



Care + Use

Glassware, Dinnerware and Flatware

For Safety and Profitability



LIBBEY

Built Foodservice-Tough

Congratulations on your selection of trend-right, durable Libbey® Foodservice products. You've taken a smart step toward enhancing both your customers' experiences and your bottom line. Your products are engineered to stand up to the daily rigors of professional foodservice environments while maintaining their beautiful appearance.

Maintaining Your Investment

Your tableware is one of the most important merchandising tools for presenting your meals and beverages. To maintain the life of these investments, we've included helpful tips for treating and handling these products in a way that will help maintain their appearance and resist damage – translating into higher productivity and lower incidences of injury accidents.





Inside you'll find tips specific to care for glassware, dinnerware and flatware. First, here are a few general tips on how to care for your entire tableware collection.

Care at a Glance

Place guides on scrap tables to separate glass, dinnerware and flatware.

Bus items directly into racks, or use divided bus trays.

Color code racks for different glass, dinnerware and flatware items.

Remove abraded, cracked, chipped or corroded items from service.

Keep an adequate supply so recently washed items don't go directly into service.

Check to ensure proper dishwasher temperature twice daily.

glassware

general handling

Avoid Thermal Shock

Sudden temperature changes can stress and break glass, which is referred to as thermal shock. Let hot or cold glassware reach room temperature.

- Avoid putting cold water/ice in a warm or hot glass.
- Avoid running the dishwasher with glassware that has recently held ice.
- When polishing, hold the glass by its stem near the base of the bowl, not by the foot. Wrap slightly moist microfiber or lint-free cloth around a handled brush and rotate around the inside of the bowl. Do not torque/twist the glass.



tips for **waiting**
+ **bartending**

Avoid picking up glassware
together by the rim



Use a plastic scoop (never glasses)
to scoop ice



Avoid stacking glasses that
aren't designed to stack



Preheat with warm water
when pouring hot drinks



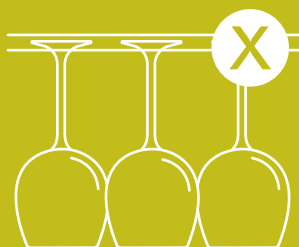
Avoid clinking against beer tap



Always take glasses to the table
by placing them on a tray



Avoid glass-to-glass contact
in overhead racks



Remove abraded, cracked or
chipped items from service



glassware

tips for bussing

Avoid picking up glassware together by the rim



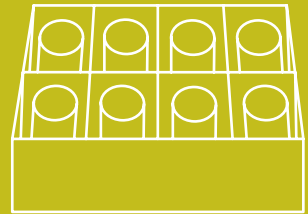
Dump out ice before sorting into bus trays



Avoid stacking glasses that aren't designed to stack



Bus directly into divider racks



Do not place flatware into glasses



Sort items in bus trays



Avoid overloading bus trays



Remove abraded, cracked or chipped items from service



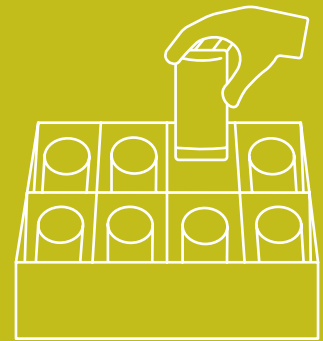
glassware

tips for dishwashing

Avoid picking up glassware together by the rim



Remove from bus racks one at a time



Avoid stacking glasses that aren't designed to stack



Use correct racks (for stems vs. tumblers)



Do not place flatware into glasses



Clean (scrape) glassware first, then flatware, and finally dinnerware



Dump ice and let glassware reach room temperature before washing



Check for abraded, cracked or chipped items before putting the glass into service





dinnerware

general handling

Reduce Breakage and Chipping

- Avoid metal trays and improper racks
- Avoid overloading bus trays and dish racks, or piling heavy items on lighter items
- Avoid stacking dinnerware too high or nesting cups
- Avoid using other dinnerware or metal utensils to scrape dishes
- Never put cold water or ice into a warm or hot cup or mug

Also, look out for: Lack of rubber guards on disposal unit or dish machine and lack of protective matting on floor of dishwashing area

Stains or Discoloration

- Wash soon after use
- Only presoak in water under 160°F
- Take care to use proper detergent concentrations

