Dear customer!

Thank you for your order. To help you best look after your Torne River ice and some helpful hints on how ice behaves, our ice experts have gathered some information below.

First, a few words on what to expect from ice

The behaviour of ice can be quite fickle and depends on the conditions in its surrounding environment - whether it is placed indoors or outdoors, in below or above zero temperatures, or if it is exposed to sun, wind and human touch. The information below relates to larger blocks of ice.

Placing the ice indoors

If ice is placed in normal room temperature, it melts at a fairly steady pace, about 2.5 cms per day around the entire block. On the first and second day, the ice maintains the same shape as when it was delivered, but after that point the edges and corners become more rounded. If you are planning to display the ice over several days, at a trade show or fair for example, it is a good idea to cover the ice with thermo-reflect overnight. The material insulates the ice and keeps out the warm whilst helping the ice to cool itself. You can order thermo-reflect from us to be delivered with your ice.

Placing the ice outdoors

In an outdoor environment, there are other circumstances to consider. Naturally, if it is below freezing, the ice will cool itself and won’t melt other than by human contact. However, ice is very sensitive to the sun, and even if it is below freezing it can still be affected if placed in immediate sunlight – becoming cloudy and eventually losing its clarity. The best thing is to place the ice in the shade until your event starts, especially if you are intending to display it for more than a couple of days.

Unsurprisingly, the sun plays an even more important role during the summer months of the year. Most importantly, the heat from the sun speeds up the melting process – but, as explained above, the sun also affects the clarity of the ice and can make it appear cloudy it is places in direct sunlight. Warm summer breezes accelerate the melting process even on cloudy days.

Important information for moving ice between temperatures

If there are great temperature differences between the cold storage and the display area of the ice at your event, it is very important to allow the ice sufficient time to acclimatize and handle it with great care as it may easily break.
How to take care of your Torne River ice

If you’ve ordered a large ice block

Take out the ice block from its cold storage at least one hour before your event starts. If the temperature of display area is below zero, the block can be brought out a few hours in advance.

When the ice block is in position, use a sharp knife to remove the plastic and straps. As soon as the protective wrapping is removed, the melting process begins if the ice is placed in above zero temperatures or if it is exposed to human touch.

When the ice is uncovered, it may be covered of a thin surface layer of frost. This usually disappears by itself as soon as the ice has acclimatized to the temperature in the room, but if after some time it stills has a frosty layer, you can smooth the surface by gently exposing it to a heat gun.

When ordering a block of ice for indoor use, we recommend that you also order a pump that can be used to pump up the melt water from the drain container on which the ice stands. The pump is very easy to use, simply a nozzle with two attached hoses that is fastened on a regular domestic drill. The machine pumps the water into a container (not included) and you can empty the melt water in an appropriate place. If you have access to a wet vacuum, then this is a more efficient alternative. You will need to empty the drain container at least 2 – 3 times daily, but we recommend that you check every now and then as the melting process depends on the circumstances at the premises. You can of course also drain the melt water by hand, using a cup or similar.

If the ice is to be stored indoors overnight, make sure that the drain container is emptied as late as possible in the afternoon/evening. To better preserve the ice, cover it with thermo-reflect (available to order at the same time as your ice). The cover will help the ice to keep cold and insulate against the warm temperatures in the room, and therefore slow down the melting process.

When the event is over, simply transfer what is left of the ice to an appropriate place and let it melt away by itself. Make sure to take care of the pallet.

If you’ve ordered table decorations

For table decorations, much of the same principles apply as for large ice blocks – the only difference being the size. Here are some general guidelines:

Take the ice out of cold storage at least an hour before the guests arrive to allow the frost layer to melt away and the details of the shape to emerge. The decoration is placed in a deep dish or small drain container and usually it will last the entire evening without having to be drained. If it is the case that it needs emptying, simply lift out the ice, remove the melt water in an appropriate place and re-place the ice in the deep dish. Check the tank 2-3 times over the course of the day to avoid overflow. You can add a plexi-stand to put your ice on to the rest of your order.

When the event is over, transfer the ice to an appropriate place and let it melt away by itself.

If you’ve ordered serving ice; glasses, plates or bowls

Unless you are using the ice immediately on delivery, it needs to be kept in cold storage in order not to melt. To ensure maximum durability of the ice and avoid it cracking when adding drinks or food to it, make sure you allow sufficient time for it to adjust to room temperature. As a general guide line; if the ice has been stored at minus 10 – 15 degrees, allow it 10 minutes in room temperature before use. If the ice has been stored below minus 15 degrees, allow 15 minutes before using.

Ice glasses can handle several re-fills until the bottom of the glass starts melting and you need to replace it with a new one. Ice plates and bowls are usually served on small porcelain dish atop a linen napkin to avoid them slipping off or staining the table with melt water.

When your event is over, just transfer the ice to an appropriate location and let it melt away.

No washing-up and no disposables!