



# HELPFUL HINTS

Congratulations on your recent purchase! We're very proud of our excellent cookware, and we want you to feel the same way. Here are some Helpful Hints to ensure that your new cookware provides you with the best possible experience.

QUESTION	ANSWER
<b>Do I need to wash my new cookware before using it?</b>	Yes! Before using your new cookware for the first time, be sure to wash it thoroughly. Add 1/4 cup of vinegar to hot soapy water, and with a sponge or dishcloth wash each piece. This will remove any residual manufacturing oils or polishing compounds that may still remain on the cookware. Cookware can discolor or stain if it is not washed properly before using it for the first time.
<b>What is the best way to clean my cookware after cooking?</b>	Clean cookware well after each use once it has cooled completely. Use hot water with a mild dish soap and a sponge or dishcloth to remove all food residue. Cookware can discolor or stain if it is not properly cleaned before cooking again. The cookware is dishwasher safe.
<b>What is the right temperature setting for my stove?</b>	A low to medium temperature is best. A high temperature may be used when necessary, such as when boiling liquids. Always use a burner that is similar in diameter to the pan you are using. If cooking on a gas stove, do not allow the flame to extend up the sides of the pan.
<b>How do I remove the water spots on my cookware?</b>	Water spots (scaling) may occur due to the water condition in the area that you live in. To prevent them, after washing always rinse cookware with hot water and dry immediately. If water spots appear, apply a non-abrasive stainless steel cleanser, such as RoyalShine™ by Royal Prestige®, onto the dry cookware and with a moistened paper towel, rub in a circular motion. Once the stain is removed, wash pan in hot, soapy water and dry.
<b>Why has my pan turned yellow?</b>	Overheating or allowing a pan to boil dry will cause yellow, bronze, blue or rainbow tints on the stainless steel surface. The tints are harmless and can be removed by using a non-abrasive stainless steel cleanser, such as RoyalShine™ by Royal Prestige®. Apply the cleanser onto the dry cookware and with a moistened paper towel, rub in a circular motion. Once the stain is removed, wash pan in hot, soapy water and dry.
<b>Why does my pan have a white film on it?</b>	Minerals in water or starches in food can leave a white film on stainless steel. These will not affect the cookware's performance and can be removed by rubbing the area with a sponge that has been dipped in lemon juice or vinegar.
<b>Why does my pan have white spots on it?</b>	Undissolved salt can leave white spots or even create pits at the bottom of your cookware. These pits do not affect the cookware's performance but cannot be removed. Cooking with undissolved salt in the cookware can void the warranty. To avoid the above from occurring always add the salt after the water has boiled or the food has reached cooking temperature.
<b>How do I remove burned-on grease?</b>	Avoid scraping the pan or using metal scouring pads. It is ok to use Scotch-Brite™ on the inside, but not the outside. Fill pan half full with water, place on the stove and bring to a boil for a few minutes. Allow water to cool and wash the pan as normal. For severe fouling you may want to use a spray-on oven cleaner. Spray liberally, let sit overnight and by morning the burned-on food should come off easily.
<b>Can I use my cookware in the microwave or in a broiler unit?</b>	No! Never use your cookware in the microwave or in a broiler unit.
<b>Can I use my cookware in the oven?</b>	Yes! Be sure to preheat the oven completely before placing cookware inside the oven and never use a temperature higher than 400°F/204°C. Also, be sure to use oven mitts when inserting or removing cookware from the oven.
<b>Does it matter what size pan or cover I use?</b>	Yes! Choose a pan size that is appropriate for the amount of food you are preparing; ideally, you should fill the pan 2/3 full. Always use the cover that is intended for the specific pan you are using.
<b>Why is my cookware handle loose?</b>	Your cookware features bolt-on handles, which allows the cookware to have a smooth interior with no rivet heads or weld marks. Over time, the handles may loosen but can easily be tightened (tool requirement: 14mm socket wrench). If the handle is damaged, do not use it and contact the warranty service department at 1-800-279-3373 for a replacement.
<b>Can I store food in my cookware?</b>	No! Storing food in surgical stainless steel cookware for long periods of time may cause staining or pitting due to the salts, fats, seasonings, and acids in the food. Storing food could be considered improper use and void the warranty.
<b>Why can't I get my cover off of my cookware?</b>	After cooking, there may be a tight water seal between the pan and cover. Do not pry off lid. Simply open the Redi-Temp® valve to equalize pressure and the cover can then be removed easily. Always tilt the cover away from you to avoid steam burns.
<b>Why do my meats not brown properly?</b>	The cookware may not be preheated correctly. Always preheat cookware 3-4 minutes at a medium temperature. Add a few drops of water to the pan. The drops should bounce and sizzle when the correct temperature has been met. If they immediately disappear, this is a sign that the cookware is too warm and it should be cooled. Once meat is added to the pan, do not attempt to turn it until the food releases on its own.
<b>Why are there scratches on my cookware?</b>	Stainless steel can scratch if handled incorrectly. Scratches do not affect the cookware performance, and therefore are not considered defects in workmanship or material. To avoid scratches: (1) Knives or sharp kitchen tools should not be used for cutting, stirring, or serving foods. (2) Do not use an electric mixer in your cookware. (3) Always stack cookware carefully for storage.