Frequent questions

How to better use my product

What should you do when the food begins to stick?

Non-stick utensils are specially designed so that food does not stick. However, the frying pan or saucepan has to be properly maintained. For that purpose, please observe the following tips: slightly oil the frying pan/saucepan before first use and then wash and dry it, repeat the process from time to time if you wash the frying pan/saucepan regularly in the dishwasher. It is also necessary to avoid overheating and scratches, in particular due to use of metal accessories (spatulas, ladles) and/or due to cleaning with a scouring sponge.

Is non-stick cookware oven proof?

Only frying pans, saucepans or saute pans from the Ingenio range can go in the oven, thanks to their detachable handles (ensure that the detachable handle is removed). Utensils should never be used in a microwave or convection oven.

What is the advice for first use?

1. Wash the frying pan in hot water and washing-up liquid to remove any dust. Dry it and rub a little cooking oil into the non-stick coating before using for the first time. Remove any excess oil.
2. Wash and dry your cookware after each use.

Thermo-Spot®: To what temperature does the frying pan need to be heated for the temperature indicator to change colour?

For frying pans: between 140 °C and 195 °C
For crepe pans: between 165 °C and 240 °C
This is the optimum temperature for frying and searing food. This indication helps you cook healthier and at an ideal temperature.

Can I use metal utensils with my frying pans and saucepans?

You should refer to the recommendations for use indicated on the packaging or in the instructions included with the product. With some ranges, you can use certain metal utensils with the exception of knives and whisks. However, to extend the life of your frying pans and saucepans, we strongly recommend that you do not use metal. Choose plastic or wood.

What should I do when food starts to stick? (ceramic coating only)

The non-stick properties of the ceramic coating are a lot more limited, both in terms of performance and duration, than those of the classic (PTFE) coating. We recommend cooking with more fat as well as washing more vigorously with slightly more washing-up liquid. For baked-on food, we recommend leaving your kitchenware to soak in soapy water, possibly with a little white vinegar.
Over time, the ceramic base will become stained without it being possible to remove the marks. This will not impair the performance of the kitchenware in any way and does not present any danger for health.

General recommendations

• Use plastic or wood utensils, with some ranges, you can use certain metal utensils with the exception of knives and whisks (Refer to the recommendations for use indicated on the

packaging or in the instructions included with the product).
• Avoid cutting directly in the pans.
• Do not gouge the non-stick surface. Slight surface marks or abrasions are normal and will not affect the cookwares performance.
• After cooking, do not let pans boil dry and do not leave empty pans on a heated burner.
• Always select the proper electric burner size or adjust the gas burner so the flame only touches the bottom of the pan and does not climb up the sides.
• Never leave pans unattended while cooking.
• Let pans cool before cleaning.

Why can a pan turn gondola-shaped?
A pan warps under thermal shock (an overheated empty pan, a hot pan in contact with cold water or placed on a cold surface, etc.).
Before cleaning the pan, let it cool to room temperature.
A warped pan will give poor cooking results.
Can I put my pans into the microwave?
Pans should NEVER be used in a microwave oven.

What type of utensils should I use?
Depending on the range (check the packaging), most metal utensils can be used except knives, forks and whisks. However, care should be exercised when using any metal utensil. Avoid using sharp edged utensils and avoid cutting directly in the pan. Do not stab or gouge the non-stick surface.

Can pans be damaged by high temperature?
Yes. High temperature can burn food, producing stains and causing the pan to warp. In addition, overheating may result in a loss of non-stick performance. A moderate temperature is sufficient for cooking, because aluminium heats up evenly. Heating the pan to a very high temperature, with nothing in it, can cause damage.
Is it useful to cook at high temperatures with my non-stick cookware?
No. Cooking at high temperature does not result in a significant decrease in cooking time and certainly does not contribute to the quality of the food, so cooking at medium temperatures is highly recommended. Another reason for this recommendation is that high temperature cooking might damage the non-stick coating.

Did you find this FAQ helpful? Yes No

Can I cook in it without oil?
To extend the life of the coating, you should use a small amount of oil when stir-frying or grilling. You do not need oil when boiling or stewing.
Maintenance and cleaning
How do you clean a pan?
Non-stick pan:
Cleaning by hand in soapy water is enough.
The pan must be cleaned each time it's used to remove the film of grease that can stay on the surface. If the pan is only wiped with a paper towel or rinsed in water, the film won't be fully

removed and may cook the next time you use the pan: stains may appear.
Non-stick pans must not be cleaned with scouring powders or scouring pads. A nylon sponge is ideal for both the interior and exterior of the pan.

