

## Frequently asked customer questions about Nature Direct products

**Q: What are the concentrates composed of?**

**A: Our cleaning concentrates (Super Strength, Spray & Wipe, Carpet & Upholstery, Glass Cleaner) are a mixture of:**

- 100% organically sourced seasonal vegetal ingredients such as sugar beet
- Surfactant derived from copra (coconut oil)
- 100% natural organic essential oils (such as cloves, mint, eucalyptus, rosemary and thyme)

**EnviroMist and EnviroAir** are a complex mixture of ingredients:

- 100% natural organic essential oils (cloves, mint, eucalyptus, rosemary, savoury, thyme, cypress and pine)
- Surfactants derived from castor oil (castor bean)
- Water

**EnviroAir Hypoallergenic** is a mixture of:

- 100% natural organic essential oils (wintergreen, wild thyme, myrrh, vanilla, sandalwood and cedar). *These six essential oils are currently classified by the International Fragrance Association as non-allergenic*
- Surfactants derived from castor oil (castor bean)
- Water

**Alcohol Free hand sanitizer** is a mixture of:

- 100% natural organic essential oils (manuka, mint, eucalyptus, pine, lemongrass and clove)
- Water
- Emollients and surfactants derived from coconut with less than 1% synthetic ingredients

**Pollen and Dust Control Spray** is a mixture of:

- Surfactant derived from castor oil (castor bean)
- Water

**Commercial Grade Disinfectant** is composed of:

Water

Poloxyethylene

Tricdecyl

Benzalkonium chloride

n-Alkyl Dimethyl

Ethylbenzyl chloride

*The ingredients are 100% nontoxic, man-made (synthetic), are paraben free, bleach free, environmentally friendly and biodegradable.*

**Q: Are the products organic?**

**A:** Yes, they are made from organically sourced ingredients. The only exception being the Commercial Grade Disinfectant.

**Q: Where do the ingredients for the products come from?**

**A:** The plants and oils are indigenously sourced from across the world

**Q: Where are the concentrates manufactured?**

**A:** The concentrates are manufactured in Brisbane.

**Q: What is the shelf life of the concentrates?**

**A:** The recommended shelf life is 12 months. This is according to Australian law. The essential oils do protect the formula, but it often depends on the storage of the concentrate. We recommend the products are stored in a cool dark place. Eg. A cupboard.

**Q: Are the products septic safe?**

**A:** Yes, with the exception of Commercial Grade Disinfectant

**Q: Are the products biodegradable?**

**A:** Yes, they are 99% biodegradable in seven days

**Q: Are the products free from Palm oil?**

**A:** Yes

**Q: Are the products tested on animals?**

**A:** No

**Q: Do the products contain genetically modified ingredients?**

**A:** No

**Q: Are the bottles recyclable?**

**A:** Yes

**Q: If a customer asked what they should do if a child ingests some of the plant based cleaning product range, what should be my answer? Should we be recommending that they call the poisons hotline?**

**A:** It is always advisable to check with your doctor or poisons hotline if you believe a child has consumed products not intended for consumption. As a precaution, all cleaning products should be kept away from children.

**Q: Is a customer required to also purchase the corresponding spray bottles when they purchase the concentrates?**

**A:** Yes, a colour-coded corresponding spray applicator bottle must be sold with each concentrate. This is the only way we can guarantee the quality and effectiveness of our solutions.

**Q: What size room does the Pure Air Revitaliser cover?**

**A :** The unit works best in a room where the doors and windows can be closed. This will allow maximum impact on the air within the room. The unit is effective in rooms approximately 4 metres by 4 metres (64 square metres).

**Q: Can you use essential oils in the Pure Air Revitaliser instead of EnviroAir concentrate?**

**A:** We don't recommend adding essential oils to the water, because these oils can clog the machine. They are also manufactured with carrier oils that are unsuitable for use in the Pure Air Revitaliser.

The warranty on the Pure Air Revitaliser will be void if any other products other than Nature Direct products (EnviroAir concentrate or EnviroAir Hypoallergenic concentrate) are used in the unit. The use of other products (eg. Essential oils) will damage the motor.