



Direct Supply® FLATWARE

Owner's Manual

Please keep and refer to this Owner's Manual.

Thank you for purchasing Direct Supply® Flatware from Direct Supply Equipment & Furnishings® distributed by Direct Supply Manufacturing, Inc.

Direct Supply Flatware includes:

- Windsor Light Bouillon Spoon
- Windsor Light Dinner Fork
- Windsor Light Dinner Knife
- Windsor Light Teaspoon
- Windsor Light Salad Fork
- Dominion Bouillon Spoon
- Dominion Dinner Fork
- Dominion Dinner Knife
- Dominion Teaspoon
- Dominion Salad Fork
- Melinda Bouillon Spoon
- Melinda Dinner Fork
- Melinda Dinner Knife
- Melinda Teaspoon
- Melinda Salad Fork
- Louisville Bouillon Spoon
- Louisville Dinner Fork
- Louisville Dinner Knife
- Louisville Teaspoon
- Louisville Salad Fork
- Windsor Medium Dinner Fork
- Windsor Medium Dinner Knife
- Windsor Medium Teaspoon
- Royal Bouillon Spoon
- Royal Dinner Fork
- Royal Dinner Knife
- Royal Teaspoon
- Royal Salad Fork

Direct Supply Flatware is lead-free and dishwasher safe. All Direct Supply Flatware is manufactured from 18/0 stainless steel.

Warnings

- ⚠ **WARNING:** Discontinue use of your Direct Supply Flatware if it has been misused, altered or damaged in any way.
- ⚠ **WARNING:** Always ensure the product is appropriate for the resident prior to use.
- ⚠ **WARNING:** Do not use Direct Supply Flatware that is etched, pitted, discolored or damaged.

Care Instructions

- Clean Flatware promptly after use
- Do not presoak Flatware for more than 20 minutes
- Do not use acidic presoak solutions
- Avoid low-temp dishwashing
- Always wash your Flatware with hot water
- Choose a detergent that is nonabrasive and noncorrosive
- Never use more than the recommended amount of detergent when washing
- Consider using a wetting agent and/or a softener during rinse cycles, depending on your local water conditions
- Make sure your Flatware is clean and dry before storing to avoid corrosion and oxidation

Customer Service

Our promise to you is that you will have a convenient and easy ordering experience, receive quality flatware and enjoy outrageous customer service. If you have any questions about the flatware you have purchased or would like to request warranty service, please contact: **Direct Supply Equipment & Furnishings** at 1-800-634-7328, 6767 N. Industrial Road, Milwaukee, WI 53223, DearDirect@DirectSupply.net.

Limited Warranty

We, Direct Supply Manufacturing, Inc., offer to you, as the original purchaser, a warranty for this Direct Supply Flatware. Our warranty applies for the limited warranty period stated below. If any product or product part listed below has an original defect in material or workmanship during the applicable limited warranty period, we will replace it at our cost. A similar piece may be used for replacement if the original pattern is no longer available. Our warranty applies only if the product is properly maintained by the original purchaser for use and does not cover normal wear and tear, modification of the product or damage caused by abuse, improper use, failure to maintain, use which exceeds the published product limitations or the combination of any product with another product. In addition, our warranty does not cover fading, colorfastness, stains, spills or exposure to chemicals, odors, heat or light. Our warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Please note that our limited warranty period begins when we ship the product to you. The limited warranty period and our obligations under the warranty end once you transfer the product to someone else, or at the end of the applicable limited warranty period identified below, whichever is earlier.

Product	Warranty Period (Parts):	Anticipated Usable Product Life:
Direct Supply Flatware	1 year	3 years

Anticipated Usable Product Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the product as described in this guide, as the product may need to be replaced sooner than anticipated in particular situations.

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