

JUST THE FACTS

Answers to *Frequently Asked Questions* and the *Most Common Misconceptions* About Cutco and Vector

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JUST THE FACTS

Answers to frequently asked questions and the most common misconceptions about Cutco and Vector™

I. THE CUTCO® PRODUCT

The Blade

1. When was the Double-D® edge introduced?

Cutco's exclusive Double-D® recessed edge was introduced in March 1960.

2. What are the benefits of the Double-D® edge?

The Double-D® edge consists of a series of three razor sharp cutting edges that are recessed and run along the blade edge. These cutting edges are angled to cut forward, backward and straight down with equal efficiency. The points protect the cutting edges by preventing them from coming in contact with china, glass, bone, metal or other surfaces that can quickly dull cutting edges. The Double-D® recessed edge provides a clean smooth cut every time and stays sharp longer than straight-edge knives.

3. What effect does the Double-D® edge have on fine china?

Cutco's Double-D® recessed edge will not affect china any more aggressively than any other knife. The surface of a china plate is actually harder than the steel of a knife blade and therefore will not be damaged either by a straight edge or a Double-D® recessed edge. When the cutting edge of a knife comes into contact with the surface of a china plate, the plate being harder, will cause the cutting edge to "roll over" and dull. An advantage of the Double-D® edge is that it is extremely long lasting because the cutting edges are recessed and protected by points that keep them from contacting the surface of a china plate.

4. Is the Double-D® edge still being applied by hand?

With the exception of some of the Sporting and Pocket Knives, all of our Double-D® recessed edges are applied by very specialized computer-controlled, edge-grinding machines.

5. Was the Double-D® edge ever used for eye surgery?

Many years ago the Cutco® Double-D® edge was hand applied on surgical tools used for eye surgery for a company named Stortz Manufacturing. This was done on a very limited basis and was not a viable business opportunity.

6. Is there a difference in the quality and performance of a stamped blade vs. a forged blade?

Steel with a uniform and consistent grain structure is essential to manufacture knife blades that are tough, yet flexible; wear-resistant and have a smooth, finished surface quality.

With advances in steel making technology, high-quality, raw-material sheet steels of various thicknesses can be stamped or blanked producing knife blades of superior quality. Cutco’s blades are stamped and then undergo a critical three-step tempering process which actually changes the metallurgical properties of the steel through the following three steps: heat to 2000° F, cool to -120°F, heat to 365°F. These high-grade sheet steels when blanked and properly heat treated produce a very fine and homogeneous grain structure and exhibit exceptional hardness, toughness, corrosion resistance and edge holding properties.

In the past, in order to achieve these desirable blade characteristics hot forging processes were used. However, technologies that produce excellent stamped products with all of the superior characteristics of a forged blade, have led a number of traditional forged-cutlery producers to begin phasing out the forging process in favor of blanking or stamping. By welding forged bolster/tang assemblies to stamped blades or by forging just the bolster area of a stamped blade, some cutlery manufacturers maintain the appearance of producing traditional forged knives. These knives may even be marketed as entirely “forged knives,” though they are a hybrid of forged and stamped parts.

7. How does a stamped/blanked knife get an edge?

A heat-treated blanked knife is polished to a smooth mirror-like shine. Then a machine grinds a concave, or hollowed, area along the surface of both sides of the blade creating the ideal thickness for the application of the sharp edge. That concave or hollowed area, minimizes resistance behind the cutting edge. The process of honing applies the precise angle or cantle resulting in a sharp edge. Honing leaves behind an edge-roughness called

the burr. This burr is removed with high speed buffing, the final process in creating a clean sharp edge.

8. What's the angle of the edge on Cutco Knives?

After thorough testing, Cutco experts have determined that the cutting angle, or the cantle, on Cutco's straight-edge knives – 15 degrees on each side, or 30 degrees inclusive – provides the sharpness and durability required for daily use by home cooks. Together, that angle and the hollow grind on each side of the blade promote easy cutting, lasting sharpness and increase the blade's tolerance for years of sharpening. The Cleaver is an exception with the cutting angle being 35 degrees inclusive.

The cutting edge on Cutco's Double-D® recessed-edge knives is applied to only one side of the blade. The cantle angle for the Cheese Knives is 12 degrees, while all other Double-D®-edge knives are 27 degrees.

9. What is the composition of Cutco's high-carbon, stainless-steel blade?

Cutco® knives are produced from AISI (American Iron and Steel Institute) Type 440A high-carbon, stainless steel. When properly heat-treated, 440A steel produces the optimum balance between hardness, toughness and corrosion resistance. It is the perfect choice for high quality cutlery because of its ability to take and hold a fine, sharp edge. The chemical composition of 440A high-carbon, stainless steel is:

Chromium	16 – 18%	To assure the maximum corrosion resistance.
Carbon	.60 – .75%	The ideal amount to assure the optimum balance between hardness and brittleness. Yields a blade tough enough to allow flexing, yet hard enough to take and hold a sharp edge that can be sharpened.
Molybdenum	.75% Max	Aids in hardening and improves corrosion resistance.
Manganese	1% Max	Adds strength and hardening capability to the steel.
Iron	78%	Base material in all steels.

