

## STELLAR QUESTIONNAIRE

In order to provide you with the best possible service and product performance we would like to hear more about how you use Stellar products.

Please complete the questionnaire overleaf and post to:

STELLAR Questionnaire

HORWOOD Avonmouth Way Bristol BS11 9HX.

NAME: \_\_\_\_\_

\_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

POSTCODE: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

SEX: MALE  FEMALE

TELEPHONE NO: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

Detach along dotted line

## STELLAR STYLE & CHOICE

Stellar offers you variety and choice within a broad range of kitchen and home accessories. Stylish classic designs which enhance and compliment your cookware collection.

### STELLAR PRODUCTS INCLUDE

*Saucepans*

*(in a variety of sizes)*

*Steamers*

*Frypans*

*Casserole Dishes*

*Stock Pots*

*Paella Pans*

*Woks*

*Roasters*

*Knives and Utensils*

*Serving Bowls*

*Teaware*

## SUPERIOR QUALITY BY DESIGN

Stellar is the choice of the professional, and as such is made to the highest standards.

*Manufactured from premium grade 18/10 Stainless Steel (18% chrome and 10% nickel) for optimum hardness and stain resistance*

*Suitable for all conventional hobs, dishwasher and oven safe*

*Designs with stainless steel handles are totally oven proof*

*Designs with black handles and lid fittings are oven safe to 220°C*



### A REFLECTION OF TASTE

PRODUCT USAGE  
& GUARANTEE

LIFETIME  
GUARANTEE

**STELLAR**

Customer Services

**0117 940 0000**

Avonmouth Way Bristol BS11 9HX  
sales@horwood.co.uk  
www.stellarcookware.co.uk



## LIFETIME GUARANTEE

'Stellar' Cookware is guaranteed to be free from defects in material and workmanship under normal use for life.

We promise the original purchaser to repair or replace (or will supply a product of equal value when the guaranteed product is out of production) any part or item found to be defective in material or manufacture.

The Lifetime Guarantee refers only to the stainless steel portion of this article and does not cover damage caused by the deterioration due to accident or misuse. Discolouration, scratches, stains or damage from overheating are also not covered by the guarantee.

## CARE & USE OF YOUR STELLAR COOKWARE

- ◆ Before first use, remove all Stellar Labels, wash in hot, soapy water, rinse and dry.
- ◆ Use moderate to low heat and do not allow the pan to boil dry.
- ◆ Excessive heat will spoil the appearance of a pan by causing tinting of the surface. Similarly, when cooking starchy foods for the first time, a bluish tinge may be imparted to the cooking surface. Neither the pan nor the food will have been harmed, and the bloom can be permanently removed by using Stellar Stainless Steel Cleaner available from your Stellar stockist.
- ◆ Reduce heat further as soon as boiling point is reached - the excellent heat retaining properties of Stellar pans make them very economical to use.
- ◆ Never add salt to a pan of cold water as this can cause white marks or pitting.
- ◆ Never leave a pan unattended on a heat source. If it is allowed to boil dry, do not remove from the heat source until it has fully cooled.
- ◆ Always use an oven glove or similar when lifting handles and lids until you become familiar with your saucepans.
- ◆ For pans that you intend to use for searing or frying, we recommend that you 'season' the pans to prevent food sticking - this takes just a few minutes. Heat the pan and add enough oil to cover the entire cooking surface. Continue to heat until the oil is smoking hot. Pour off the oil and wipe the cooking surface with kitchen paper. The pan is now ready for use. After cleaning re-seasoning is advisable.
- ◆ If your purchase has black handles and lid fittings these are oven safe to 220°C.
- ◆ If your purchase has a non-stick coating we do not recommend that you cut food in the pan or use metal utensils. Use wooden or nylon utensils. Please regulate the temperature carefully as excessively high temperature can discolour the surface coating. If your purchase has glass lids please be aware that they have been specially designed to be as safe as possible, however, under certain circumstances glass can break. Avoid placing lids directly on a hotplate as this can reduce their resistance to breakage. If you should be unfortunate enough to break one or notice any cracking please contact us for a replacement.

## CLEANING YOUR COOKWARE

Soak pan for a few minutes before washing. Any food deposits can be removed by using a nylon pan scourer or brush

Wash pan in hot, soapy water, rinse and dry thoroughly.

Stellar Cookware is dishwasher safe

To recover the original brightness and to remove stubborn marks occasionally renovate using Stellar Stainless Steel Cleaner, available from your Stellar stockist

## QUESTIONNAIRE

### YOUR STELLAR PRODUCT

1 What type of purchase was your Stellar product?  
Gift  Addition to collection  1st Stellar purchase

2 Where did you purchase your Stellar product?

3 Why did you choose Stellar?

4 What type of cuisine do you like to cook?

5 Do you buy any other types of cookware?  
Prestige  Le Creuset  Meyer   
Other please specify:

6 Would you buy other Stellar products to add to your collection? Yes   
No

If you do not wish to receive details of other Stellar products or offers please tick the box.