



## Toucan Eco Questions and Answers

The questions are grouped:

- General Explanations
- Preparation
- Using Toucan
- Regulations, tests and certificates

### General Explanations

- What is Toucan-Eco? – Toucan-Eco is a combined cleaning and disinfecting system that makes the Toucan sanitizer.
- Is Toucan a sanitizer? - Yes. It is both a cleaner and disinfectant.
- Will Toucan kill viruses like swine flu and bird flu? – Yes. Toucan is a combined cleaner and disinfectant.
- Is Toucan a sterilizer? - No. Toucan is a disinfectant. This means that it kills to a very high level of safety but it is not suitable for use inside a hospital operating theatre.
- How does Toucan differ from Ionator? – Toucan uses water and salt to make a highly effective sanitizer. Ionator does not use salt but puts a very short term electrical charge into the water. Toucan will outlast Ionator by many hours and remains effective far longer.
- How long is the warranty on the Toucan Eco base station and power supply? – 1 year.
- Can I replace all my cleaning chemicals with Toucan? – No. Toucan is a mild cleaner. You will still need specialist or heavy cleaners for some applications.

### Preparation

- What do I need to make Toucan? - You need a Toucan Eco unit, electricity, drinking water and ordinary table salt.
- Can I use bottled water? - Yes, if it is drinking water without gas (not carbonated).
- Can I use sea water? – Yes but the results will be unpredictable so we do not recommend using sea water. You may also cause damage to your Toucan Eco unit which will not be covered under the warranty.
- I have a water softener; can I use this water supply? – Yes.
- Can I use any table salt? – Yes but some sea salts may be unacceptable.
- How long can I store Toucan? – Under normal conditions your Toucan solution will remain active for 3 days or more. However we recommend that you produce it in the Toucan Eco unit and use it with 48 hours of production.
- When I have used my Toucan Eco unit can I transfer the Toucan solution to another bottle? – Yes, you don't have to use the jug or spray bottle supplied with the unit. Toucan can be stored in glass or plastic bottles.

## Using Toucan

- Can I use Toucan to clean my cooker? – No. Toucan is a mild cleaner ideally suited to hard surfaces like mirrors, table tops, glass display units and glazed food service cabinets. It will not remove dried on blood, grease or heavy fats.
- I have broken the spray trigger on my Toucan Eco, can I use another trigger? – Yes. There are no special components in the Toucan Eco Spray trigger. The thread on the bottle is compatible with most spray triggers.
- How do I know if the Toucan solution is safe to use and still active? – You can use chlorine test strips available from many outlets. These will give a simple indication of activity.
- I have broken my Toucan Eco bottle, can I buy a replacement without buying a complete set? - Yes
- Can I use Toucan with microfiber wipes? – Yes, this is recommended. For the best results always use a fresh cloth.
- Can I mist or atomise Toucan? – Yes, we sell hand held battery/mains operated fogging equipment to do this.
- Can I pour Toucan into my Jacuzzi? – Yes but there are more specialised water disinfectants that may be more suitable.
- I see bubbles rising in the water when the Toucan Eco unit is working, are these safe to breathe? – No. Always use your Toucan Eco unit in a ventilated area.
- I have spilled a lot of Toucan on the floor. Is it safe to wipe up or do I need protective clothing? – Toucan is safe and you don't need protective clothing.
- Is Toucan safe to use on wood? – Yes but it cannot be used on untreated wood without the risk of staining.
- I am using Toucan on my mirrors and I have noticed some white streaks forming? – Always use a good quality microfiber wipe and reduce the amount of salt you are using in the Toucan Eco unit.
- I want to use Toucan in by mechanical floor cleaner, is this possible? – Yes but we also supply specialist floor cleaners which might be better for large scale industrial use in automatic cleaners.
- Is Toucan Safe to drink? - This is not recommended. It does not taste nice.
- Is Toucan safe for my pets? - Yes but don't pour it into fish tanks (it draws the oxygen from the water).

## Regulations, tests and certificates

- What regulatory approvals do I need to have to use Toucan? – The Toucan Eco unit is CE approved. Your distributor will advise you on what consents are needed for any particular industry or application in your particular country.
- Has Toucan been independently tested? – Yes, Toucan has been extensively tested. Copies of a microbiological report from Hygiene Nord in Germany can be found on the Toucan Eco website at [www.Toucan-Eco.com](http://www.Toucan-Eco.com)
- Is Toucan Eco compliant with CE1203 for medical equipment? - No. Toucan Eco is not a medical sterilizer neither is it defined as medical apparatus.
- Is Toucan a biocide under the European Biocides Directive? Yes. It has been registered through BAUA in Germany and has a registration number.