

# CARE & HANDLING GUIDE

At **LAV HORECA**, we understand that the performance and longevity of glassware play a critical role in the daily operations of businesses in the hospitality industry. Whether you manage a restaurant, supply a chain of establishments, or distribute to large institutions like hospitals, maintaining your glassware's durability and appearance is essential for providing high-quality service while managing costs.

This guide outlines best practices for handling, cleaning, and storing your LAV HORECA glassware to reduce breakage and extend its lifespan. By following these care instructions, you can ensure your glassware remains in optimal condition, enhancing both operational efficiency and customer satisfaction.

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## GENERAL HANDLING

**Avoiding Thermal Shock**

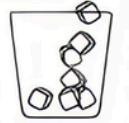
Sudden temperature changes can cause glassware to crack or break due to stress:

**Temperature Acclimation**

Allow glassware to reach room temperature before exposing it to extreme heat or cold.

**Proper Liquid Handling**

Avoid pouring cold liquids or adding ice into a warm glass. Similarly, do not immerse a warm glass into cold water.

**Preventing Mechanical Shock**

Glassware can be damaged by physical impacts:

**Gentle Handling**

Be cautious not to hit glasses against hard surfaces, utensils, or other glassware.

**Avoid Stacking**

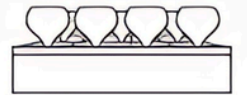
Do not stack glasses unless they are specifically designed for that purpose.

**Proper Storage**

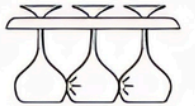
Storing glassware correctly minimizes the risk of damage:

**Use Compartmentalized Racks**

Be cautious not to hit glasses against hard surfaces, utensils, or other glassware.

**Avoid Overloading**

Do not overcrowd storage racks or overhead spaces; ensure glasses do not touch each other.



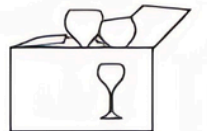
## USAGE GUIDELINES

**Safe Service Practices**

Enhance longevity and safety during use:

**Proper Carrying Techniques**

Do not carry multiple glasses together in a way that they might collide.

**Use Appropriate Tools**

Always use a plastic scoop for ice instead of the glass itself.

**Preheat for Hot Beverages**

Warm glasses with hot water before adding hot drinks to reduce the risk of thermal shock.

**Dealing with Damaged Glassware**

Maintain safety and quality:

**Immediate Removal**

Take any chipped, cracked, or scratched glassware out of service right away.

**Regular Inspections**

Frequently check glassware for signs of damage to prevent accidents.



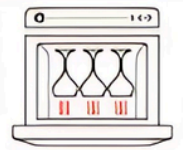
## CLEANING AND DISHWASHING

### Dishwasher Best Practices

To maintain glassware integrity during cleaning:

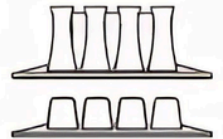
#### Temperature Considerations

*Do not place warm glasses or those that have held ice directly into the dishwasher.*



#### Proper Rack Usage

*Use appropriate racks to separate different types of glassware and avoid stacking.*



#### Controlled Dishwasher Temperatures

*Set the wash cycle between 140°F and 160°F, and the rinse cycle at 180°F to prevent thermal stress surfaces, utensils, or other glassware.*



#### Use the Right Cloth

*Employ a microfiber or lint-free cloth for polishing.*



#### Handle with Care

*Hold glasses by the stem or base to avoid putting pressure on the bowl, which could cause stress.*



### Bus Tray Management

Efficient and safe clearing of glassware:

#### Avoid Overloading

*Do not pile too many glasses into bus trays*



#### Separate Utensils

*Keep flatware out of glasses to prevent scratching or breaking.*



#### Remove Ice

*Empty any remaining ice from glasses before sorting and washing.*



By following these guidelines, you will not only extend the life of your LAV HORECA glassware but also ensure a safe and enjoyable experience for your guests. Proper care reduces replacement costs and maintains the high-quality standards that LAV HORECA is known for.