



Frequently Asked Questions

Q1. What is EATware®'s maximum heat tolerance?

A1. EATware® is heat tolerant and can be put in the microwave and oven. As with other natural products, extremely hot food might cause EATware® losing some of its physical strength but the maximum heat tolerance of an EATware® can be 200°C.

Q2. For how long can an EATware® withstands water?

A2. An EATware® product can withstand cold water for a minimum of 5 days and boiling water for a minimum of 30 minutes, possibly up to an hour based on environmental conditions.

Q3. For how long can an EATware® withstands hot food?

A3. Under normal use, an EATware® product can withstand hot food for approximately one day.

Q4. For how long can an EATware® withstands hot soup?

A4. An EATware® product can withstand hot soup at 95°C for a minimum of 30 minutes, possibly up to an hour based on environmental conditions.

Q5. How long does it take before an EATware® to get soft?

A5. When holding hot liquids or juicy food, an EATware® product may get soft after 15-20 minutes, but will not deform.



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Q6. How long does it take before an EATware® starts to degrade?

A6. Degradation starts when an EATware® product comes into direct contact with an appropriate amount of microorganisms and water or soil and at ambient environmental conditions.

Q7. How long does it take for the degradation to complete?

A7. EATware® does not only degrade but also decompose (refer to Q20) to 64% within 180 days and further 90 days to vanish in a simulated landfill environment.

Q8. Can I put an EATware® into a microwave oven? For how long?

A8. If EATware® is used to warm up food, it functions reasonably well in microwave. You can put an EATware® in a household 750 watt microwave on full power for at least 5 minutes.

Q9. Can I put an EATware® into a steamer? For how long?

A9. Yes, you can put an EATware® product in a steamer for an hour without any observable changes.

Q10. Can I put an EATware® into an oven? For how long?

A10. Yes, you can put an EATware® product in a 200°C oven for 30 minutes without any observable changes.



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Q11. Can I store an EATware® in the refrigerator? For how long?

A11. Yes, you can put an EATware® product in a refrigerator for 7 days and in a freezer for 3 months without concern.

Q12. Can I put sour food into an EATware®?

A12. Yes, you can use EATware® with all reasonably sour food. But it is not recommended.

Q13. How can I be assured of the hygiene of EATware®?

A13. Our factory follows HACCP standards.

Q14. How long is EATware®'s shelf life?

A14. Well packed EATware® can be stored in a dry cool place for at least a year.

Q15. Does EATware® meet any international standards?

A15. Yes, EATware® products meet FDA, HK HS standards and China GB standards.

Q16. What plant fibers are EATware® made of?

A16. EATware® products are mainly made from Bamboo fiber.

Q17. How thick is an EATware®?

A17. EATware® products are normally 0.6 ± 0.05 mm thick, but may vary according to the intended use.



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Q18. Do pests and mice feed on EATware®?

A18. No. EATware® ingredients are totally dehydrated & crystallized so they are not especially attractive to pests and mice.

Q19. What is the additive EATplus™ made of?

A19. EATplus™ is mainly composed of starch.

Q20. What is the difference between “decomposable” & “degradable”?

A20. Decomposable is the highest level of breaking down. Like a dry leaf, eventually turns into water and carbon dioxide and mineral.

Degradation usually applies to plastics polymers. The long chain will start to break up into shorter chain size while having the same unchanged chemical properties.

From degradation to decomposition, the process can take hundreds of years. However, with structural manipulation, one can speed up the degradation process; the product is then called Biodegradable.

EATware® product is 100% decomposable.

Q21. Is EATware® expensive?

A21. EATware® products are competitively priced with many petroleum based products.



Frequently Asked Questions

Q22. Does EATware® resist to molds?

A22. EATware® does not develop mold unless it is prone to very demanding environment.

Q23. Where can I buy EATware® products?

A23. You can reach us by calling at (852) 2295 1818 or email us at info@EATware.com.

Q24. Is EATware® made of renewable resources?

A24. Yes. EATware® is made from bamboo, sugar cane and other agricultural wastes. They regenerate fast due to its short life span in comparison with fossil resources.

Q25. Is EATware® genetically modifications (GM) free?

A25. Yes. EATware® products contain no genetically modified material.

Q26. Does EATware® have smell?

A26. EATware® product, same like any other natural product, has a natural plant aroma. It does no harm to your body and will not affect food taste.



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Q27. Does EATware® product have a low carbon footprint?

A27. Yes. EATware® utilizes bulk purchase and efficient transportation logistics and we also use renewable raw materials for production, our carbon emission is therefore minimal.

Q28. Do the factory where EATware® products are made compiles with International quality management standards?

A28. EATware® factory compiles with the ISO 9001 Quality Management System Certifications, ISO 14001 Environmental Management System Certifications and Food Safety Management System Certifications HACCP.

Q29. Are EATware® products totally free of chemical?

A29. Our products are totally chemical free and non- toxic they are made only with all natural products.

Q30. Can you make a specific product for a client?

A30. Yes we can. We even can do particular orders at the request of our customers.