Ceramic pan:

We recommend to wash the ceramic pan manually, with water and a mild detergent. In this way, it's the most effective.
If the pan might not be clean enough during the normal dishes, you could add a splash of vinegar and water into the pan and heat it. The water / vinegar mixture will clean cook the pan. After this, rinse the pan well, dry and rub with a little bit of sunflower oil for example. And your pan will be as new.
If the base is stubborn dirt, you can wet the pan soak first with hot water and a good degreasing dishwashing detergent. Next, if necessary, you can clean the pan with a plastic scouring pad and some liquid abrasive cleaning detergent.

Hard anodised pan:

To prolong the life of your pan, we recommend hand washing with a non-abrasive sponge.
An exterior coating protects your cookware from the harmful consequences of dishwashing. It is therefore extremely important not to damage this coating and we recommend that you avoid the use of scouring pads (Scotch Brite).
In case of dishwasher use, it is preferable to use gentle detergents such as a liquid or gel.
Moreover, a too intensive use of the dishwasher is not recommended.
Washing by hand without scouring pads extends the life time of your cookware.
Is it dishwasher-safe?
Some parts are dishwasher-safe and other parts aren't. (Please see below.) If it is dishwasher-safe, please use a neutral detergent when cleaning. Some dishwashers may not be compatible with pots/frying pans so please check the instruction manual of your dishwasher before use.
Dishwasher Compatibility:
Pot/frying pan part: YES
Special handle: YES
Cooking lid: (excluding knob of magnet-types): YES
Detachable lid knobs of magnet-types: NO (It may result in rusting)
Storage seal lid: NO (It may result in deformation)
To prolong the life of your pan, we recommend hand washing with a non-abrasive sponge.
Dishwasher use: it is preferable to use gentle detergents such as a liquid or gel.
Technical support
The handle on my pan seems to have loosened slightly, what can I do about this?
Handles and knobs may loosen after a time due to the continual heating and cooling of the fixing. If this occurs, carefully re-tighten using an appropriate screwdriver, but do not over-tighten.
The non-stick coating in my frying pan is now sticking - why?
• A build up of food deposits/residue may have formed on the pan which may originally be the result of an item of food being allowed to overcook in the pan. This can normally be cleaned by filling the pan with water and washing up liquid and leaving overnight. Then use a paste made up of bicarbonate of soda and water rubbed gently over the pan with a non-abrasive sponge (a non-stick scouring sponge). The non-stick coating should then be reconditioned with a little cooking oil wiped over the surface with a paper kitchen towel.

• The frying pan may have been overheated causing damage and discolouration to the non-stick coating. When pans are regularly overheated this will lead to a weakening of the non-stick coating. The red Thermo-Spot in frypans is a heat indicator and tells you when the pan has reached the perfect cooking temperature. When the spot turns solid red reduce the heat to maintain the temperature. Do not continue to heat the pan on a high heat as this will result in the pan and the non-stick surface becoming overheated.
• If cleaned in a dishwasher, after each use re-coat the non-stick interior with cooking oil to prevent the non-stick from drying out and ensure the best non-stick performance.

Did you find this FAQ helpful? Yes No

The base of my pan is not even and has become wobbly - why?
• 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.

My pan seems unstable on my hob - why?
Take care when placing pans on gas hobs as the number of support legs vary and small pans in particular may need a trivet, which most gas hob manufacturers will supply with their hob or can be bought from the separately.

The edge of the pot/frying pan is deformed.
Excessive force on the outside of aluminium pots or frying pans resulting, for example, from them being dropped or hit may result in deformations of the pots/pans. (The pot/frying pan will not deform as result of cooking heat.)

Various topics
Our coatings are famous for not deteriorating under normal conditions of use. If Tefal/T-fal frying pans or saucepans are not used correctly and a particle of coating is inadvertently swallowed, there is no health risk associated as the particles are non-toxic. They will pass through the body without being absorbed, like any other fibre. In fact, the non-stick coating is so safe that it is often used by the medical profession to coat pacemakers and the tiny tubes made to replace arteries.

What is the non-stick coating made of? Is it really not a danger for health?
All non-stick coatings contain PTFE, the abbreviation for polytetrafluorethylene, a plastic polymer. It is a slippery ingredient, made up of molecules of tetra fluoro ethylene that only contain carbon and fluorine. The non-stick coating is not attacked by acid or alkaline bases and remains stable on cooking. The French, European and American health authorities have approved the use of PTFE non-stick coatings for kitchenware. In fact, it is a substance that does not produce any chemical reaction when it comes into contact with food, water or cleaning products. In the event of absorption, it is completely harmless for the body. It passes through the body without being absorbed, like any other fibre. In fact, the non-stick coating is so safe from a health point of view that it is often used by the medical profession to coat pacemakers and tiny tubes replacing arteries.

Does Tefal/T-fal cookware contain PFOA?
NO. Cookware items with Tefal/T-fal non-stick coating do not contain PFOA. This is regularly checked by independent laboratories, which verify the absence of PFOA in the finished products. Since 2003, tests have regularly been performed by independent laboratories in many countries

(INERIS in France, ASAHI GLASS FLUOROPOLYMERS in the UK, FABES Labs in Germany, MB Labs in Canada and SGS in China). These tests have systematically proven the absence of PFOA in products with Tefal/T-fal non-stick coating.