10. Is Cutco's high-carbon, stainless-steel blade constructed from the same "surgical" steel used for making surgical tools?

Surgical steel generally refers to steels used for surgical tools, many of which have the same characteristics as the steel used for Cutco. 440A steel may be used, among other

materials, in surgical instruments because it is resistant to staining and corrosion – therefore it remains sanitary, strong, durable, and can hold and maintain a very sharp edge.

11. Is it true that doctors pay between \$30 - \$40 per inch for this type of steel in surgical instruments and tools?

This is simply not true and not a valid comparison to make. Steel is never sold by the inch - it is sold by dollars per pound. Surgical instruments and tools are also not sold by length. This erroneously implies that steel alone in a Cutco® 9 ¾" Slicer would cost \$292 - \$390. If this were true we would be losing money on the sale of each Cutco knife. Making invalid comparisons have a negative impact on the credibility of the product, the company and the sales representative.

12. Are Cutco® Super Shears self-sharpening?

Cutco® Super Shears are not self-sharpening. However, our tests have found the edge to be extremely durable. Shears tested made over one million cuts in cardboard (over 30 miles in length) and they did not lose appreciable sharpness.

13. Is cutting a penny during the Super Shears demonstration defacement of government property?

Cutting a penny during your in-home demonstration is not considered defacement of government property. According to the United States Department of the Treasury, coins may be flattened, cut, glued together, etc. as long as there is no intent to defraud.

The Handle

1. What was Thomas Lamb's background and what were his accomplishments?

Thomas Lamb was born in New York City in 1897. He worked as a textile designer and on weekends studied anatomy with a surgeon. At night he took classes in drawing and anatomy, which sparked his interest in hands. By 1943 he began devoting nearly all of his time to developing "hand-perfect" handles for tools and other items. He studied more than 700 pairs of hands during his design development.

Over time, he developed 376 versions of Lamb handles, including handles for bicycles, hairbrushes, suitcases, golf clubs, flatware, pots and pans and surgical instruments. By 1954 more than 50 varieties of surgical instruments bearing one of Lamb's eight specially designed handles were in use.

In 1952 Alcas commissioned Mr. Lamb to design a handle for Cutco® Cutlery. The Wedge-Lock handle was added to Cutco® products that year. The name Wedge-Lock was chosen for this handle because of its actual function - the handle wedges fingers apart across the handle and locks the thumb and fingers in place creating a sure grip. In 1972 the handle was refined and renamed Universal Wedge-Lock handle.

In addition to Cutco, his clients included Wear-Ever (used on kitchen utensils) and SKIL (Power Tools).

Thomas Lamb died February 2, 1988, at the age of 91.

2. Was Thomas Lamb paid \$1 million dollars to develop the Wedge-Lock Handle design for Cutco ?

Cutco did not pay Thomas Lamb \$1 million for the Wedge-Lock Handle design. He had a royalty agreement with Cutco that lasted until the patent expired. Cutco paid Tom Lamb a royalty on every knife sold.

3. Did the Wedge-Lock handle win an award from the Museum of Modern Art?

The Lamb Wedge-Lock handle did not win an official award from the Museum of Modern Art. However, in 1950 the Museum's Director of the Department of Industrial Design organized an exhibition called *Good Design*. Cutco® Knives became part of this exhibition in 1955. In 1971 Cutco's Wedge-Lock handle changed, so the design at the museum is the older design that is no longer used.

4. What is thermo-resin?

Thermo-resin is a technical term for a variety of thermoplastic resins. Just as the term "metal" includes all metals, e.g., gold, silver, lead, brass and zinc, the term "thermo-resin" includes a wide variety of plastic materials with different properties for different needs. The material used in Cutco® handles is an acetal copolymer thermo-resin. This engineering plastic material was selected for specific characteristics such as strength, dishwasher endurance and long-term durability.

Cutco® thermo-resin handle material must have a balance between several properties including:

- capability of being sanded or machined during manufacture
- resistance to chemicals (stain resistance)
- resistance to impact

- capability of being polished to a high luster and maintaining its fine appearance during daily use
- capability of being re-polished to original luster without change or loss of color
- capability to withstand temperature extremes up to 300 - 350° F before melting

Note: Varying dishwasher detergent formulas and water mineral content can leave a film on the handles. If you choose to use the dishwasher, we recommend experimenting with different detergent brands, styles, rinse agents and softening additives (for harder water) to find the best combination for your dishwasher.