Other causes: Hard water or iron content, lime content in old equipment, and clogged or eroded spray nozzles

Scratches, Metal Marking and Excessive Glaze Wear

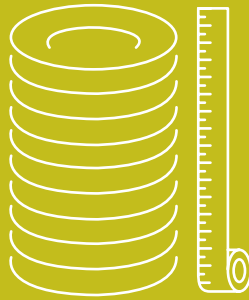
- Avoid scouring with metal pads, steel wool or abrasive cleansers
- To properly clean stains or discoloration, use mild abrasive pads and rub gently
- Avoid stacking hot, wet dinnerware
- Routinely clean stainless steel dish tables
- Take extra care with matte finished dinnerware, as it is more prone to metal marking

Special Considerations for Melamine Dinnerware

- Do not expose to heat from ovens, microwaves, heat lamps, salamanders or plate warmers
- Avoid cleaning with scouring products, chlorine bleaches and sanitizers, nail polish remover or turpentine
- Take care not to chip, as with other dinnerware

tips for bussing

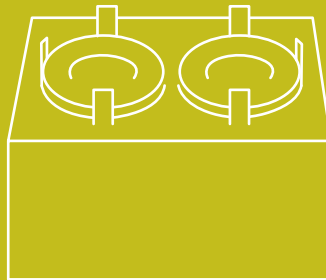
Only stack dishes up to 16 inches high



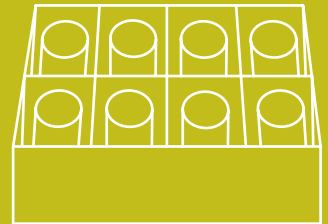
Carry dishes carefully and only carry as many as you can handle safely



Stack dinnerware to the proper level and avoid overloading Lowerator storage



Place cups in racks



Sort all items in bus tray



Avoid overloading bus trays



Maintain an adequate supply for rush periods



Remove abraded, cracked or chipped items from service



dinnerware

tips for dishwashing

Don't let dirty dishes pile up



Keep receiving area neat and clean



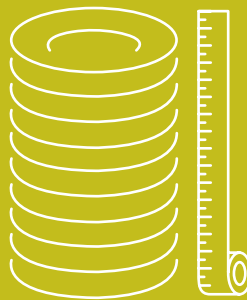
Remove food scraps carefully
with rubber scraper or water spray
(avoid using abrasive pads or dishes)



Load like items in each dish rack
(avoid loading loose, mixed items)



Only stack dishes up
to 16 inches high



Handle carefully



Remove abraded, cracked or
chipped items from service





flatware

general handling

Maximize your flatware's years of service by reducing the most common causes of damage and loss of luster – corrosion, tarnishing and buildup.

Protect Against Corrosion

Occurs when chlorides in food soils dissolve and attack silverplating and stainless steel, permanently damaging their surfaces. Improper cleaning can also break down the protective layer, and extended moisture exposure increases the risk of rust.

- Tableware should never remain soiled overnight
- Presoaking up to 15 minutes is recommended, then immediately wash in high temperatures
- Ensure clean presoak solutions and avoid extra-long presoaking
- Avoid low temperatures or chlorine baths, which attack silver and metal

Regularly Address Tarnishing and Buildups

It's critical to establish a regular detarnishing and burnishing schedule. In silverplated flatware, surface discolorations result from silver sulfide deposits. In stainless steel, buildup of foreign material, such as food soils or hard water deposits, can cause a black, blue or gray discoloration. To clean, use commercial tarnish remover or natural cleaning agents, such as olive oil or vinegar solutions. Rub gently until clean, then rewash prior to service.

flatware

tips for bussing

Sort all items in bus trays



Avoid overloading bus trays



Avoid leaving flatware soiled overnight



Load into presoak containers immediately after use



Avoid aluminum, copper or copper alloy containers for presoaking
(Use only plastic or stainless steel)



