



Questionnaire for technical assistance

Chocolate tempering, Coating, Mass preparation, Blanching, Storage

Form and photos to be returned to the email address: info@ccms-chocolate.com

Note: After receiving the form completed with as much detail as possible, it will be offered to you in order, to save you as much as possible:

- Zoom support (€80/hour)
- One-day webinar training for a group of people (€500)
- On-site technical support (€750 per day, plus travel expenses)
- A comprehensive two-day training course with machine tuning (may be covered by your training reimbursement organization)

Description of the problem, with all the information:

- Type of masses involved (does the problem appear on all the masses, on just one, etc.) (if possible, technical data sheet of the masses)

- Name and type of the machine (brand and if possible serial number) Photos of the plate and the machine if possible

Manufacturing parameters:

- Type of products (coated, extruded, one shot, traditional molded, one shot, etc.)
- Enter all the machine's programmed and displayed temperatures (photo of the front of the machine in working order). Instructions, actual temperatures, etc.
- The temperature of the mass just before use (curtain, pourer, etc., using a precise thermometer, if possible calibrated)
- Product temperature at the time of coating
- Temperature of the crystallization site if on scales, or tunnel temperatures, as well as the passage time
- Temperature and time of reception of products if cold tunnel

- Packaging (indicate whether you place the sweets directly into the cells, the boxes, if the boxes are open for a certain time, etc.).

- Temperature and storage time immediately after reception (cold, post-temperature, etc.)

- Other usefull informations :