Can a scratched non-stick pan be recoated?
No, the non-stick coating must be applied during the initial manufacturing process.
Will the non-stick coating wear off?
It is very rare for the non-stick coating to wear off under normal household use. Proper use and care will allow for better performance over time. Most cases of non-stick wearing have evidence of overheating, scratching and/or abrasive cleaning. Excessive overheating can cause the pan's surface to dry up and flake. This type of damage is not covered by the guarantee. If you occasionally use high heat or have over-heated your pans, we recommend that you season your cookware more often.
How can the consumer be aware of the fact that Tefal/T-fal cookware does not contain PFOA?
The SEB Group, as part of its commitment to Quality, has included "Health and Environment" Eco information on its non-stick Tefal/T-fal products. This commitment guarantees the absence of PFOA, lead and cadmium in Tefal/T-fal coatings and the guarantees that our non-stick products are harmless for the environment and the consumer. This Eco information is based on the regular analysis conducted by independent laboratories in many countries (INERIS in France, ASAHI GLASS FLUOROPOLYMERS in UK, FABES Labs in Germany, MB Labs in Canada, SGS in China) (link to the lab sites).This commitment can be found on the website of the Tefal/T-fal brand, as well as the packaging of cookware with non-stick Tefal/T-fal coating.

We read and we hear that non-stick coatings are dangerous for health - is this true?
There is, at the moment, much confusion about non-stick coatings, which are sometimes related to PFOA. However, Tefal/T-fal non-stick coatings are made of PTFE, the abbreviation of the scientific name Polytetrafluoroethylene, and this material is recognised as harmless by public health agencies in Europe and in the United States. PFOA and PTFE are two completely different elements. In summary, cookware with Tefal/T-fal non-stick coatings are made of PTFE and do not contain PFOA. Furthermore, for more than 20 years, Tefal/T-fal made a commitment not to use lead or cadmium in the whole of its cookware range in order to serve as a guarantee of the harmlessness of all its products. You will find this commitment through Eco information set up by the Group SEB.

What is PFOA?
PFOA is the standard English abbreviation of perfluorooctanoic acid. PFOA is used in the manufacturing process of many products such as non-stick coatings, compatible microwave packaging, some textiles, stain resistant carpet, pizza boxes which do not absorb fat, etc. On its finished products, Tefal/T-fal's commitment is to guarantee the absence of PFOA, lead and cadmium and to guarantee that its products with Tefal/T-fal non-stick coating are harmless for the environment and the consumer.

Do you use cadmium or lead in your Tefal/T-fal cookware?
There is neither cadmium nor lead in the non-stick coatings and enamel of our Tefal/T-fal cookware. We noticed that these harmful substances can leak out when the product is washed in the dishwasher, then re-settle on all the utensils in the dishwasher. Using these utensils for eating

or cooking causes you to ingest cadmium or lead, which then stays in the body. For that reason, all of our cookware has been designed and manufactured without lead or cadmium for more than 20 years. You can find this Eco information on the packaging of all our products with Tefal/T-fal non-stick coating.

What is the Tefal/T-fal non-stick coating made of, and is it safe?

Tefal/T-fal non-stick coating is a technical coating made from a polymer name polytetrafluoroethylene (PTFE). It is PTFE which gives the cookware the non-stick properties. Public health authorities in Europe and in the USA demonstrated that PTFE is an inert substance which does not chemically react with food, water or domestic cleaning products. It is totally harmless in case of ingestion. These Public health authorities confirmed the harmlessness of PTFE non-stick coatings in cookware. In fact, PTFE is so safe that it is frequently used in the medical profession to coat pacemakers and the tiny tubes made to replace arteries. It is also used for surgical procedures for the benefit of patients with severe kidney disease, and some joint prostheses are also partly coated with PTFE.

Which type of pans are suitable for use on an Induction Hob?

The quick way to check whether your pans work on an induction hob is to do the magnet test on the pans. This is easy, if a magnet will stick to the base of the pans they will work on a commercial induction hob.

What is the service life of the non-stick coating?

It is difficult to give a number of years, because service life will differ depending on the conditions of usage and frequency of use. To help to extend the service life of the non-stick, you should protect it from unnecessarily high temperatures and refrain from heating a pan empty. A medium to low heat is sufficient. If you try using a constant high heat when cooking with a wok, damage will occur rapidly. The red Thermo-Spot in TEFAL pans is a heat indicator and tells you when the pan has reached the perfect cooking temperature. When the spot turns solid red reduce the heat to maintain the temperature. Do not continue to heat the pan on a high heat as this will result in the pan and the non-stick surface becoming overheated. Further, do not store acidic or salty cooked food for a long time in a pan (eg one day or longer).