

Cookware Care and Use Instructions



FOR ALL TYPES OF COOKWARE

- Aluminum – Classic™, Classic Select®, WearEver®, Arcadia™
- Stainless Steel – Centurion®, Intrigue®, Classic™, Optio™
- Multi-ply – Tribute®, Tri-Ply

ALL COOKWARE

- Before using for the first time, remove all labels and wash in hot soapy water to remove any manufacturing lubricants on new cookware.
- **Never leave cookware on heat source without food or liquid inside.**
- For safety and to prevent warping, allow cookware to cool before cleaning or immersion in water.
- Direct contact with salt can cause pitting. Add salt to boiling water to dissolve it.
- Salt solutions, acidic products like tomatoes, disinfectants, or bleaches can corrode cookware. Never store these items in cookware and avoid prolonged exposure.
- All cookware will last longer and look better if washed by hand with hot soapy water. Always scrub in the direction of the material grain. Rinse thoroughly and allow to air dry completely.
- Use of plastic, wooden or rubber utensils is recommended.
- If label adhesive remains on cookware, wipe off with WD-40® and clean with warm soapy water.
- To remove white film caused by starch or water minerals, rub with sponge that has been dipped in lemon juice or vinegar, then wash with hot, soapy water.
- To remove food burnt to the bottom of cookware, boil a mild solution of vinegar and water for 10 minutes to dislodge food particles.

NON-STICK COATINGS (CERAMIGUARD® II, WEARGUARD®, STEELCOAT x3™, POWERCOAT 2™)

Allow non-stick coating to cool before cleaning. Hand wash in hot soapy water and dry immediately to preserve appearance. Use a non-woven scouring pad to remove burnt food. Avoid using abrasive cleaners, metal scouring pads, and strong solvents. When stacking pans, place liners between pans to avoid scratching non-stick surfaces. **Note: Warranty - 90 days on all non-stick cookware.**

SEASONING NON-COATED ALUMINUM AND STAINLESS STEEL COOKWARE

Season cookware before its first use. Clean and dry cookware. Spray the inside of the pan lightly with vegetable oil or use a small amount of shortening. Place cookware on burner at medium for 5-10 minutes, until light smoke or heat waves appear. When the oil/shortening turns a deep amber color, turn the burner off and allow to cool. Pour out liquid oil/shortening and wipe down pan with paper towels until all oil/shortening is removed. Cleaning with a mild soapy solution after each use will not affect the "seasoning" of the pan. OK to repeat this procedure as often as needed without doing damage to the cookware.

CARBON STEEL COOKWARE

Pans are shipped with mineral oil applied to the pan. Wipe down oil and clean the pan using hot soapy water. Dry immediately. After each use, clean and season. Wipe the inside and outside of the pan with unsalted cooking oil or shortening to prevent oxidation. The pan will turn a dark color as seasoning occurs after repeated use. For more detailed seasoning instructions, visit www.vollrathco.com

REMOVING DISCOLORATION FROM ALUMINUM COOKWARE

Boil a solution of two tablespoons of cream of tartar to each quart of water in the cookware for ten minutes.

Warranty Statement for The Vollrath Co. L.L.C.

The Vollrath Company LLC warrants the products it manufactures and distributes against defects in materials and workmanship for a period of one year, except as specifically provided below. The warranty runs 12 months from the date of original installation. (End user receipt)

1. Refrigeration compressors – The warranty period is 5 years.
2. Replacement parts – The warranty period is 90 days.
3. Fry pans and coated cookware – The warranty period is 90 days
4. EverTite™ Riveting System – The warranty covers loose rivets only, forever.
5. Cayenne® Heat Strips – The warranty period is 1 year plus an additional 1 year period on heating element parts only.
6. Ultra, Ultra Fajita, Mirage® Pro and Professional Induction Ranges – The warranty period is 2 years.
7. Mirage®, Mirage® Cadet, Mirage® Fajita and Commercial Induction Ranges - The warranty period is 1 year.
8. ServeWell® Induction Workstations – The warranty period is 1 year on the workstation table and 2 years on induction hobs.
9. Slicers – The warranty period is 10 years on gears and 5 years on belts.
10. Mixers – The warranty period is 2 years, belts 5 years.
11. Extended warranties are available at the time of sale.
12. Vollrath – Redco products – The warranty period is 2 years.
13. Optio / Arkadia product lines – The warranty period is 90 days.
14. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.

