



Troubleshooting for melted chocolate

If your chocolate is not melting to the desired consistency please refer to the following questions or our Instructions for melting chocolate for guidance. It is important to be careful that you do not overheat or mix water with the chocolate as this will turn the chocolate to an undesirable consistency for use in your chocolate fountain.

Desired consistency of Melted chocolate...



Overheated and water damaged chocolate...



How old is the chocolate?

Our chocolate has got a good life of 12 months before it will be unusable.

Is this the first time the chocolate has been used?

The chocolate must be stored unopened in a cool, clean environment away from odorous materials. 15-18c with low humidity ideal

If the chocolate has not been previously opened and you are satisfied that the chocolate is within reasonable shelf-life, has been properly stored then refer batch code/best before details to Schokinag for investigation.

Has the chocolate been used on a prior occasion?

If Yes then...

How was it stored? Refer to above. Was the bag re-sealed/folded over?

Has the chocolate been kept in an area where moisture is evident?

Has previously used chocolate been mixed with fresh chocolate.

Ideally don't re-use previously used chocolate in the fountain.

How did you melt the chocolate, have you followed the melting instructions?

Has the chocolate been 'over-heated'?

For how long has the chocolate been running?

Points to remember;-

- **The great enemy of chocolate is water.**
- **The addition of a very small amount of water will cause the chocolate to thicken**

- **Strawberry's for example contain approximately 12% sugar and 88% water.**
- **The chocolate is usually manufactured in Production Quantities of minimum 6000 kilos. If there is a problem with the chocolate or a particular batch then it is unlikely that the problem will be related to just one or two customers.**