

Care and Handling

Holloware & Banquetware

Fine silverplate and stainless flatware will give you extra long service and will always look great when properly cared for. We offer the following recommendations.

Handling

- Banquetware should not be loosely combined with dinnerware or flatware when transporting to and from events. Metal to metal contact can cause physical damage such as dents and scratches.
- Upright hollow product such as coffee pots, tea pots, creamers and beverage pitchers should always be handled carefully using the handles.
- Product should never be picked up or suspended from lids that are welded on. This could promote breakage at the weld sites.
- Urns and chafers should never be stacked. Stacking can cause not only surface damage but also could impair functionality with damage to assembled components.

Washing

- Remove all remnants of food from the metalware immediately following use. Avoid using steel wool or any type of metal scrapers. Always allow chafing dishes and urns to cool down prior to moving for washing.
- Always separate flatware and banquetware for pre-soaking in either plastic or stainless steel sinks or pans. Never use aluminum.
- Never pre-soak insulated double walled coffee urns. This practice could promote seepage into the insulation between the inside and outside walls.
- Do not leave metalware in pre-soak solution for more than 20 minutes prior to washing.
- Chemicals accumulate in pre-soak solutions and may cause harm. Change the pre-soak solution every two to three cycles.
- The following chafers components can be washed in a commercial dishwasher: (1) the food pan, (2) the water pan, (3) The fuel tin holder. All other components should be hand washed with mild detergent, rinsed and then wiped dry with a soft cloth. Never use abrasive cleaners or scouring pads on holloware.
- Electric heating units must never be submerged or placed under a faucet. Clean them only with a slightly damp cloth.

Rinsing

- Consider adding a wetting agent to the rinse to prevent minerals in the water from staining your metalware.
- Utilize a softener if you have very hard water. A high chloride content in the water can also be damaging.
- It is highly recommended that silverplated buffetware product be hand washed in order to maintain their look.

Storage

- Holloware pieces should be stored together in a clean dry storage area. If possible they should be covered with plastic.
- Holloware product should never be stacked one item upon another in storage to prevent damage to the surfaces or components.

Care and Handling

Flatware

Fine silverplate and stainless flatware will give you extra long service and will always look great when properly cared for. We offer the following recommendations.

Handling

- Minimum amount of handling is required when perforated cylinders in a portable rack are used to transport, wash, and dispense flatware.
- Sort flatware tines, bowls and blades up when using a system where the flatware is transferred from a cleaning cylinder to a storage cylinder by inversion.

Washing

- Remove all remnants of food from metalware items immediately after use. Avoid using steel wool or metal scrapers.
- Always separate flatware and holloware for pre-soaking and use a plastic or stainless steel pan, never aluminum.
- Pre-soak and wash metalware immediately after its removal from the table. Do not leave metalware in the pre-soak solution for more than 20 minutes before it is washed. Change the pre-soak solution after two or three cycles of use. Chemicals accumulate in pre-soak and may cause harm.
- Do not use a pre-soak solution containing acidic silver detarnishing agents, including chlorides, bromides or iodides, as these products cause severe corrosion.
- Always wash your metalware in hot water and make sure you choose a cleaning agent free of abrasive or corrosive qualities that might damage your metalware.
- Avoid low-temp dishwashing. It is not suited for metalware.

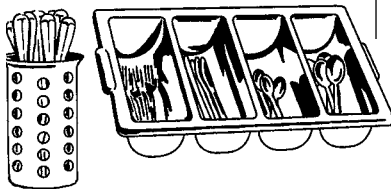
Rinsing

- Consider adding a wetting agent to the rinse to prevent minerals in the water from staining your metalware.
- Utilize a softener if you have very hard water. A high chloride content in the water can also be damaging.

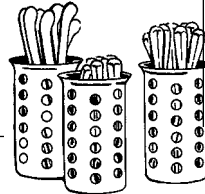
Care and Handling

Flatware

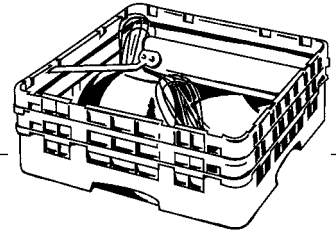
Storing: Always make sure your metalware is clean and dry before storing to avoid corrosion and oxidation marks.



