

TIPS FOR GENERAL MAINTENANCE OF CUTLERY

Herdmar products are the result of a strictly controlled process, where quality and design are the guidelines. From the selection of raw materials to the shipping, all the steps are made following standard controls, to minimize the errors and bring you a product of excellence.

Wherever used under normal conditions and following care instructions, cutlery will keep their good appearance over a long period of time.

WARRANTY

The factory assumes the replacement, free of charge, when detected manufacturing or raw material defects, and if all the maintenance tips were fulfilled and cutlery has not been misused.

HANDLING

Manual Cleaning

- After used, each piece of cutlery should be washed as soon as possible to avoid a long contact with waste or food scraps;
- Use hot water, a light detergent and a soft sponge. Abrasive sponge or cloth are expressly discouraged, as it will irreversibly scratch the pieces;
- After washing, rinse and dry the flatware immediately with a soft cloth.

Cutlery with Swarovski crystals should be preferably washed by hand.

Dishwasher

Washing the items immediately after use is highly recommended, as well rinsing them before placing in the machine;

- Use only quality proven detergents;
- Do not load too many pieces of cutlery in the basket, in order to avoid as much a clash between the items during the washing cycles;
- Make sure that all knives are placed in the basket with the blades up and separated from the remaining pieces of cutlery;
- Spoons and forks should be also placed in the baskets with the handles facing down;
- Do not mix in the dishwasher, cutlery in stainless steel with items of other metals such as gold or silver;
- Once the dishwasher has completed the washing cycle, it's strongly recommended that all the cutlery pieces be immediately removed and cleaned with a soft cloth, especially the knives.

Cutlery Finished in Gold, Silver, PVD, EPT and Glitter should be exclusively washed in the dishwasher machine. It is recommended temperatures not higher than 60° C for washing cutlery with or without Finishes whenever detergents has more than 10% phosphates.

Storage

Herdmar cutlery should not be stored in humid places, to avoid the appearance of spots on the products.

Stains Removal

Stains on individual pieces on bright polished or brushed cutlery can be removed by placing the pieces immersed for more or less fifteen minutes in a hot water solution with citric acid. This solution should be prepared with a tablespoon of citric acid per liter of water. Citric acid may be bought at any fine pharmacies or grocery dealer.

PVD

Technology decorative coating by PVD (Physical Vapor Deposition) consists on a thin ceramic high adhesion coating, with controlled thickness between 0.5 and 1.5 microns, deposited by highly ionized plasma in a high vacuum chamber. Can be applied in all models with matt or shiny finish.

- All items coated with PVD should be washed by machine and never with a sponge or abrasive cloth;
- Anti allergic: Protection of direct human contact with the substrate, preventing allergic reactions to different components, such as nickel;
- Biocompatible, significantly reducing bacterial adhesion and proliferation;
- Resistance to wear and corrosion, increasing the lifetime of the items;
- Nonpolluting Process: Eco-friendly Coating;

Whenever proven the use through the advised conditions of handling, if any anomaly is detected in the pieces, Herdmar ensures the replacement, free of cost to the owner, within a maximum of 500 commercial wash cycles.

EPT/GLITTER

EPT - It's a plastic paint applied using a traditional method, with a pretreatment that lets you paint the pieces with any Pantone color.

Glitter - Micro polyester particles are involved in EFA transparent varnish with special features for decorative effect.

- All items coated with EPT should be washed by machine and never with a sponge or abrasive cloth;
- Biocompatible, tested and approved for human and food contact;
- Do not put in contact with dyes during washing of vegetable origin (eg peel onion, eggplant, coffee, etc.) and animal origin (eg cuttlefish ink);
- Handle with care to avoid falls or blows on hard surfaces, to avoid marks or miss painting.

The EPT and Glitter finishes are not recommended for the HORECA channel. Herdmar does not guarantee replacement of items EPT or Glitter finished, unless any problems arise caused by defects in production or raw material.

SWAROVSKI CRYSTALS

Swarovski crystals mark applied on the handle of the cutlery.

- Pieces with crystals should be washed by hand, avoiding the high temperatures of the machine causing the loss of transparency of the crystal;
- Avoid contact with abrasive products or materials;

Herdmar doesn't guarantee replacement of parts with Swarovski crystals, unless they are true anomalies caused by defects in production or raw material.

SILVER

Cutlery silver plated with 10 micron on pure silver.

- All items Silver plated should be washed by machine and never with a sponge or abrasive cloth;
- Use powder detergent, because liquid detergent damages the silver plate due to chlorine, causing stains;
- Do not place in the same clean basket of cutlery composed by other materials;
- Use a stain remover product applied with a soft cloth to remove any water stains.

GOLD 24 CARAT

Plating on 24 carat gold with a thickness between 3 and 4 microns.

- All the gold plated items should be washed by machine and never with a sponge or any abrasive cloth;
- Biocompatible, tested and approved for human and food contact;

Gold-plated flatware should be handled with particular care in order to prolong their great appearance.

The color density of the gold layer can slightly change with the type of use and the environment where the pieces are stored.

The pieces should be always well cleaned and dried to prevent corrosion and stains.

Herdmar doesn't guarantee replacement of pieces with gold plated finish, unless any problems arise caused by defects in production or raw material.