

Frequently asked questions

How to better use my product

Why Stainless Steel?

The stainless Steel collection is All-Clad's best-selling cookware and the choice of professional and discriminating cooks across the world. This collection features several precisely formulated layers of unique stainless steel, pure aluminium and aluminium alloys, its bonded construction extends to the base of each side of the pan, ensuring unparalleled heat transfer with no hot spots. The whole exterior layer is magnetic stainless steel making it adapted for all induction cooking.

How should I use my All-Clad cookware?

If you have never cooked with All-Clad before, you may be surprised by how efficient it is. Start using your All-Clad on a low flame for all applications except boiling. Because our cookware is built to hold heat and distribute it well, you will find that low temperatures using All-Clad are comparable to medium to medium-high settings using other cookware brands. When preparing to sauté or fry, preheat your cookware a minute or two on a low setting. Test the heat by lightly tapping the top edge of your pan with your palm. If the pan feels warm to the touch you are ready to cook. Put cold oil in your preheated pan. This helps to form a natural barrier that prevents food from sticking. Now add your food. There should be a sizzling sound when your food touches the preheated pan, indicating that the browning or searing process has begun. Leave the food for approx 1 minute to sear – do not try to push it around the pan too soon otherwise the food may tear and then stick to the pan (see below – 'how do you prevent sticking'). Medium to low heat is all you will need.

How do you Fry without Natural Fats?

Add oil, butter, or margarine to the pot or pan; just enough to cover the bottom surface. Heat pot or pan for one to two minutes over low or medium heat. Add food for frying.

What do I do if the food is sticking?

Check to make sure the pan is level, clean and the heat is not set too high. Low to medium heat is recommended for optimal cooking performance.

Will salt damage my cookware?

Yes. To avoid the formation of small white dots or pits, bring liquids to a boil before adding salt, then stir well. Or, add salt after food has started to cook. Pitting does not interfere with cooking performance but can diminish the beauty of the stainless steel.

Do I need to rinse the pan before first use?

Yes. Before using for the first time, wash in hot, soapy water with a sponge or dishcloth. Rinse in hot water and dry thoroughly.

Maintenance and cleaning

Do I need to use wood or nylon utensils?

No. You can cook on all of our conventional cookware with metal, plastic or wood utensils

Do the handles get hot?

The long handles are cast stainless steel, which conducts or distributes heat poorly. The shape of the handles and the stainless steel rivets also provide a safe grip and prevent the handle from becoming too hot on the stove top. However, in the oven or grill, handles will get hot. Always keep oven gloves handy to prevent burning your hand

Can All-Clad cookware be used on a ceramic range?

Yes. In fact, All-Clad is one of the best choices for this type of range since our cookware is balanced and the contact surfaces are smooth (the exceptions are our grill pans). The bonded construction and superior heat distribution help prevent scorching, which can be a problem with this style of stovetop when using other brands of cookware.

How can I prevent sticking when cooking?

A preheated pan and lower flames are the key to stick-free stainless steel cooking. Preheat your pan on low or medium heat for one to two minutes. Tap the upper edge of your pan to test the heat. (If it is too hot, remove from the burner for a couple of minutes.) Pour 2-3 teaspoons of cold oil in your preheated pan-enough to cover the bottom of the cooking surface. Add food, making sure that there is an even sizzling sound when your food touches the pan. This indicates that your food is cooking on contact and creating a natural barrier to prevent sticking. Allow food to cook without disturbing it until the correct doneness is achieved. The natural sugars in your food caramelize on the cooked surface, developing great flavours and lifting your food off of the cooking surface

naturally. If the sound that food makes on initial contact with the pan is more of a crackle than a sizzle, your heat is too high and sticking may occur. All-Clad recommends low to medium heat for frying, braising, sautéing and simmering because All-Clad is ideally crafted to hold heat.

What heat setting should I use when cooking?

All-Clad recommends low to medium heat for frying, braising, sautéing and simmering because All-Clad is ideally crafted to hold heat.

Is All-Clad dishwasher safe?

The 'Stainless Steel' collection is completely dishwasher-safe. It is recommended that before you use your Stainless Steel All-Clad you wash it in the dishwasher first to remove any manufacturing residues and this will help to keep it shiny. Do not put your non-stick cookware in the dishwasher because high heat and harsh detergents will corrode and dry out the surface. Copper-Core' can be put in the dishwasher but it may result in some tarnishing of the copper band around the exterior. Prevent this by either hand-washing or drying the copper band immediately after the wash cycle in the dishwasher has finished.

How do I clean my All-Clad?

