

Food Hotlines: Contact Information¹

Amy Simonne²

Table 1: Appliances/Equipment/Cookware

Company	Phone # & URL	Hotline	
		Hours (ET)	Days
Amana®	1-800-843-0304 http://www.amana.com	8:00am- 4:30pm	M-F
Braun®	1-800-272-8622 http://www.braun.de	8:30am- 7:00pm	M-F
Frigidaire®	1-614-792-2153 www.frigidaire.com	24hrs	7days
General Electric	1-800-626-2000 http://ge.com/en/product/home/appliance.htm	24hrs	7days
Kelvinator	1-800-323-7773 http://www.electroluxkelvinator.com/	24hrs	7days
Mirro Company	1-800-558-7797 (includes Foley)	8:00am- 4:30pm	M-F
Panasonic	1-800-211-7262 http://www.panasonic.com/	9:00am- 9:00pm	7days
Wearever	1-800-527-7727 http://www.wearever.com/htm/home.shtml	8:30am- 5:30pm	M-F
Tappan®	1-614-792-2153 http://www.frigidaire.com/tappan.asp	8:00am- 6:00pm	7days

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Table 1: Appliances/Equipment/Cookware (cont'd)

Company	Phone Number & URL	Hotline	
		Hours(ET)	Days
Weber-Stephen Products	1-800-446-1071 http://www.weber.com/	10:00am-6:00pm	M-F
Whirlpool Corp.	1-800-253-1301 http://www.whirlpool.com	24hrs	7days
White-Westinghouse®	1-614-792-2153 http://www.frigidaire.com/white_westinghouse.asp	8:00am-6:00pm	M-F
Hotpoint®	1-800-626-2000 http://www.hotpoint.com	24hrs	7days
KitchenAid®	1-800-541-6390 http://www.kitchenaid.com	24hrs	7days
Sears	www.sears.com	24hrs	7days

Table 2: Baby Food/Formula

Company	Phone Number & URL	Hotline	
		Hours (ET)	Days
Beech-Nut®	1-800-523-6633 http://beech-nut.com/	9:00am-8:00pm	M-F
Gerber	1-800-443-7237 http://www.gerber.com	24hrs	7days
H.J. Heinz Foods	1-800-USA-BABY http://www.heinzbaby.com	8:15am-4:30pm	M-F

Table 3: Beverages

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Coca-Cola Company	All Coca-Cola brands fact sheets	1-800-438-2653 http://www2.cocacola.com	8:30am-7pm	M-F
Coca-Cola Company	Minute Maid® brands Hi-C®, Barcardi® mixes, 4-Alive®, Bright and Early®	1-800-888-6488 http://www.minutemaids.com	8am-4pm	M-F
Coors Brewing Co.	Coors® brews, Zima® Keystone®, Killian's®	1-800-642-6116 http://www.coors.com/	9am-6pm	M-F
Kraft Foods	General Foods® International Coffees®	http://www.kraftfoods.com/gfic/index.jhtml	24hrs	7days
Kraft Foods	Gevalia®	http://www.gevalia.com/gevalia/index.jsp	24hrs	7days
Kraft Foods	Maxwell House®, Sanka®	http://web.kraftfoods.com/maxwellhouse/	24hrs	7days
Nestlé	Nescafé®, juices, ready-to-drink products, Nestea®, quick drink mixes, Carnation®	1-800-637-8539 http://www.nestle.com	8:30am-8pm 11am-3pm	M-F Sat.
Pepsi-Cola Company	Pepsi beverages, Slice and Mountain Dew	1-800-433-2652 http://www.pepsi.com/current/index.html	9:00am-6pm	M-F
Procter & Gamble	Folgers, Millstone, Sunny Delight	1-800-543-7276 http://www.pg.com/product_card/prod_card_food_bev.jhtml	9:00am-6pm	M-F
US Environmental Protection Agency (EPA)	Safe Drinking Water Hotline; drinking water regulations	1-800-426-4791 http://www.epa.gov/OW	9:00am-5:30pm	M-F
Windsor Vineyards	Wine and wine-making	1-800-862-4910	8:00am-5:00pm	M-F

Table 4: Convenience foods

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Campbell Soup Co.	Campbell's®, Swanson®, Franco-American® Prego®, V8®, Pace®,	1-800-257-8443 http://www.campbellsoup.com	9:00am-4:30pm	M-F
ConAgra Foods, Inc.	Healthy Choice®, Patio®, Armour®	1-800-722-1344 http://www.conagrafoods.com/	9:00am-4:00pm	M-F
Hormel Foods	Hormel®, Dinty Moore®, Spam®, Mary Kitchen®, Top Shelf® products	1-800-533-2000 http://www.hormel.com/home.asp	7:00am-4:00pm	M-F
Kraft Foods	Lunchables®	1-800-722-1421 http://www.kraftfoods.com/lunchables/	10:00am-6:00pm	M-F
Oscar Mayer®	Processed meats	1-800-222-2323 http://www.oscarmayer.com	10:00am-6:00pm	M-F
Pillsbury®	Jeno's®, Totino's® pizza,	1-800-767-4466 http://www.Pillsbury.com	9:00am-7:00pm	M-F

