

# CARE & MAINTENANCE GUIDE



## MELAMINE

Impulse! melamine products are not only known for their wide selection of sizes and colors, but by their inherent strength and break-resistance, which provides a longer commercial service life. Through minimal proper care & maintenance you can maintain the luster and appearance of your melamine products, saving you time and money. Please review and follow the product care instructions.

|                              | <u>DO</u>  | <u>DON'T</u>   |
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| <b>General Care</b>          | <p>Impulse! melamine products should be handled like any fine dinnerware. Impulse! melamine is commercial dishwasher safe.</p> <p>Cleaning melamine products as soon as possible will help avoid destaining procedures and protein build-up.</p> <p>Immediately remove any damaged or chipped melamine products from operational use.</p> <p>To remove sticker residue, we recommend an oil-based lubricant such as WD-40 for best results. Goo-Gone or a liquid vegetable oil (Wesson) are also effective for residue removal.</p>  | <p>Do not expose any melamine products to heat in excess of 200° F or direct flame.</p> <p>Do not expose any melamine products to heat in excess of 200° F or direct flame.</p> <p>To avoid cracking and blistering from heat, do not use melamine products in oven or microwaves.</p> <p>Melamine is not recommended for use with heat lamps, conveyor belts, or plate warmers.</p> <p>Melamine is not recommended for use with heat lamps, conveyor belts, or plate warmers.</p> <p>Melamine is not recommended for use with heat lamps, conveyor belts, or plate warmers.</p> |
| <b>Dishwasher Care</b>       | <p>Wash melamine products as soon as possible to avoid staining.</p> <p>Have a qualified technician establish a maintenance schedule for your dish washing system to ensure proper temperatures, chemical levels, and mineral content.</p> <p>Only use sanitizers developed for commercial use.</p> <p><b>Recommended ECOLAB detergents:</b></p> <p>Solid Power XL (high-temp) • Apex Power Plus (high-temp) • Apex Ultra (hard water, high-temp) • Solid Ultra Klene Plus (low-temp)</p> <p><b>Recommended ECOLAB rinse agents:</b></p> <p>Rinse Dry (high-temp) • Solid Brilliance (high-temp) • Apex Rinse Aid (high-temp) • Apex HD Rinse Aid (hard water, high-temp) • Ultra Dry (low temp)</p> <p><b>Recommended ECOLAB sanitizers:</b></p> <p>Eco San • Ultra San</p> | <p>To prevent chipping and scratching, do not overload your dishwasher rack.</p> <p>Do not use chlorine bleach or chlorine-based sanitizing solutions when caring for melamine products.</p>   |
| <b>Destaining Procedures</b> | <p>To prevent staining and to maintain luster, it is recommended to periodically presoak melamine products before dishwashing.</p>   | <p>Do not use harsh or abrasive scouring products such as steel wool or any metal pads to remove food or stains.</p>   |

## POLYCARBONATE DRINKWARE

Impulse! Polycarbonate drinkware products are known for their unique, patented designs and wide selection of sizes and colors. Impulse! Polycarbonate drinkware is crafted from premium, shatter-proof materials, providing a longer commercial service life. Through minimal proper care & maintenance you can maintain the clarity and quality of your drinkware. If you properly care for your plastic drinkware as noted, your drinkware has the ability to outlast the breakage potential of glassware, saving money and time, as well as operational uncertainty and liability. Please review and follow the product care instructions.