5. What are the technical benefits of Cutco's thermo-resin handles over the handles of other manufacturers?

Many kitchen cutlery manufacturers construct their handles from polypropylene plastic. The thermo-resin used for Cutco® handles is stronger and stiffer, more resistant to impact and can withstand slightly higher temperatures than polypropylene. Polypropylene cannot be sanded and polished to a high luster. As a polypropylene handle wears, it cannot be refurbished.

6. Do Cutco Handles contain BPA or BPS?

Materials used in the manufacture and processing of Cutco® knife handles, kitchen tool and gadget handles, sporting-knife handles and sheaths, garden-tool handles, cookware handles and knobs, cutting boards, storage trays, kitchen-knife sheaths and blade sharpeners do not contain Bisphenol A (BPA) or Bisphenol S (BPS).

The Epoxy Powder Coating finish on the blade of the CUTCO®/KA-BAR® Explorer #5725 and the CUTCO®/KA-BAR® Outdoorsman #5726 contain Bisphenol A (BPA).

7. What is the highest temperature that Cutco's thermo-resin can withstand before melting?

Cutco® Knife handles will "mark" (show an area of deformation) upon contact with a hot surface in excess of 325° F and will begin to melt upon contact with surfaces in excess of 350° F.

8. What other products are manufactured from the thermo-resin used in Cutco® handles?

Cutco's handle material is used in products where high strength, impact and chemical resistance are required. This includes a wide variety of applications from dishwasher spray nozzles and food-mixer blades to appliance gears, pump housings and blades, ski bindings and children's toys.

9. Is the thermo-resin used in Cutco® handles the same material used in bowling balls?

No it is not.

Cutco® Knife handles, some bowling balls (many are still made from hard rubber) and helmets (football, motorcycle, snowmobile, etc.) are all made from thermoplastic resins. To this extent the materials are similar. However, these items are not made from the identical resin.

Each is made from a resin with different properties based upon the intended end function. Bowling balls need to maintain their shape and smooth, slippery surface. They do not have to withstand relatively high temperatures one might find around the kitchen stove or repeated dishwasher exposures. Helmets must be extremely impact resistant, but do not necessarily need to be resistant to a variety of chemicals or be colorfast.

10. Is there a list of the states where wood handles are banned in restaurants?

We are not aware of such a list existing. Each state has its own health or sanitation codes that restaurants have to follow. You would have to check each state's restaurant sanitation code in order to determine if wood handles are banned from restaurants in a particular state.

11. Are Cutco® Super Shears left-handed shears?

The Super Shears handles are designed to be ergonomically comfortable for both right- and left-handed people. Most shears are made for right-handed people and are very uncomfortable for left-handed people. However, to be true left-handed shears, the blades would have to be reversed.

The Rivets

1. What are the benefits of nickel silver? What other applications does it have?

Three nickel-silver rivets are used to securely attach the thermo-resin handles to the blade. The specific type of nickel silver used by Cutco is called "Type 65-18," "18% nickel silver," "white brass" or "German silver." It is silver in color and is a member of the bronze family. The word "silver" in the name nickel silver refers to the color. The metal silver is not found in nickel-silver rivets. The chemical composition of nickel silver is:

65% Copper

17% Zinc

18% Nickel

Nickel silver is an excellent material to use because of its attractive color, its ability to resist staining or tarnishing under adverse conditions normally found in the kitchen and its excellent ability to be formed. It is the perfect choice for fasteners requiring strength and lasting beauty.

The metal, nickel silver, is also the base material used for most silver-plated ware. It is extensively used for architectural purposes where beauty and corrosion resistance are important. It is not the same material used in tooth fillings or the construction of aircraft and the space shuttle. The material found in tooth fillings is a composite of silver and other metals.

2. From what materials are the rivets of most common knives made?

Most cutlery items are assembled with rivets of aluminum, brass or 12% nickel silver. Aluminum rivets are soft and very susceptible to staining and pitting, especially in the dishwasher. Brass rivets have good strength, but will badly tarnish. 12% nickel silver will tarnish more easily than the 18% nickel silver Cutco uses.

3. Why can't nickel silver be compared to diamonds?

The comparison of nickel silver as the "second best material to diamonds" is not appropriate because diamond is not a material that can be formed to make a rivet, nor would diamond ever be used in such an application. The two materials are not related. They are in fact dissimilar. Diamond is mineral where nickel silver is metal. Diamond is many, many times harder and more durable than nickel silver.

Cutco Production

1. How long does it take to make a Cutco® knife?

The key operations necessary to produce and prepare a knife for shipment are tied to specific equipment in the plant, thus a complex scheduling process is required. As a result of the number of individual operations and scheduling process, the amount of actual time to make a knife will vary significantly. Therefore, the important part of the Cutco® production story is the number of production steps and the special skills of the people and equipment that manufacture Cutco, not the length of time to make it.

