

OUR PROMISE TO YOU

Longer Life, Lower Replacement Costs

Anchor Hocking Foodservice products are made stronger, more durable by special manufacturing processes:

Rim-Tempered products (sometimes referred to as heat treated) are similar to fully-tempered, except that the heat is concentrated on the rim area, followed by the cooling process, allowing for a stronger more durable product.

SUREGUARD™ GUARANTEE

Most Extensive Guarantee in the Industry

Anchor Hocking Foodservice guarantees its entire line against chipping. If the rim of a tumbler or the foot or rim of a piece of stemware chips in normal use, Anchor Hocking Foodservice will replace the item or refund the purchase price when returned to the dealer or distributor from whom it was purchased. Products in the Foodservice line are defined as all active products in the Foodservice price list. Naturally, this guarantee does not cover breakage.

CARE & HANDLING

Mechanical Shock: When glassware comes in sudden contact with any hard surface or object, whether it's another glass, the countertop, or a beer tap, small abrasions are created which weaken the surface and increase the chance of breakage and chipping.

Never stack glasses. Avoid glass to glass contact in all instances



Do not use glassware for storage of flatware.



Separate glassware, flatware and china in bus trays.



Never pick up glasses in bouquets.



Never pour cold liquid into a hot glass, such as one just out of the dishwasher, or hot liquid into a cold glass.



Never scoop ice with a glass. Use a plastic scoop.



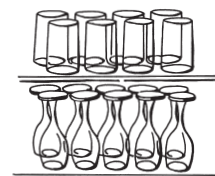
Empty ice from glass before sorting bus tray; this allows more time for the glass to reach room temperature before washing.



Keep an adequate backup supply of glasses. A recently washed glass should be allowed to reach room temperature before being placed back in service.



Utilize the correct rack system for tumblers and stems. A divided rack is always recommended.



Thermal Shock: The result of a rapid temperature change in the glassware which can create stress and/or cracking.

