

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**

Glassware

1. When cleaning wine glasses, champagne flutes, hi-balls, we advise that you **DO NOT use any metallic or abrasive material** to avoid scratching the equipment surfaces.
2. Please make sure equipment is thoroughly dry, before packaging or containing it.
3. If you are NOT cleaning the glassware, please wipe off all drinks residue before containing the equipment.

Wine Decanters

1. After using the wine decanters, we advise that you empty all drinks residue and repackage them.

Dinner plates, Crockery, Platters, etc

1. When cleaning the equipment we advise that you **DO NOT use any metallic or abrasive material** to avoid scratching the equipment surfaces.
2. While you are cleaning large food platters, please **DO NOT** stand or balance them by the edges on hard surface to avoid the corners/edges from folding down. Always lay them flat.
3. All the equipment **MUST** be properly cleaned to remove any food residue and grease.
4. Please make sure equipment is thoroughly dry, before packaging or containing it.
5. If you are **NOT** cleaning the equipment, please wipe off all food residue before containing the equipment.
6. Keep stainless steel equipment in dry environment to avoid mould and /or rust.

Water Urns, Water Boilers, Airpots, Vacuum Jug

1. When cleaning the equipment we advise that you **DO NOT use any metallic or abrasive material** to avoid scratching the equipment surfaces.
2. Always use warm soapy water to rinse inside of the airpots and vacuum jugs.
3. Please make sure equipment is thoroughly dry, before packaging or containing it.
4. If you are NOT cleaning the equipment, please empty the drinks and rinse with clear water prior to containing it/returning it.
5. NEVER place airpots top down at any time (usually trying to dry the inside) to avoid snapping the cap.
6. Run cold water through the pumps as soon as you finish serving your coffee or tea.
7. Before returning the airpots, please check that all the pumps have been fitted in.

Cutlery and Stainless Steel Utensils

1. After using cutlery and/or utensils, soak them in warm soapy water to soften any food debris that is stuck to it.
2. Rinse off cutlery/utensils, dry them immediately and store in dry condition.
3. Always keep cutlery and stainless steel utensils dry to avoid mould, rust or discolouration.
4. Always store cutlery/stainless steel utensils in environment that is devoid of humid/damp to avoid rust and mould on the equipment.
5. If you want to thoroughly dry cutlery/utensils, you can use a blower to dry them.