Q & A

General Questions

- Where are GreenPan products made?

Our products are designed in Belgium and manufactured in our hi-tech facility in Jiangmen, China.

- Do I need to season my GreenPan™?

Seasoning is not necessary. All you need to do is clean your pan before storing and use a little butter or oil when frying.

- Can I use metal utensils for cooking or frying in my non-stick pan?

Although Thermolon ceramic non-stick is hard to scratch, we recommend not to use any metal utensils and no cutting food in the cookware. Nylon and wooden utensils will help you to preserve and prolong the life of your Thermolon™ non-stick surface.

- Can I put my pan in the oven?

Yes, you can put your pan in the oven without any worries when it has stainless steel handles. If your pan has stainless steel handles with a silicone insert they are oven-safe up to 250°C. When your pan has Phenolic (mostly black-colored) handles they are only oven-safe up to 180°C. Lids in Stainless steel can be used without any worries as well, but glass lids are oven safe up to 220°C. Always check the packaging to make sure.

Using Oil & Fats

- Do I need to use oil or butter for cooking or frying in my non-stick pan?

Yes, we recommend using a little oil or butter. Frying is the cooking of food in oil or fat. When frying food in a frying pan, you need a minimum amount of fat, which acts as a medium for transfer of the heat between the pan and the food. • Can I fry food without fat in a GreenPan frypan? When you do not use fat, food will carbonize much quicker, will not be cooked evenly and likely end up sticking to your pan, even with a non-stick coating. This will result in loss of non-stick capabilities, even when using fats later on. This applies to all non-stick coatings in general. If you want to prepare food without fat (for health reasons for example) we recommend to use another technique like grilling, steaming, cooking, ...

- What kind of fats can I use?

All oils and fats have a certain smoke point. This is the temperature at which the fat starts to carbonize. As temperatures in frypans tend to get very high fast, it is best to use fats with high smoke points like refined olive oil, peanut oil, corn oil and (clarified) butter. Do not use extra virgin olive as this tends to carbonize very fast. Carbonized oils and fats leave a thin layer on the surface which deteriorates the non-stick performance drastically. Heat-damaged

oils lose their healthy properties and can become toxic. This is a property of fats and oils and is independent of the type of pan.

- Can I use oil sprays?

DO NOT use oil sprays. These contain a mixture of additives which cause the oil to burn at very low temperatures. Small spray droplets heat up very rapidly and are more easily carbonized on the non-stick surface. This will affect the non-stick performance of the pan over time.

Cleaning your GreenPan™

- How do I clean my GreenPan cookware?

First of all, allow your pan to cool down before cleaning. Avoid thermal shocks caused by holding a hot pan under cold water and thereby preventing possible warping of the pan as a result of that. Then clean the frypan in warm soapy water with a soft sponge or cloth. Avoid abrasive (green) pads.

- What do I need to use to clean the interior of my pan?

We recommend that you use a little warm soapy water and a soft dishcloth or sponge to clean your pan. Make sure the surface is clean before using the frypan again; otherwise the remainders will burn and stick to the pan.

- Is the GreenPan™ cookware dishwasher safe?

We recommend handwash: just wash it with a little soapy water and clean it with a soft dishcloth or sponge. The non-stick properties of all ceramic-type non-stick coatings slowly fade with repeated dishwasher use because of the aggressive detergents in dishwasher-soaps.

- My frypan is very difficult to clean

This could happen when fats or oils carbonize on the surface of the pan and forms a layer. So instead of cooking on the non-stick coating, you cook on the layer of carbonized fat. As a result, your food will stick. To remove the layer, gently rub with water and a Melamine sponge. The layer should rub off quite easily.

Thermolon non-sticks Coating

- What is Thermolon™?

Thermolon™ is the patented non-stick coating that GreenPan™ uses on its non-stick products. It is based on sol-gel technology, this is a technology in which materials are formed from small particles suspended in Solution that Gel together to form a matrix. Thermolon™ non-stick ceramic coating is completely PTFE-free.

- How safe is Thermolon™ technology?

Thermolon™ has been certified by third party test labs as conforming to international regular food contact standards set by the US FDA (USA Food & Drug Administration) and the German LFGB. Moreover, the coating has been certified by the Swiss Government and KTR (authoritative test institute certified by Korea Laboratory Accreditation) as conforming to their standards.

- My interior surface is scratched; is that a problem?

Scratches, dents or pits in the Thermolon™ coating won't affect the safety or the performance of the pan.

- My pan developed a brownish layer on the coating…

This could happen when fats or oils carbonize on the surface of the pan and forms a layer. So instead of cooking on the non-stick coating, you cook on the layer of carbonized fat. As a result, your food will stick. To remove the layer, gently scrub with water and a melamine sponge. The layer should rub off quite easily.