2. How many production steps are involved in making a Cutco® knife?

There are approximately 25 operations required to produce and prepare a Cutco® knife for shipment.

3. Is it true that the only other company that mass-produces and does more steps by hand than Cutco is Rolls Royce?

No, this is not true. We have no information to support such a claim. There are thousands of companies in the U.S. and overseas that mass-produce products and that do steps by hand. There is no possible way that we can know the number of processes and steps every company takes to make its products. Making invalid comparisons can have a negative impact on the credibility of the product, the company and the sales representative.

The Forever Guarantee

1. Are Cutco, Craftsman Tools and Tupperware guarantees the only ones backed by the Better Business Bureau?

The Better Business Bureau's purpose is to encourage and promote ethical business practices among its members. It does not recognize, endorse or promote any company's product guarantee. Cutco is a member of the Better Business Bureau. As a member, we voluntarily agree to comply with its code of ethics.

Safety

1. Is the Table Knife safe for children?

Although the Table Knife has a rounded tip, we do not recommend that children use the Table Knife because this knife has Cutco's very sharp Double-D® edge.

2. Do storage blocks, trays and sheaths make Cutco Knives childproof?

Cutco storage blocks, trays and sheaths do not make Cutco® Knives childproof. Keep all knives away from children.

3. Is Cutco NSF certified?

No, Cutco is intended for in-home use and NSF certified is typically associated with commercial kitchens.

4. What is Prop 65? Do any Cutco products have Prop 65?

Proposition 65 (Prop 65) is a California right-to-know law that creates a requirement for companies to inform the public about the presence – even at trace levels – of certain substances in the products they manufacture, sell or use.

The state of California has identified and listed over 850 chemicals it has determined to have toxicity that satisfies the regulatory requirements for addition to the Prop 65 list. When such a substance is present or may be present in a product above a very low level, the company is required to provide “clear and reasonable” warnings to the public that the product may expose the consumer to chemicals known to the State of California to cause cancer and/or reproductive harm. See p65warnings.ca.gov for more information regarding Prop 65.

Products that carry a Prop 65 warning are the #5725 CUTCO®/KA-BAR® Explorer, the #5726 CUTCO®/KA-BAR® Outdoorsman and American Kitchen® Elite 8", 10" and 12" Nonstick Fry Pans.

The Cutco Market

1. What is the market for kitchen cutlery in the United States?

According to HomeWorld Business, in 2019 the retail dollar sales of cutlery was 738 million. This includes all domestic production as well as imported product. Total Cutco Corporation worldwide sales for 2019 were over \$200 million. In the total market there is a vast array of types and quality/price levels of product. The lower quality, less expensive products account for the highest unit volume of retail sales.

2. Is Cutco the #1 selling cutlery in the United States?

Cutco is the number one premium brand of cutlery that is both manufactured and sold in the U.S. The number of manufacturers in the high-quality cutlery market is much

smaller than those making low-end products. Major competitors of high quality cutlery are Henckels, Wusthof, Shun, Global and Sabatier, all of which are imported.

3. How many people have purchased Cutco?

Our best estimate of how many customers have purchased Cutco since the company opened in 1949 is over 16 million. Since we have only been able to track customers since 1997, it is difficult to further verify this number.

4. What famous people own Cutco?

We have not compiled an official list of celebrities who own Cutco because we respect their right to privacy. In addition, we do not have any legal agreements or contracts with celebrities, which allow us to use their names to endorse our products.

Cutco Patents

1. Does Cutco have a patent on the Double-D® edge?

The Cutco Double-D® recessed-edge is not patented, but the name is a registered trademark of Cutco® Cutlery. When the Double-D® design was created other types of recessed edges were available. The process to grind the edge was well known, so the process could not be patented. However, Cutco's design and the company's dedication to detail make the Double-D® edge the finest recessed edge on any knife. Cutco's commitment to excellence assures that it will always be the finest. Applying the Double-D® edge on a knife properly is a very costly process. Therefore, most cutlery manufacturers who sell their knives in the retail market do not invest the time or money to apply a recessed edge. Also, recessed edges require special tooling to sharpen them. Cutco's, The Forever Guarantee provides free sharpening.

2. Is the Universal Wedge-Lock™ handle patented?

Thomas Lamb designed and patented his first Cutco® handle, the Lamb Wedge-Lock Handle, in 1952. In 1972 he improved his original design, creating the "Universal Wedge-Lock Handle," which is the handle on many of our current Cutco® products. The patents on both of those designs have since expired.