All products in the Jacob's Pride® collection, including the following, have a lifetime warranty:

- NSF Certified One-Piece Dishes
- NSF Certified Spoodle® Utensils
- NSF Certified Heavy-Duty Spoons with Ergonomic Handle
- NSF Certified Heavy-Duty Basting Spoons
- Heavy duty Turners with Ergonomic handle
- One-Piece Tongs*
- Heavy-Duty One-Piece Ladles*
- Nylon Handle Whips
- One-Piece Skimmers
- Tribute®, Intrigue®, and Classic Select® Cookware*

*Jacob's Pride® warranty does not cover Kool-Touch®, non stick coatings and silicone handles.

Items sold having no warranty:

- Meat Grinder Knives
- Light Bulbs in Convection Ovens and Hot Food Merchandiser
- Oven Door Seals
- Oven Door Glass
- Hot Food Merchandisers / Display Case Glass
- Calibration and set up of gas equipment
- Slicer / Dicer blades (table top food prep) – Redco and Vollrath

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

As The Vollrath Company LLC's only responsibility and the purchaser's only remedy, for any breach of warranty, The Vollrath Company LLC will repair or, at its option, replace the defective product or part without charge, except as otherwise provided below:

- For refrigeration compressors and the second year of the warranty on Cayenne® Heat Strips and mixers, The Vollrath Company LLC will provide the repaired or replacement part only; and the buyer will be responsible for all labor charges incurred in performing the repair or replacement.
- To obtain warranty service, the buyer will be responsible to return to The Vollrath Company LLC any product (other than gas equipment that is permanently installed) weighing less than 110 lbs. or located outside of a 50-mile radius of a certified technician designated by The Vollrath Company LLC to perform warranty repairs. If a Vollrath Technician cannot be contacted check the website for service contact points. (Please refer to the Product Catalogue for weights and sizes of product)
- No remedy will be available for products that have been damaged by accident, carelessness, improper installation, lack of proper setup or supervision when required, neglect, improper use, installation or operation contrary to installation and operating instructions or other causes not arising out of defects in materials or workmanship. At the buyer's request, The Vollrath Company LLC will repair and or replace such products at a reasonable cost.
- No remedy will be available for slicers where blade has not been sharpened (Refer to owner's manual for sharpening instructions)
- No remedy will be available for mixers damaged by changing gears while equipment is running or overloading, in either case as determined by a Vollrath Certified Technician
- Warranty work must be authorized in advance by The Vollrath Company LLC. See the operating and safety instructions for each product for detailed warranty claim procedures.
- No remedy will be available for product returned and found to be acceptable to the product specification.
- No remedy will be available under any warranty not registered as required below.

LIMITATION OF LIABILITY:

THE VOLLRATH COMPANY LLC SHALL HAVE NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED UPON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY, OR ANY OTHER THEORY.

WARRANTY PROCEDURE

On all warranty calls, the following process and information is required:

- All warranty claims will start with a call to Vollrath Technical Service support line.(800-628-0832).
- A technical support professional will work to diagnose the issues, and provide the details for the service solution.
- Name and phone number of person calling
- Business name, street address, city, state and zip
- Model and serial number
- Date of purchase and proof of purchase (Receipt)
- Name of dealer where unit was purchased

NOTE: Vollrath will not accept products sent without the proper procedure being followed.

Important:

TO MAKE A CLAIM FOR ANY REMEDY UNDER THIS WARRANTY, YOU MUST REGISTER YOUR WARRANTY.

