

SOFT SERVE PRODUCT HANDLING GUIDE

I. Product Handling

1. Frozen yogurt and ice cream is delivered frozen. In a frozen state it is good for one year 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 10 days.
3. Product may take up to three days to thaw in a cooler. Be sure 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 it's 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 operators 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.

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 the proper temperature for the mix being used.

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.
- Low quality soft serve mix.

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.
- Replace with higher quality mix.

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 operators manual for proper procedures.
- Follow manufacturers recommendations for proper dispensing temperature.
- Drive sales, or use a machine with a smaller freezing cylinder.