

Frequently asked questions

Preparation and storage of baby and toddler Milks

Why do I have to leave the boiled water for 30 minutes?

Our preparation instructions are in line with the Department of Health and NHS Guidelines in terms of making up safe feeds.

The guidance advises you to boil 1 litre of fresh tap water. Then leave the water to cool for no more than 30 minutes, so that it remains at a temperature of at least 70C.

This is the ideal temperature to make up a feed, as any bacteria present will be killed and the powder will also mix effectively.

Making up Specialist milks - Specialist milks often have different mixing instructions; it is important that the parent reads the instructions carefully and follows them, as using another method of preparing may affect the ability of the milk to mix effectively.

Why do I have to boil 1 litre of water?

Our preparation instructions are in line with the Department of Health and NHS Guidelines in terms of making up safe feeds.

The guidance advises you to boil 1 litre of fresh tap water. Then leave the water to cool for no more than 30 minutes, so that it remains at a temperature of at least 70C.

On average it will take a full kettle around 30 minutes to reduce down in temperature to 70 degrees. This is the ideal temperature to make up a feed, as any bacteria present will be killed and the powder will also mix effectively.

Can I store prepared baby and toddler milk in the fridge?

We cannot recommend storing pre-prepared bottles of milk in the fridge, as we follow the guidelines set down by the Department of health that feeds are made fresh on demand as per the guidelines on the pack, and used within 2 hours.

Once the powder has been added to the hot water, the feed will be suitable for use for 2 hours. After this time any leftover product will need to be discarded.

Baby or toddler milk stored in the fridge is susceptible to bacteria growth which could cause illness.

Can I freeze prepared baby or toddler milk?

As we have not tested the products safety or efficacy after freezing we can't recommend or advise doing this. This applies to both our ready-to-use and powdered formulations.

We would advise following the exact instructions on pack about preparation and storage.

When follow-on or toddler milk are an ingredient in a recipe, this meal may be frozen.

I have opened my EaZypack and there is no scoop. What can I do?

We are sorry that this has happened despite the care we take in our factory to ensure that all packs contain a scoop. We have an automated scoop dispenser and each pack is examined by a camera that will reject any EaZypack that doesn't contain a scoop. As a temporary measure, we can advise you that one scoop will be approximately equivalent to 2 x 5ml level teaspoons. Please contact us and we can arrange to send out a replacement scoop.

I have opened a bottle or carton of formula milk and the formula milk is spoilt/I have a carton of formula milk and the carton is swollen. How has this happened?

We take meticulous care in all our factories, production lines and warehouses but we have no control over the handling of our products once they leave our warehouses. A swollen carton or spoilt formula milk indicates that the packaging must have become damaged at some point, allowing the entry of air. As soon as the formula milk comes into contact with air, it will start to spoil. Please contact us and we can arrange for the return of the carton or bottle. We can then examine it to see if we can determine the nature of the damage.

I have made up my formula milk but it doesn't mix well. What should I do?

It is important that the formula milks are made up according to the instructions on the pack. We do check the mixing properties of all of our batches of formula milk powder before they are released for sale from our factory.

If you are making up the milk in line with the pack guidance and are still experiencing difficulties, please contact us for further advice. We may wish to arrange for the return of the pack so that we can carry out a thorough check in our laboratory.

Ingredients

Why are baby and toddler milks not vegetarian?

The presence of fish oils in some of our formulations prevents us from labelling them as vegetarian.

Also, rennet is used as a processing aid in our baby milks to separate whey and casein, which are then added into baby milks in the right amounts. As a processing aid, rennet is not an ingredient, and there should not be any rennet present in the final product. We source whey and lactose from a variety of suppliers some of which use vegetarian rennet while others use the traditional source

of rennet, which is sourced from Cow origin. Therefore we cannot guarantee that all the whey and lactose produced is from a vegetarian source.

Why are cereals not vegetarian?

The reason Aptamil cereals are not suitable for vegetarians is because the whey powder may have been produced using an animal enzyme called rennet. As a processing aid, rennet is not an ingredient, and there should not be any rennet present in the final product. However, we cannot guarantee that all the whey powder produced is from a vegetarian source.

Choice of baby and toddler Milks

How should I transition if I am changing milks?

It is always best to speak to your Healthcare Professional with regards to which product is best suited for your little one. They will be best at advising you on this.

It is your decision in how you choose to [transition to our new formulation](#). Some parents will choose to move straight over to the new formulation, however, some do prefer to move over gradually. Gradually moving to the new formulation allows little one's digestive system to adapt to the new product's compositional profile.