



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 the raw materials to the shipping, all the steps are taken under high standards of control, to minimize the errors and bring you a product of excellence. Wherever used under normal conditions and following the care instructions, cutlery will keep their good appearance over a long period of time, being yet normal the appearance of usage signs or slight changes in the density/tone of coatings as a result of their use and consequent wear.

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 food waste or scraps.
- Use hot water, light detergent and a soft sponge. Abrasive sponge/clothes should be avoided, as they might promote irreversibly scratches and or coating lost.
- After washing, always rinse and dry the flatware immediately with a soft cloth.

DISHWASHER

- Washing the items immediately after use is highly recommended, removing all the food waste and as well as rinsing them before placing inside the machine.
- Use only quality proven detergents with a maximum of 10% phosphates.
 - Do not load too many pieces of cutlery in each basket, to avoid as much clash between them as possible during the whole washing cycle.
 - Make sure all knives are placed together in the same basket with 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.
 - Never mix in the dishwasher, cutlery in stainless steel with items from other metals.
 - It's highly recommended that each washing process is made under 60°C.
 - Once the dishwasher has completed the washing cycle, it's strongly recommended to remove all the cutlery pieces immediately, cleaning them with a soft cloth, especially the knives.

STORAGE

Cutlery should always be stored in a dry place, and locals that promote as less contact between them as possible. Storing the pieces without cleaning/drying them, or even in humid places, can promote the appearance of spots in the products.

STAINS REMOVAL

Stains can be removed from pieces mirror or mat polished placing them immersed for fifteen minutes in 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 of 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 under a nonpolluting process.

- 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, being expected that usage marks to appear, as well as the density of the coating/color change according to the care/usage.

All items coated with PVD should be washed by machine and never with a sponge or abrasive cloth.

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.

ACD/GLITTER

ACD - It's a plastic paint applied using a traditional method, with a pretreatment that allow the application of any Pantone color in the pieces handle. Glitter - Micro polyester particles involved in ACD transparent varnish with special features for decorative effect.

- Biocompatible, tested and approved for human and food contact.

All items coated with ACD should be washed by machine and never with a sponge or abrasive cloth, and always handled with care to avoid falls or blows on hard surfaces, to avoid marks or missing the paint.

The direct contact with coloring products of vegetable (e.g. onion skins, eggplant, coffee, etc.) or animal origin (e.g. cuttlefish ink) during use or washing can promote color changes.

ACD and Glitter finishes are not recommended for the HORECA / professional use.

Herdmar doesn't guarantee replacement of items with ACD/Glitter, unless any problems arise caused by original production defects or raw material.

SWAROVSKI CRYSTALS

Crystals applied with proper glue on the handle of the cutlery specifically developed for the combo.

- Avoid contact with abrasive products or materials.

Pieces with crystals should be exclusively washed by hand, avoiding the high temperatures of the machine that might cause the lift off or transparency loss of the crystal.

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

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.