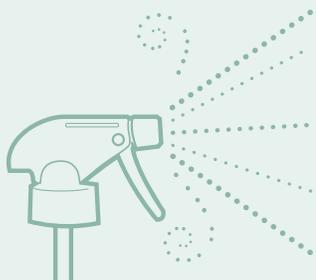




## What if...

### ...I cough after I spray the product?



**WHY:** When using a sprayer with most disinfectants, the aerosolization of the product can cause those who have sensitivities to cough. With regards to Rescue™, it has been validated through third party testing to be non-toxic and does not require the use of PPE, therefore your health is not at risk.

**SOLUTION:** Although spraying Rescue™ is not a health concern, you can switch to a trigger foamer which will eliminate the aerosolization. Foaming also provides better surface coverage and slows evaporation helping to achieve the required contact time.

### ...it smells musty after cleaning with the product?



**WHY:** Depending on which disinfectant you were using previously, Rescue™ has the ability to remove previous residue build up from other disinfectants (i.e. quats or phenols). This removal causes a non-toxic reaction between Rescue™ and the residue build-up, causing a musty odor.

**SOLUTION:** After the surfaces have been disinfected with Rescue™ a few times, the smell will disappear within a few weeks.

### ...I smell rotten egg when using the product with gloves?



**WHY:** This is nothing to be concerned about. The odor occurs from a reaction between the sulphur residue on the surface of the gloves and hydrogen peroxide. The odor does not mean that the glove and Rescue™ are incompatible, nor does it mean gloves cannot be used as acceptable PPE.

**SOLUTION:** You may choose to switch glove manufacturers for cleaning and disinfection. If not, try rinsing off the residue with clean water prior to disinfection. Although Rescue™ does not require the use of gloves or other PPE, best practices is to always wear gloves to protect yourself from pathogens when cleaning or disinfecting.

### ...the floor feels sticky after I've mopped it?



**WHY:** There are surfactants (detergents) used within Rescue™ products in order to provide a One-Step Disinfectant Cleaner. When using Rescue™ these surfactants may leave a soap like residue after mopping the floors.

**SOLUTION:** After the contact time has been achieved, periodically rinsing the surface with clean water can help reduce the surfactant load, ultimately reducing stickiness.

### ...the product has changed color? (i.e. blue, black, red)



**WHY:** This has been caused by the Rescue™ solution becoming contaminated, most likely through incompatible dilutions systems, pumps and spray triggers.

**SOLUTION:** Only use Virox® approved and recommended equipment/accessories. These have been tested and validated to ensure ease of use and compatibility.

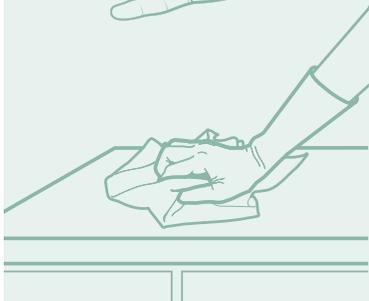
### ...I used a wipe without gloves and my skin appears to turn white?



**WHY:** Whitening is a harmless natural reaction of hydrogen peroxide with our skin. Enzymes on our skin break hydrogen peroxide down into water and oxygen. The water is absorbed by our skin leaving the oxygen to appear as white "staining".

**SOLUTION:** The whitening (trapped oxygen) will wear away within a short period of time with no ill effects.

### ...streaking appears on clear or reflective surfaces?



**WHY:** Rescue™ disinfectants are designed first and foremost to disinfect, not to act as streak free window or stainless steel cleaners.

**SOLUTION:** Streaking can be easily removed by rinsing/wiping with a damp cloth after the disinfection contact time has been achieved.