For daily cleaning, warm, soapy water is sufficient. Clean your All-Clad thoroughly after each use. Food films left on the pan may cause discoloration and sticking. To get rid of stuck-on food or discoloration, and stains from using too high a heat, we recommend cleaning your All-Clad with a specialist stainless steel cleaning product called 'Bar Keeper's Friend'. To use the Bar Keeper's Friend, simply use a soft cloth or sponge and water and make into a soupy paste. This can be used on the interior, as well as the exterior of your All-Clad. If your water has high iron content, you may notice a rusty discoloration. Use 'Bar Keeper's Friend' to remove this. Please also refer to the Use & Care section of this page.

How do I prevent water spotting?

After washing, rinse in hot water and dry immediately.

Why is my pan discolored after use?

Overheating can cause brown or blue stains. Food films, if not removed, will cause discoloration on the pot when it is reheated. Large amounts of iron content in your water may cause your pot to look rusty.

How do I clean the interior of my pan?

Immerse in warm water. Use a fine powder cleanser with water to form a paste. Apply paste using a soft cloth. Rub in a circular motion from the centre outward. Wash in hot, soapy water, dry immediately. **DO NOT USE** oven cleaners or cleansers with chlorine bleach. **DO NOT USE** steel wool.

How do I clean the exterior of my pan?

The polished stainless steel exterior of All-Clad Stainless requires very little care. It may be polished with one of the available commercial stainless steel cleaners, rubbing in a circular motion. Rinse in lukewarm water. We do not recommend using steel wool, steel scouring pads or harsh detergents. Nylon scrubbing pads are safe to use. You may wash Stainless in the dishwasher.

Technical support

Why has the base of my pan become wobbly or not even?

The pan has been used on too high a heat or the wrong source of heat for the pan which has resulted in the pan base becoming warped and distorted. Also never put cold water into a hot pan or plunge hot cookware in cold water. Sudden changes of temperature may cause the metal to warp, resulting in an uneven base.

What will void my All-Clad Lifetime Guarantee?

- If your All-Clad is left on extremely high heat for an extended period of time or left empty on a heated burner.
- If your All-Clad Nonstick is cleaned in the dishwasher.
- If metal utensils are used on the nonstick cooking surface.
- If you use scouring pads, steel wool, abrasive cleansers, bleach and/or oven cleaners.
- Salt usage may cause pitting to the stainless steel interior. To avoid salt damage, do not add salt to your food until the liquid begins to boil. Please note that the salt pitting will not interfere with the cooking performance of the pan, only its appearance.

Various topics

Is All-Clad made in the USA?

1. All-Clad has a policy of manufacturing all of its bonded cookware in the USA. This means that it purchases its metals only from US suppliers and bonds them at its own rolling mill on-site in Canonsburg PA. It then forms them at the same location into high performance cooking vessels.

2. All-Clad is the originator of bonded cookware technology and is committed to investing in bonded cookware manufactured solely in the USA.

3. There are areas in which All-Clad does not manufacture in the USA. These are:

- Where the bonding of metals is not required for superior cooking performance (E.g. tools, accessories).
- On regular non-bonded components where making them in the USA would add to the retail price but not generally to performance.
- Where manufacturing constraints exist at the Canonsburg plant (E.g electrical kitchen appliances).

4. All-Clad's tools, accessories or electrical kitchen appliances, are manufactured by select partners overseas qualified carefully by All-Clad with highest quality controls.

What is the stainless cooking surface in All-Clad cookware made of and how is it tested to ensure quality?

The cooking surface of All-Clad cookware is made from high-quality 18/10 stainless steel, a proprietary formulation of 304 grade stainless steel specially adapted to meet All-Clad specifications regarding grain size, texture, alloy content, and other physical properties that guarantee the superb culinary performance that makes All-Clad the world's finest cookware. All stainless steel used by All-Clad is certified to meet National Standard ISO 9000 (International Organization for Standardization) for all 304 series stainless steel intended for use with food. Every "melt" by our steel suppliers is tested and certified to meet the ASTM 240 (American Society for Testing and Materials) standards.

Is All-Clad cookware oven-safe?

Yes. All of the All-Clad collections are oven and grill safe. Nonstick items are not grill safe, but can be put in the oven up to 500°F/ 260°C

Why is All-Clad so expensive?

All-Clad makes premium cookware. We are the originators of 'bonded metal', this allows us to combine many different metals in each piece of cookware to create the optimum in performance and durability. We use the highest-quality metals and make all of our bonded cookware in the USA.

Why is All-Clad cookware so heavy?

In the world of cookware, ours is actually rated as light/moderate in weight. We have worked for the past 30 years to create cookware that is balanced in your hand, yet weighty enough to hold heat evenly, this is an important performance feature in

premium cookware. Small pieces are easy to handle and the larger pieces often include a helper handle for easy lifting and pouring.

Is All-Clad cookware induction capable?

The following All-Clad collections are induction capable - Stainless Steel, d5, d7, Copper Core, B1, HA1