculate how many 9oz Wine Glasses that you will need the calculation is $150 \times 3 = 450$. If the glass that you select is packed in cartons of 24 you will need to order $450/24 = 18.75 = 19$ cartons.

	Bar	Dining
Wine Glass – 9 oz (27 cl) or Suitable for lining at 175ml	3	1.5
Wine Glass – 12 oz (34 cl) or Suitable for lining at 250ml	2.5	2
Wine Glass – Large Goblet	1.5	1.5
Flute	2	2
Sherry or Port	1	12
Pint Glass	3	0.75
½ Pint Glass	1.5	1.5
Bottled Beer Glass circa 16 oz (40 cl)	1	1.5
Shot Glass	2	0.75
Old Fashioned Tumbler	1	2
Tall Mixer Glass	1.5	2
Brandy Glass	0.25	0.4
Martini / Cocktail Glasses assorted	0.75	1