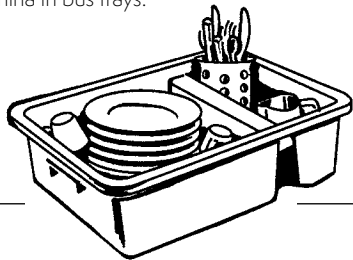
Always sort flatware tines, bowls and blades down when flatware is transported and washed in the same cylinder. This prevents contamination when items are removed for setting the tables.



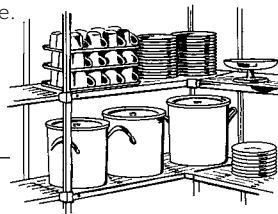
Load the washing machine with the openings of hollow pieces facing down.



Separate flatware, hollowware and china in bus trays.



Keep your hollowware pieces together in a dry area. Plastic or wooden racks provide the best storage.



Always rinse clean metalware in water of at least 180° F.



Additional Points Pertaining to Silverplate Metalware Only

Detarnishing

Critical to the care of silverplate is proper detarnishing, particularly prior to burnishing. Pieces should be de-tarnished about every 15 days. Consult a reputable manufacturer of the silverplate or of the detarnishing product for the method best suited to your needs. Always follow the manufacturer's directions carefully. Always remove knives with stainless steel blades from the detarnishing solution within 30 seconds. Longer exposure tends to lead to discoloration and corrosion of the blades.

Burnishing

Invest in a fine vibratory or tumble-type burnishing machine, manufactured in sizes to fit any operation. Always keep your burnisher clean and follow the manufacturer's instructions. Do not burnish hollow handle knives.

Storing

Provide adequate space when storing, ideally away from air conditioning and sulfur containing vapors.

Quality Assurance

Quality To maximize the beauty and long usage of your stainless or silverplate investment, check each of the quality points shown here.

Materials

Silverplate – During silverplating, extra silver is deposited on the back of each piece for longer wear.

Stainless – All of Oneida's stainless includes 18% chrome for superior resistance to food and cleaning chemicals, as well as protection against corrosion. The 18/10 combination includes 10% nickel, respectively, for a soft silver-like lustre to complement the exceptional durability.

The enduring elegance of silverplate

Nothing can match the distinctive beauty of silver. Along with exceptional cuisine, fine wines and hospitable service, fine silverplate helps you establish an identity of excellence. Silver actually becomes more beautiful and durable with use; normal handling and burnishing hardens the surface and develops the mellow patina associated with antique silver. In addition, today's improved, portable burnishing equipment makes it simple to give your silverplate the best care at a reasonable cost, with a minimum of labor.

Finish

A quality finish makes flatware more comfortable to hold, more resistant to damage from food particles and more pleasing to the eye. Overall smoothness and lustre are combined with clear crisp pattern styling. Edges should be well buffed with no rough spots. A smooth uniform finish also allows for easier cleaning. Compare other flatware finishes to Oneida, and you'll see why we are the industry leader.

Grading

The spoon is thickest at the handle shank and tapers to a thin edge at the bowl's tip, thanks to a rolling process called grading. Oneida's grading combines balance with strength. Metal is distributed to areas that need strength, providing durability for rough handling without adding unnecessary bulk. For properly graded flatware that provides superior comfort and durability, look for a graceful taper, strength that resists bending, and a balanced feel.

Casting

All borders, handles, spouts, and ornamentation are cast by pouring hot casting alloys into a two piece mold, then quickly cooling in water. The metal hardens instantaneously. The two-piece casting leaves no seam or joints.

Soldering

On each piece of holloware, skilled craftsmen use the exact amount of solder to form a lifelong bond between the casting and the body.

Stainless as a long-term investment

Quality stainless helps you get more for your tableware investment by providing a longer life of beautiful and durable service. Today's customers are spending more of every dollar dining out. Quality stainless helps create a fine dining atmosphere that keeps this profitable audience coming back. Your stainless steel will give extra long service and will always look great when properly cared for. Materials such as eggs, vinegar and acids found in foods should be removed by soaking, washing and rinsing thoroughly immediately after stainless is used.