



PRODUCT HELPFUL HINTS

DEFROSTING PRODUCT: USING A ZIPLOC BAG

Our packaging is biodegradable, which makes it landfill safe. As a result, when thawing our individually packaged products the packaging can become porous. If thawed in water, the water can seep into the packaging. If thawed in the refrigerator or on the counter, juices can seep out. That said, if quick thawing in water, we highly recommend placing the product in a Ziploc bag before doing so. Because our food is pure, you may reuse the same bag numerous times, if rinsed out after use. The exception is seafood. When seafood is thawed in the package, it will rest in its own natural juices and can develop a stronger taste than normal. For seafood, we recommend that you run the package under warm water to loosen it from the seal, and remove from the packaging right away to defrost on a countertop or in the refrigerator.

COOKING DIRECTIONS: REDUCE YOUR TIMES

Our all natural products contain no added saline solution or excess water. Consequently, the average cook time is less than your normal cooking times for conventionally purchased products. An additional benefit of this is that individual portions may be prepared from frozen, allowing for much less planning ahead and more flexibility in meal choices. Adjust your personal cooking times to your taste preferences, keeping in mind that overcooking does tend to make for a dryer and chewier result.

PASTA PREPARATION: SALT & AL DENTE

Please note that as the pasta products are artisan and made from scratch, most of our pastas should not be prepared as it may suggest on the packaging. For best results, frozen pasta should be placed in salted water that has reached a rolling boil. You may find adding a tablespoon or two of olive oil to be beneficial, as well. As soon as the pasta rises to the surface, the preparation is complete to "al dente". Should you prefer your pasta to be softer in texture, allow it to remain in the boiling process no more than one additional minute, as overcooking can cause the pasta to open and release its contents. Drain immediately and serve with your desired topping or sauce.

VACUUM SEAL: WHAT'S OKAY?

Occasionally, the vacuum seal on your product may become loose. As we do not use any adhesives in the packaging this is not unusual. As long as the product remains frozen, it is completely fine and will retain its quality and taste. This is particularly true of the all-natural vegetables. As always, the quality of your food is 100% guaranteed. If you need assistance, please contact Customer Service at 1-800-633-4347.

CALL US 1.800.633.4347 | EMAIL CS@ELLSWORTHFOODS.COM



FREEZER HELPFUL HINTS

Tips for your new freezer:

- The exterior walls of the freezer can get quite warm (about 30°F warmer than room temperature) as the compressor works transferring heat from inside the cabinet.
- When the surrounding noise level is low, you may hear the high efficiency compressor running as it works to cool the interior.
- This freezer should not be plugged into a ground fault interrupter (GFI) circuit or extension cord. If your setup requires a GFI outlet, please be sure to request a smart plug to ensure proper function. If you are unsure about the outlet, please have it checked by a certified electrician.
- This freezer is equipped with a temperature alarm that must be activated.
- The warranties and guarantees on your freezer do not cover power interruption due to: tripped breaker, ground fault outlet, misuse or abuse (i.e. doors left open or manual disconnection of power).

In the event of power interruption or freezer failure, please follow these steps to keep your food in good condition:

1. If power is lost, keep the freezer closed. (Food should hold for 48-96 hrs).
2. If you expect to lose power, move the food you expect to eat for the next 3-5 days to your kitchen freezer. Tightly pack the remaining food in the lowest level of your freezer. If power is lost, keep the freezer closed.
3. When power is restored, ensure your circuit breaker is on. If using a GFI outlet (not recommended), it may need to be reset.
4. If your freezer does not come on when power returns, unplug for 30 minutes to reset. Follow step 3. If it still does not turn on, call us.
5. In the event of mechanical failure, take a photo of the food and do not throw anything away. Keep the door closed and call us at 800.633.4347 for next steps.

If you think you might lose power for an extended period of time, contact us as soon as possible at 800.633.4347.