

SAFE SURFACE PRO

SSP (SSP) FREQUENTLY ASKED QUESTIONS

(revised: 6/18/2020)

1. Is there a pump dispenser included with each gallon of disinfectant?

REPLY: There is no pump dispenser included with the disinfectant. The disinfectant is in a 1-gallon bottle, which need to be diluted at a rate of 1-ounce of concentrate with 1-gallon of water.

2. Why would a customer want a gallon of concentrate that produces 128 gallons of disinfectant?

REPLY: The most obvious reason is that the use of high-grade disinfectant will multiply exponentially over the foreseeable future with everyone disinfecting everything, everywhere, all the time. Although 128 oz seems like a lot of disinfectant and can indeed produce 128 gallons of disinfectant, the fact is because of various other potential uses the dilution could be, for example, 2 oz. / 1-gallon of water used for disinfecting and deodorizing or 4.5oz. / 1-gallon water for canine parvovirus and rabies virus. Again, the need for everyone to take precautions is the way of life for the foreseeable future. Better to be prepared that not.

3. Is the disinfectant affected by hard water?

REPLY: The disinfectant is effective in 400 ppm hard water which is typical tap water. The disinfectant label states: "This disinfectant kills the following bacteria in 10 minutes at 1 oz. per gal. of 400 ppm hard water (660 ppm active) and 5% soil on hard, non-porous surfaces. . . ."

4. What is the effective shelf life of the disinfectant after dilution?

REPLY: The manufacturer recommends following the label directions. The disinfectant label states: "Prepare a fresh solution daily or when visibly dirty."

5. Does the disinfectant dry clear? If sprayed on glass will it spot?

REPLY: The disinfectant is formulated, labeled and clearly identified as having a neutral Ph; it will not leave any residue so it dries clear without any powdery or dulling effect to the surface. Like any liquid, the disinfectant can leave slight spotting on glass (like dried water droplets). After the 10-minute disinfectant contact/dwell time, wipe down the area with a dry clean cloth to remove spotting. Also, in our opinion, it's always a good idea to wipe off from food surfaces, like kitchen countertops, tabletops, etc. after the disinfectant's dwell time which is 10 minutes.

6. Should customers be concerned with overspray if the disinfectant gets on adjacent porous surfaces like carpet or cloth?

REPLY: No worries on overspray; our manufacturer's rep states that it won't damage any adjacent porous surface. It just won't disinfect them technically since they are porous.

7. Is the disinfectant safe for food surfaces? Safe to spray on food?

REPLY: Yes, it is safe for application to food surfaces. No, it is not safe to spray on food. Food needs to be stored or covered while disinfecting area.

8. What type of businesses is this disinfectant not good for?

REPLY: It is ideal for businesses, medical, commercial, industrial, institutional, transportation, schools, government, events, parks, marinas, and residential use. ***Anyone concerned with protecting their patients, customers, employees, friends and family will want this industrial strength, high grade disinfectant.***

9. Can the disinfectant be used with a fogger type of sprayer?

REPLY: This disinfectant is for hard, non-porous surfaces so it would not be used on fabric like cloth seating or carpets. It can be applied to hard non-porous surfaces like seatback tables, arm rests, door handles, etc. Fogging application is better for small rooms, rental cars, areas with cloth. According to the product label, the disinfectant can be applied with an auto scrubber floor machine, mechanical spray device, hand pump trigger spray device, or coarse trigger spray. It cannot be used with a fogger or electrostatic spray equipment because these will change the electrical charge of the solution and limit its effectiveness.

10. There are other germicidal disinfectants that contain the virus killing ingredient, quaternary ammonium compounds (Quat). How is our manufacturer different?

REPLY: That is correct, there are a lot of disinfectants on the market that use Quat. So Quat isn't a secret however there is an extreme shortage of Quat. There are very few manufacturers of the raw material Quat and with the explosion of demand for disinfectant, the Quat ingredient is in very short supply. The vast majority of disinfectant manufacturers cannot get Quat. That is not an issue for our manufacturer. They have an abundant supply of this key source material and can acquire as much as they need.