Table 5: Dairy

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Cumberland Packing Corp.	Butter Buds	1-800-231-1123 http://www.butterbuds.com	9:00am-5:00pm	M-F
General Mills	Yoplait® yogurts	1-800-967-5248 http://www.yoplaitusa.com/	8:30am-6:30pm	M-F
Kraft Foods	Cultured cheese products	1-800-323-0768 http://www.kraftfoods.com	9:00am-5:00pm	M-F
Land O' Lakes, Inc.	Land O Lakes® dairy products	1-800-328-4155 http://www.landolakes.com/	8:30am - 12:00pm	M-F

Table 6: Eggs

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
ConAgra Foods, Inc.	Egg Beaters®	1-800-932-7800 http://www.eggbeaters.com/	9am-7:30pm	M-F

Table 7: Fruits and Vegetables

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Bland Farms	Vidalia sweet onions	1-800-843-2542 http://www.Blandfarms.com	9:00am-10:00pm	M-Sat.
Dole Food Company	Dole® fruits, vegetables, juices, frozen fruit bars, sorbet	1-800-232-8800 http://www.Dole.com	8:00am-3:00pm	M-F
Grandma's Fruitcakes	Fruitcakes, confections, nuts	1-800-228-4030 http://www.kremaproducts.com/	8:00am-5:00pm	M-F
Harry and David®	Fruits, candies, gift baskets	1-800-345-5655 (Customer Service) 1-800-547-3033(Orders) (24hrs) http://www.harryanddavid.com/	6:00am-6:00pm	M-F
Brooks Tropicals, Inc.	Tropical fruits, vegetables	1-800-327-4833 http://www.brookstropicals.com	9:00am-6:00pm	M-F
Green Giant® (Pillsbury®)	Green Giant®, Le Sueur®	1-800-999-9996 http://www.greengiant.com	8:00am-6:00pm	M-F
Sunkist Growers, Inc.	Juices and fruits except limes	http://www.sunkist.com	8:30am-5:00pm	M-F

Table 8: Grain Products

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Chieftain Wild Rice Co.	Wild rice.blends, grains, pastas	1-800-262-6368 http://www.chieftainwildrice.com/	8:00am-5:00pm	M-F
General Mills, Inc	Betty Crocker®	1-800-328-6787 http://www.bettycrocker.com	9:30am-6:30pm	M-F
General Mills, Inc	General Mills cereals, Gold Medal® flour, Bisquick®	1-800-328-11144 http://www.generalmills.com/	8:30am-6:30pm	M-F
New Frontier Foods, LLC	Fruit & Vegetable tablets	1-949-718-2022 http://www.newfrontierfoods.com	24hrs	7days

Table 9: Meat and Poultry

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Best Kosher Foods	Best's Kosher®, Oscherwitz®, Shofar®, and Sinai Kosher meats	1-773-650-5900 http://www.bests-kosher.com/main.html	8:00am-5:00pm	M-F
Bob Evans Farm, Inc.	Sausage	1-800-272-PORK	8:00am-5:00pm	M-F
Eckrich	Meats, including smoked sausage and processed meats.	1-800-324-7424	9:30am-5:30pm	M-F
Empire Kosher	Kosher poultry	1-800-EMPIRE4	8am-4pm	M-F
Heavenly Ham™	Hams and turkeys	1-800-845-4267 http://www.heavenlyham.com	10:00am-5:00pm	M-F
Hillshire Farm and Kahn's	Hillshire Farm® and Kahn's meats.	1-800-543-4465 http://www.hillshirefarm.com	7:30am-5:00pm	M-F
Kroger	Meat preparation tips.	1-800-632-6900	9:00am-5:30pm	M-F
Omaha Steaks International	Beef, lamb, fish, and poultry	1-800-228-9872 http://www.omahasteaks.com	10am-10pm 10am-7pm Noon-7pm	M-F Sat. Sun.
Pork Information Bureau	Pork products	1-800-937-PORK	24hrs	7days
USDA Meat and Poultry Hotline	Questions relating to foodborne illness and reading food labels.	1-800-535-4555 http://www.usda.gov	10am-4pm	M-F

