

FAQs

1. How do I know if the dispenser is producing Stabilized Aqueous Ozone (SAO) or just water?

The dispenser will shut down and give an error if SAO is not being produced. Also, Tersano has built-in sensors to monitor proper levels created.

2. How do I check the efficacy of the solution?

Stabilized Aqueous Ozone generated by our Lotus® PRO device has been tested by Third Party Laboratories as per Green Seal Standards GS37 and GS53. Test strips are available for purchase to verify the dispenser is producing SAO.

3. Where do I use SAO?

Applications include carpets, stone, marble, ceramic, glass, mirrors, bathrooms, stainless steel & chrome, TV monitors, computer screens, appliances, white boards, hardwood and vinyl. SAO is an approved sanitizer that also deodorizes and works well at removing salt residue in the winter.

4. What is PROscrub? Where do I use it?

PROscrub is Tersano's deep cleaner and degreaser lifting years of built-up chemical residues, dirt, grime and grease in just seconds. It is an excellent complement to a daily SAO cleaning regiment.

5. What does the SAO/PROscrub NOT replace?

The SAO replaces sanitizers and deodorizers as well as neutral, stainless steel, carpet cleaners, all-purpose and glass cleaners. It **DOES NOT** replace your current hospital-grade disinfectant.

6. Can chemicals be used with the water to enhance the ability of cleaning?

It is not recommended that any chemical be used with the SAO solution. Chemicals will negate the ozone in the water.

7. Do I need to wear PPE's when cleaning with SAO?

The Safety Data Sheet (SDS) of SAO is 0-0-0-A. The use of protective gear should be worn at your discretion, according to the organic matter or pathogens you are coming into contact with.

8. What if SAO is ingested?

SAO is intended to fill mop buckets, auto-scrubbers, carpet extractors and spray bottles for the purpose of cleaning, removing stains, deodorizing and killing germs. The solution is not intended for consumption, but it will not harm someone if they accidentally drink it.

9. Will the SAO solution remove wax from floor?

SAO will not remove wax from a floor surface. Many current customers report that floor finishes last longer. Third party testing also exists for improved gloss and slip-and-fall levels.

10. Can the solution remove mold?

The Stabilized Aqueous Ozone kills mold. In order to remove dead spores, areas must then be scrubbed.

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11. What temperature of water must I use with the lotus® PRO?

Cold water only.

12. What if there is no solution dispensing?

The first things to check are:

- ensure the flow jet is clean,
- ensure the water source is turned on, and
- ensure the power is connected to the unit.

If all of the above are confirmed then ensure the hose connectors on the stabilizer are installed properly and locked in place.

13. Must I shut off the cold water supply after every use?

Yes, the manufacturer recommends the cold water supply be in the **OFF** position when not in use and that the cold water tap is turned off as well.

14. What can happen if dispensing hose gets kinked?

DO NOT BLOCK or reduce the flow from the **SAO OUT** hose with any type of shut-off device or nozzle – this may damage the unit and will void the warranty.

15. The Replace Cartridge light is flashing amber.

This indicates there are approximately 200 litres of solution left on the cartridge. Ensure you have a new Tersano SAO cartridge in inventory.

16. The Replace Cartridge light is illuminated solid amber/yellow, unit beeping and will not dispense.

The cartridge and blue desiccant filter must be replaced. Follow the instructions to change cartridge on the User Guide. Ensure the blue desiccant filter is inserted into the High Capacity Unit Housing and snapped into place. When it is in place you will hear it click into position and if you pull on the filter it will not remove from the housing.

17. I changed the SAO cartridge and the blue desiccant, but the “Replace Cartridge” light is still illuminated solid amber (yellow). Unit is beeping and SAO will not dispense ?

Ensure that the replacement blue desiccant filter matches the SAO cartridge (they will have identical serial numbers). Insert blue filter into dispenser until you hear a ‘click’. Ensure that cartridge connectors are properly inserted.

18. The SAO does not smell like regular cleaners.

Clean does not smell. The smell of lemon, pine, etc. in traditional cleaning chemicals indicates the presence of harmful chemical additives that can cause irritation.

19. Why does the glass/surfaces have streaks?

It is likely that someone is alternating chemicals with SAO in your cleaning regiment. SAO will attack the layers of chemicals until it reaches the natural surface. To achieve optimal results, SAO should be used exclusively.

20. Do I have to purchase new spray bottles?

Replacement of existing cleaning supplies are not necessary. Rinsing existing supplies thoroughly with SAO will be sufficient. Tersano SDS labels are available for the spray bottles.