Don't put flatware into glasses or cups



Store in a dry area away from cooking fumes and corrosive materials



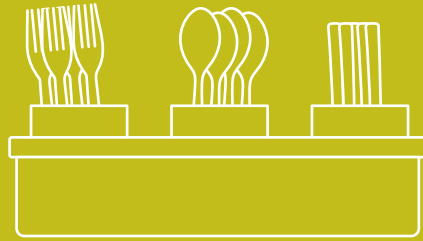
Avoid presoaking longer than 15 minutes



flatware

tips for dishwashing

If using baskets, put forks and spoons handle down and knives handle up



Don't wash silverplated and stainless steel together – wash separately



Presoak immediately after use, wash immediately after presoak and dry after rinsing



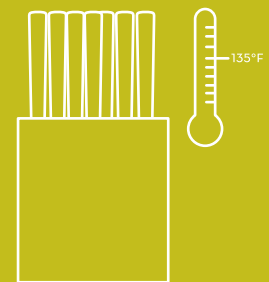
Dissolve liquid and powder presoak compounds completely before adding flatware



Avoid leaving flatware soiled overnight



Wash in a vertical position in temperatures above 135°F and rinse in clean water at 180°F



Use nonabrasive, noncorrosive cleaning agents and a water softener or wetting agent





Premium Plastic Drinkware



tritan™
from eastman

additional brand-specific care instructions

Washing

- To prevent unwanted surface effects, use dishwashing detergents and rinse agents recommended for use with plastics.
- Wash cycle can be run at 140-160°F and rinse/sanitation cycle at 180-194°F
- To prevent scratches, avoid abrasive or rough cleaners, scouring pads, brushes and steel wool, including stiff glass washer brushes commonly used in bar sinks
- Lime scale or hard water stains can form on the surface of articles after dishwashing. Periodically use lime scale remover or wash by hand with warm water and a soft cloth.

Storage

- Avoid peg or pronged racks that can touch the underside of the plastic drinkware and cause scratching
- Allowing parts to air dry completely prior to stacking/storing as required by FDA code 4-901.11 can reduce surface effects on plastics

Sunscreen

Prolonged exposure to sunscreens at elevated temperatures can cause a cloudy layer to form on the surface of the plastic drinkware. Spray sunscreens are particularly aggressive and are not suggested.

- Minimize contact with sunscreens by wiping or cleaning hands prior to handling
- Rinse or clean Infinium drinkware immediately after contact
- Sunscreens that use TiO₂ and ZnO as the only active ingredients, or those made with organic ingredients, will not cause this cloudy layer

Stain Reduction

- Avoid exposure for long periods of time or at high heats to staining foods, like carrot juice, tomato juice, curries, etc.
- Avoid exposure to citrus oils, which can be damaging to Infinium drinkware
- Immediately wash after use, and use a soft brush to assist with stubborn stains
- Utilize a 10% bleach/water solution to soak stained items in for 8 to 24 hours depending upon severity of stain; rinse and wash thoroughly before using

PLAYGROUND

Dinnerware + Accessories

Leather

Placemats and coasters are made of recycled leather (85%) and natural rubber (15%). The items can easily be cleaned using a damp cloth and a mild detergent. Simply wipe off and polish dry. Please note that they are not dishwasher safe! This robust and durable natural material meets the requirements of food service. It is water repellent, scratch resistant, light and colorfast as well as heat resistant up to 176°F.

Marble

Marble is a natural product, and deviations in structure and color can occur. Items made of marble are not dishwasher safe and may not be used in the microwave or oven. Please clean these items by using pH-neutral detergents and warm water only. Prolonged contact with high-acid food (particularly citric acid or fruit acid) can affect the surface.

Stoneware

All Playground stoneware is dishwasher safe, heat-resistant, suitable for microwave and freezer. Due to the surface texture of some stoneware products, metal marking can occur. It's easily removed with an appropriate cleanser and in no way impacts functionality or hygiene.

Wood

As a natural material, wood's shades of color can vary. Do not put any wooden Playground items in the dishwasher or microwave. Please clean the wooden items with a damp cloth only. Our wooden articles are properly sealed with a food-safe oil. If necessary, linseed oil can be used for a retreatment. Products made of bamboo can be cleaned in mild, warm soapy water.

Polyester

Playground platters with a polyester core are food-safe, BPA-free, hygienic, neutral in odor and taste, and suitable for dishwasher and freezer – but NOT to be used in a microwave or oven. The platters' top and bottom have a textured surface in a natural wood or slate look that improves grip. These platters have extraordinary chipping and scratch resistance, backed with a 5-year chipping guarantee. Temperature resistance ranges from -58°F to +284°F.

