

Re-packaging Clean Equipment

Crockery items (dinner plates, bowls, sauce boats, etc.)

Most of our crockery items are vitrified, especially dinnerware, and some of our glassware items. However, bad packaging cannot exonerate them from getting damaged.

- Try to use the same packing that was used to deliver the equipment to you.
- Maintain the partitioning as much as you can or use substitutes to avoid items from rubbing against each other

Glassware:

- Empty all drink residue from the glassware
- Return wine glasses, champagne flutes, Hi-ball glasses, beer glasses in the boxes they were delivered in.

NB. If you do not have a glasswasher, or proper means of cleaning the glassware, please return the glassware NOT CLEANED for a small fee.

Utensils and cutlery:

- After washing cutlery and utensils please make sure you dry them before packaging them to avoid rusting and discolouration.

Metallic platters and serving dishes:

- After washing any platters or stainless steel dishes, please dry them before repackaging

Soup kettles:

- Make sure the plug is isolated from any water source. You can do this by covering it with cling film or any solid plastic
- Wipe dry the water pot
- Rinse clean the food pot using fabric swabs only. DO NOT USE metal swabs
- Wipe only the outside black area of the drum using a damp cloth. DO NOT scrub the surface

Manual filler water boiler:

- Make sure the plug is isolated from any water source. You can do this by covering it with cling film or any solid plastic
- After use, empty the water and wipe the inside dry
- Use a wet cloth to wipe the outside. DO NOT SCRUB inside or outside this equipment

Pump Action airpot/Vacuum flasks:

- Make sure the plug is isolated from any water source. You can do this by covering it with cling film or any solid plastic
- After use, rinse out any residual drink with clean water
- Rinse the spout and the cover
- Use a wet cloth to wipe the outside trunk. DO NOT SCRUB inside or outside this equipment

Ice maker:

- Empty any leftover water
- Wipe the inside dry, especially the metal bars
- Make sure the outside is dry before packaging
- Whatever cleaning you do please isolate the plug from any water source

Chafing Dish/Gastronomy Equipment:

- Give the food pans a general clean using fabric swabs and dry them
- Give the food covers a general clean using fabric swabs and dry them
- Empty water residue from the Bain Marie and wipe them dry
- When packing them please **DO NOT** stack water pans to avoid them getting stuck and difficult to release them. Once they are stuck together they may cause cuts to whoever is trying to pull them apart. Besides, when they are forcibly separated they can get damaged and that is an unwanted cost to the customer. **Therefore, please insert a food cover between water pans, which is the way we always present them to a customer.**

Re-packaging Unclean Equipment:

If you are returning back equipment NOT CLEAN, please make sure you return all the equipment on the same day or the following day. If possible, maintain all partitioning to protect breakable equipment such as porcelain/clay and glassware while in transit.

All Dinner plates, teacup, saucers, coffee mugs, milk jugs

- Wipe off any food particles from the dinner plates and make sure they are not wet/damp
- Pack them as they came in **10, 12 or 13 units** in each small box, i.e. as they came, separating them with cardboard sheets or any other material that was used to stop any friction or breakages

Soup Bowls, dessert bowls, rice bowls, etc

- Wipe off any food particles from the bowls and make sure they are not wet/damp
- Pack them as they came in **6, 10 or 12 units**, i.e. as they came separating them with cardboard sheets or any other material that was used to stop any friction or breakages

Teacups, Mugs, Wine goblets, Champagne Flutes, Hi-ball, glass jars

- Wipe dry any drink residue
- Repack as delivered and maintaining any partitioning provided to avoid breakages

Cutlery and Utensils

- Wipe off any food particles and place the cutlery back into the cases/packaging provided

Pump action airpots, decanters, teapots, etc.

- Wipe off any beverage residue, water, etc. and make sure they are dry before packing them in their boxes

Water Boilers/Urns, Soup kettle

- Wipe off any beverage residue, water, etc. and make sure they are dry before packing them in their boxes
- Make sure the plug is covered and placed where it cannot be damaged or get wet.

Returning unclean Gastronomy Equipment

Following is our recommended way of packaging chafing dishes when you return them unclean.

1. Empty the burners of any used fuel cans and put the lids/covers back on.
2. Wipe off any food particles/residue from the food pan and make sure they are not dripping wet.
3. Wipe dry the water cans.
4. Wipe off any food residue off the stand
5. When packing them please **DO NOT** stack water pans to avoid them getting stuck and difficult to release them. Once they are stuck together they may cause cuts to whoever is trying to pull them apart. Besides, when they are forcibly separated they can get damaged and that is an unwanted cost to the customer. **Therefore, please insert a food cover between water pans, which is the way we always present them to a customer.**

NB: If you are not sure how to pack any equipment from us, simply ask us and we are ready to help.