

## Webinar #3 - Questions and Answers The differences between the new Sterizen® Products.

29th April 2020

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**Question 1: Can you please confirm where the hand towel dispenser is on the Z1 & the Z2?**

On the Z1 – just above the tap/faucet – it is in the top panel, next to the automatic soap dispenser.  
On the Z2 – Below the water dispense point – the towel is taken just above the waste paper bin.

**Question 2: From a PDI point of view what testing is involved with this machine?**

Nothing need be done from a Pre-Delivery Inspection (PDI) point of view – each machine will be fully tested on our production line, and will arrive with paper towels and full soap dispenser. It is always recommended to check every machine over before delivery as damage in transit is always a possibility.

**Question 3: I assume dimensions of all products are on website?**

Indeed yes – the dimensions for both Z1 & Z2 can be found [here \(Z1\)](#), and [here \(Z2\)](#).

**Question 4: How big are the tanks?**

The manual fill clean water tank is 10litres, the wastewater tank (all models) is 10litres, and the waste paper bin is 50litres capacity.

**Question 5: Will either Z1 or Z2 auto dispense the sanitiser?**

Yes – both models are auto dispensing on the Soap and the Water – this is using an infra-red system.

**Question 6: With both handwash stations on mains fed is there a limit of handwashing i.e for busy environments. Also does it give continuous warm water?**

No there is not limit – every time you put your hands under the sensor, it will auto-dispense another 200ml shot of clean water. The water heater is an in-line instant heat system which will continuously heat the water as it comes through.

For speed of customer movement, for busy areas we would recommend more than one unit is used. They are portable – so they can be moved about easily.

**Question 7: I assume there is no need for a filter on the Z1 or Z2?**

No – no filter required – this is NOT a drinking fountain, so the water is not for human consumption. There is no stored water, so you will not be able to get a build-up of bacteria internally either.

**Question 8: Is 200 ml enough for washing and rinsing hands?**

Yes – it is – depending on the user. But if more water is required, then just move your hands to one side, put them back under the sensor and this will activate another 200ml shot of clean water.

**Question 9: Are there any water filters or processing in there or it is straight up water coming in is the same water coming out?**

That is correct – Water in = Water out. If you want to, you can put a filter on the water feed – but as this is normal tap water for hand-washing, this is not needed. There is not stored water in the unit, so there is no chance of any bacteria build-up inside the unit.

**Question 10: Is the soap dispensers bulk fill or cartridge?**

The unit is currently a bulk fill soap container, this is a 900ml capacity, and the soap dispense is 1,5ml per automatic dispense.

**Question 11: Are you looking to produce an auto dispenser for the Sterizen® Alcohol Hand Sanitiser spray for areas such as reception areas?**

No – not at the moment, but this suggestion will be passed back to our R&D team for consideration (Thank you).

**Question 12: Do you have a demonstration model available should a qualified end user client need to trial one?**

No we don't have a travelling demo unit – these are only due off production in about 4 weeks' time. Please speak to your account manager to discuss your specific requirements here.

**Question 13: How many pair of hands can be washed with one fill of the soap?**

900ml of soap, using 1,5ml per dispense will give 600 dispenses of soap. (as long as each user only uses 1 shot of soap).

**Question 14: Is there a minimum pressure requirement for the mains fed?**

As with all Sterizen® and Borg & Overström dispensers, we recommend a minimum of 1,5Bar, and then the use of a Pressure Reducing Valve set at maximum 3,5Bar on the top end.

**Question 15: On the manual fill option is there an alarm when the waste tank is filled?**

No – the alarmed waste tank is not standard, but is available as an option. For the manual fill system, this would not be required, as you will be filling up with 10litres of clean water, and removing the 10litres of waster water at the same time. Refer to Question 4.

**Question 16: When can deliveries to the continent start?**

All deliveries will commence week beginning 25th May – dispatches will be prioritized according to the order dates – so please order as early as possible to minimise this delay.

**Question 17: Are there tech specs available?**

Technical Specification is available on the website at [www.Sterizen.com](http://www.Sterizen.com) = and then look under the specific product that you are searching for.

**Question 18: Is Sterizen® a proven viricidal product?**

Yes the Sterizen® range is viricidal – we are waiting for the final test certificates to come through, as of course testing against a virus takes time to complete – these results will be available once completed.

**Question 19: Will Borg be providing these just to distributors or sell directly to end users?**

No we will not supply end-users. In accordance with our company mission, Borg & Overström is set on Helping Our Partners To Achieve More – this means that we stick to our status of Trade-Only Manufacturer.

Sterizen.com is a trade and retail web-site, but end-users will find that the cost of goods through distributors is lower than buying direct.

If you have a particularly large end-user that you are talking to...please relay this information to your account manager. This will allow us to register that end-user company against your name, and if they do come direct, we know who to re-route them through for ongoing ordering and support.

**Question 20: [Jason](#), could you clarify the usage of Sterizen® Surface Spray on hands. Is this acceptable or not?**

Definitely not recommended for use on hands. This is a surface spray, and a totally different formulation to the Alcohol Hand Sanitiser Spray. The Surface Spray is an Ammonia based product (Quats) and as such is food-safe, but will cause skin irritation. This is why we supply disposable gloves with this item.

**Question 21: Is it one pack or 2 packs of gloves that are included in the sanitising kit for drivers?**

The drivers kit come with 2 packs of disposable gloves (200 pieces total)

**Question 22: With the placing and removal of the Touchpanel Protectors, please see last weeks webinar, which can be found here:**

Webinar#2 from minute 40

<https://www.borgandoverstrom.com/en/distributor-resources/c/webinars/>

**Question 23: Do the gloves come in different sizes?**

No – they are a universal size.