Melamine Care & Handling

Do's

- Do handle your melamine dinnerware like any other traditional dinnerware. Melamine is more durable than china or porcelain, and will not shatter when dropped. However, there have been instances of chipping around the edges when handled roughly.
- Do put your melamine in the dishwasher- melamine dinnerware can handle heat that exceeds recommended dishwasher water temperatures without any changes to performance or appearance, up to 180 degrees Fahrenheit. Melamine also has high heat-retaining properties, and dries faster than standard dishware.
- Do clean your melamine as soon as possible to avoid staining.

Don'ts

- Don't use harsh or abrasive cleaning tools, which will scratch the surface of the melamine.
- Avoid cleaning with scouring products, chlorine bleaches and sanitizers, nail polish remover or turpentine
- Don't use serrated knives on melamine product.
- Do not expose to heat from ovens, microwaves, heat lamps, salamanders or plate warmers



Inspiring Brands



GLASSWARE

Setting the standard in glass tableware expertise and innovation since 1818, including its newest premium collection, Master's Reserve®.



Classic dinnerware and serveware blending distinctive style with proven performance.



Diverse collections of attractive dinnerware, flatware and holloware for casual environments, including value-driven Brandware™ and Libbey's finest flatware, Master's Gauge™.



Award-winning dinnerware featuring exceptional creativity and durability.¹



Playful, inspiring dinnerware and accessories in unique materials of wood, slate and marble.²



GERMANY SINCE 1933

Innovative, beautiful buffet and serveware selection, brilliantly designed around the way you work.¹



Premium glassware featuring unparalleled clarity and sparkle.³



Fine Bavarian glassware brings luxury and brilliance to modern-day life.³

¹ Libbey® Foodservice is the exclusive distributor of SCHÖNWALD dinnerware and APS® Germany buffet and serveware to the foodservice industry in the United States, Canada and their territories.

² Libbey® Foodservice is a licensed distributor of Playground dinnerware and accessories to the foodservice industry in the United States, Canada and their territories.

³ Libbey® Foodservice is the exclusive distributor of Spiegelau and Nachtmann to the foodservice industry in the United States and its territories.

Let Us Support Your Culinary Vision

For your future tableware needs, contact your Libbey® sales representative or visit foodservice.libbey.com

Explore our full spectrum of products, which can serve endless options for your culinary and beverage presentations.

Warranty Information

Master's Reserve

HD2 Rim and Foot Lifetime Guarantee

If the rim or foot of any stemware item chips, or the rim of any tumbler item, Libbey guarantees to replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased. To learn more, visit foodservice.libbey.com

Syracuse China

Lifetime No-Chip Warranty

We warrant Syracuse China products against edge chipping and will replace or provide equivalent substitutes one-for-one at no charge for any piece found to be defective. This limited warranty is good only if the items have chipped under normal usage. Syracuse China reserves the right to determine normal usage. The warranty does not cover breakage.

World Tableware

5-Year No-Chip Guarantee

We warrant World Tableware dinnerware against edge chipping for five years from the date of purchase and will replace or provide equivalent substitutes one-for-one at no charge for any piece found to be defective. This limited warranty is good only for items that have chipped under normal usage.

World Tableware reserves the right to determine normal usage. The warranty does not cover breakage. Melamine products are excluded from 5-year warranty.

Brandware

1-Year No-Chip Warranty

We warrant World Tableware Brandware dinnerware against edge chipping for one year from the date of purchase, and will replace or provide equivalent substitutes one-for-one at no charge for any piece found to be defective. This limited warranty is good only for items that have chipped under normal usage. Libbey reserves the right to determine normal usage. The warranty does not cover breakage.

SCHÖNWALD

Lifetime No-Chip Warranty

We warrant SCHÖNWALD products against edge chipping and will replace or provide equivalent substitutes one-for-one at no charge for any piece found to be defective. This limited warranty is good only if the items have chipped under normal usage. Libbey reserves the right to determine normal usage. The warranty does not cover breakage.

Playground products are not covered by warranty

Contact your Libbey® sales representative, or call customer service at 419 325-2100, to receive support with your warranty and to make a claim.



LIBBEY®



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