



HELPFUL HINTS

Congratulations on your recent purchase! We're very proud of our excellent cookware, and we want you to feel the same way. Here are some Helpful Hints to ensure that your new cookware provides you with the best possible experience.

IF YOU HAVE PURCHASED A ROYAL PRESTIGE® DELUXE EASY RELEASE SKILLET(S) PLEASE REFER TO THE MATERIALS INCLUDED IN THE BOX FOR ALL THE DETAILS REGARDING USE AND CARE.

QUESTION	ANSWER
Do I need to wash my new cookware before using it?	Yes! Before using your new cookware for the first time, be sure to wash it thoroughly. Add 1/4 cup of vinegar to warm soapy water, and with a sponge or dishcloth wash each piece. This will remove any residual manufacturing oils or polishing compounds that may still remain on the cookware. Cookware can discolor or stain if it is not washed properly before using it for the first time.
What is the best way to clean my cookware after cooking?	Clean cookware well after each use once it has cooled completely. Use warm water with a mild dish soap and a sponge or dishcloth to remove all food residue. Cookware can discolor or stain if it is not properly cleaned before cooking again. The cookware is dishwasher safe.
What is the right temperature setting for my stove?	A low to medium temperature is best. A high temperature may be used when necessary, such as when boiling liquids. Always use a burner that is similar in diameter to the pan you are using. If cooking on a gas stove, do not allow the flame to extend up the sides of the pan.
How do I remove the water spots on my cookware?	Water spots (scaling) may occur due to the water condition in the area that you live in. To prevent them, after washing always rinse cookware with warm water and dry immediately. If water spots appear, apply a stainless steel cleanser, such as RoyalShine™ by Royal Prestige®, onto the dry cookware and with a moistened paper towel, rub in a circular motion. Once the stain is removed, wash pan in warm, soapy water and dry.
Why has my pan turned yellow?	Overheating or allowing a pan to boil dry will cause yellow, bronze, blue or rainbow tints on the stainless steel surface. The tints are harmless and can be removed by using a stainless steel cleanser, such as RoyalShine™ by Royal Prestige®. Apply the cleanser onto the dry cookware and with a moistened paper towel, rub in a circular motion. Once the stain is removed, wash pan in warm, soapy water and dry.
Why does my pan have a white film on it?	Minerals in water or starches in food can leave a white film on stainless steel. These will not affect the cookware's performance and can be removed by rubbing the area with a stainless steel cleanser, such as RoyalShine™ by Royal Prestige®.
Why does my pan have white spots on it?	Undissolved salt can leave white spots or even create pits at the bottom of your cookware. These pits do not affect the cookware's performance but cannot be removed. Cooking with undissolved salt in the cookware can void the warranty. To avoid the above from occurring always add the salt after the water has boiled or the food has reached cooking temperature.
How do I remove burned-on grease?	Avoid scraping the pan or using metal scouring pads. It is ok to use Scotch-Brite™ on the inside, but not the outside. Fill pan half full with water, place on the stove and bring to a boil for a few minutes. Allow water to cool and wash the pan as normal. For severe fouling you may want to use a spray-on oven cleaner. Spray liberally, let sit overnight and by morning the burned-on food should come off easily.
Can I use my cookware in the microwave or in a broiler unit?	No! Never use your cookware in the microwave or in a broiler unit.
Can I use my cookware in the oven?	Yes! Be sure to preheat the oven completely before placing cookware inside the oven and never use a temperature higher than 400°F/204°C. Also, be sure to use oven mitts when inserting or removing cookware from the oven.
Does it matter what size pan or cover I use?	Yes! Choose a pan size that is appropriate for the amount of food you are preparing; ideally, you should fill the pan 2/3 full. Always use the cover that is intended for the specific pan you are using.
Why is my cookware handle loose?	Your cookware features bolt-on handles, which allows the cookware to have a smooth interior with no rivet heads or weld marks. Over time, the handles may loosen but can easily be tightened (tool requirement: 14mm socket wrench). If the handle is damaged, do not use it and contact the warranty service department at 1-800-279-3373 for a replacement.
Can I store food in my cookware?	No! Storing food in surgical stainless steel cookware for long periods of time may cause staining or pitting due to the salts, fats, seasonings, and acids in the food. Storing food could be considered improper use and void the warranty.
Why can't I get my cover off of my cookware?	After cooking, there may be a tight water seal between the pan and cover. Do not pry off lid. Instead simple try to open the Redi-Temp valve to equalize pressure and the cover can then be removed easily. If the Redi-Temp valve cannot be opened, put the sealed pan back on the burner on low temperature for about 1 to 2 minutes. Once the heated air inside expands, it will break the seal and the lid then should lift off without effort. Always tilt the cover away from you to avoid steam burns.
Why do my meats not brown properly?	The cookware may not be preheated correctly. Always preheat cookware 3-4 minutes at a medium temperature. Add a few drops of water to the pan. The drops should bounce and sizzle when the correct temperature has been met. If they immediately disappear, this is a sign that the cookware is too warm and it should be cooled. Once meat is added to the pan, do not attempt to turn it until the food releases on its own.
Why are there scratches on my cookware?	Stainless steel can scratch if handled incorrectly. Scratches do not affect the cookware performance, and therefore are not considered defects in workmanship or material. To avoid scratches: (1) Knives or sharp kitchen tools should not be used for cutting, stirring, or serving foods. (2) Do not use an electric mixer in your cookware. (3) Always stack cookware carefully for storage.

