



EssentialClean FAQs

WHAT TYPE OF PRODUCT ARE YOU USING?

The product we are using is called Vital Oxide, a powerful but least-toxic disinfectant often used in residential, commercial, and hospital settings.

DOES THE TREATMENT KILL THE CORONAVIRUS/COVID-19?

There are a lot of questionable claims circulating right now about various products and services being able to kill COVID-19 and the coronavirus that causes it.

The disinfectant product we use, Vital Oxide, was approved by CDC for fast-track review by EPA for specific use against the SARS-CoV-2 virus, and now has been approved by meeting EPA's emerging pathogen requirements for viruses by showing efficacy against both envelope and non-envelope viruses, both large and small. Vital Oxide is already EPA-registered and labeled for use against a wide variety of other pathogens, including coronaviruses (specifically feline coronavirus and canine coronavirus) and the influenza strains that caused two other global outbreaks – swine flu and avian flu. When applied at full strength in accordance with the product label, this powerful disinfectant will kill 100% of bacteria and viruses on hard, non-porous surfaces.

DO PESTS CARRY THE CORONAVIRUS?

Not that we know of. Many pests are proven vectors for a variety of other pathogens, but so far, there is no indication that pests carry the coronavirus that causes COVID-19.

IF OUR AREA IS ORDERED TO SHELTER IN PLACE, WOULD CLARK BE ABLE TO SERVICE MY BUSINESS?

Yes. The U.S. Department of Homeland Security has designated exterminators as "essential service" providers, stating that all such providers have a "special responsibility" to maintain normal work schedules and provide services. See full declaration [here](#).

HOW ARE YOU PREVENTING YOUR TECHNICIANS FROM SPREADING OR CONTRACTING THE CORONAVIRUS?

Our number one priority is the protection of all our employees and our customers. We follow CDC guidelines on social distancing and maintain a minimum 6-foot distance from others during the course of business. We have implemented robust policies and practices across our business to address current and new issues that may arise in the coming weeks. For example, we have instituted employee travel bans, provided health and hygiene best practices information to all employees, and instituted many other new policies for employees and customers, from new equipment and vehicle cleaning practices to ensuring personal protective equipment (PPE) is utilized and discarded after each service. We have implemented social distancing measures, instructed all employees to stay home if they are sick, and are sending regular reminders to make sure we stay vigilant.

HOW DOES THE TREATMENT WORK? WHAT DO YOU ACTUALLY DO?

Our EssentialClean service protocol includes trained technicians carefully wiping down all high-touch surfaces in the treated area, then applying a misting application using specialized equipment, and letting it dry undisturbed, typically for 10 to 15 minutes.

- **Wipe-down treatment** – This application includes all inanimate human touch points, such as light switches, door handles, file cabinet drawer pulls, desk handles, etc. These areas will be treated with full-strength Vital Oxide using a microfiber wipe cloth.
- **Light-misting treatment** – After the wipe-down application to touch points, we will treat the entire space with a fine mist application, to ensure that all other areas have been treated.



CAN OUR BUSINESS REMAIN OPEN WHILE YOU TREAT?

Clark's EssentialClean service is best rendered after hours, or otherwise when the building is unoccupied. In 24-hour facilities or other businesses that need to remain open during service, we can designate and treat unoccupied zones in rotation to allow most operations to continue during the service. (Note: A 10x20 foot zone can be treated in approximately 30 minutes, which includes application and drying time.)

IS THERE ANYTHING WE NEED TO DO TO PREPARE THE SITE FOR TREATMENT?

Prior to treatment, customers need to remove dust and dirt from the areas to be treated so the treatment has maximum impact, and place paper and other items that might be damaged from contact with a liquid mist into drawers, storage areas, or just trash bags out of the way. Exposed food should be stored, and while you don't need to do anything with electronic equipment, we will limit treatment to the "wipe-down" method for all electronic display monitors, computer terminals, TVs, electric motors, wiring, or circuits, etc.

IS THE DISINFECTANT YOU USE TOXIC?

The disinfectant product we use is rated by EPA as Toxicity Category IV, its lowest toxicity rating, defined as "practically non-toxic and not an irritant." It contains no ozone-harming volatile organic compounds (VOCs), and is mild on skin, hard surfaces, and fabrics.

WILL I HAVE TO RINSE TREATED FOOD PREP AREAS BEFORE USING THEM AGAIN?

No. The product we use is rated "no rinse required on food contact surfaces" category D2 by NSF International, meaning it is approved for use in commercial or residential kitchens to control bacteria, viruses, and mold without the need to wash/rinse the area with water after it is applied.

IF THIS PRODUCT IS MINIMALLY TOXIC, WHY ARE CLARK'S TECHNICIANS WEARING MASKS AND/OR PROTECTIVE CLOTHING?

The safety of our employees and customers is our highest priority. We selected the product Vital Oxide partly due to its high efficacy, and partly due to its very low toxicity (see above). Our technicians are trained to follow all personal protective equipment (PPE) guidelines on the product label, but also are trained to wear PPE in potentially unsafe or contaminated environments.

HOW LONG WILL THE DISINFECTANT TREATMENT WORK AFTER THE SERVICE IS COMPLETE?

After being applied at full strength in accordance with the product label, we let it dry undisturbed, typically for 10 to 15 minutes, at which point the product will have eliminated 100% of all bacteria and viruses on hard, non-porous surfaces.

Like any other disinfectant treatment, surfaces can be re-contaminated after treatment. You should not believe any service provider or product manufacturer who claims that their product or treatment "kills COVID-19 for seven days" or similar. It simply isn't true.

With that in mind, you may want to consider weekly treatments of high-traffic areas to lower the risk of surface contamination and disease transmission, or immediate treatment of areas that have been occupied by someone showing COVID-19 symptoms.