CERAMIC KNIVES

Why use Velata Ceramic Knives?
Velata Ceramic Knives are perfect for slicing, dicing and chopping your favorite fruits, vegetables and boneless meats and fish.

Velata Ceramic Knives:
- Are crafted from innovative ceramic materials which can be sharpened to a finer point — and stay sharper longer — than steel knives.
- Do not leave a metallic taste or smell or discolor food.
- Feature ergonomic, lightweight plastic handles for precise control.
- Are perfectly balanced and uniquely designed to keep the blade from touching the counter when lying on their side.

Ceramic knives are intended to complement, but not replace, your steel knives, which should still be used for boning, carving, prying or cutting hard cheeses and frozen foods.

What are Velata Ceramic Knives made of?
They are made of Zirconium Oxide.

Are ceramic knives more likely to break? What if I drop them?
Ceramic knives are very durable; however, you can chip the edge if you cut into bones. You can also break the tip or snap the handle if you use it to pry or twist. Damage can occur if a ceramic knife is dropped on a hard surface.

How do you clean ceramic knives? Are they dishwasher-safe?
Ceramic knives should be hand-washed and wiped dry with a soft cloth. For blade discoloration, use a mild bleach solution on the blade only. We do not recommend placing ceramic knives in the dishwasher.

What are the uses for each of the Velata Ceramic Knives?
- Nakiri Knife: Slice and dice the most delicate vegetables without damaging their texture. The wide blade is handy for transferring cut foods to bowls, pans or straight to the raclette.
- Santoku Knife: Japanese chef’s knife for slicing boneless fish and meats, chopping fruits and vegetables and mincing herbs.
- Paring Knife: Use for intricate cutting tasks including coring, peeling, scoring and trimming fruits and vegetables.
- Chef’s Knife: All-purpose knife for chopping, dicing, slicing and mincing fruits and vegetables, and boneless meats and fish.
- Serrated Knife: Cleanly slice through crispy bread crusts, tomatoes or other fruits and vegetables.
- Shears: Versatile, all-purpose kitchen tool ideal for any number of uses.
- Peeler: Quickly peel potatoes, carrots, apples and more.

Do Velata Ceramic Knives come with a warranty?
All Velata Ceramic Knives come with the “Perfect Promise” which is an enhanced limited lifetime warranty to cover chipping and breaking. They are warranted to be free from defects in material and workmanship for the lifetime of the product. Any knife found to be defective or damaged under normal use and care will be replaced with the same, or comparable, knife at Scentsy, Inc.’s discretion. This warranty does not cover damage caused by improper use or accidental damage to ceramic knives. To claim this warranty, please contact your Velata Consultant or call Consultant Support at 1-877-855-0617. There is a service and handling charge ($8 USD/$10 CAD) for knife replacement which must be paid prior to sending the knife to Scentsy, Inc.

How should the knives be stored?
Velata Ceramic Knives are packaged in a magnetic box with a custom ethylene-vinyl acetate (EVA) foam insert. Knives should be stored in their original packaging or in a Velata Knife Block. Storing a knife upright in a Velata Knife Block reduces wear to the knife edge.

Can the knives be sharpened?
We do not recommend sharpening your ceramic knives. Velata Ceramic Knives are made of a material that is harder than steel
and designed to maintain a fine point and stay sharper longer. If your Velata Ceramic Knife becomes dull, please contact your Velata Consultant or call Consultant Support at 1-877-855-0617.

**What else should I know in caring for ceramic knives?**
Properly caring for ceramic knives will ensure many years of cutting enjoyment.
- Always use ceramic knives on a plastic or wood cutting board — never on marble, stone, glass, plates or tile.
- Do not use ceramic knives for carving, prying, boning, cutting frozen foods or slicing cheeses.
- Do not flex or twist ceramic knives, use them for scraping hard surfaces, or turn the blade on its side to crush foods.

**Where are the knives made?**
China.

**ANTIBACTERIAL CUTTING MATS**

**What are the Antibacterial Cutting Mats made from?**
They’re made from a naturally hygienic and BPA-free, plant-based material called phytoncide which is known for its natural antibacterial properties.

**How do I wash the Antibacterial Cutting Mats? Are they dishwasher-safe?**
The mats should be washed after each use. They can be hand-washed in a mild soap and water solution or placed in the dishwasher. They can also be rolled, secured and microwaved for one minute to be sterilized. The Antibacterial Cutting Mats are microwave-safe up to two minutes.*

*99.9% reduction of Staphylococcus aureus and E. coli during testing when Velata Antibacterial Cutting Mats were microwaved for 1 minute in a 1,000 watt microwave. Natural, antibacterial material is shown to help reduce 99.9% of Staphylococcus and Salmonella on the surface of the cutting board after 24 hours of exposure during testing.

**What are the dimensions of the Antibacterial Cutting Mats?**
- **Large-Gray:** 15 x 10.6 inches (38 cm x 27 cm).
- **Medium-Green:** 14.2 x 9.8 inches (36 cm x 25 cm).
- **Small-Orange:** 11.8 x 7.9 inches (30 cm x 20 cm).

**Do the Antibacterial Cutting Mats come with a warranty?**
The Antibacterial Cutting Mats come with a lifetime guarantee against manufacturer’s defects.

**Where are the Antibacterial Cutting Mats made?**
Korea.

**PARTY BOWL**

**Who designed the Party Bowl and where are they made?**
Velata Party Bowls are designed by Velata and made by our manufacturing partner in China.

**Is it OK to use the Party Bowl in the oven or freezer?**
It is not recommended to use Party Bowls in the oven or freezer.

**Are Party Bowls microwave- and dishwasher-safe?**
Party Bowls are microwave- and dishwasher-safe.

**What is covered under warranty?**
Manufacturer’s defects are covered under the Velata Lifetime Replacement Warranty.
**RACLETTE TONGS**

**What temperature are Raclette Tongs heat resistant to?**
Raclette Tongs are heat resistant to 500 degrees Fahrenheit/260 degrees Celsius.

**Are Raclette Tongs dishwasher-safe?**
Yes.

**What is the warranty on Raclette Tongs?**
Raclette Tongs come with a lifetime guarantee against manufacturer's defects.

**Where are Raclette Tongs made?**
China.

**SPATULATA**

**What temperature is the Spatulata heat resistant to?**
The Spatulata is heat resistant to 392 degrees Fahrenheit/200 degrees Celsius.

**Is the Spatulata dishwasher-safe?**
Yes.

**What is the warranty on the Spatulata?**
The Spatulata comes with a lifetime guarantee against manufacturer's defects.

**Where is the Spatulata made?**
China.

**TILE KNIFE BLOCK**

**How tall is the Tile Knife Block?**
The Tile Knife Block is 9.5 inches tall (24 cm).

**How do I clean the Tile Knife Block?**
Turn the knife block upside down to remove the insert. Hand-wash the knife block and insert with a mild soap and water solution. Rinse and place them upside down to dry. Do not place the knife block or insert in the dishwasher. Failure to follow proper use and care instructions will void the warranty.

**Does the Tile Knife Block come with a warranty?**
The Tile Knife Block comes with a lifetime guarantee against manufacturer's defects.

**Can traditional metal knives be stored in the Tile Knife Block? Will it void the warranty?**
The Tile Knife Block is designed to hold any of your kitchen knives but works especially well with ceramic knives. It will protect your knives and prevent dullness.

**Where is the Tile Knife Block made?**
China.