

Why are Libbey's Processes tough To beat?

Libbey's exclusive processes were developed not only to reduce breakage and chipping, but to also change *how* a glass breaks - an important safety consideration in foodservice operations. Fully tempered glass is unstable, inappropriately tempered glassware shatters in an explosive manner. It breaks into smaller jagged pieces that can travel long distances potentially contaminating ice bins or salad bars. The need for product replacement due to breakage and chipping affects your bottom line.

Libbey's toughening processes produce glassware that stands up to more servings which means more profits for you. You can count on Libbey to deliver a smarter, safer, more durable and profitable glass everytime - and that's a tough combination to beat!

TOUGHSTUFF WE GUARANTEE IT!

● Safedge® Rim Guarantee

If the rim of any glass covered by the Safedge® guarantee chips, Libbey will replace or refund the price of the glass when it is returned to the dealer/ distributor from whom it was originally purchased.

■ Safedge® Rim&Foot Guarantee

If the rim or foot of any glass covered by the Safedge® guarantee chips, Libbey will replace or refund the price of the glass when it is returned to the dealer / distributor from whom it was originally purchased.

✕ SheerRim D.T.E.®

The SheerRim D.T.E.® guarantee covers all products with a crack-off rim. If the rim of any glass covered by the guarantee chips, Libbey will replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased.



Examples of broken or cracked ware **NOT covered** by Libbey guarantees



BROKEN EDGE



CRACKED EDGE



BROKEN FOOT

Examples of chipped ware **covered** by Libbey guarantees



CHIPPED EDGE



CHIPPED FOOT

Of course, these guarantees do not cover breakage.

Management tips to prevent breakage:

Whether it is the need for product replacement, downtime for cleanup or possibly even injury: breakage affects your bottom line. Therefore Libbey advises to train all staff who handle glassware on the potential causes of breakage and how to prevent this. By providing clear instructions you will also benefit other areas of service and operating costs. For example instruct staff to:

Work quietly: glasses touching each other is a source for mechanical failure while your guests are likely to have a better perception of your venue when there is less noise disturbance.

Remove empty and unused glasses from tables directly: less clutter on the table mean a more pleasant setting for your guest. The moment the glass is removed provides a sales opportunity. It also prevents many glasses still needing to be cleaned at the end of service when more breakage tends to occur. This will also help in reducing staff costs.

Keep adequate glassware stocks: an inadequate number of glasses means glasses are not allowed to reach room temperature before or after they are washed and more loss from thermal shock will occur. Keeping adequate stock also allows for smoother rush period operations.



Libbey's DuraTuff treatment is a super strengthening thermal afterprocess for "pressed" tumblers and stemware. The Duratuff process is performed only on the upper portion of the glass which puts less stress on the glass and positively affects *how* the glass breaks as well as improving overall durability. Find more information on the Duratuff process and the products this treatment is applied to on our website and in our catalog.

Duratuff tumblers include: LinQ · Everest · Gibraltar · Gibraltar Twist · Winchester

ONE-PIECE TOUGH

One-piece stemware is inherently stronger than other stemware. Formed from one piece of glass, there are no weak points where stem and/or foot are joined with bowls. It strikes the perfect balance of weight, functionality, and aesthetics. It's the proven leader in the industry for durability and reliability.

One piece stemware includes: Catalina · Embassy · Perception · Teardrop · Estate · Sonoma



Libbey for Life

GLASS HANDLING



LIBBEY

For more information please visit our website www.foodservice.libbey.eu



LIBBEY

Why glass breaks

Glassware is one of the most important tools used in the hospitality industry. It is also one of the hardest materials around, yet under certain conditions it can also be fragile. The number one reason for glass breakage is improper handling. This guide presents you and your staff with insights into how to minimize breakage through proper handling of your glassware. By applying these tips you can save 20-30% on glassware costs.

Thermal shock



Glass holds temperature, and a rapid change in temperature can cause enough stress to result in breakage. The main moments when thermal shock loss can occur are in the dishwashing cycle and when preparing drinks. To minimize loss always allow glasses to reach room temperature before and after they are washed and pre heat glasses that will hold hot beverages.

Mechanical shock



Mechanical shock in glassware is the direct result of contact with another object, such as a spoon, a beer tap, another glass, or a piece of china. This kind of contact can cause a minute abrasion, invisible to the eye, but a source of weakness in the glass, making it more susceptible to breakage from impact or thermal shock.

TOP 3 REASONS WHY GLASSWARE BREAKS:

1. Stacking glasses which are not designed to be stacked.
2. Thermal shock when ice is added to a glass that has not reached room temperature after washing.
3. Mechanical shock caused by minute abrasions from contact with foreign objects such as cutlery and muddlers.

SERVICE



Remove glasses that are no longer in use from the table



Glasses should not touch each other on trays

Never carry glasses in bouquets

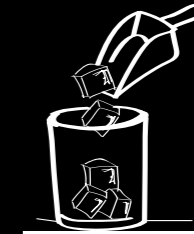
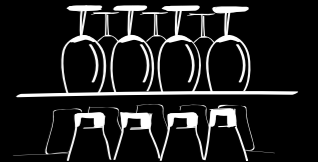


Bottles should not touch glasses when pouring

DRINK PREPARATION

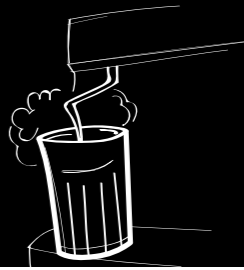


Re-stock glassware to be prepared for rush periods



Use plastic scoops to pour ice

Never let a glass touch the tap or dispenser



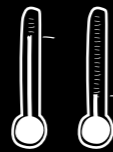
Pre-heat glasses that will hold hot drink

WASHING



Remove damaged or abraded glassware from service, damaged glass may break in the dishwasher

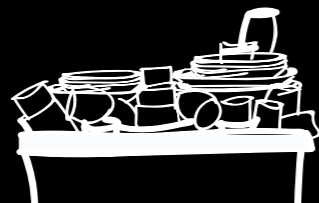
Check the temperature of the water regularly



Remove ice from glasses as quickly as possible



Sort items in bus bins and trays, do not overload them



Never put cutlery or other objects in glasses

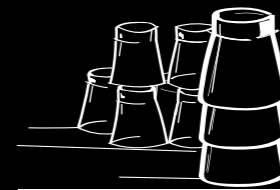


Hold stemware by stem (not foot) when polishing



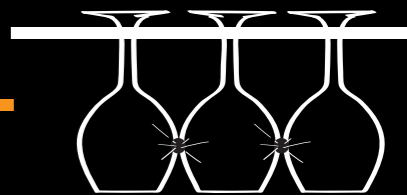
Use the correct rack for the glasses you are washing

STORING



Only stack glasses which are designed for this

Glasses in overhead racks should not touch



Allow glasses time to cool before handling them



Store glasses in correct compartmentalized racks or boxes