Table 10: Miscellaneous

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Alberto-Culver	Mrs. Dash, Molly McButter, Papa Dash	1-800-622-DASH	9:00am-5:00pm	M-F
American Home Foods	Pam cooking spray	1-800-PAM-4YOU	9:00am-5:00pm	M-F
Arm & Hammer®	Carpet deodorizer, cat litter, toothpaste, baking soda	1-800-524-1328 http://www.Armhammer.com	9:00am-5:00pm	M-F
S.C. Johnson & Son, Inc.	Cleaners, Saran® and Ziploc® storage products	1-800-428-4795 http://chj.scjbrands.com/	8:30am-4:30pm	M-F
Nabisco	Fleischmann's Yeast Baker's Hotline	1-800-777-4959 http://www.Breadworld.com	10am-8pm	M-F
Freida's®	Bath products	1-800-421-9477 http://www.freida.com	11:00am-8:00pm	M-F
Hershey's Foods Corp.	Pudding, Hershey's® hot fudge topping, Reese's® products	1-800-468-1714 http://www.hersheys.com	9:00am-4:00pm	M-F
McCormick® & Co.	Spices	1-800-632-5847 http://www.McCormick.com	9:30am-5:30pm	M-F
NutraSweet Co.	NutraSweet ®	http://www.nutrasweet.com/info/ocenter/index.asp	24hrs	7days
Merisant/Equal®	Equal®	http://www.equal.com	8am-5pm (central time)	M-F
Procter & Gamble	Pringles®	1-800-543-7276 http://www.pg.com	9:00am-6:00pm	M-F
J.M. Smucker's	Crisco®, Jif®, Smucker's jams, jellies, and preserves	http://www.smuckers.com/fc/brands/default.asp?	24hrs	7days
Cumberland Packing Corp.	Sweet'N Low	1-800-221-1763 http://www.sweetnlow.com	9:00am-5:00pm	M-F
Stadt Corp.	Sweet One sweetener	1-800-544-8610 http://www.sweetone.com	9:00am-5:30pm	M-F
Virginia Dare	Food flavoring (extracts)	1-800-847-4500	9:30am-4:30pm	M-F

Table 11. Nuts

Company	Phone Number & URL	Hotline	
		Hours (ET)	Days
Dole Food Co., Inc	1-800-232-8800 http://www.Dole.com	11:00am-8:30pm	M-F
Fiesta Nut Candy Corp.	1-800-645-3296 http://www.fiestanut.com	8:00am-6:00pm	M-F

Table 12: Preserving/Canning

Company	Products	Phone Number & URL	Hotline	
			Hours (ET)	Days
Kraft/ General Foods	Caro, Slimset, Sure Jell and Sure Jell light, & Ever Fresh	1-800-431-1001 http://www.kraftfoods.com	9:00am-4:00pm	M-F
Alltrista	Ball®, Kerr® lids, jars, pectin	1-800-428-8150 www.homecanning.com	7:30am-4:30pm	M-F
Dacus Food Group	Home canning products	1-800-647-8170	9:00am-8:00pm	M-F

Table 13: Seafood

Company	Phone Number	Hotline	
		Hours (ET)	Days
Gorton's Fish	1-800-222-6646	8:00am-5:30pm	M-F
Kroger Foods	1-800-632-6900	9:00am-5:30pm	M-F
Louis Kemp	1-800-422-1421 1-800-522-1421 (recipes only)	9:00am-6:00pm	M-F
Legal Seafood	1-800-EAT-FISH	9:00am-5:00pm	M-F

Table 14: Seasonal

Company	Phone Number	Hotline	
		Hours (ET)	Days
Butterball® Turkey Talk-Line	1-800-288-8372(English and Spanish) 1-800-782-9605(Hearing Impaired) http://www.conagrafoods.com/brands/index.jsp?lpsc=ok&null	November - December	7days
Land O' Lakes, Inc.	1-800-328-4155 http://www.landolakes.com/	10am-4:30pm 9:00am-4:30pm	M T-F
Reynolds Turkey Information Line	1-800-745-4000	24hrs	7days

Table 15: Other Hotlines

Company	Phone Number	Hotline	
		Hours (ET)	Days
American Association of Family and Consumer Sciences	1-800-424-8080	9:00am-5:30pm	M-F
American Dietetic Association	1-800-877-1600	9:00am-4:30pm	M-F
American Institute for Cancer Research	1-800-843-8114	9:00am-10pm 9:00am-5:00pm	M-Th F
Cancer Information Service (a program of the National Cancer Institute)	1-800-422-6237	9:00am-4:30pm	M-F
Consumer Product Safety Commission	1-800-638-2772	24hrs	7days
Pesticide Information Center at Oregon State University	1-800-858-PEST	9:30am-7:30pm	M-F

Disclaimer: Between consolidations within the food-related and household appliances industries, the centralization of brand Web sites, and the disappearance of some famous brand names, this list was as current as possible as of February 1, 2003.