Congratulations & Thank you

on your purchase of your new StoneDine cookware.

We wish you lots of fun cooking with StoneDine.

Like many of our very happy customers around the world you will enjoy the great benefits when cooking with StoneDine.

StoneDine® with StoneCote® - the easy to clean, non-stick surface made with real stone.

Because you do not need to cook with fats or oils you can enjoy the healthier benefits when cooking with StoneDine. StoneDine® is just better for you. You will taste the difference; it is like cooking on a natural hot stone.

StoneDine® works on all types of cooktops - gas, electric, ceramic and even induction cooktops.

Thank you and enjoy the healthy benefits when cooking with StoneDine.

Bon appetit.

Before Use
- Please clean thoroughly with soapy water and a soft sponge or cloth and dry thoroughly.

Conditioning your pan
- Conditioning regularly is recommended, but not essential. Simply use a paper towel or cloth to wipe 2 or 3 drops of cooking oil around the interior surface of the cookware. Make sure all excess oil is wiped off of the interior. It is not that hot or it will burn.

Use of oil
- You do not need to cook with fats or oils but if using oils, never heat fat or oil to the extent that it burns or turns black.

Utensils
- You may use metal utensils to flip, slide or stir food. NEVER cut food in the interior of your pan as this could damage the surface and void your warranty.

Ovens and Hobs
- StoneDine® can be used on induction, gas, electric or ceramic cooktops. Oven safe to 180°C, but first wrap the handle in tin foil.

After Use/Cleaning
- Hand wash only. Simply wipe with a sponge or paper towel. StoneDine® is not dishwasher safe. Steel wool can be used to scrub the StoneDine® surface.

Is the surface non-stick?
- Yes. You do not need to use any fats or oils when cooking with StoneDine®. It is the best steak or fish pan ever as it sears and seals juices in, rather than "boiling" food in its own juices. Restaurant quality steaks at home, every time.

What cook tops does StoneDine® work on?
- You can use it on induction, gas, electric and ceramic cooktops.

So I don’t have to use fats or oils?
- Not if you don’t want to, only use if desired for flavor. It’s a much healthier way to cook, and lots of owners tell us they now prefer the flavor of oil-free cooking!

Can I put it in the dishwasher?
- No. Because StoneDine® is so easy to clean we recommend hand washing or simply wiping with a paper towel for best care of your cookware.

Can I put the cookware in the oven?
- Yes, up to 180ºC/356ºF, but only for short periods [for example, to “finish off” a frittata under the grill]. Make sure handles are covered with tinfoil, shiny side out.

Can I use metal implements or tools?
- Use plastic, wood or similar for best care of Original StoneDine cookware. For StoneCote® surfaces, you may use metal utensils to flip, slide or stir the food. Never cut food in the interior of any pan as this could damage the surface and void your warranty.

How do I clean it?
- Hand wash only or simply wipe with a sponge or paper towel. StoneDine® is not dishwasher safe. Steel wool can be used to scrub the StoneDine® surface.

How can I maintain the non-stick properties of my cookware?
- Conditioning regularly is recommended but not essential. Simply use a paper towel or cloth to wipe 2 or 3 drops of cooking oil around the interior surface of the cookware. Make sure all excess oil is wiped off of the interior. It is not that hot or it will burn.

NOTE: Only add food to an empty pan if the heat is at “medium” or lower. Once food has “sealed”, turn heat to desired cooking temperature. Adding food to an empty pan on “high” can damage the non-stick coating.
Does StoneDine have a guarantee?

StoneDine guarantees the cookware to be free from defects in workmanship and materials under normal use and service for a period of 12 years. See our Terms & Conditions for more information.

8 Piece Cooking Set

Frequently Asked Questions

StoneDine’s 12 Year Guarantee

Our Contact Details

Name:

Phone:

Address:

City:

State:

Order Number:

Post Code:

Date Purchased:

Thank you.

Guarantee Registration

(Please complete and post back this Guarantee Registration Form to activate the guarantee cover for your StoneDine StoneCote Cookware)

NEW Improved Coating

NO PFOA           NO PTFE

Your Rights

We are confident that our StoneDine cookware range will go the distance. We give you a 12 year guarantee that your StoneDine cookware products will:

• be of acceptable quality, meaning that your StoneDine product will:

  • be fit for its intended purpose (see below *);

  • be safe;

  • be durable, in that it will last for a reasonable time; and

  • be free from minor defects

Your Remedies

If your StoneDine product fails to meet the above criteria at any point within 12 years from the date of purchase then you can claim under your StoneDine guarantee. If you wish to make a claim then you need to let us know by calling our customer service on the number below, before returning your product. Our Customer Service team will give you a Returns reference number and you will then need to:

• return the defective StoneDine product to us at our Contact Address; and

• provide a copy of your proof of purchase, a receipt or credit card / bank statement is fine; and

• let us know why you’re making a claim.

Your statutory Consumer rights

The guarantees in this agreement are provided in addition to, and in no way limit, restrict, exclude or replace your statutory rights and guarantees under the Australian Consumer Law (ACL) or the New Zealand Consumer Guarantees Act (CGA). To the extent that any term of our StoneDine guarantee conflicts with either the ACL or CGA (as applicable), that provision will be severed, and the ACL or CGA (as applicable) will prevail.

Please allow 2 - 4 weeks for processing of guarantee/warranty claims. A guarantee claim can only be accepted with proof of purchase (ie. receipt, credit card/bank statement etc.) as well as a written explanation of the concern. Once we’ve heard from you, we will assess your claim and identify any problem, and then:

• we will either repair or replace your StoneDine product; or

• if we can’t fix or replace your StoneDine product, we will send you a replacement product of similar value and type.

We will get back to you within a reasonable timeframe. Please note: it can take up to one month to fully investigate and process any guarantee claim.

The Fine Print

In relation to this guarantee, * Intended Purpose means: Use as domestic cookware in accordance with the StoneDine Care Instructions

Our guarantees are voided if you:

• misuse the StoneDine product, including not using in accordance with our Care Instructions (for example, overheating), or if damage occurs that we do not consider to be fair wear and tear, such as damage sustained through use of foreign objects, cutting the surface with a knife, substances or accident; or

• use the product for commercial purposes.

If returning StoneDine products to us when making a guarantee claim, you accept responsibility for all shipping costs incurred.

Your statutory Consumer rights