

Soft-Serve has an off taste. What can be the causes?



Because Soft-Serve is a milk-based product, it can go 'off' just like milk when it is left out of the fridge.

Possible causes and solutions:

- After mixing, Soft-Serve was left out of the fridge for an extended period. Solution: Discard and prepare fresh mix and refrigerate.
- Soft-Serve machine's hopper refrigeration is not working or the hopper temperature is set too high (should be between 2 and 4°C) Solution: Firstly check the temperature of the mix in the hopper no earlier than 1 hour after fresh Soft-Serve has been poured into the hopper. If found that it is not within the specified range, contact your service technician.
- Soft-Serve was mixed in a plastic bucket that was also used for another product such as onions. The onion was absorbed into the plastic which was then absorbed by the Soft-Serve. Solution: Use Soft-Serve mixing buckets exclusively for mixing Soft-Serve - nothing else!
- Soft-Serve liquid was put into a fridge (usually a walk-in fridge) with no lid covering it. Smells and odours from other foods in the fridge were absorbed into the Soft-Serve giving it an 'off' taste or smell. Solution: Always cover liquid Soft-Serve when stored in the fridge with a tight fitting lid or with cling wrap plastic.
- Soft-Serve is 'off' due to fermentation bacteria which increased in the Soft-Serve over time because the bacterial cycle was not broken as discussed before. Solution: Always discard any leftover Soft-Serve at least once a week.
- Un-sanitised mixing utensils (bucket & whisk) were used and possibly an unclean source of water. Solution: Avoid contamination of Soft-Serve by using strict hygiene and sanitising procedures when mixing and cleaning (to be scheduled regularly according to the machine operators manual).



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