There are several reasons why Cutco is not at a significant risk of being copied. The first is the financial investment in tooling and development. The second reason is, in order to properly understand its attributes and the marketable advantage of the product, the Lamb handle needs to be demonstrated. The combination of a great knife with many demonstrable attributes and the unique opportunity we have to demonstrate our

products through the Vector sales presentation give Cutco a comfortable level of protection from imitation.

3. Does the Ice Cream Scoop have a patent?

The Ice Cream resting ledge design patent expired March, 11 2017.

4. Does the Pizza Cutter have a patent?

The Pizza Cutter removable blade utility patent expired November 6, 2015.

5. Does the Fisherman's Solution® have a patent?

The patent for the Fisherman's Solution® adjustable blade has expired.

II. Cutco Corporation, Cutco® Cutlery and Vector Marketing Corporation™

Corporate Information

1. What has been the evolution of Cutco Corporation/Cutco/Vector?

1949 – The first Cutco® knife is manufactured and shipped following the formation of Alcas, a joint venture between ALCOA and Case Cutlery.

1952 – The ergonomically designed “hand-perfect” Wedge-Lock handle is added to Cutco® cutlery, ensuring a comfortable, sure grip.

1960 – The exclusive Double-D® stay-sharp, recessed edge is added to appropriate Cutco items.

1972 – An improved Universal Wedge-Lock handle is added to Cutco® products. Also, ALCOA purchases Case Cutlery shares of Alcas. Alcas becomes wholly owned by ALCOA.

1981 – Vector is established as an independent distributor of Cutco.

1982 – Alcas management purchases the company from ALCOA.

1985 – Alcas acquires Vector Marketing Corp., establishing it as Alcas’ wholly owned Cutco marketing subsidiary in the U.S.

1985-88 – Other regional independent Cutco distributors merge with Vector Marketing, making it the sole distributor of Cutco® cutlery.

1990 – Vector Marketing expands into Canada.

1996 – Alcas acquires KA-BAR Knives Inc., a military and sporting-knife company.

2001 – Cutco opens a Visitors Center next to its corporate headquarters.

2004 – Alcas acquires Schilling Forge Inc., in Syracuse, N.Y., a privately held supplier of custom forgings.

2005 – Cutco launches its online gift registry. Also, Cutco opens its first brick-and-mortar retail store in Erie, Pennsylvania.

2009 – The name Alcas Corporation changed to Cutco Corporation.

2011 – For the first time ever, Cutco and KA-BAR release a co-branded knife, the CUTCO®/KA-BAR® Explorer.

2014 – Cutco begins Cutco at Home, an in-home party program.

2. Where did the Cutco name come from?

Cutco comes from the name of a Wear-Ever Aluminum company called the Cooking Utensil Company (**C**ooking **U**tensil **C**ompany). Wear-Ever launched the Cutco line of products in 1949.

3. In 2019 how many offices did Vector have?

In the summer of 2019 Vector North America had 639 offices open.

4. How many Vector offices are open in the United States and Canada?

In 2020 approximately 324 district and division offices are anticipated to be open throughout the year (non-summertime).

5. What future international markets will Cutco International enter?

Currently Cutco has no operations outside the US and Canada and there are no plans to expand international operations. However, Cutco has distributors in the United Kingdom, Germany, Korea and Australia.

III. Additional Product Information

Santoku and Santoku-Style

1. What is the difference between Santoku Knives and Santoku-Style Knives?

Santoku means “three good things”. At Cutco we prefer to think of these three things as chopping, slicing and dicing. With a subtly curved straight edge, a Santoku blade is typically five to seven inches. Inspired by the smooth curves and clean lines of the Santoku Knife, Cutco’s product engineers developed a line with a distinctive,

contemporary style. This design is the Santoku-Style. This line offers customers the same Cutco performance with a new look.

Stainless Steel Flatware and Flatware Accessories

1. What type of metal is used in the Stainless Flatware and Flatware Accessories?

Cutco uses 18/10 stainless steel for the flatware and accessory items with the exception of the Table Knife. The Table Knife has a blade made with 4116 high-carbon, stainless steel and a handle made with 301 stainless steel.

2. How are the Stainless Flatware and Flatware Accessories manufactured?

The Stainless Table Knife is manufactured in America. It is forged (formed from heated steel) and therefore is manufactured between Cutco sister-company Schilling Forge in Syracuse, New York. and Cutco® Cutlery in Olean. As of February 2016, the Stainless Flatware Teaspoon, Soup Spoon, Dinner Fork, Salad Fork are made in America. As of July 2016 all Stainless Accessories are made in America.

