

Chafing Dishes /Gastronomy equipment

Returning Unclean Equipment

1. If you are NOT cleaning chafing dishes after your event, please wipe off all food residue and contain the equipment. Scrapping off food residue is not enough. If you are not sure, please ask us.
2. Unclean equipment MUST be returned the same day of your event or the next day.
3. Always keep equipment in cool dry place to avoid rust.
4. **DO NOT stack water pans at any point.** Otherwise arrange them as we recommend or in the same manner they were delivered to you.

Returning Clean Equipment

1. When cleaning chafing dishes, we advise that you **DO NOT use any metallic or abrasive material** to avoid scratching the equipment surfaces.
2. While you are cleaning food pans, water pans and food pan covers, please **DO NOT stand or balance them by the edges on hard surface** to avoid the corners from folding down. Always lay them flat.
3. All the equipment MUST be properly cleaned to **remove any food residue.**
4. If you **cannot get rid of food and/or drink stains** (e.g. discolouration caused by food spices, rice stains or drink) or water stains, leave it and we will do the rest.
5. Please make sure equipment is thoroughly dry, before packaging or containing it.
6. Chafing water pans **MUST not be stacked together at any point** to avoid them jamming. Otherwise re-arrange the chafing equipment as it is presented to you, or as advised by our representative.
7. When you are ready to return the equipment, please cross **check that all the chafing dish components are accounted for** as follows;
 - **Water pan**
 - **Water pan stand**
 - **Food pan**
 - **Food pan cover/ lid**
 - **chafing fuel burners (remove used fuel cans inside them)**
 - **Chafing fuel burner dampers** (*If your order involves dampers)