|                        | <u>DO</u>   | <u>DON'T</u>   |
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| <b>General Care</b>    | <p>Impulse! Polycarbonate drinkware products should be handled like any fine glassware.</p> <p>All Impulse! Polycarbonate drinkware products are commercial dishwasher safe.</p>  | <p>Do not expose Polycarbonate drinkware to direct flame.</p> <p>Do not microwave unless otherwise noted.</p> <p>To avoid scratching, do not strike Impulse! Polycarbonate drinkware products with or on any hard surface.</p> <p>To prevent scratching, do not use a bar brush to care for Impulse! Polycarbonate drinkware.</p>  |
| <b>Dishwasher Care</b> | <p>Wash Impulse! Polycarbonate drinkware items as soon as possible to maintain clarity and quality.</p> <p>To avoid scratching, use only non-abrasive sponges and pads to clean Impulse! Polycarbonate drinkware products such as the Light Duty Scrub Pad 9030 from Scotch-Brite™</p> <p>Electric glass washers should only be used if equipped with cloth brushes.</p> <p><b>Recommended ECOLAB detergents:</b></p> <p>Solid Power XL (high-temp) • Apex Power Plus (high-temp) • Apex Ultra (hard water, high-temp) • Solid Ultra Klene Plus (low-temp)</p> <p><b>Recommended ECOLAB rinse agents:</b></p> <p>Rinse Dry (high-temp) • Solid Brilliance (high-temp) • Apex Rinse Aid (high-temp) • Apex HD Rinse Aid (hard water, high-temp) • Ultra Dry (low temp)</p> <p><b>Recommended ECOLAB sanitizers:</b></p> <p>Eco San • Ultra San</p> | <p>To prevent chipping and scratching, do not overload your dishwasher rack.</p> <p>To prevent scratching, do not use harsh or abrasive scouring products such as steel wool or any metal pads to wash Impulse! Polycarbonate drinkware items.</p> <p>Do not use chlorine bleach or chlorine-based sanitizing solutions when caring for Impulse! Polycarbonate drinkware products.</p> |
| <b>Presoaking Care</b> | <p>To avoid protein build-up and cloudiness caused from oils in the dishwasher, it is recommended to presoak plastic drinkware items before dish washing. Recommended presoak agents:</p> <p>Cascade® granulated powder</p>   | <p>Do not use harsh or abrasive scouring products such as steel wool or any metal pads to care for Impulse! Polycarbonate drinkware items.</p> <p>Do not use chlorine bleach or chlorine-based sanitizing solutions when caring for Impulse! Polycarbonate drinkware products.</p>   |

## ACRYLIC

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| <b>Washing</b>                                  | <p><b>Vinegar and Water</b></p> <p>Mix one part vinegar to two parts water in a spray bottle to create an effective cleaner for an acrylic surface. The vinegar cuts through the dirt, minerals and oil and leaves a streak-free shine. Soak a sponge or soft cloth in the solution and wipe down the tub. Thoroughly rinse surface with water. Wear Rubber Gloves.</p> <p><b>Bleach and Water</b></p> <p>One part bleach with two parts hot water is an excellent cleaner and disinfectant for acrylic surfaces. Soak a sponge or soft cloth in the solution and wipe down the tub. Thoroughly rinse surface with water. Wear Rubber Gloves.</p> <p><b>Liquid Hand Dish Washing Detergent</b></p> <p>Use a generous amount of liquid dish-washing detergent, covering all grime or dirt deposits. Soak a sponge or soft cloth in detergent and apply to surface. Let the detergent sit for 10 to 15 minutes, then wipe and thoroughly rinse with water.</p> |
| <b>Handling</b>                                 | <p>Acrylic surfaces can be scratched do not use Scrub Brushes, Scour pads, Steel Wool or Abrasive Cleaners like Comet, Ajax or Bar Keepers. Never use Window cleaner, Acetone or Ammonia based products on acrylic.</p> <p>Never use rubber mats or no slip adhesive strips on acrylic surfaces, bacterial mold will penetrate the finish under them.</p> <p>Waxing the finish with an automotive type car wax is recommended to keep surface spot free, however do not wax the base area it will be slippery.</p>   |
| <b>Removing Scratches From Acrylic Finishes</b> | <p>To remove fine scratches in acrylic finishes use an automotive type scratch remover polish found near the car wax section, always follow directions on container.</p> <p>Removing deep scratches will require sand paper starting with a heavier grit paper ( Choose grit depending on the depth of the scratch) and following with finer grit to soften the sanding until automotive type scratch remover polish can be used to finish the job. Always sand with the scratch if possible not perpendicular to. Sand paper examples for a scratch that can be felt with a finger nail are a series of grits (150,400,600) followed by a a lot of elbow grease or buffing wheel with buffing or polishing compound.</p> <p>The use of cleaners not recommended for use on acrylic may cause serious damage. Repair or replacement made necessary by the use of inappropriate cleaners is not covered by the manufacturer's warranty.</p>                   |

