



A More Complete Clean

# FREQUENTLY ASKED QUESTIONS

## SET<sub>2</sub>CLEAN

### Q. IS THIS SYSTEM GREEN CERTIFIED (ECOLOGO)?

A. A majority of our products in 2.8 L formats are UL Ecologo certified with the exception of EP66 and Sani Stuff. These 2 products are exempt from UL Ecologo certifications.

### Q. WHAT IS THE FLOW RATE FOR HIGH AND LOW?

A. Low flow is 1 gpm and high flow is 2 gpm for the Jan San bottle. Food service models are 2.5 gpm.

### Q. EP67 IS ONLY AVAILABLE IN 1:32 OR 1:38 AND NOT 1:10. WHY IS THAT?

A. We were trying to keep the dilutions the same (close) on both high and low flow. We decide on 1:32 as it is a great all-round cleaner at 1:32 that could be further diluted (manually if needed) and we did not want to have multiple sku's of the same product in the format. The availability of our RTU EP67 (2097210001) also lessened the need for a richer dilution in the S<sub>2</sub>C format.

### Q. WHAT ELSE DO I NEED TO GET UP AND RUNNING ON THIS PROGRAM?

A. An accessory hose kit. Jan San is code 0000025026 and Food Service is 0000025027.

### Q. WHAT IS THE DIFFERENCE BETWEEN YOUR ACCESSORY KITS?

A. The Jan San kit comes with a 10' water supply hose and the Food Service kit has a 5' water supply hose.

### Q. THE WATER SUPPLY IS OFTEN DIFFERENT IN A KITCHEN. DO YOU HAVE THE FAUCET ADAPTERS IN YOUR KIT?

A. No, this is a field supplied part, however, we do have a reference chart on some notable hardware suppliers with codes where this part can be purchased. This reference table can be found on each food service S<sub>2</sub>C product page on our website or at the end of this video: How to Use Set<sub>2</sub>Clean (FoodService) Products.

### Q. ONE OF THE PRODUCTS, EP50 DISINFECTANT CLEANER IS 1:12 LOW FLOW AND 1:127 HIGH FLOW. WHY IS THAT?

A. Our Drug Identification Number (DIN) was issued for 1:12 as a broad-spectrum disinfectant and for HIV, 1:127 was the dilution. We kept the same format for this chemical as we have already done with our Avmixx system for EP50 Disinfectant cleaner.

### Q. DO YOU HAVE INSTRUCTIONS ON HOW TO USE YOUR NEW SYSTEM?

A. Actually, there are video's on YouTube for both Jan San and Food Service versions. You can find them here:

- How to Use Set<sub>2</sub>Clean (JANSAN) Products: <https://youtu.be/tDXtlWaJhyU>
- How to Use Set<sub>2</sub>Clean (FoodService) Products: <https://youtu.be/nFALag6rWho>

### Q. DO YOU HAVE ANY SALES SUPPORT LIKE A FLYER FOR THIS NEW SYSTEM?

A. Yes you can find them on our website or find them here:

English: [https://www.avmor.com/wp-content/uploads/2018/11/5014\\_02\\_set2clean\\_flyer\\_en.pdf](https://www.avmor.com/wp-content/uploads/2018/11/5014_02_set2clean_flyer_en.pdf)  
French: [https://www.avmor.com/wp-content/uploads/2019/01/5014\\_02\\_set2clean\\_flyer\\_fr.pdf](https://www.avmor.com/wp-content/uploads/2019/01/5014_02_set2clean_flyer_fr.pdf)

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