**Question 24: Can you Purchase spares outside the pre-made kits? I.E the control panel covers?**

Yes indeed – all of our components are available with their own stock code – please speak to your account manager for an specific codes that you cannot find on the website. Go to Borgandoverstrom.com; and just use the 'Search' button in the top Right-Hand side of the home-page.

**Question 25: Can you provide a definitive date when you will have a video demo for the Hand Wash stations?**

We have 2 videos coming soon.

The Instruction Video showing the Hand-Wash Stations in operation – this should be available for dissemination by the 8th May

The Hand-Washing instruction video, which will be used on the LED screens on the Hand-Wash Stations – this will be available in 2-3 weeks.

**Question 26: Does the Sterizen® product have suitable viricidal properties (nanoparticle)?**

Yes – as per question 17 above – this product operates by breaking down the particles of the virus, which is why it is so effective against COVID-19 and other viruses – we are waiting for the confirmations of these proofs to come through to us and they will be published in due course.

**Question 27: Please could you distinguish the difference between the Hand Sanitiser Spray and Hand Sanitiser Spray "Own Label"?**

The standard product uses the Sterizen® branding, while the 'Own Label' product can be labelled up with yours, or your customers branding on it – making it more of a personalised product. Minimum order quantities apply, and there would be an extended delivery lead-time to allow for the printing of bespoke labels.

Please speak to your account manager to confirm the quantities that you will be requiring, as a one-off and also ongoing.

**Question 28: Are any marketing images available for use in web page development?**

Marketing images, and Social Media Tiles are available for all products – please speak to your account manager for this information. This file is only available to registered trade dealers.

**Question 29: And for social media?**

As per question 27 above – the tiles are specifically made to suit the type of Social Marketing you are using – so there are repeat tiles made-to-size for LinkedIn, Twitter, Facebook etc...

**Question 30: Website only seems to show you can buy 1 x 12 of spray at a time, with contact phone number. Will this encourage end users to call to get discounted price?**

No, it won't – while Sterizen.com will ship direct to end-users, they will find that it will cost them less to buy from a distributor that is buying by the pallet (200 cases per pallet) and then shipping locally. Refer also to Question 18 above.

**Question 31: On the hand wash is this more of a liquid or a gel as, I have heard that the more gel like the sanitiser is the higher quality it is?**

The Alcohol Hand Sanitiser spray is a liquid – this is an 80% alcohol spray, making it one of the strongest on the market. Minimum requirement for virus kill is 60%.

The viscosity of a liquid or gel does not in itself determine the kill-rate or effectiveness of the sanitiser – so you would need to look at the Material Safety Data Sheets (MSDS) of each individual product. As in any market – there are some good and some not-good products out there. Check them carefully.

As for the soap used in the Hand-Wash Station – yes, this is a gel-type soap, but that is just the type of dispenser it is. So, the dispenser can be filled with any gel-type soap that you wish to use.

**Question 32: What temperature is the water when handwashing?**

The temperature will be set slightly above body-temperature. Approx. 40°C. There is no science attached to the temperature of the water – this is purely a comfort-feature to encourage hand-washing more readily.

**Question 33: Is 200ml enough water for someone to wash their hands at the station correctly?**

Refer to Question 8 also for this one – but if more water is required, all you need to do is move your hands momentarily aside, and then under the sensor again, which will then allow another shot of 200ml clean water.

**Question 34: Are you prepared for delivering huge amounts? of these products, is there a limit?**

The only limitations in our lives in in our minds.

We have a production capacity of spray bottles of 10,000+ bottles per day and an initial Hand-Wash Station Capacity of 250 units per week (5 days), rising to 1,000+ per week as demand requires. Our production line is set in such a way that capacity can easily be doubles within shifts, and additional shifts can be added as demand requires.

For specific large capacity orders where immediate delivery or roll-out delivery is required, please speak to your account manager, so that we can plan ahead. Help us to Help You.

**Question 35: What is the capacity of the waste bin in each station?**

50 litre capacity on the wastepaper bin – for other tank capacities – see also question 4.

**Question 36: Does the filler tank and Waste Tank (manual fill) have lids for the tanks? For moving them when full?**

No – but they do have a narrow neck to minimise spillage.

**Question 37: Could you clarify that the water is heated at the point of dispense and therefore no stored warm water?**

The water heater is what is known as an 'In-line' heater – that means that it heats the water on demand as the water passes through the element – there is no stored water, and thus no chance of internal bacteria growing. Refer also to question 7.

**Question 38: Are spare filler and waste tanks available?**

Yes – all of the individual components are available as replacement parts – please speak to your account manager to check specific items.

**Question 39: Do you think Z1 & Z2 will be easily set up by the end user? or would you recommend a qualified installer to do the installation?**

None of our products are designed to be installed by unqualified persons. While we like to keep the installation, operation and maintenance of our equipment as simple as possible – we never recommend that an end-user installs their own equipment. There are too many unknown variables in installation that a qualified installer needs to keep track of to ensure safe and correct operation after installation.

**Question 40: How long is the manufacturer's product guarantee? Are the pumps/heating elements replaceable?**

12-month warranty on all equipment – and the water pumps and heating elements are available as a replaceable part as and when required – refer to question 23.

**Question 41: Is there room in the Drivers Kit to add a bottle of hand sanitiser too?**

Yes – these kits come with the Sterizen® surface sanitiser as standard, but there is enough space in the box for you to add the 250ml Alcohol Hand Sanitiser into the pack too.