Gadgets and Accessories

1. What metals are used in the gadgets?

- Cheese Knife – 440A high-carbon, stainless steel
- Pizza Cutter Wheel – 440A high-carbon, stainless steel
- Vegetable Peeler – 420 high-carbon, stainless steel
- Ice Cream Scoop - Polished stainless steel
- Can Opener – Cutter blade is made from 4116 high-carbon, stainless steel and Drive gear and wheel are made from 420 high-carbon, stainless steel
- Wine Opener – Corkscrew is made of carbon steel; Bottle opener plate is made of stainless steel

2. What are gadget handles made of?

- Cheese Knife – glass-reinforced polypropylene handle covered by thermoplastic elastomer (soft-grip material)
- Pizza Cutter – Acetal copolymer thermo-resin handle covered by thermoplastic elastomer (soft-grip material)
- Vegetable Peeler – Acetal copolymer thermo-resin handle covered by thermoplastic elastomer (soft-grip material)
- Ice Cream Scoop – thermoplastic elastomer (soft-grip material)

- Can Opener – glass-reinforced polypropylene covered with thermoplastic elastomer (soft-grip material)
- Wine Opener – Turning handle is made of glass-reinforced nylon; Wing levers are made of satin chrome-finish zinc casting.

3. Do the soft-grip materials used by Cutco have latex in them?

The soft-grip materials Cutco uses do not contain latex.

4. What are the Cutting Boards made of?

The Cutting Boards are made of polypropylene.

5. What are the Kitchen-Knife Sheaths made of?

The Kitchen-Knife Sheaths are made of acetal copolymer thermo-resin.

Garden Tools

1. What metal is used in Cutco® Garden Tools? And why?

With the exception of the Cutco® Bypass Pruners which are made of 4116 high-carbon, stainless steel, Cutco® Garden Tools are made from heat-treated carbon, stainless steel. 440A is not used in the Garden Trowel, Transplanting Trowel, Cultivator, and Weeder because it cannot be formed into the functional and appropriate tool shapes. The heat-treated carbon, stainless steel offers excellent bend toughness and resists rust and corrosion.

2. What is the handle material?

Glass-reinforced polypropylene covered by thermoplastic elastomer make up the handle of the Cutco Garden Trowel, Transplanting Trowel, Cultivator and Weeder.

Thermoplastic elastomer is the soft, sure-grip material that covers or overlays the harder and more rigid glass-reinforced polypropylene inner handle. The glass-reinforced polypropylene gives these tools strength to stand up to the hard density of the earth. An exception, the handle of the Cutco® Bypass Pruners is coated with a textured, vinyl.

3. Can Pruners cut wire?

DO NOT cut wire or metal with pruner blades as it will damage the cutting edges and void the guarantee.

Sporting Knives

1. What are the Sporting Knives made of?

All Cutco sporting knife blades are made of 440A high-carbon, stainless steel. In addition, the blade of the CUTCO®/KA-BAR® Explorer and the CUTCO®/KA-BAR® Outdoorsman have an epoxy powder coating for increased corrosion resistance. The handles of the Pocket Knife, 2-3/4" Lockback Knife, CUTCO®/KA-BAR® Outdoorsman and Golf Mate are made of glass-reinforced nylon. The Hunting Knife handle is made of acetal copolymer thermo-resin. Handles for the Drop Point Hunting Knife, Clip Point Outdoor Knife and Gut Hook Hunting Knife are made of polypropylene-reinforced, thermoplastic elastomer. The handle for the Fisherman's Solution® is made of glass-reinforced nylon covered with thermoplastic elastomer. And the CUTCO®/KA-BAR® Explorer handle is made of thermoplastic elastomer.

Cutco® Wood Blocks

1. Why did Cutco add a block guard to seal off the slots on the bottom of the blocks?

Block guards were added to all Cutco® Wood Blocks (with the exception of the Space Saver/Swing Block) as a safety improvement. If a knife is placed in the wrong slot, the block guard prevents the knife tip from protruding through the bottom of the block. This protects both the customer and their countertop.

2. Is the oak block treated with a bacterial retardant?

No. Several years ago there was a controversy about which product material was more sanitary, wood or plastic. There were claims that there was an inherent chemical in wood that killed bacteria. The final results were inconclusive.

Where are Cutco® products made? (For more information visit www.Cutco.com)

1. Where is Cutco® Cutlery made?

All Cutco® kitchen cutlery, table and steak knives, and hunting/sporting knives (*all products with cutting edges*) are made at the Cutco factory in Olean, New York.

2. Where are the Stainless Steel Flatware and Flatware Accessories made?

All Stainless Steel Flatware and Accessories are made in America.

3. Where are the gadgets and accessories made?

The Pizza Cutter, Vegetable Peeler and Cheese Knife are made in Olean, New York.

The Ice Cream Scoop, Can Opener and Wine Opener are made in China. The Large, Medium and Small Cutting Boards are made in America.

