

Silver Spring Foods, Inc.

FREQUENTLY ASKED QUESTIONS – MAIN

Where can I find Silver Spring Products? Although our products can be found in many major supermarkets, gourmet markets, and other specialty stores and farm markets, not all retailers that carry one item carry our entire line. In addition, national chains may not stock our products in all regions of the country. Check the [product locator](#) for information on grocery stores in your area that may have our products. If you are having a hard time finding our products, please check the following areas: **Horseradish, Cocktail Sauce & Tartar Sauce** - The dairy case; **Mustards & Sauces** - The deli/meat department or the condiment aisle. Still can't find what you are looking for? Ask your store manager to special order the product for you or you can [order online](#).

Why is your horseradish/cocktail sauce so hot? The fresher the product is, the "hotter" the profile will be. As it ages, it will lose some of its heat. To retain the flavor, always store under refrigeration in a tightly sealed container. Draining the vinegar from prepared horseradish makes it taste milder. In all recipes using horseradish, vary the amounts according to taste and to compensate for differences in "heat" that come with the natural aging of the prepared product. For a milder cocktail sauce, add a little ketchup and a squeeze of lemon to taste.

Are your products gluten free? Most of our products do not contain gluten as an ingredient, however, other ingredients used may contain gluten. The vinegar used in our products is distilled from corn, rather than wheat. The Food Starch used in some of our formulations is made from corn. Our Thai Chili Ketchup is not gluten free as it contains soy sauce containing wheat.

Are your products Kosher? All of our Silver Spring products are daily Kosher under Orthodox Union supervision. In addition, we provide Prepared Horseradish and Horseradish with Beets that are Kosher for Passover.

How long can I use your products after the expiration date? Silver Spring products stored under refrigeration will retain their flavor and "heat" for an extended period of time. It is a matter of personal taste. As horseradish ages and is exposed to air, it will in time lose some of its heat.

How do I read the code date? The code dates on our Silver Spring products read as Best When Used by Date. Always check this date to assure that you are buying the freshest available products.

Can I still use your products if they have not been stored in the refrigerator? Silver Spring products stored under refrigeration will retain their flavor and "heat" for an extended period of time. It is a matter of personal taste. As horseradish ages and is exposed to air, it will in time lose some of its heat.

How can I grow my own horseradish? Horseradish is planted in either spring or fall of the year, by using the stock from trimmings of the crop's main root at harvest. For optimal harvest, it is best to allow the root to mature for one entire year.

This jar of your product is hotter or not as hot as others I've had. Why does the heat level vary? We work hard to offer fresh and most simple product formulations as possible. Horseradish, like other crops, is prone to variations due to growing conditions and location. We strive for consistency as much as possible; however, like any vegetable you may encounter a batch that is slightly different than others. Most of the time the differences in heat and texture are not noticeable to the average person. We are unique as we grow our own horseradish and routinely evaluate blends from our fields in order to provide the best horseradish possible to our valued customers.

In addition to the characteristic of the root itself, prepared horseradish is also hotter the fresher it is and will lose its heat the longer it sits unused, especially after opened and exposed to air. Elements such as refrigeration and time will impact the heat level which is why we encourage all retailers and consumers to keep our products refrigerated and rotated. A jar that is close to or past its "best by" date will probably be significantly milder than a jar that has been freshly packaged.

What is the "natural flavor" you have listed on your ingredient statement of your horseradish?

The "Natural Flavor" listed in our horseradish product formulation is an essential oil of Mustard. We utilize this essential oil to help balance the seasonal variation of our horseradish.

What are the "spices" listed in your products' ingredient statements as I am intolerant to some spices?

Please call or email customer service with your specific question and we will be able to handle your concern.