

## Chef Series™ Culinary Collection FAQs

### 1. What does tri-ply or clad construction mean?

Visualize a sandwich with stainless steel being the bread and aluminum being the butter inside. These materials are actually bonded together. This clad construction covers the entire wall of the cooking vessel which is not done by all manufacturers.

### 2. What does 18 gauge, 18/10 stainless steel mean?

This is a heavy-duty stainless steel which contains 18% chromium and 10% nickel. This gives the stainless steel a shiny finish and makes it rust-resistant.

### 3. What is an encapsulated bottom and what does it do?

This 18/0 stainless steel capped aluminum disc adds an additional two layers to the bottom of the cookware. The bottom of these pans can be called a 5-ply bottom. The purpose of this bottom is two-fold, to ensure even heat distribution and to work on electromagnetic induction cook tops. 18/0 is a magnetic stainless steel which is required for induction cook tops. Heat is turned on once the magnetic connection is made on an induction cook top.

### 4. Is the cookware oven safe?

Most definitely! The pans with stainless steel covers or by themselves are oven safe to 450°F. When using the tempered glass covers, they are oven safe to 350°F.

### 5. Why do we use a non-stick coating on some of the pans?

Marketing research shows 71% of all cookware consumers in the U.S. prefer non-stick coating. Why? To make their lives easier! Our coating is the Pro Platinum Teflon® made by Dupont®. It is sprayed on the pans and then baked for several hours for a durable coating.

### 6. Why tempered glass covers?

Tempered glass which is also called safety glass is perfect for cooking on the stove top. Constantly picking up the cover to view contents will enable steam to escape and cause cooking times to increase. You will have condensation build up on the interior of the cover, this is natural. Please note: Tempered glass will break when dropped. Glass will break into pellets rather than shards of glass. Use caution when picking up broken glass.

### 7. Will the handles become hot?

These cast hollow handles were designed to be stay-cool; only the solid portion of the handle that attaches to the pan will become hot. There are a few exceptions, such as when removing pans from a hot oven, and when using a burner that is larger than the bottom of the pan. For optimum results, the burner size should be equal to the diameter of the pan bottom.

### 8. What utensils should I use with this Cookware?

Our E-series Utensils or silicone spatulas should be used to protect the Pro Platinum Teflon® coating. Using metal utensils will eventually scratch the surface and is not covered under the 10 year warranty. Scratches may affect the appearance but will not affect the overall performance of the pan.

### 9. How do I care for my Chef Series™ Culinary Collection?

Using a nylon scrub sponge such as Dobie, simply hand wash in hot, soapy water and periodically clean the exterior of the Chef Series™ Culinary Collection with a stainless steel cleaner such as Bar Keepers Friend. We have tested this cleaner and found it to be the best! Other cleaners such as Dawn Power Dissolver and Cameo will also work. To maintain your investment in your Chef Series™ Culinary Collection, we do not recommend using an automatic dishwasher.

### 10. What happens when I really have a blackened, baked on mess on the exterior?

For those unbelievably stubborn spots on the exterior surface, oven cleaner works the best. Remember only use this on the exterior surface, and use in a well ventilated area with rubber gloves. Let sit for recommended time and wipe off using a cloth or sponge. Rinse thoroughly under hot running water; continue cleaning with dishwashing liquid, rinse, and dry.

### 11. What is covered under the warranty?

Under normal consumer household use:

Broken or loose handles

Non-stick coating that has failed (10 year warranty) while using non-metal utensils.

Encapsulated bottom falling apart

Tempered glass cover breaking or cracking during normal use (not dropped)

All Chef Series™ Culinary Collection products need to be sent to Tupperware for evaluation before replacing.

Tupperware U.S. Inc.

Attention Bart Louwagie

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