



# FREQUENTLY ASKED QUESTIONS



**Below is a list of FAQs regarding YOUR HEALTH NZ's products and services. If you find that your question has not been answered in the list below, please don't hesitate to send us an email with your specific questions.**

## **How does Zoono work?**

Unlike traditional sanitisers that kill bacteria by poison or high alcohol content. Zoono is a food-safe, water-based surface sanitiser applied as a mist and then allowed to dry. Once dry (approx 10 minutes), Zoono resembles a bed of microscopic pins that attract, pierce and kill pathogens – the same principle as a pin popping a balloon. And in the same manner that the burst balloon cannot be reformed, neither can the pathogens – this means NO resistance and NO superbugs!

## **Is Zoono Surface Sanitiser "Food Safe"?**

YES.. Zoono Surface Sanitiser has a New Zealand Food Safety Authority (NZFSA) C-22 Approval plus further approvals for Asure Quality (NZ) and AQIS (Australia).

## **How do I apply Zoono Surface Sanitiser?**

Around the home, just follow the instructions on the label – apply Zoono via a trigger pack and allow approx. 10 minutes for drying. For commercial, technical and industry-specific applications, written protocols are recommended. Zoono Surface Sanitiser can be applied to both soft and hard furnishings.

## **Are there any Test Results for Zoono?**

YES. Zoono has been tested in accredited laboratories located in New Zealand, Australia, UK, Germany, USA, Turkey, Taiwan, South Africa and Japan. All results are available upon request.

## **Can you prove Zoono works – in the field?**

When quick (15-second) efficacy tests are required, swabs are taken (before and after treatment) from the surface and measured via an ATP device. ATP is a globally accepted method of testing for pathogenic presence and is commonly used by QA personnel in all major food and beverage production facilities.

## **Will using Zoono impact immunity?**

People are exposed to pathogens and bacteria in many different ways including but not limited to: contact, inhalation and ingestion. Zoono products protect against the types of pathogens (predominantly spread via contact or touch) that are difficult to build immunity against. Examples include Rotavirus and Norovirus (diarrhoea and vomiting), Hand Foot & Mouth and Conjunctivitis.

## **Is Zoono "toxic" or can I use it around my children?**

All products have a 'toxicity' level – including water. In the case of Zoono, it has a 'toxicity rating' similar to that of Vitamin C, so YES – Zoono can be safely used around people, pets and plants alike.

## **Don't childcare services have to use bleach as a disinfectant in their centres?**

NO. The Health and Safety Guidelines for Early Childhood Centres (Feb 2018) advises that while bleach is recommended, alternative disinfectants can be used as long as there is scientific evidence supporting the effectiveness; which Zoono has.

## **Are there other Zoono products?**

YES. In addition to the Surface Sanitiser, there is Zoono Hand Sanitiser which provides maximum hand protection for 24 hours with just one application. We also sell masks, baby wipes, surface wipes and mini-foggers.



# FREQUENTLY ASKED QUESTIONS

Continued...



## **How do I use the Zoono Hand Sanitiser?**

Apply Zoono Hand Sanitiser directly onto the hands until they are moistened. Rub hands together to dry.

## **Does using Zoono Hand Sanitiser mean I don't need to wash my hands?**

NO. While Zoono Hand Sanitiser and Zoono Surface Sanitisers are very effective at providing long-term protection against pathogens, no sanitisers are a replacement for good cleaning and hand washing.

## **Will Zoono Hand Sanitiser discolour my clothes?**

NO. Zoono Hand Sanitiser is a liquid that is invisible on application. It forms an antimicrobial barrier on the skin and will not stain clothing or discolour the skin.

## **Will Zoono Hand Sanitiser wash or rub off?**

NO. Zoono Hand Sanitiser does not rub off and will remain active on the skin's surface for 24 hours. Normal washing of the hands and drying with a towel will not affect efficacy. Please note that Zoono is not absorbed into the skin, but rather forms a durable covalent bond on the surface. However, if washing your hands more than 15x a day, then re-apply as the protection is removed through dermal abrasion.

## **How will my hands feel once I have applied Zoono Hand Sanitiser?**

On application, the hands feel silky and moisturised without leaving a visible film or coating. A single application of Zoono Hand Sanitiser will act like a glove, providing an invisible bond to the skin for 24 hours without the need for reapplication.

## **Will Zoono Hand Sanitiser dry my hands and cause chapped skin?**

NO. Unlike other hand sanitisers that contain up to 70% alcohol which can chap and dry skin on the hands, Zoono Hand Sanitiser is a mild but effective formulation. On application, Zoono Hand Sanitiser leaves hands soft and moisturised. No more stinging in chapped or cracked skin!

## **When Zoono Hand Sanitiser is applied to the hands will it allow the skin to function normally (eg. produce its own oil and sweat)?**

YES. Zoono Hand Sanitiser does not inhibit the normal function of the skin. The antimicrobial layer (produced by the application of Zoono) bonds to the skin and is permeable to gases while allowing the skin to "breathe" normally.

## **Has Zoono Hand Sanitiser been tested on a variety of skin types?**

YES. Dermatest in Germany has tested Zoono Hand Sanitiser on a variety of skin types (older people, young people, fair-skinned and dark-skinned people etc) with zero reactions recorded.

## **Is Zoono Hand Sanitiser cost-effective?**

A little goes a long way. With approximately 1500 applications in a 500ml bottle, it will last a family of 4 for 1 year. The smaller 50ml bottles are perfect for on-the-go and contain around 90 applications.

**FOR MORE INFORMATION ON ZOONO PRODUCTS, CONTACT:**

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