

E-Cloths Frequently Asked Questions

- **Where can I use the E-cloths?**

The cloths may be used for cleaning all hard surfaces. They are exceptionally good on stainless steel, glass, chrome and plastics. They will also produce good results on materials such as fabrics, carpets and soft furnishings – even on wine spills, but always use cold water first and experiment on a test area.

- **Which E-cloth do I use?**

ANY hard surfaces in your home (including greasy surfaces) can be cleaned effectively with just the General Purpose Cloth and the Glass & Polishing Cloth and the Mop. We produce the General Purpose Cloth in six colours to help you reserve a different colour for cleaning in different areas.

The **General Purpose Cloth** cleans thick grease and dirt and can tackle the heaviest cleaning jobs with just water. As it has thicker fibres, it is not as good as the Glass & Polishing Cloths at leaving a totally smear-free finish and is best used in combination with it.

The **Glass & Polishing Cloth** cleans light grease and dirt with just water and leaves a smear-free finish. It is brilliant on shiny surfaces - mirrors, windows, taps, toasters, and stainless steel.

Why have we developed other cloths?

Each of the cloths in our range has been developed for absolute optimum performance for its designated use. Three examples:

While the General Purpose Cloth will clean baths and showers well, the extra absorbency and surface area of the **Sponge Cloth** gives a quicker and easier clean.

Used dry, the **General Purpose Cloth** attracts dust and is an effective **Duster**, but our Duster is even more effective, holding more dust and releasing gathered dust more effectively.

The **Glass & Polishing Cloth** cleans lenses and screens completely smear-free, but our Screen and Lens cleaning cloths are a smoother weave and there is less risk of small particles being held in the cloth, which might damage the surface.

- **E-cloth Care**

- **How do I wash my E-cloths?**

Almost all E-cloths can be machine washed at 90°C or boil washed. The exceptions are Dusters(40°C), Sponge Cloths, Dry Mop Heads, Tea Towels, Kitchen Hand Towels, Car Mitt, Chamois and Washing Up Pad (60°C).

- For a thorough clean, wash at their maximum temperature
- Use only a small amount of washing powder and rinse well
- Do not use bleach or conditioner, as bleach breaks down the fibres and conditioner will block them
- Tumble or hang dry
- Always look at the washing instructions on each pack
- Consider using our pack of two washing bags. **More info.**

N.B.

- *Colour may run, initial washes must be separate at 60°C.*
- *If fabric conditioner is used by mistake, rewash with a little detergent.*

- **Can cleaning chemicals damage my E-cloth?**
Although not recommended, you can use most cleaning chemicals with E-cloth. Some chemicals will block the fibres and reduce performance. Do not use bleach or chemicals containing bleach, as this will damage the fibres.
 - **Do I need to disinfect?**
Some people like to use cleaning chemicals or disinfectant around the toilet area or on food preparation areas. For 90% of the house, E-cloths will clean with just water.
 - **Why do I still have marks on my cloths when I have washed them, even boil washed them?**
Most types of dirt contain a pigment which stains any cloth. If the cloth has been washed properly, it will actually be clean. Repeated washes will gradually reduce these marks.
 - **How can I brighten up tea towels and white cloths when they have gone dull?**
Whilst a standard bleach will damage tea towels and cloths, you can use a natural bleach, such as Ecover.
 - **How often should I wash my E-cloth?**
A warm rinse is often enough for day-to-day use. However, for E-cloths to perform correctly, they must be washed regularly.
- **E-cloth Performance**
 - **Do E-cloths help to eliminate bacteria?**
The special E-cloth fibres break down and lock in dirt, grease and bacteria. Independent test have shown that even without the use of detergents, E-cloth are highly effective at removing bacteria, including E coli, from domestic surfaces. Tests have shown that, unlike ordinary cleaning cloths, E-cloths do not support the growth of bacteria. Because the cloths do not leave any residue on the cleaned surface, there is nothing left behind to encourage the development of bacteria. The natural silver in the Antibacterial Cloth stops bacteria multiplying when caught in the cloth.
 - **How long will E-cloths last?**
As long as the care instructions are followed, with normal use (normally 300 washes), our cloths will last for several years. There may be some loss of colour, but this will not affect performance. Snagging fibres on sharp edges will inevitably occur.
 - **Can I use other cleaning products with my E-cloth?**
E-cloths can be used with other cleaning products, but because E-cloths clean so well with just water, it is not normally necessary.
Contact with bleach should be avoided as it breaks down the fibres. The effectiveness of the cloths can be affected by the fibres becoming clogged by other cleaning agents.
If there is a build up of burnt-on food in the kitchen, or limescale in the bathroom, a cleaning product can be used to remove this. Once removed, use E-cloths to maintain the surface with just water.

Some people may like to use a bleach or disinfectant around the toilet area.
 - **Can cloths scratch surfaces?**
E-cloth fibres are non-abrasive and will not scratch surfaces, but care should be taken on special surfaces such as car bodies – please see instructions on the pack. Remember – grit or a hard piece of debris caught in the fibres may scratch the surface.

- **What should I do if the cloth doesn't work any more?**

If your E-cloth does not work anymore, it could be that there is fabric softener blocking the fibres. Please re-wash and try again.
If this does not work, the E-cloth has reached the end of its life (usually over 300 washes). However, if you feel the cloth has not given satisfactory performance, please contact us (e-mail or telephone) – we are confident we can help you!
- **What if there is a streak or smear left after initial clean or wipe?**

This is probably because there is a surface layer left on a new product by the factory or a chemical has previously been used for cleaning. In either case, clean a small area using the General Purpose cloth followed by the Glass & Polishing cloth. Repeat as necessary and you will see the whole surface gradually come clean. Using warm water may help.
- **Are there particular areas that need other cleaning products?**

There are particular cleaning tasks where you may need help from other products. For example, for burnt-on dirt on ovens and hobs or a build-up of calcium deposits from water. In these cases, it may be necessary to supplement E-cloths with other products. It will then be easy to maintain the surface using just E-cloths and water.
- **E-cloth General**
 - **Why do many manufacturers recommend E-cloth for cleaning their appliances and household surfaces?**

Many manufacturers recommend that chemicals are not used on their products. They have tested E-cloth and found it particularly effective. They recognise the no-compromise high quality of E-cloth and are happy to associate their brand name with our cloths.