Also, it is common with other disinfectants to leave a 'greasy film' on the surface after application but our manufacturer's disinfectant is a neutral cleaner and leaves no film or residue behind. This is a HUGE differentiator and is a distinct differentiator for this disinfectant. Most people familiar with using disinfectants will know what you mean when referencing a "greasy film".

11. How do quaternary disinfectants actually work?

REPLY: Quat-based disinfectants carry a positive charge. Bacteria, viruses and fungi carry a negative charge. When a bacteria-laden surface is sprayed or mopped with a disinfectant, the charge distribution of the bacteria cell changes from negative to positive. Quaternary ammonium compounds work against viruses by stripping them of their lipid envelope, leaving them unable to penetrate cells. This results in the disruption of the bacteria cell wall and eventual death to the microbe.

12. Is this a medical grade disinfectant?

REPLY: Yes, our manufacturer's disinfectant is a medical grade disinfectant. It's highlighted on the front of the disinfectant label "For hospitals, nursing homes" among other things. It meets OSHA Bloodborne Pathogen Standard. On the back

of the label "health care settings" has its own paragraph stating areas where it may be used.

13. Is this high-grade or industrial grade and what is the difference?

REPLY: The disinfectant is a high grade/industrial grade disinfectant. "High Grade" meaning it meets the highest of credentials and effectiveness. "Industrial Grade" also means "industrial strength" for hospitals, nursing homes, food establishments, commercial, institutional, and industrial sites.

14. Are there any restrictions on the types of bottles that customers can use for diluting the disinfectant into their own spray bottles; like, specific plastic bottles or glass? Does the chemical react with certain types of plastic?

REPLY: Plastic and glass containers can be used for the diluted disinfectant and must be clean.

15. Does the disinfectant smell after mixing the solution with water?

REPLY: The disinfectant has a pleasant herbal aroma.

16. Can the disinfectant be sprayed and wiped? If you mixed it a little stronger do you still have to wait 10 minutes before wiping? How about floor care, still 10 minutes wait time before mopping after spraying the surface?

REPLY: The manufacturer states that it can be sprayed and wiped, HOWEVER, If you want to be sure all known viruses and bacteria are killed then, yes, you have to wait 10 minutes dwell time per the directions on the label. Mixing the disinfectant stronger does not decrease the dwell time. This applies to floor care as well. With disinfectants safety is always a priority so please follow the directions on the label.

17. Can the disinfectant be applied with a cloth mop or cloth applicator? Some quat-based cleaning disinfectants state that a microfiber applicator must be used.

REPLY: The manufacturer's disinfectant label states that disinfectant should be applied *"with a sponge, brush, cloth, mop, by immersion, auto scrubber, mechanical spray device, hand pump trigger spray device, or coarse trigger spray device."*

18. What is the difference between disinfecting and sanitizing?

REPLY: The manufacturer states that "Disinfection is the removal or destruction of pathogens from inanimate objects. Non-pathogenic environmental organisms (coliforms) may not be completely eliminated through disinfection. Sanitization is the cleansing of inanimate objects to reduce the microbial count to a safe level."

19. If a floor is protected with an acrylic floor finish can it be cleaned with the quat-based disinfectant?

REPLY: Yes. The disinfectant is formulated with a neutral pH. The manufacturer only recommends using neutral pH disinfectants to clean finished floors.

20. Can the disinfectant be used to treat concrete floors?

REPLY: Concrete is a porous surface but the manufacturer states that most concrete floors are finished or sealed. So, as long as the concrete is finished or sealed, the disinfectant may be used effectively.

21. How safe is it to use the disinfectant on electronic equipment?

REPLY: The manufacturer states the disinfectant is effective on any hard, non-porous surface but since it cannot inspect or examine the electronic equipment, they are not in a position to comment on the safety of application. The owner of the electronic equipment would be responsible for understanding whether it should come in contact with the disinfectant solution. The Safety Data Sheet is available so customers may understand the properties of the disinfectant.

22. For customers who dilute the concentrated disinfectant into their own containers for use, will the manufacturing company supply disinfectant labels?