## WOOD

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| <b>Preparation</b>      | <p>To seal, wipe with food safe oil like mineral oil on the surface of the peel.</p>  |
| <b>Washing</b>          | <p>Hand wash Impulse! wood with a soft cloth and dry thoroughly.</p> <p>*Note: Do not expose the peel to a dishwasher, abrasive sponges, caustic cleaners, or acidic detergents.</p>  |
| <b>Daily Care Notes</b> | <p>Never allow the peel to be soaked in water. Avoid leaving the peel on hot surfaces. This increases the chance of warping.</p> <p>If the peel warps, leave overnight with the warp facing up and it should flatten out.</p> |



## BAMBOO

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| <b>Preparation</b>      | Prior to using Impulse! bamboo product for the first time, hand wash with a mild detergent and warm water, then dry thoroughly with a soft cloth.  |
| <b>Washing</b>          | Wash Impulse! bamboo product immediately after every use. Bamboo products should be washed by hand using a mild detergent, warm water and a soft cloth. Never scrub Impulse! product with hard bristles or steel wool as this may cause permanent scratches.<br>*Note: Do not expose Impulse! bamboo to dishwashers or acidic detergents.  |
| <b>Daily Care Notes</b> | Never heat Impulse! bamboo product. Heating on the stove, in the microwave or in the oven can cause permanent damage to the product. Never allow Impulse! bamboo to soak in water; this will cause the bamboo to separate.<br>To keep the Impulse! bamboo looking new you can periodically use a soft cloth and wipe the product down with mineral oil.<br>Store Impulse! bamboo in a dry place. |

## GLASS & CRYSTAL

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| <b>Washing</b>  | Though some machine-made glassware can be washed in a dishwasher, most formal glassware pieces are delicate and should only be washed by hand. In addition, users should be sure to wash gently, without twisting the stem and bowl in opposite directions when scrubbing. To avoid scratches, users should never use hard bristled scrubbers or brushes. Instead, users should apply soft cloths or pads. To avoid cracking, users should additionally soak glassware pieces in warm water that is neither too hot nor too cold. |
| <b>Handling</b> | Impulse! Glassware should be handled one piece at a time and should not be carried more than two at a time to or from a table. Users should take care not to pour extremely hot or extremely cold liquids directly into glassware, as this can cause breakage or cracking. Impulse! Stemware should be held by the stem in order to avoid stress on the bowl of a piece. In addition, hot cookware should be cushioned by cloth before being placed on any surface. These instructions can be applied to washing as well.         |
| <b>Storage</b>  | Impulse! Glassware, especially stemware, should be stored on its base rather than its bowl, as the bowl is not designed to hold the weight of an individual glass. Glassware should also be stored in a safe place where breakage will not occur, and it should never be placed on top of glass shelves, as this can cause sticking.  |

