

## Care & Handling Heiss Metal Inserts

### Before First Use

- Remove the pan from packaging.
- Rinse the pan with soapy water and dry.

### Use in Heat

The Inserts are oven, heat lamp, steam well and dishwasher safe.

- Make sure there is always water at the bottom of the Heiss pot before using metal inserts.
- When in service make sure the inserts are not empty.
- On a stovetop, always use the burner nearest in size to the Heiss pot.
- Always protect your hands with oven mitts when handling the metal inserts and Heiss pots.

### Storage

- Always store the inserts without food and completely dry.
- Make sure the pans are completely dry before stacking them.

### Cleaning

- Do not place a hot pan into cold water.
- Do not hit the pans against any object to remove leftover food as they may become dented.
- Do not overload dish racks - properly space items for optimal cleaning.

### General Care

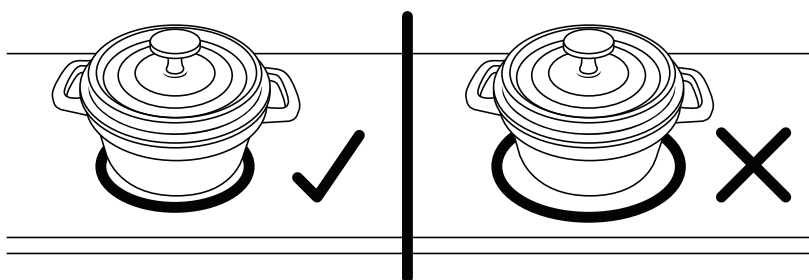
- Please refrain from dropping the metal inserts as they may become dented.



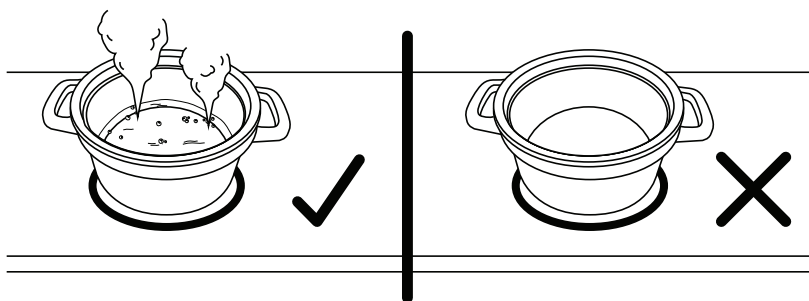
# Care & Maintenance Heiss Cookware

Properly caring for your G.E.T. products rewards you with the best possible service life, keeping your replacement costs as low as possible.

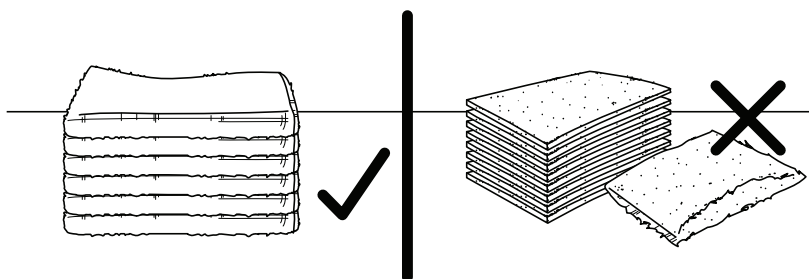
- On a stovetop, always use the burner nearest in size to your Heiss cookware.



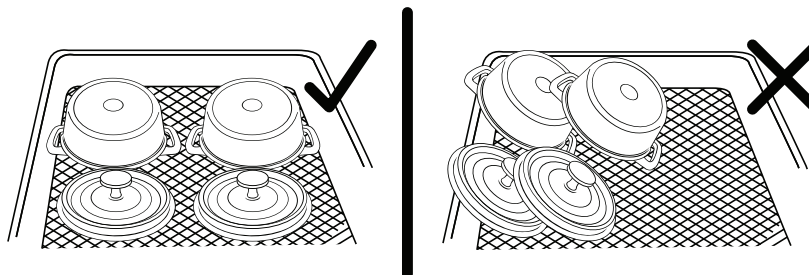
- Always add water or oil before heating. **Never heat empty.**



- Always use soft cloths, sponges or brushes to scrub. **Never use harsh scour pads, steel wool or other similarly harsh materials**



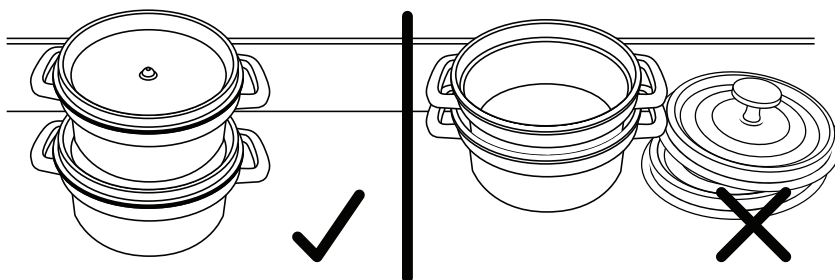
- Do not overload dish racks. Properly space items for optimal cleaning.