4. Where are the Kitchen Tools manufactured?

The Slotted Turner, Mix-Stir and Potato Masher are entirely made at Cutco in Olean, New York. The heads of the Basting Spoon, Slotted Spoon and Ladle are made in China. The handles and stalks are made at Cutco in Olean, NY. Final assembly takes place at Cutco.

5. Where are Cutco® Garden Tools made?

The Bypass Pruners are made at Cutco in Olean, NY. The Garden Trowel, Transplanting Trowel, Cultivator and Weeder are made in China. These garden tools are produced to Cutco's exclusive design and specifications and are sold only to Cutco.

6. Where are Cutco® Wood Blocks, Storage Trays and Kitchen-Knife Sheaths made?

Wood Blocks are made at the Cutco factory in Olean, New York from locally grown wood. Kitchen-Knife Sheaths are made at the Cutco factory in Olean, New York. Storage Trays are made in America.

7. Where is Cutco® Cookware made?

Cutco® Cookware is manufactured by Regal Ware, Inc. The cookware is built to Cutco's design specifications at Regal's manufacturing plant in Wisconsin.

8. Why are some products made outside of Olean and in some cases outside of the USA?

Cutco's primary focus is in the design and manufacturing of the highest quality products in the world. To meet that objective we have some items manufactured in factories other than the Cutco factory in Olean, New York. We will ONLY go off shore to obtain these items when we cannot find a manufacturer in the United States that meets our stringent quality standards, while meeting our pricing needs. In all cases, products are manufactured to our precise specifications and quality standards to uphold The Forever Guarantee and provide the best value available to our customers.

9. What should I tell my customers about products that are not made by Cutco or are not made in America?

- We are proud to say that all Cutco® Knives are made in America. In addition to knives many accessories are made in Olean, New York. However, we do outsource a few products.

- A very small percentage of our product line is made outside the United States.
- Cutco personnel research and select the highest quality vendors available to produce these products.
- Cutco and Vector personnel complete all product-development work from conception through design and consumer testing.
- Products are built to Cutco specifications.
- Products received in Olean, New York, are checked by our quality control department to make sure they meet our quality standards.
- All Cutco® products are backed by The Forever Guarantee.

Cookware

Cutco® Cookware

1. How does Cutco® cookware compare to what is sold in the stores?

Low-moisture cookware is not sold in stores. Cookware found in retail outlets is designed for traditional cooking methods such as boiling, high heat and frying with oil. Low-moisture cookware is designed to provide even heat distribution and minimize the need for oil or water. The perfect-fit cover forms a vapor seal that allows foods to cook in their own juices, preserving nutrients rather than using water and oil to distribute heat.

2. Does cooking with low-moisture mean that no liquid is required?

Most fruits and vegetables contain ample natural moisture. The water remaining on the food after rinsing and draining should be enough for cooking. Most meats can be cooked in their own natural juices, but may require a small amount of oil for browning. Water, liquid or oil may be needed if the food does not contain enough moisture of its own – foods such as eggs and some fish. Water is always necessary for preparing soups, pasta, dry cereals, rice and steamed vegetables.

3. Does it take longer to cook using the low-moisture method?

No, it generally takes much less time to cook with the low-moisture method. Because the Cookware is designed to distribute consistent heat to all sides from the bottom up, the sides in and the top down, foods cook evenly and faster at a lower temperature.

4. What do you do if you cannot remove the lid?

When food is left in a covered pot or pan after cooking, the lid may adhere tightly (a vacuum seal develops as it cools) making it difficult to remove. To remove the lid, all you

need to do is reheat the pot or pan for a few minutes until the lid becomes loose. When it is warm, the lid should remove easily.

Caution: Placing warm lids on surfaces can cause a vacuum seal as cooling occurs. The suction created as the lid cools may damage ceramic cook tops and other surfaces.

5. What type of stainless steel is used in Cutco® Cookware?

There are two types of steel used in Cutco® Cookware. The inside layer of all Cutco® Cookware is AISI (American Iron and Steel Institute) Type 304 or 18/10. T-304 stainless steel is very hard, durable, non-porous and extremely sanitary.

The outside layer is 430 magnetic steel which delivers the same quality and performance that the T-304 offers. However, 430 magnetic steel allows the cookware to be compatible with induction stovetops in addition to gas and electric. With induction cooking there is no burner (gas or electric) that directly heats the pan. Instead, the cooktop stays cool while an electromagnetic charge heats the pan. Note: The following pieces are not induction cooking capable: #797 Steamer Insert and #799 Double Boiler Insert. The outside layer of these pieces is T-304 stainless steel. Note: Cutco® Cookware became compatible with induction stoves for pieces ordered after March 2010.

The inside and outside heavy-gauge, stainless-steel layers encase an inner core of 3 layers of aluminum, one of the best heat conductors available.

6. How thick is the stainless-steel ply on the Cookware? How thick does the stainless steel need to be to effectively protect from the dangers of exposure to aluminum?

