

# FAQ

## **Q: What is the difference between Couverture and Compound Chocolate?**

Couverture Chocolate which is also known as Real Chocolate, has cocoa butter and cocoa mass as main ingredients. Because of the nature of cocoa butter, Couverture Chocolate requires going through a special procedure during the moulding process called tempering, which re-establishes the cocoa butter crystals, giving the cooled and finished chocolate the proper sheen, snap and taste.

Compound Chocolate substitutes the two main ingredients found in real chocolate. Instead of cocoas mass, it has cocoa powder, and replaces cocoa butter with vegetable fats. Home bakers and professionals alike usually prefer compound chocolate due to its ease of use and lower price.

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## **Q: Is white chocolate really chocolate?**

Although white chocolate does not contain cocoa mass or cocoa powder, it does contain premium cocoa butter, hence it is considered a type of real chocolate.

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**Q: Why are there dull-white spots on my chocolate after some time?**

This is a frequently observed phenomenon called the chocolate blooming. Chocolate bloom is a whitish coating that can appear on the surface of chocolate. There are two types of bloom: fat bloom, arising from changes in the fat (cocoa butter) in the chocolate; and sugar bloom, formed by the action of moisture on the sugar ingredients. Though the chocolates may have an unappetizing appearance, do rest assured that they are still safe for consumption.

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**Q: How can I differentiate between fat bloom and sugar bloom?**

Sugar bloom feels dry and does not melt to the touch, while fat bloom feels slick and melts. To differentiate between the two, you may drop a small droplet of water to the surface. With fat bloom, the droplet simply beads up; with sugar bloom, the droplet quickly flattens and spreads.

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**Q: How should I store my chocolate?**

You should keep the chocolates in a cool and dry condition, away from direct sunlight. The ideal temperature range would be 20 to 24°C with relative humidity below 70% to maintain the quality of the chocolate and prevent blooming. It is not recommended to store the chocolates in a fridge as the humid environment may cause the chocolates to have sugar bloom and turn white.

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**Q: How long can I keep the chocolates?**

Most of our chocolates have a shelf life of 18 months from the manufacturing date, if stored properly under the recommended storage conditions. The long shelf life is due to high amount of antioxidants (flavonoids) in the chocolate, as well as the sugar, which act as natural preservatives. In addition, low moisture characteristic also acts as a major factor to keep the chocolate fresh.

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**Q: Where does the cocoa that's in your chocolates come from?**

The origins of our cocoa derived ingredients including cocoa butter, cocoa mass and cocoa powder are from South Africa and Indonesia.

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**Q: Are your chocolates Halal?**

Yes, our products are Halal certified by Department of Islamic Development Malaysia (JAKIM).

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**Q: Where are your chocolates manufactured?**

Our chocolates are manufactured in Malaysia, in a chocolate factory certified with Hazard Analysis and Critical Control Point (HACCP) to ensure food safety.