LIMITED WARRANTY

Hy Cite Enterprises, LLC (“Hy Cite”) provides a limited warranty (as described below) on Hy Cite products purchased from an Authorized Distributor. Coverage under this warranty is exclusively granted to the original customer owner of the products (purchased directly or received by gift). Likewise, warranty coverage may only be transferred to immediate family members and coverage will be void if the product is sold or transferred to non-immediate family, or if it was purchased from an unauthorized retailer.

Cookware and Related Pieces: Hy Cite warrants that your Royal Prestige® cookware and related pieces will be free from defects in material and workmanship and will not permanently stain, rust, chip, melt, break or crack for 50 years from the date of purchase; except that coverage for the Royal Prestige® silicone cover gasket (where available) is limited to 1 year from the date of purchase.

RoyalCore™ Skillets and Cookers: Hy Cite warrants that your Royal Prestige® RoyalCore Skillet and Cooker (except electrical parts) will be free from defects in material, and workmanship, and will not permanently stain, rust, chip, melt, break or crack for 50 years from the date of purchase. Electrical parts are warranted to be free from defects in material and workmanship for 1 year from the date of purchase.

Deluxe Easy Release: Hy Cite warrants that your Royal Prestige® Deluxe Easy Release skillet will be free from defects in material and workmanship for 5 years from the date of purchase. Damages, including nonstick deterioration, discoloration, warping, metal separation, stains, discoloration, or scratches resulting from failure to follow use and care instructions relating to overheating, thermal shock, drops, use of abrasive cleaning utensils or agents and dishwasher use are excluded. Minor imperfections and color variations do not affect performance and are excluded.

Induction Cooktop: Hy Cite warrants that your Royal Prestige® Induction Cooktop will be free from defects in material and workmanship for 1 year from the date of purchase.

Pressure Cooker and Related Pieces: Hy Cite warrants that your Royal Prestige® Pressure Cooker and related pieces (except, plastic parts, and silicone gasket) will be free from defects in material and workmanship for 50 years from the date of purchase. Plastic parts, and silicone gasket are warranted to be free from defects in materials and workmanship for 1 year from the date of purchase.

Precision Series™ Cutlery and Tools, Damascus Series™ Cutlery and Royal Prestige® Food Cutter: Hy Cite warrants that your Royal Prestige® Precision Series™ Cutlery and Tools, Damascus Series™ Cutlery and Food Cutter will be free from defects in materials and workmanship, and will not permanently stain, chip, melt or break for 50 years from the date of purchase. Silicone parts, such as the spatula heads, have a warranty of 2 years from the date of purchase. **Note:** The Precision Series™ and Damascus Series™ cutting knives should be able to maintain a keen cutting edge provided they are used properly and periodically sharpened professionally or using the Royal Prestige® Precision Series Sharpener. Knives with serrated edges should not be realigned on a sharpener.

Royal Prestige® Grater: Hy Cite warrants that the stainless steel portion of your Royal Prestige® Grater will be free from defects in material and workmanship for 15 years from the date of purchase. The silicone gasket is warranted to be free from defects in material and workmanship for 1 year from the date of purchase.

Bamboo Products: Hy Cite warrants your Royal Prestige® bamboo products will be free from defects in material and workmanship for 2 years from the date of purchase.

Flatware: Hy Cite warrants that your Royal Prestige® Flatware will be free from defects in material and workmanship, and will not permanently stain, chip, break or melt for 50 years from the date of purchase.

Royal Café™ Coffee Maker: Hy Cite warrants that your Royal Café Coffee Maker will be free from defects in material and workmanship for 50 years from the date of purchase.

Power Blender: Hy Cite warrants that your Power Blender (except for tamper, removable power cord, and silicone gasket) will be free from defects in material and workmanship for 7 years from the date of purchase. The tamper and power cord are warranted to be free from defects in material and workmanship for 2 years from the date of purchase. The silicone gasket is warranted to be free from defects in material and workmanship for 1 year from the date of purchase. Changes in jar color or appearance do not affect performance and are not covered under this warranty.

Royal Espresso: Hy Cite warrants that your Royal Espresso will be free from defects in material and workmanship for 1 year from the date of purchase.

Glassware: Hy Cite warrants that your Glassware will not break, crack, chip, scratch or fade for 50 years from the date of purchase. If any piece of your Glassware breaks, you can obtain a replacement piece for USD \$7.95/CAD \$10.95 per piece to cover shipping and handling. If replacement pieces are not available, you can make a piece by piece exchange of your set for a new pattern of equivalent value.