The stainless steel used in Cutco® Cookware is .015 (1/64) inches thick on the inside and the outside of the pan. This thickness is more than adequate to isolate the aluminum core. The aluminum core of Cutco® Cookware is completely encased in stainless steel therefore customers and foods have no contact with the aluminum.

7. What material are the handles made of and why?

The Cookware handles, with the exception of the Gourmet Fry Pans and Griddle, are made of thermo-set plastic. Thermo-set plastics are designed to scorch instead of melting which helps to prevent extensive damage to the handles. They will withstand higher temperatures without being damaged.

8. Can the pots and pans be used in the oven?

With the exception of the Gourmet Fry Pans and the Griddle, we do not recommend using the Cookware in the oven. It is designed for stove top use. Although, if placed in the oven at low temperatures the handles will probably not burn. They will, however, begin to dry and crack over time if used this way.

9. Is it hard to clean Cutco® Cookware?

Any metal can be hard to clean if food is burned severely enough in the pot. The advantage of stainless steel is that with minimal effort it can always be restored to its original luster. We recommend Bar Keepers Friend® or Steel Glo to clean and polish your Cookware.

10. Is it dishwasher safe?

Yes, it is dishwasher safe. However, after prolonged exposure to abrasive dishwasher detergent, the handles and knobs may lose some of their luster.

American Kitchen® Elite Nonstick Fry Pans

1. Why would we sell a set of fry pans that are not Cutco branded?

- 70% of all cookware purchased is nonstick so there is a huge market for these products.
- Some people are looking for a fast, easy cooking option in the kitchen.
- People are going to purchase nonstick, they might as well buy the highest quality and buy it directly from you.

2. How do American Kitchen® Elite Nonstick Fry Pans compare to Cutco® Cookware?

- Cutco® Cookware is backed by The Forever Guarantee. American Kitchen® Fry Pans have a Limited-Lifetime Warranty.
- Although both offer comparable 5-Ply Construction, the Nonstick Fry Pans have a PFOA-free cooking surface.
- Any Utensil may be used with Cutco® Cookware. It is always best to use silicone, wood or plastic utensils on American Kitchen® Elite Nonstick Fry Pans. A FREE Turner is included with every Nonstick Fry Pan order.
- The outside metal for both Cutco® Cookware and American Kitchen® Elite Nonstick Fry Pans is 430 magnetic steel which allows the products to be used on induction stovetops.

- Both Cutco® Cookware and American Kitchen® Elite Fry Pans are made in America.

3. What is the coating?

Eterna® is an incredibly smooth, durable PFOA-free nonstick coating (fluoropolymer composite) that was developed by Whitford and is the longest lasting nonstick they have ever tested. It has earned accolades for cleanability, resistance to blistering and durability.

4. Will it flake like other nonstick pans?

Eterna® is a unique nonstick surface that has a thicker film than standard nonstick for less wear and tear. All nonstick will flake if abused.

5. What is PFOA?

Perfluorooctanoic Acid (PFOA) was previously used in all nonstick cookware coating and is widely considered to be a pollutant and toxic substance. In line with the Environmental Protection Agency (EPA), American Kitchen® Elite Cookware proudly opted to not use PFOA in their products.

6. What is Teflon and PTFE?

Teflon is the brand name for a plastic product called polytetrafluoroethylene (PTFE).

7. Do you need to preheat American Kitchen® Elite Nonstick Fry Pans?

No, but you should only need to use low to medium heat.

8. Can American Kitchen® Elite Nonstick Fry Pans be put in the oven?

They are oven-safe in a preheated oven up to 400F (204C).

9. Will American Kitchen® Elite Nonstick Fry Pan handles get hot?

The handles are made of solid stainless steel. Stainless steel alone (without aluminum) stays cool because steel does not conduct heat well. The handles have also been designed to minimize heat transfer using a special V-shaped connection at the pan. Know that any handle can heat up under extended stovetop use, especially with multiple burners working, or when using the cookware in the oven. For safety, always use pot holders when handling hot pans.

10. Are American Kitchen® Elite Nonstick Fry Pans dishwasher safe?

Yes, however hand-washing is recommended. Always allow Fry Pans to cool before cleaning. Soak in warm soapy water and use a plastic scrubbing pad. Do not use metal scouring pads or abrasive cleansers. To remove water spots or minor stains, wipe with vinegar or lemon juice. To remove discoloration on the exterior of the pan, use a nonabrasive cleaner like Bark Keepers Friend® or Bon Ami®.

11. Are there lids for the American Kitchen® Elite Nonstick Fry Pans?

No lids is offered.

12. Why is there a Prop 65 Label on American Kitchen® Elite Nonstick Fry Pans?

Cutco is complying with state laws. See Prop 65 under the Safety section.