

**County of Santa Clara**  
**Department of Environmental Health**  
**Consumer Protection Division**

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716  
 Phone (408) 918-3400 www.ehinfo.org



**OFFICIAL INSPECTION REPORT**

Facility FA0251843 - COLD STONE CREAMERY #86		Site Address 757 E EL CAMINO REAL, SUNNYVALE, CA 94087	Inspection Date 06/01/2026
Program PR0366110 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09		Owner Name COLD STONE CREAMERY LL	Inspection Time 11:00 - 11:50
Inspected By KATHY VO	Inspection Type LIMITED INSPECTION	Consent By KAI	

Placard Color & Score <b>RED</b> <b>N/A</b>
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**Comments and Observations**

**Major Violations**

K21 - 8 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

*Inspector Observations: Measured the maximum water temperature at the 3-compartment sink at 85F. [CA] An approved, adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility (or 100-108°F at handwash stations). [COS] PIC adjusted the water heater at the time of inspection. Remeasured the maximum water temperature at 120F.*

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

*Inspector Observations: 1. Observed Vermin: Documented in the following areas:*

*- Multiple live adult cockroaches in the floor sink underneath the ice cream counter and underneath the display freezer*

*- Numerous (10+) dead cockroaches in each of the three sticky traps underneath the ice cream counter*

*- Several dead cockroaches on the wall throughout the kitchen*

*2. Photographs: Taken for documentation purposes.*

*3. Supervisor Notified: Suzanne Lew.*

*4. Notification: The person in charge during inspection, Kai, has been informed that the facility must close immediately.*

*Per PIC, the last pest control services was received last month. Pest control reports are not available for review at the time of inspection.*

*[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.*

Follow-up By 06/02/2026
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**Minor Violations**

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

*Inspector Observations: Observed shelving, refrigeration handles and gaskets, and counter space is sticky and has accumulation of grime. [CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

*Inspector Observations: Observed use of domestic equipment (refrigeration units) in the facility. [CA] All utensils and equipment shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation).*

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

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**Inspector Observations:** Observed the drainpipe from the 3-compartment extends directly into the mop sink. [CA] Provide air gap between the drain pipes and floor sink that is at least twice the diameter of the inlet and no less than 1 inch.

**\*\*NOTE\*\*** The plumbing underneath the 3-compartment sink leads indirectly into the mop sink. The wastewater currently drains into a floor sink through a large hole in the piping before it reaches the head/end of the pipe at the mop sink. Observed wastewater is draining properly into the floor sink at the time of inspection, and does not reach to the mop sink. Specialist to follow up with the City to verify if this wastewater disposal and plumbing mechanism is approved for use.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

**Inspector Observations:** Observed gaps in the ceiling due to misaligned and broken ceiling panels throughout the facility. [CA] Seal all gaps in the facility. The facility shall be fully enclosed to prevent pest entrance and harborage.

## Performance-Based Inspection Questions

N/A

## Measured Observations

Item	Location	Measurement	Comments
ice cream	display freezer	13.00 Fahrenheit	
ice cream	1-door upright freezer	10.00 Fahrenheit	
ice cream	4-door upright freezer	10.00 Fahrenheit	
sanitizer (quaternary ammonia)	3-compartment sink	200.00 PPM	
water	3-compartment sink	84.00 Fahrenheit	
water	handwash sink	80.00 Fahrenheit	
ice cream	walk-in freezer	5.00 Fahrenheit	

## Overall Comments:

**On-site to conduct a change of ownership, structural review, and routine inspection. Due to major violations observed at the time of inspection, the change of ownership was not completed.**

**The facility is hereby CLOSED by this department due to evidence of vermin infestation (see violation K23). The facility is required to cease operations immediately and must remain closed until all corrective actions below are completed.**

### **Requirements Before Reopening:**

- 1. Complete and sign the provided re-opening checklist.**
- 2. Obtain pest control services and a copy of the latest pest control report from a licensed provider.**
- 3. Submit the re-opening checklist and latest pest control report to district specialist (kathy.vo@deh.sccgov.org) or DEH main line (dehweb@deh.sccgov.org or 408-918-3400). Upon review, district specialist will schedule the follow-up inspection.**

**NOTE: A period of 24 hours from this inspection shall pass before requesting a follow-up inspection. Pest control treatments may require a sufficient amount of contact time to be effective.**

**- A follow-up inspection to verify compliance of major violations will be conducted upon facility request. The first follow-up inspection is free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$298/hour (one hour minimum) during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 (minimum of two hours) during non-business hours, and upon inspector availability.**

**- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.**

**- A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.**

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## CLOSURE / PERMIT SUSPENSION NOTICE

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **6/15/2026**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

### Legend:

[CA]	Corrective Action
[COS]	Corrected on Site
[N]	Needs Improvement
[NA]	Not Applicable
[NO]	Not Observed
[PBI]	Performance-based Inspection
[PHF]	Potentially Hazardous Food
[PIC]	Person in Charge
[PPM]	Part per Million
[S]	Satisfactory
[SA]	Suitable Alternative
[TPHC]	Time as a Public Health Control



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**Received By:** Kai Tang  
Owner

**Signed On:** June 01, 2026