Dinnerware: Hy Cite warrants that your Dinnerware will not chip for 50 years from the date of purchase. If any piece of your Dinnerware chips, simply return the piece(s) to Hy Cite Enterprises, LLC, along with USD \$9.95/CAD \$14.95 per piece to cover shipping and handling. If your Dinnerware breaks, cracks, scratches or fades, you can obtain replacement pieces for 50% of the suggested retail price. If replacement pieces are not available, you can make a piece by piece exchange of your set for a new pattern of equivalent value.

Water Treatment Systems: Hy Cite warrants that the base assembly, housing and spout assembly of your FrescaPure® Water Treatment Systems will be free from defects in material and workmanship for 15 years from the date of purchase. Hy Cite also warrants that your Water Treatment Systems cartridges will not become clogged for 90 days from the date of purchase. Electrical

parts are warranted to be free from defects in material and workmanship for 1 year from date of purchase. **Note:** Maintenance parts for your Water Treatment Systems (including diverter valve and hose assembly, and rubber o-rings) may need replacement, not because of defects, but because hard-water minerals may clog valves; and harsh chemicals in tap water can cause rubber o-rings and hoses to become brittle. Maintenance parts may be replaced at one-half (50%) of the current retail price.

Shower Filter: Hy Cite warrants that your FrescaPure® Shower Filter will be free from defects in material and workmanship for a period of 1 year from the date of purchase.

Juicer: Hy Cite warrants that the motor of your Royal Prestige® Juicer will be free from defects in material and workmanship for a period of 10 years from the date of purchase. All other components are warranted to be free from defects in material and workmanship for 2 years from the date of purchase.

Juice Squeezer: Hy Cite warrants that your Juicer Squeezer will be free from defects in material and workmanship for a period of 2 years from the date of purchase.

7-Piece Bakeware Set: Hy Cite warrants that your Royal Prestige® 7-piece Bakeware Set will be free from defects in material and workmanship, and will not permanently stain, rust, chip, melt, break or crack for 50 years from the date of purchase.

Porcelain Enameled Cast Iron Double Griddle: Hy Cite warrants that your Royal Prestige® Porcelain Enameled Cast Iron Double Griddle will be free from defects in material and workmanship, and will not permanently stain, chip, melt, break or crack for 1 year from the date of purchase.

Kitchen Tool Set: Hy Cite warrants that your Royal Prestige® Kitchen Tool Set will be free from defects in material and workmanship for a period of 1 year from the date of purchase.

PureAmbience® II Multistage Air Filtration System: Hy Cite warrants that your PureAmbience II Compact by Royal Prestige® will be free from defects in material and workmanship for 1 year from date of purchase.

Redi-Temp E-System: Hy Cite warrants that your Redi-Temp E-System will be free from defects in material and workmanship for 1 year from date of purchase (except e-Valve batteries).

Accessory Products: Hy Cite warrants that your accessory products (to include mixing bowls, double wall coffee mugs, sugar/creamer sets, etc.) that are not part of the Precision Series will be free from defects in material and workmanship for a period of 1 year from date of purchase.

Limitations on Coverage: The Hy Cite warranties cover only normal household use, meaning, for example, the warranties shall be void if your covered product has been damaged by neglect or improper assembly, maintenance, or servicing, or repair by unauthorized persons or used for commercial purposes. Warranty coverage is limited to those products which have been paid in full and to products under accounts in good standing.

Implied Warranties: ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO THE SAME DURATION AS THE WRITTEN WARRANTY DESCRIBED ABOVE FOR YOUR COVERED PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, accordingly, the above limitation may not apply to you.

Warranty Performance: Should your covered product not comply with our warranty, call the Service Center (1-800-279-3373) to receive a pre-authorization number. Hy Cite will, at its option, either repair or replace the product. Hy Cite may replace the product with any equivalent product or with a product incorporating a new technology or design. You are responsible for the shipping cost to return the product to Hy Cite.

Return of Product: To obtain warranty service, return the product to our Service Center:

**Hy Cite Enterprises, LLC
Royal Prestige Service Center
2115 Pinehurst Drive
Middleton, WI 53562**

Damage in Shipment: Hy Cite will replace any covered product damaged in shipment free of charge if you notify Hy Cite within 30 days after your receipt of the product. Simply contact the Royal Prestige® Service Center. As a condition to replacement, Hy Cite may require you to make the damaged product available for pick-up at Hy Cite's expense.

Purchase Option: If your covered product is damaged by fire or storm, or is stolen, you may purchase new replacement product at one-half (50%) of current retail price. A valid police or fire report is required for discounted purchase.

Limitation of Remedies: No person is authorized to assume for Hy Cite any other liability in connection with the sale of covered products. Repair or replacement, at Hy Cite's option, shall be your remedy under this warranty and in no event shall Hy Cite be liable for any incidental or consequential damages, losses or expenses. Some states do not allow the exclusion or limitation of incidental or consequential damages; accordingly, the above limitation or exclusion may not apply to you.

Legal Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. For more information on our products please visit www.royalprestige.com.

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