



Innovative Cookware

USE, CARE, and WARRANTY GUIDE

Also available online at www.masterpan.com
(please read instructions carefully as incorrect use may void your warranty)

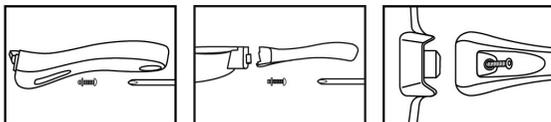
MasterPan® brings cooking to new levels with its new and innovative cookware. To maximize your cooking enjoyment and validation of our full 2-year warranty please read the following carefully to ensure perfect care and use of your MasterPan® product..

* OUR COOKWARE:

- Heavy 100% cast aluminum structure for efficient heat distribution throughout the base of the pan and the side walls, ensuring optimum heat transfer.
- Enhanced non-stick durability with only name brand, long lasting, multi layered non-stick coatings which are always free of any PFOA, Lead, Cadmium, or any other toxic metals.
- Sturdy Bakelite or Stainless Steel handle (depending on model purchased) that are comfortable and ergonomic to use yet heat resistant for up to an hour at maximum 180 C, 350 F, or gas mark 4-5, in any oven. We do not recommend putting any cookware under the direct heat of a grill or broiler to avoid damaging the non-stick coating.
- Perfect for use on any hob as specified on the packaging. Check on packaging to see if the cookware purchased can be used on an induction hob or not. They are not microwave safe.

* BEFORE USING:

Handle Assembly or Repair: - if your cookware has come with the handle un-assembled or needs replacing then simply take the handle and fit into the clamp and position washer and screw as per pictures shown below and using a standard Phillips head screw-driver tighten properly. Do not try to tighten with extreme force as it may damage the clamp. Once you feel the screw is tight enough with normal pressure and the handle is firmly secure it is ready to use. This will allow for easy un-screwing if required in future.



Cleaning: - Wash cookware using hot water and mild detergent using only a soft sponge. Rinse with cool water and dry thoroughly. Your cookware is now ready to use.

* COOKING TIPS:

- Medium to medium-high heat settings will yield the best results for most type of cooking. Heating the cookware for 3 minutes before you start cooking will ensure proper heat distribution. Do not use our cookware on high heat unless using a small burner (then use high) as this will shorten the life of the non-stick coating. Adjust heat higher or lower accordingly if your cookware is not getting hot enough or too hot. Overheating your cookware will damage the non-stick coating and void the warranty.
- For our 5-section pan - the grill section which is in the middle of the pan will be 15-20% hotter than the side sections so its ideal to cook meats and fish in the centre section while the side sections remain slightly less hot to cook your vegetables, potatoes, eggs, pancakes, baked beans, boil water to make pasta, etc. Increase heat if side sections are not hot enough or slide pan right or left over burner to have more heat on that side.
- Cooking breakfast – start with your bacon and sausages first on the grill section and once they start to cook you can then add in your hash browns on the side, and start doing your eggs and pancakes after this leaving an empty section to heat your baked beans right at the end since the beans take the least amount of time.
- Cooking burgers or grilled meats – start with frying the onions or mushrooms on the side section first and then add your burgers on the grill section after a few minutes since beef burgers don't take long to cook. If grilling Chicken or Turkey burgers or breast they should be put on first since chicken or turkey takes longer than beef to cook. Buns should be heated right at the end since they only take a few minutes to get toasted.

- Once you use the pan a few times you will easily master it so don't get discouraged if you don't get it right the first time because unlike any other pan you are able to cook different foods all at one time so its just a question of figuring out what goes on first.
- Different foods require different times so start cooking your meats before you cook your dairy or your vegetables. Plus over-cooked or burnt food looses close to all its nutritional value so cook smart and eat healthy!
- Always allow foods to come to room temperature before cooking as placing foods straight from the refrigerator onto your pan will cause them to stick and cook unevenly.
- Always use a little butter or oil as it helps to prevent food from sticking or burning even on a non-stick surface. Plus it helps to enhance the taste. Cooking sprays can burn at even low temperatures so try to avoid using cooking sprays which may affect the non-stick coating.
- Every pan heats and cooks differently so get to know your pan over the first few uses and how each section heats and cooks differently. Get creative as you can even boil water and make pasta or boiled vegetables in our pan.
- Do not deep or shallow fry in any frying pan including this one especially if it has a non-stick coating.
- Always use the correct utensils on any non-stick pan – either plastic, rubber, silicon, and wooden. Avoid using anything sharp as scratches may not affect the nonstick properties of your pan it will certainly disfigure the surface outlook.
- Bare in mind that when using on a direct gas hob the bakelite handle can get damaged if in direct contact with a flame source so make sure the flame source is only in contact with the base plate.
- Do not overheat any empty cookware. Always be sure that oil, water or food materials is in at least 1 of the sections of the cookware as soon as it starts getting hot. As long as 1 section is being used its ok to leave some of the others empty.

