

Sloppy cones – Why does it happen? How can you fix it?



Problem:

- Soft-Serve is not standing up, it is wet looking and sloppy and starts melting almost immediately.

Possible causes & solutions:

- Blunt scraper blades. This is probably the biggest cause of sloppy cones. Solution: Replace plastic blades every 3 months and metal blades every 6 months.
- Wrong temperature settings. Solution: Frosty Boy Soft-Serve blends must be served at -8°C (approximately 18°F) with the only exception being D004 - Crème Freeze which freezes well at -6°C (approximately 21°F). Contact your service technician for more information.
- Over-beaten product due to long periods of no use or low use. Solution: Put machine on stand-by during slow periods or overnight. .
- Over-beaten product due to forgetting to put the machine on to stand-by (sleep) mode overnight. Solution: Mix over-beaten Soft-Serve with fresh mix at a ratio of 40:60.
- Wrong mixing instructions. Solution: Accurately follow the mixing instructions printed on the packets. Use properly graded mixing Equipment and Accessories.
- Low refrigerant levels in compressor or blocked condensers (making the freezing ineffective). Solution: Clean condensers or contact your service technician.
- Machine cannot keep up with the demand placed on it. Solution: The machine may be too small - you may need to upgrade to a larger model.
- The machine is not 'breathing' – the machine usually needs 10 cm space around its sides and back for air circulation.
- Machine in sitting in a spot that is too warm – either in the sun or too close to other Equipment and Accessories that is giving off a lot of hot air.

If all of the above operating parameters have been checked and found to be in order, then we must check for incorrect mix formulation.



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