

# Cake Mix and Base Troubleshooting Guide

PROBLEM	PROBABLE CAUSE
Lack of volume	<ul style="list-style-type: none"> <li>• Batter too stiff</li> <li>• Batter too slack</li> <li>• Poor egg quality</li> <li>• Batter too warm</li> <li>• Not enough batter in pans</li> <li>• Oven too hot</li> <li>• Eggs too cold – should be at 60°F</li> <li>• Batter mixed improperly</li> </ul>
Falls during baking	<ul style="list-style-type: none"> <li>• Over creamed</li> <li>• Oven temperature too low</li> <li>• Bumping cakes during baking</li> </ul>
Cracking on top	<ul style="list-style-type: none"> <li>• Oven temperature too high</li> <li>• Batter too stiff</li> <li>• Overmixed</li> <li>• Too much bottom heat</li> <li>• Too much top heat</li> </ul>
Lack of crust color	<ul style="list-style-type: none"> <li>• Oven temperature too low</li> <li>• Underbaked</li> <li>• Not enough batter in pans</li> </ul>
Crust too thick	<ul style="list-style-type: none"> <li>• Baked too long at a low temperature</li> <li>• Oven temperature too high</li> <li>• Overbaked</li> <li>• Pan is extra deep</li> </ul>
Too tender	<ul style="list-style-type: none"> <li>• Batter mixed improperly</li> <li>• Not enough eggs</li> </ul>
Tough cakes	<ul style="list-style-type: none"> <li>• Excessive egg content</li> <li>• Overmixed</li> </ul>
Coarse grain	<ul style="list-style-type: none"> <li>• Cold oven</li> <li>• Batter mixed improperly</li> <li>• Use of warm ingredients</li> <li>• Batter too stiff</li> <li>• Creaming at high speed</li> <li>• Old batter</li> </ul>
Uneven holes or tunneling	<ul style="list-style-type: none"> <li>• Overmixed</li> <li>• Batter too stiff</li> <li>• Excessive egg content</li> <li>• Mixed at high speed</li> <li>• Batter mixed improperly</li> </ul>
Grain too tight	<ul style="list-style-type: none"> <li>• Excessive liquids</li> <li>• Batter too stiff</li> <li>• Batter too warm</li> </ul>
Poor keeping qualities	<ul style="list-style-type: none"> <li>• Overbaked</li> <li>• Lack of moisture</li> <li>• Oven temperature too low</li> <li>• Improperly cooled before wrapping</li> </ul>



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<b>PROBLEM (continued)</b>	<b>PROBABLE CAUSE (continued)</b>
Excessive shrinkage	<ul style="list-style-type: none"> <li>• Oven temperature too high</li> <li>• Not enough batter in pans</li> <li>• Overbaked</li> <li>• Pans greased too heavily</li> <li>• Too much moisture</li> <li>• Overmixed</li> <li>• Oven temperature too low</li> </ul>
Molds readily	<ul style="list-style-type: none"> <li>• Used tools contaminated with mold</li> <li>• Wrappers/boxes contaminated</li> <li>• Wrapped cakes too warm</li> <li>• Stored cakes in a warm, moist place</li> <li>• Exposed to dust</li> <li>• Cakes underbaked</li> <li>• Handled carelessly</li> </ul>
Off flavor	<ul style="list-style-type: none"> <li>• Pans are dirty</li> <li>• Off flavored eggs</li> <li>• Improper storage conditions</li> <li>• Box or wrapper with off odor</li> <li>• Pan grease with off odor or flavor</li> <li>• Batter mixed improperly</li> </ul>
Hollow spots on cake bottom	<ul style="list-style-type: none"> <li>• Batter too stiff</li> <li>• Excessive pan grease</li> <li>• Excessive egg content</li> <li>• Air under paper liner</li> <li>• Too much bottom heat</li> <li>• Moisture in pan</li> </ul>
Center peak on cake	<ul style="list-style-type: none"> <li>• Overmixed</li> <li>• Batter too stiff</li> <li>• Oven temperature too high</li> <li>• Excessive egg content</li> <li>• Not enough batter in pan</li> </ul>
Unevenly baked	<ul style="list-style-type: none"> <li>• Uneven heat in oven</li> <li>• Hot spots in oven</li> <li>• Batter mixed improperly</li> <li>• Too much bottom heat</li> <li>• Too much top heat</li> <li>• Uneven pans</li> <li>• Batter spread unevenly</li> <li>• Crooked oven shelf</li> <li>• Cakes too large and thick</li> </ul>
Poor texture	<ul style="list-style-type: none"> <li>• Batter too stiff</li> <li>• Cold oven</li> <li>• Batter mixed improperly</li> <li>• Eggs not thawed</li> <li>• Old batter</li> <li>• Overbaked</li> </ul>
Spots on crust	<ul style="list-style-type: none"> <li>• Batter mixed improperly</li> </ul>
Crust peels off	<ul style="list-style-type: none"> <li>• Cooled improperly</li> </ul>

Applicable to Dawn Baker's Request™ Cake Mixes and Dawn Deluxe Cake Bases



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