## CERAMIC DINNERWARE

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| <b>General care</b> | <p>Impulse! ceramic dinnerware is Not oven proof.</p> <p>Impulse! ceramic dinnerware Can be warmed to 100°C / 212°F</p> <p>Do not expose to direct heat from a naked flame or to rapid changes of temperature.</p> <p>Impulse! ceramic dinnerware is not microwave safe if precious metal decoration.</p> <p>Use napkins to separate items when storing to prevent scratching.</p> <p>Stains in tea cups or tea pots can be removed with a cleaning solution e.g. baby utensil sterilizing solution. Always wash and rinse thoroughly before use.</p> | <p>Grey marks can be removed using cleansers specifically designed for the removal of metal marks from ceramic products e.g. Barkeepers Friend.</p> <p>Abrasive materials must not be used when cleaning Impulse! ceramic dinnerware.</p> <p>Items marked dishwasher safe can be washed in a dishwasher using recommended detergents (see WWRD's 'Approved Dishwasher Detergent List').</p> |
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## BONE CHINA

Impulse! Quality porcelain and bone china are actually the strongest ceramic dinnerware materials. They are fired at the highest temperatures and are made of the strongest ingredients. After conducting extensive tests on several of our porcelain and bone china patterns, we found that they are every bit as dishwasher safe as our casual dinnerware. Feel free to use your "good china" whenever you want to make an occasion special, or any time at all. Impulse! Dinnerware is safe for use in the microwave, refrigerator and freezer. Detergent-safe means that Impulse! Technology has protected the delicate decorations from the effects of the harsh chemicals present in many detergents. Keep this in mind about all of your dinnerware, glassware and tableware: treat them with the respect that high quality, beautifully crafted products of any kind deserve. Although very strong, these items are still breakable if abused.

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| <b>Washing</b> | <p>Wash Impulse! Bone china dishes shortly after the meal, do not allow to sit dirty (especially overnight).</p> <p>Place a thick towel on the bottom of kitchen sink and fill with warm water, add mild liquid dishwashing detergent. Push tap aside so that there is no chance of bumping it against a dish. Remove all jewelry on your hands to prevent damage to the china.</p> <p>Wash one item at a time. Clean with a sponge or cloth only, do not use anything abrasive.</p> <p>For tough spots, drizzle a bit of the liquid dish detergent on the sponge and scrub gently. You can also try a little bit of baking soda on the sponge.</p> |
| <b>Soap</b>    | <p>Wash Impulse! Bamboo product immediately after every use. Bamboo products should be washed by hand using a mild detergent, warm water and a soft cloth. Never scrub Impulse! Product with hard bristles or steel wool as this may cause permanent scratches.</p> <p>*Note: Do not expose Impulse! Bamboo to dishwashers or acidic detergents.</p>  |
| <b>Drying</b>  | <p>Never heat Impulse! Bamboo product. Heating on the stove, in the microwave or in the oven can cause permanent damage to the product. Never allow Impulse! Bamboo to soak in water; this will cause the bamboo to separate.</p> <p>To keep the Impulse! Bamboo looking new you can periodically use a soft cloth and wipe the product down with mineral oil.</p> <p>Store Impulse! Bamboo in a dry place.</p>   |
| <b>Storing</b> | <p>Place cloth napkins, paper towels or doilies between each stacked dish to prevent scratching or damage. Do not stack or hang teacups. If china is used less than once a year, do an annual washing and cleaning to help preserve the glaze and paint.</p>  |

## LEATHER

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| <b>General Care</b> | <p>Avoid exposing Impulse! Leather products to direct sunlight. To clean Impulse! Leather gently wipe with a soft / damp cloth lightly soaked in a very mild soap solution e.g. (Baby Shampoo). Do not use industrial cleaners. Do not store Impulse! Leather in a hot or damp environment.</p> |
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## STAINLESS STEEL & ALUMINUM

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| <b>General Care</b> | <p>Impulse! Stainless Steel &amp; products are dishwasher safe.</p> <p>Note: Aluminum is not dishwasher safe, recommended hand wash only.</p> <p>Wash Impulse! Stainless Steel &amp; Aluminum as soon as possible after each use and do not leave in standing water for extended periods of time. Avoid acidic detergents, such as lemon or other citrus dishwashing soaps, as long-term use of these products can dull the finish.</p> <p>Remove discoloration using a paste of two-parts baking soda and one-part water, or polish with Nambé polish.</p> |
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## CAST IRON

