

Soft-Serve Product Handling Guide

I. Product Handling

1. Frozen yogurt and ice cream are delivered frozen. In a frozen state, it is "best by" 18 months from date of manufacture.
2. Product must be thawed in a cooler before used in the machine. Once product is completely thawed, it is good for 14 days at 40 degrees F or below.*
3. Product may take up to three days to thaw in a cooler. You may want to take jugs out of the cardboard box (for quicker thawing), date jugs, and rotate properly.
4. If a "quick thaw" is required, product should be placed in a sink under cold running water. Thawing the product under HOT water or letting it sit out at room temperature to thaw is not recommended and will not be approved by the local health department. "Quick thawed" product should be used the same day.

*NOTE: The shelf-life of frozen yogurt mix and ice cream mix will decrease significantly if its temperature exceeds 40 degrees F.

II. Soft-Serve Machine Operation

Proper operation of your soft-serve machine is essential if high quality and wholesome product is to be served to your customers. Please refer to your operator's manual for proper operation, especially in the following areas:

1. Starting procedures, including priming, if necessary, for your machine model.
2. Placement of the mix feed tube.
3. Replacement of scraper blades, "O" rings, and other wearable parts.
4. Overnight hold procedures.
5. Cleaning and sanitizing.



III. Troubleshooting - 3 Most Common Problems with Soft-Serve Products

NOTE: If the product is not handled according to the above guidelines, and not primed properly, the following problems most likely will occur.

1. FREEZE-UP: The machine freezes up and product is not able to be dispensed

POSSIBLE CAUSES

- * Mix hopper is empty, freezing cylinder starved for mix.
- * Mix in hopper contains ice particles, mix feed tube clogged.
- * Machine turned too cold.
- * Excessive foam left in the hopper.
- * Improper rerun procedure.

ACTION REQUIRED

- * Add mix to hopper. Put machine in wash mode to help thaw freezing cylinder.
- * Pull mix feed tube to fill freezing cylinder. Replace mix feed tube and put machine in wash mode to help thaw mix in freezing cylinder.
- * Follow manufacturer's recommendation for proper temperature for mix.
- * Do not mix excess foam back into liquid mix. Remove with a sanitized spoon.
- * Always consult your local health dept. on all rules and regulations regarding rerun.

2. ICY/GRAINY PRODUCT: Soft-serve product has pieces of ice in it and is darker in color

POSSIBLE CAUSES

- * Worn scraper blades.
- * Product is over-whipped.

ACTION REQUIRED

- * Replace scraper blades.
- * Pull out and discard enough product from the freezing cylinder to flood the chamber with fresh mix. Allow to freeze and check for quality.

3. HEAVY, DENSE, SLUMPY, DARK-COLORED PRODUCT (low or no overrun)

POSSIBLE CAUSES

- * Feed tube not installed.
- * Improper overnight hold procedures.
- * Machine is set too cold, causing over-whipping of the product.
- * Low sales, product is staying in the freezing cylinder too long.

ACTION REQUIRED

- * Replace feed tube, pull off and discard enough product to flood the freezing cylinder with fresh mix.
- * Follow operator's manual for proper procedures.
- * Follow manufacturer's recommendations for proper dispensing temperature.
- * Drive sales or use a machine with a smaller freezing cylinder.

*ALWAYS CONSULT WITH YOUR LOCAL HEALTH DEPARTMENT ON ALL RULES AND REGULATIONS.

For more information, contact Sugar Creek Foods - Honey Hill Farms at 1-800-445-2715
or visit our website www.thehoneyhillfarms.com

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