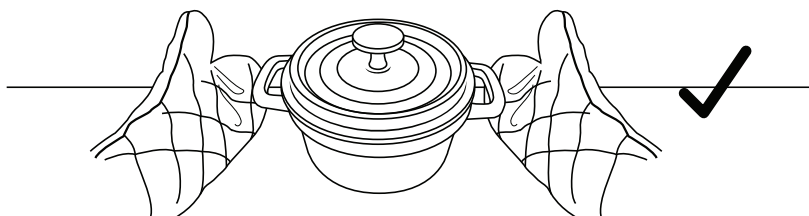
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- **Don't stack one Heiss directly on top of another when storing: Flip your lid!**

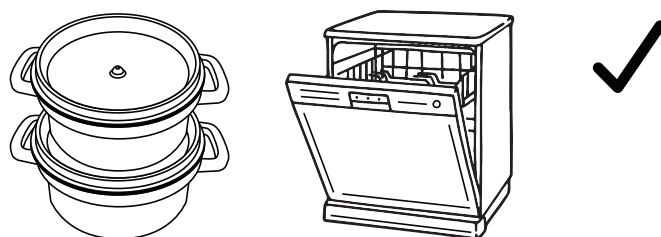
Invert your lid, place your Heiss pot on top of the lid, and continue this process until you have a stack no more than four tall.



- Always protect your hands with oven mitts when handling hot Heiss, including lids.

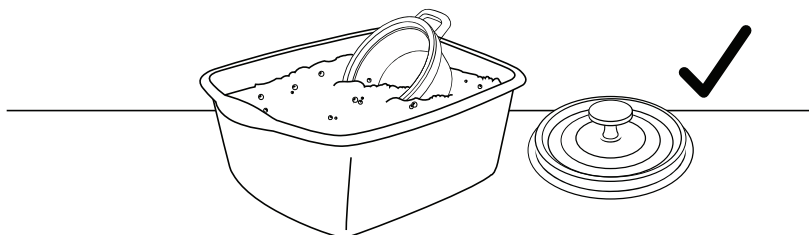


- Heiss is safe to wash in a hi-temp or low-temp commercial dishwasher.



- **Pre-soak often (every other week) for at least 2 hours or overnight.**

Recommend testing on one vessel prior to pre-soaking all inventory to ensure no discoloration occurs.



- **Never use with granulated dish detergent.**



- **Never use cleaning products that contain bleach.**



**Care & Maintenance Heiss Cookware**

When properly cared for, G.E.T. products offer a long and productive commercial service life making your operating budget more efficient. By following the product care instructions below, you can maintain the luster, appearance, quality, and integrity of your G.E.T. products – saving both time and money, as well as limiting operational uncertainty or damage.

**DO****Use & Handling**

1. Do use burner nearest in size to the diameter of the product for optimal heating when on stovetops.
2. Do add water or oil before heating. Heiss™ should not be heated while empty.
3. Do always use thick cloth or oven mitts to move heated Heiss™ products and when removing lids.

**Washing**

1. Do make sure to separate Heiss™ products in dish racks so that they are not touching in order to avoid scratching.
2. Do use soft pads or brushes to remove residues. Do not use metallic pads, scourers, or abrasive cleaners on the cooking surface.
3. Do follow pre soak manufacturer's instructions for pre-soaking. Recommend testing on one vessel prior to pre-soaking all inventory.
4. Heiss™ is safe for hi-temp and low-temp commercial dishwashers.

**Approved cleaning methods:**

Flatware Presoak  
Soft Sponge

**DO NOT****Use & Handling**

1. Do not heat Heiss™ while empty, doing so can cause scorching and burning. Add water or oil before heating.

**Washing**

1. Do not use metallic pads, scourers, or abrasive cleaners on the cooking surface. Soft pads or brushes can be used to remove residues.
2. Do not use any non-recommended cleaners/degreasers on all inventory without first testing on one product.
3. Do not use green scrub pads while cleaning Heiss™.
4. Do not use residential dishwashers.

**Prohibited cleaning methods:**

Green Scrub Brushes  
Metallic Pads  
Scorers  
Abrasive Cleaners

If you have any questions or comments on the care and handling of Heiss by G.E.T. contact **Customer Service**.  
**Phone: 1-800-727-4500**  
**e-mail: [info@getserveware.com](mailto:info@getserveware.com)**

**Ready to Get Started?**

Scan the QR code to watch a quick video on how to take care of your Heiss product!