REPLY: When a customer purchases a gallon of concentrate and breaks it down to diluted disinfectant, it would be prudent for them to label the new container with disinfectant directions and handling precautions. We are working on this with the manufacturer to determine how these labels will be provided.

23. Will the manufacturing company provide funnels for customers to dilute the concentrated disinfectant or does the disinfectant come with a measuring cup?

REPLY: There isn't a funnel or any measuring device with the disinfectant. The pouring of an exact 1 ounce is not always necessary according to the manufacturer's representative. In fact, on the label, it states for deodorizing use 2 ounces with 1-gallon of water. Commercial users are generally accustomed to measuring protocols.

24. The label says to pre-clean heavily soiled surfaces before applying a disinfectant. Is there a reason for this?

REPLY: Yes. Since a disinfectant doesn't know the difference between greasy soil and bacteria, it is best to pre-clean heavy soil first. This way there is more active disinfectant (quat) to attack germs instead of attacking dirt.

25. Is the disinfectant inactivated by inorganic matter?

REPLY: Dirt/soil (inorganic matter) will affect the performance of the disinfectant. Pre-cleaning the area to remove soil is advised. The disinfectant label states: "*Pre-clean heavily soiled areas.*"

26. Is it a skin, eye, or respiratory irritant? Is it corrosive? Is it toxic (by skin absorption, ingestion, or inhalation)?

REPLY: Yes, like most chemical cleansers, name brand household cleaners included, it should be handled with appropriate care according to the disinfectants labeling. The pH is neutral but quaternary ammonium compounds are corrosive to eye tissue. Refer to section 2 of the safety data sheet for precautions/cautions.

27. Bleach is very effective at killing most bacteria and viruses. What are the drawbacks of using bleach versus our manufacturer's germicidal disinfectant as a sanitizer?

REPLY: as follows.

Corrosive – this goes for human skin and metals. With bleach contact time with metals should be minimized – long-term use will lead to premature wear of equipment and utensils.

Volatile – bleach doesn't stay effective in diluted form as long as quats do since it's volatile and evaporates easily. Therefore, employees need to change sanitizer solution more often than they would need to with quats.

Shelf Stability – bleach has a half-life (time it takes for 5.25% bleach solution to end up at 2.63% active) of about six months, assuming it is stored under ideal conditions (dark room, 70 degrees Fahrenheit, unopened bottle). Once opened, its shelf life/half-life drops dramatically. If proper inventory control and stock rotation isn't administered, a bleach disinfectant may not be efficacious at the recommended dilution rate.

Poor Soil Tolerance – bleach is quickly inactivated by organic soils. If the wash and rinse stages during cleaning leave large amounts of soil residue, it will greatly reduce the sanitizing capacity of bleach.

Poor Hard Water Tolerance – water used to dilute bleach should be soft. If not, the metal ions in water will slowly inactivate the bleach the same way organic soil does.

Reactive – bleach should NOT come in contact with other chemicals. Deadly gases can form when it is mixed with amine/ammonia-containing compounds and acids.

Offensive Odor – some people are sensitive to the chlorine smell of bleach

28. What are the physical properties of disinfectants, including Quats, Chlorine, Iodine and Phenolics?

REPLY: The chart below best illustrates the physical properties of various disinfectants:

PROPERTIES	Quats	Chlorine	Iodine	Phenol
Unpleasant Odor	No	Yes	Yes	Yes
Skin Irritant at Use Dilution	No	Yes	Yes	Yes
Cleaning Ability	Good	Good	Fair	Poor
Organic Soil Tolerance	Good	Poor	Poor	Poor
Hard Water Tolerance	Good	Poor	Good	Good
Stability / Shelf Life	V.Good	V.Poor	Good	Good
Toxicity	Moderate	High	Moderate	High

29. Does the manufacturer's disinfectant have any unusual care or handling precautions?

REPLY: Precautionary Health Statements are found on the label of the most common household disinfectant that everyone is familiar with. These are no different than this germicidal disinfectant label. All EPA registered disinfectants have the same warnings. As an example, ***compare the labels of Lysol and Clorox with our manufacturer's disinfectant, see below:***