*** HEATING:** a common question when you compare the size of our pan to the size of the heating base plate and your hob's burner is if the entire pan will heat properly. Yes it will. Our pans are designed to be used on any size hob as the base plate distributes the heat source throughout the pan surface. Just preheat the pan for 3 minutes before use.

*** DISH WASHER WARNING:** the aluminum or steel base plate (depending on what model you bought) will gradually stain and discolor over time after multiple washes. This is normal with most frying pans and will also affect the non-stick coating or the performance of the pan.

* CLEANING:

- After using always wash the pan by hand using only mild detergent and warm water or in your dishwasher under a gentle cycle.
- Do not use steel wool, scouring, or any abrasive pad that may scratch the coating.
- The base of most pans maybe slightly concave when cold but expands to flatten out when heated. Always let your cookware cool before cleaning it. This allows the base to resume its original shape and helps to prevent it becoming uneven over use.
- Do not store wet or damp pans. Cloth dry completely before storing.
- Your pan is perfectly safe to put into the dishwasher, but the non-stick coating is so easy to clean that a quick hand wash does the trick and will help it last longer.
- If, through misuse, burned grease or food residue collects on the surface, it can usually be removed with warm water and a mild detergent. In an extreme case, such residue can be removed by a thorough cleaning with this solution: 3 tablespoons bleach, 1 tablespoon liquid dish detergent and 1 cup water. Apply to the cooking surface with a sponge or plastic scrubbing pad. After cleaning, recondition the surface with a light wipe of cooking oil.

* GOOD TO KNOW:

- Always lift the pan when moving it on a glass ceramic hob to avoid scratching the hob.
- The pan and the helper handle (like any other pan) will get hot during use so always use good quality pot holders when carrying it to avoid getting burnt.
- Don't use high heat or let the pan boil dry (heating it without any food in it) for too long as the base will skew by overheating and the coating may lose its non-stick properties.
- If you have any problem with our pans please email us at warranty@masterpan.com or use the 'contact us' page on our website www.masterpan.com
- Damage to your pan due to overheating and improper cooking techniques will void our guarantee.
- Do not use cookware as a food storage container, which could encourage staining. It's better to keep cookware clean when not in use.
- Note about Pet Birds: always observe the rules of sensible cooking and never let foodstuffs or an empty pan overheat. Both may cause fumes which, while not dangerous to humans or most household pets, can adversely affect pet birds. Birds have unusually sensitive respiratory systems, and are affected by such fumes. Pet birds should always be kept in a well ventilated room, and never in the kitchen.



* HELPFUL TIPS:

- If the handle feels like it is getting loose, which over time it may, just tighten the screw under the handle with a regular screwdriver. If the handle breaks or cracks for any reason contact us for an original MasterPan® product replacement handle and do not try to glue your broken handle together or replace with any other handle that may not be strong enough or fit our pan properly. Doing this will also void the warranty and maybe dangerous.
- Do not leave your pan unattended on any live burner or grill.
- Be careful when moving a hot pan with hot food or oil in it.
- Do not store food in your pan after it is cooked.
- To remove white film or water-spotting caused by minerals in tap water try rubbing with a sponge using vinegar or lemon juice.

* 2-YEAR MANUFACTURER'S WARRANTY AND ON LINE REGISTRATION INFORMATION:

- Please save and retain your original sales receipt and barcode label on packaging as proof of purchase.
- In the event of any claim with a MasterPan® product please visit our website or email warranty@masterpan.com copy of your proof of purchase and picture of the damage/s and let us know the problem so we can attend to your claim as soon as possible.
- Please ensure proper use and care of your pan to validate this warranty.
- Our warranty covers your pan from any manufacturer's defects at time of production and normal use as mentioned above under the COOKING and CLEANING sub-headings.
- Our warranty does not cover damages to your pan from excessive commercial use, normal wear and tear, deterioration due to dishwasher use, improper use such as accidents, boiling dry, over-heating an empty pan, misuse, abuse, commercial or non-consumer use, overheating due to prolonged use, scratches from metal utensils or objects, stains from certain food products, and improper cleaning.
- In the event of any claim we reserve the right to final decision of either repair, replacement or refund of purchase price paid in part or whole depending on the nature of the damage. In the event of a repair or replacement there will be no charge besides shipping and handling cost.
- We do not cover any incidental or consequential damages arising from any direct or indirect use or dropping of our pans.
- Our warranty does not cover any third party liability damage that may arise from improper use or handling of our pan such as damage to personal property, bodily parts, flooring, etc., by accidental dropping of the pan or damage to other pans by improper storage of our pan.
- This warranty does not cover scratches or damage that is merely cosmetic or minor in that it does not significantly affect the performance of the pan itself.

FOR CUSTOMER SERVICE IN AMERICA
PLEASE CALL TOLL FREE: 1-888-955-3105

Thank you for purchasing a MASTERPAN® product.
For more information, visit us at: www.masterpan.com

UNITED STATES PATENT NO'S: US D746,628S & US D712,193S
CHINA PATENT NO: ZL201430396127.0
EUROPEAN COMMUNITY PATENT NO: 002560094-0001
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