Material that performs well with modern requirements for food preparation and cooking. Whether you choose to stir-fry, slow-cook a casserole, sear a steak or bake a cake, there is a shape that is suitable. Cast iron heat source, including induction, and with any oven or grill. It has the ability to retain heat efficiently, which allows for use of lower heat settings in stovetop and oven cooking. On the table, a hot covered dish will Cast iron can also be used to keep foods cold. A chilled dish becomes an ideal cold food server on a hot summer day. It can also be placed in the freezer for food storage or advanced food preparation.

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| <b>Before 1st use</b>                | Remove all packaging and labels. Wash the pan in hot, soapy water, then rinse and dry thoroughly. Your pan is now ready to be used and does not require any further preparation.   |
| <b>Heat Recommendations</b>          | <p>Impulse! cast iron cookware can be used on all heat sources including gas, electric solid plate or radiant ring, vitro-ceramic glass, induction, and ovens fired by gas, oil, coal or wood. When using any glass-topped stove, always lift the pan when moving it; never slide it, as this may damage the stove top or the base of the pan.</p> <p>Always match the pan's base size to the stovetop heat zone to maximize efficiency, and to prevent overheating of the pan sides or damage to the handles.</p> <p>Gas flames must always be confined to the base area, and must never extend around the sidewalls of the pan. Long handles should be positioned safely where they do not hang over the front of the stove or other heat zones.</p> |
| <b>Cooking Heats</b>                 | <p>Medium or low heat will provide the best results for cooking, including frying and searing. Allow the pan to heat gradually and thoroughly for even and efficient cooking results. Once the pan is hot, almost all cooking can be continued on lower settings.</p> <p>High heat temperatures should only be used for boiling water for vegetables or pasta, or for reducing the consistency of stocks or sauces. High heats should never be used to preheat a pan before lowering the heat for cooking. Cast iron retains heat so efficiently that overheating will cause food to burn or stick.</p>  |
| <b>Oils &amp; Fats</b>               | <p>With the exception of Grills, the enamel surface is not ideal for dry cooking.</p> <p>Your choice of liquid, oil, fat or butter should completely cover the base before heating begins. Do not leave the pan unattended, and do not allow a pan to boil dry, as this may permanently damage the enamel.</p> <p>For deep frying, the maximum oil level must not exceed 1/3 full. This depth allows sufficient height above the oil for it to rise once foods are added. An oil frying thermometer should be used for safety, and a lid should be readily available in case of overheating or flaring.</p>  |
| <b>Food Storage &amp; Marinating</b> | The vitreous enamel surface is impermeable and therefore ideal for raw or cooked food storage, and for marinating with acidic ingredients such as wine.  |