LYSOL LABEL - PRECAUTIONARY STATEMENT:

KEEP OUT OF REACH OF CHILDREN

Hazards to Humans and Domestic Animals

WARNING: Causes substantial but temporary eye injury. Harmful if absorbed through skin. Do not get in eyes or on clothing. Avoid contact with skin. Wear protective eyewear (goggles, face shield, safety glasses). Wash thoroughly with soap and water after handling. Remove and wash contaminated clothing before reuse. If on skin or clothing, take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. If ingested, call a Poison Control Center or doctor for treatment advice.

CLOROX LABEL - PRECAUTIONARY STATEMENT:

Hazards to Humans and Domestic Animals

DANGER: CORROSIVE. Causes irreversible eye damage and skin burns. Harmful if swallowed. Do not get in eyes, on skin or on clothing. Wear protective eyewear and rubber gloves when handling this product. Wash thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the restroom. Avoid breathing vapors and use only in a well-ventilated area. Remove and wash contaminated clothing before reuse.

OUR MANUFACTURER'S LABEL – PRECAUTIONARY STATEMENT:

HAZARDS TO HUMANS AND DOMESTIC ANIMALS

DANGER. Corrosive. Causes irreversible eye damage and skin burns. Harmful if swallowed or absorbed through the skin. Do not get in eyes, on skin, or on clothing. Wear goggles or face shield and chemical resistant gloves and protective clothing when handling. Wash thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the toilet. Remove contaminated clothing and wash clothing before reuse.

DIRECTIONS FOR USE. It is a violation of Federal law to use this product in a manner inconsistent with its labeling. Rinse hard, non-porous food contact surfaces with potable water after application of product. Before using this product, food products and packaging materials must be removed from the room or carefully protected. This product is not for use on medical device surfaces.

FOR USE AS A GENERAL, HOSPITAL DISINFECTANT, FUNGICIDE, VIRUCIDE*, CLEANER:

1. Pre-clean heavily soiled areas.
2. Apply use solution of 1 oz. of this product per gal. of water (or equivalent use dilution) to disinfect hard, non-porous surfaces with a sponge, brush, cloth, mop, by immersion, auto scrubber, mechanical spray device, hand pump trigger spray device, coarse trigger spray device. For spray applications, spray 6-8 inches from surface. Do not breathe spray.
3. Treated surfaces must remain wet for 10 minutes.
4. Allow to air dry.

30. Is it a skin, eye, or respiratory irritant? Is it corrosive? Is it toxic (by skin absorption, ingestion, or inhalation)?

REPLY: Yes, like most chemical cleansers, name brand household cleaners included, it should be handled with appropriate care according to the disinfectants labeling. The pH is neutral but quaternary ammonium compounds are corrosive to eye tissue. Refer to section 2 of the safety data sheet for precautions/cautions.

31. Is the disinfectant okay to use without gloves once it is diluted?

REPLY: No; care must be taken according to the disinfectant label directions. Every chemical-based cleaning agent is required by the EPA to post directions and precautions on the disinfectant label. Even popular household cleaners are chemical-based and must have these warnings. As an example, compare the disinfectant labels for Clorox, Lysol, common laundry bleach, and our manufacturer's disinfectant below. You will see the precautions are the same for a household cleaner and for an industrial-strength, high-grade disinfectant. However, the manufacturer's representative tells us that once the disinfectant is diluted, the risk is extremely minimized as with most all disinfectants including examples listed below. However, again everyone should follow the posted directions on the disinfectant label.

CLOROX PRODUCT LABEL: DANGER: CORROSIVE. Causes irreversible eye damage and skin burns. Harmful if swallowed. Do not get in eyes, on skin or on clothing. Wear protective eyewear and rubber gloves when handling this product. Wash thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the restroom. Avoid breathing vapors and use only in a well-ventilated area. Remove and wash contaminated clothing before reuse.

