



FREEZE



SQUEEZE



ENJOY

FREQUENTLY ASKED QUESTIONS

Q. Why is my CHILLFACTOR™ Slushy Maker cup not freezing?

A. Check the temperature of your freezer. Your freezer will ideally need to be set at -18°C or lower (not lower than -25°C) and the Slushy Maker cup needs to be in the freezer for 8-10 hours to freeze solid and give best results.

Q. Can I use warm liquid to make my slushy?

A. No. Always use fridge cold liquid or place the drink in the freezer for 30 minutes before pouring it into your Slushy Maker cup. The colder the liquid is, the better the results.

Q. Where is the best place to store unfrozen items in the freezer?

- A.**
- When introducing new items it is important that they are immediately placed in the coldest part of the freezer, so that they can then freeze as quickly as possible.
 - Depending on which type of freezer you have, the coldest area in an upright freezer is usually at the top, whilst in a chest freezer it is on the compressor step or on the bottom or floor of the freezer.
 - Do not put unfrozen packages next to each other if possible - try to space unfrozen products between items that are already frozen in the freezer.
 - When you introduce a new item into the freezer, try to leave a space around the item for cold air to circulate, as this will help it to freeze quicker.

Q. How should I place my Slushy Maker cup in the freezer?

A. Ideally place your Slushy Maker cup in the freezer without its lid, standing upright with a gap above to allow airflow. Ideally place it away from other items in your freezer but critically don't block the top of the cup.

Q. How long should I freeze my Slushy Maker cup for?

A. We recommend 8-10 hours at -18°C . Overnight is perfect.



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Q. What should I do if my Slushy Maker cup is partly frozen?

- A.** Turn your freezer temperature down a bit and freeze your Slushy Maker cup for a further 2 hours. If it is still not frozen, turn the temperature down again and try again.

Q. If my freezer is full, will my Slushy Maker cup still work?

- A.** Yes, but please ensure cold freezer air can get into the cup and there is some space round the sides of the cup.

Q. How much liquid should I put in my Slushy Maker cup?

- A.** Not more than 2/3 of the way up your Slushy Maker cup. More than that and the slushy will overflow when the Slushy Maker cup is squeezed.

Q. Can I use water to make a slushy?

- A.** Yes, but make sure any liquid you use is fridge cold. Milk and dairy products take longer to become a slushy. Make sure they are very cold or place into freezer before attempting to make your slushy with them. Fizzy drinks are best.

Q. How long should I squeeze my Slushy Maker cup once I have added liquid?

- A.** You should start to see slushy ice crystals forming on the top of the cup in under a minute. Keep squeezing until you have reached the perfect slushy consistency within 1-2 minutes.

ENJOY YOUR SLUSHY!