## CAST IRON

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| <b>Handles</b>                   | Impulse! Cast iron handles, stainless steel knobs and phenolic knobs will become hot during stovetop and oven use. Always use a dry thick cloth or oven mitts when lifting.  |
| <b>Hot Pans</b>                  | Always place a hot pan on a wooden board, trivet or Impulse! silicone mat—never on an unprotected surface.   |
| <b>Oven Use</b>                  | <p>The black phenolic lid knobs on our Signature range of enameled cast iron are heat-resistant to 480°F / 250°C. The black phenolic lid knobs on our Classic range of enameled cast iron are heat-resistant to 375°F / 190°C. Products with integral cast iron handles or stainless steel knobs can be used at any oven temperature. Pans with wooden handles or knobs must not be placed in the oven.</p> <p>Do not place any cookware on the floors of ovens with cast iron linings. This will increase the cooking temperature inside the oven, resulting in an increased cooking rate with detrimental effects on food. Do not drag cookware across the floor of the liners. For best results always place on a shelf or rack.</p>  |
| <b>Cooking Tips For Grilling</b> | <p>Grills may be preheated to reach a hot surface temperature for searing and caramelization. This advice does not apply to any other products.</p> <p>For correct grilling and searing, it is important that the cooking surface is sufficiently hot before cooking begins. Sear lines from ribbed grills will not be produced if the pan surface is too cool, or if the food is too wet. Place the empty pan on medium heat and allow it to heat for several minutes. Do not add oil to the cold pan—the oil may become too hot and smoke.</p> <p>Take a few drops of water on your fingers and scatter over the hot surface. If they sizzle and evaporate almost immediately it is hot and ready for use. If the water produces steam and has no sizzle, heat the pan a little longer and repeat the water test again. When the surface is hot enough, lightly oil it with cooking spray or brush it with oil using an Impulse! silicone basting brush. Vegetable, ground nut or corn oils are recommended. Olive oil may cause excessive smoking.</p> <p>Once a patina covers the cooking surface very little oil will be necessary. For distinct sear lines, leave the food undisturbed on the surface for several minutes. If the food is moved too quickly the lines will be poor, and steam from the food may be released onto the surface.</p> <p>Any food for grilling or searing must be quite dry before it is placed on the hot surface. Wet foods will not achieve good sear lines and may result in a steamed appearance and flavor. Use paper towels to pat off excess moisture from foods. Oil can then be brushed over the food if desired. Foods that have been marinated should also have excess moisture removed with paper towels.</p> |

## CAST IRON

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| <b>COOKING TIPS FOR SHALLOW FRYING AND SAUTÉING</b> | <p>For frying and sautéing, the fat should be hot before adding food. Bring the pan and fat or oil to the correct temperature together.</p> <p>Oil is hot enough when there is a gentle ripple in its surface. For butter and other fats, bubbling or foaming indicates the correct temperature. If either begins smoking, or if butter begins browning, it is too hot and should be cooled slightly before proceeding. The quickest way to do this is to remove the pan from the heat source for a few moments. For longer shallow frying a mixture of oil and butter gives excellent results.</p>  |
| <b>Cleaning</b>                                     | <p>Always cool a hot pan for a few minutes before washing.</p> <p>Do not plunge a hot pan into cold water. While Impulse!'s enamel is designed to be the most durable on the market, thermal shock may still occur, resulting in cracking or loss of enamel.</p> <p>If there are food residues, fill the pan with warm water and let soak for 15 to 20 minutes before washing. A brush can be useful for removing small food deposits, or for cleaning between the ribs on grills. Do not use scourers or abrasive cleaners on the cooking surface. Nylon or soft abrasive pads or brushes can be used to remove stubborn residues. To avoid damaging the enamel, do not use metallic pads or harsh abrasive cleaning agents.</p> <p>Light stains or metal marks caused by metal tools can be removed with Impulse! cookware cleaner. An occasional cleaning with this product will also retain the new appearance of your pans. It can be purchased on this website or from your local retailer.</p> <p>Never store pans while they are still damp. Store pans in a dry cupboard or airy space away from steam.</p> <p>Maintain the tightness of all handles and knobs by checking and retightening them regularly.</p> <p>Impulse! enameled cast iron is extremely durable but it may be damaged if accidentally dropped or knocked against a hard surface. Please note that this is not covered by our Lifetime Warranty.</p> |
| <b>Dishwasher Safe</b>                              | <p>All pans with integral cast iron, phenolic handles or stainless steel knobs can be washed in the dishwasher. However, constant dishwashing may lead to some dulling of the enamel finish. This is not harmful and will not impair performance. When using the dishwasher always allow the cycle to finish before opening the door. This will ensure the pans are dried thoroughly.</p> <p>Pans with metal handles can be washed in the dishwasher, but this greatly reduces the development of a patina; as a result, grills and skillets will require oiling for a longer period. Pans with wooden handles are not dishwasher-safe.</p>  |

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