LYSOL PRODUCT LABEL: WARNING: Causes substantial but temporary eye injury. Harmful if absorbed through skin. Do not get in eyes or on clothing. Avoid contact with skin. Wear protective eyewear (goggles, face shield, safety glasses). Wash thoroughly with soap and water after handling. Remove and wash contaminated clothing before reuse. If on skin or clothing, take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. If ingested, call a Poison Control Center or doctor for treatment advice.

LAUNDRY BLEACH PRODUCT LABEL: EPA Label Statements This chemical is a pesticide product registered by the Environmental Protection Agency and is subject to certain labeling requirements under federal pesticide law. CAUTION: Liquid causes moderate eye irritation. Do not get in eyes or on clothing. Avoid contact with clothing. Wear protective eyewear. Wash thoroughly with soap and

*water after handling and before eating, drinking, chewing gum, using tobacco or using the toilet. **For sensitive skin or prolonged use, wear gloves.***

OUR MANUFACTURER'S DISINFECTANT LABEL: DANGER. Corrosive. Causes irreversible eye damage and skin burns. Harmful if swallowed or absorbed through the skin. Do not get in eyes, on skin, or on clothing. Wear goggles or face shield and chemical resistant gloves and protective clothing when handling. Wash thoroughly with soap and water after handling and before eating, drinking, chewing gum, using tobacco or using the toilet. Remove contaminated clothing and wash clothing before reuse.

32. How will customers know when to reorder? Is an auto-ship order available to customers?

REPLY: Once customers begin a regular routine of disinfecting, they will be able to monitor the amount of concentrate being used. This will enable them to forecast how much concentrate remains and the point at which they must replenish their supply. Representatives should stay in touch with each customer to monitor their usage and facilitate any reorder assistance. Customers will reorder themselves by following the same procedure as their initial order. The representative may facilitate placing the customer's reorder. Once the disinfectant ships, a tracking number for either UPS or freight delivery is available to the customer to give them a precise delivery date. Should a customer wish to be on an auto-ship program, where "x" cases are automatically shipped out on a certain day each month, we can set that up.

33. What about bulk/volume pricing discounts for customers?

REPLY: See volume discount chart below. Please note, price includes shipping within the U.S.

VOLUME DISCOUNTS	Case Price
01 - 9 Cases	\$199
10 - 25 Cases	\$185
26+ Cases	\$175

34. Is the disinfectant available in 55-gallon drums? If so, what is the customer pricing?

BULK PRICING – 55 GALLON DRUM: \$2,500 per drum U.S. shipping included

1 gallon concentrate = 128 gallons finished high grade germicidal cleanser

55 gallons concentrate = 7,040 gallons finished high grade germicidal cleanser

7,040 gallons disinfectant/\$2,500 = \$.35 per gallon high grade germicidal cleaner

35. How long does the disinfectant stay effective on the surface without cleaning/disinfecting again?

REPLY: This will be different for every area and surface depending on use and people traffic. The California Department of Health has published guidelines for restaurants and retail businesses stating that disinfecting protocols are after every customer and transaction. The FDA, CDC and OSHA [Guidelines for Maintaining Healthy Environments](#) state that these actions should be taken, as follows:

- Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and more frequent cleaning and disinfection of shared objects (e.g. registers) and surfaces, as well as high transit areas, such as payment devices, pickup areas, restrooms, common areas, using Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19.
- Clean and disinfect frequently touched surfaces within the environment at least daily or between uses as much as possible—for example, door handles, sink handles, drinking fountains, grab bars, hand railings, and cash registers.
- Clean and disinfect shared objects between uses—for example, payment terminals, tables, countertops, bars, and condiment holders.

So, prudence and health safety requirements dictate that disinfecting should be done daily at a minimum or continuously after any potential exposures.

36. Can a representative provide samples of the product to prospective customers?

REPLY: Representatives are restricted from mixing the concentrate into a diluted solution. So, providing samples is not a practice that we condone. Moreover, there is little purpose to providing a sample because the effect of the disinfectant is not visible or apparent upon application. Prospective customers should understand that the disinfectant is registered with the EPA as effective against the human coronavirus and, by definition, works as described.