Frequently Asked Questions

The following are frequently asked questions either prior to the sale or immediately following the sale:

- *What is dwell time when using a mister?* Since **PreventX 24/7™** is an antimicrobial, once it has dried and bonded to the surface, it remains active. Biocides (disinfectants) need to stay wet for a period of time (dwell time) to do what it claims.

- *What surfaces can **PreventX 24/7™** be applied?* **PreventX 24/7™** can be used as a surface protectant on multiple surfaces such as doorknobs and handles, gloves, cabinetry, and surfaces subject to odor-producing bacteria, mold, mildew, and algae; showers, countertops, fixtures, grout/tile, carpets, equipment, walls, etc.

- *How does the **PreventX 24/7™** technology work?* **PreventX 24/7™** forms a colorless, odorless, positively charged polymer that molecularly bonds to the treated surface. You could think of it as a layer of electrically charged swords. When a microorganism comes in contact with the treated surface, the C-18 molecular sword punctures the cell membrane, and the electrical charge shocks the cell. Since nothing is transferred to the now dead cell, the antimicrobial doesn't lose strength, and the sword is ready for the next cell to contact it.

- *How do I know if the surface treatment is working?* Similar to disinfectants, you rely on the studies, test data, and registration of the products. We often tell customers to take a location that they've had difficulty keeping clean (showers, high humidity areas, bathrooms, etc.) Use **PreventX 24/7™** regularly, and you will notice a cleaner surface environment that is easier to maintain and keep clean.

- *What is the purpose of the silane portion of the molecule?* Silanes are extremely efficient bonding agents that can be coupled to other molecules and then used to permanently bond those molecules to a target surface. **PreventX 24/7™** modifies virtually any surface and transforms it into a material that will not support microbial growth.

- *How long do you have to wait before entering a room after treatment?* Surfaces are ready for use once **PreventX 24/7™** has dried on the surface. The drying time is based on the ambient environment; you should anticipate anywhere from 5 minutes to 30 minutes. Fabrics will take longer to dry. If using a fine-mist spray applicator, droplets will reach the surface relatively quickly, so any lingering "fog" or "mist" should be minimal upon entry into a room or facility after drying time.

- *Difference between **PreventX 24/7™** and other antimicrobials?* The necessary raw materials, specialized generation equipment, and proprietary blending processes utilized for millions of dollars of white paper testing by DOW are currently used for building **PreventX 24/7™**. We feel this is a tremendous asset to our client base.

- *Against what types of bacteria is **PreventX 24/7™** effective?* **PreventX 24/7™** has a mode of action that involves a positive charge and is effective against all bacteria, plus fungus, algae, and mold. A representative list of microorganisms against which the **PreventX 24/7™** technology has been tested may be obtained by contacting our corporate office.

- *Do you need a license or certification if your offering the treatment of surfaces with **PreventX 24/7™** as a service to your customer?* Individual states vary, you will have to verify with the state where the service is provided. Visit https://www.epa.gov/pesticide-worker-safety/federal-certification-standards-pesticide-applicators for more information.

- *Does the biostatic use a heavy metal?* No. **PreventX 24/7™** does NOT contain any heavy metals. Tin, arsenic, silver, and copper are often used in other antimicrobials.

- *How long does the treatment last?* It is recommended to re-apply every 30 to 90 days. Independent studies show that treatments can last much longer on the surface, but the use of the surface and the abrasion on the surface will ultimately remove the finish protection. Since **PreventX 24/7™** physically becomes part of the surface, the actual surface that it is bonded to must be removed to remove the surface protectant. We set guidelines at 30 days for high-touch point surfaces and 90 days for surfaces that don't experience too much surface abrasion. Ultimately, the customer will decide, based on many factors, including budget, how often to re-apply.

- *Can **PreventX 24/7™** be used on plexiglass?* Yes. It is recommended to always wipe/buff the surface after treatment. The plexiglass will be protected and become more scratch-resistant and moderately hydrophobic.

- *Will **PreventX 24/7™** kill SARS-CoV-2?* There is no bacteriostatic or antimicrobial registered by the EPA that can claim anything but protection of surfaces or articles from odor-causing bacteria, mold, mildew, and algae. Over the last 30 years, independent testing and studies have been performed on the formulation used to build **PreventX 24/7™** that shows effectiveness against a wide array of microorganisms, including gram-positive/negative bacteria, enveloped/non-enveloped **viruses**, mold, mildew, and algae. These studies are not meant to mislead customers that using an antimicrobial is approved by the EPA for viral claims or that it should be used as a replacement for disinfecting protocols. The studies are provided to demonstrate the effectiveness of the technology. This is why we promote the use of both disinfectants and antimicrobials for optimal surface protection.

- *Can **PreventX 24/7™** be used on food-contact surfaces?* No. FDA defines these surfaces as surfaces where human food contacts the surface during normal operations such as utensils, pot-stocks, slicers and cutting boards. These represent less than 1% of the surfaces in a restaurant and are typically disinfected after each use. All other areas of the restaurant can be treated with **PreventX 24/7™**. (tables, chairs, counters, bars, walls, S&P shakers, menus, etc.)

- *Can **PreventX 24/7™** be used on glass?* If desired to use on glass surfaces, dilute the **PreventX 24/7™** 1:2 (1RTU: 2Water). The glass will be protected and become more scratch-resistant and moderately hydrophobic.

- *How long after applying **PreventX 24/7™** can you clean or disinfect the surface?* We recommend a minimum of 2 hours before cleaning or disinfecting a surface.

- *Can **PreventX 24/7™** be used in a carpet machine?* Yes. Make sure the unit is pre-cleaned with VERY GOOD RINSING WATER ONLY.

- *Why is **PreventX 24/7™** so durable?* Because of their exceptional chemical bond (a covalent bond), the bonded polymer is neither soluble nor volatile. The unique bond results in the **PreventX 24/7™** polymer becoming an integral part of the substrate.

- What is the shelf life of ***PreventX 24/7™***l? We guarantee the product for two years after the manufacturing date.

- *Is **PreventX 24/7™** permeable to moisture?* Yes, moisture that is in or on the treated material/surface passes through the treatment. After curing, the treatment is somewhat hydrophobic (water repellent), but it should not be considered to be a replacement for commercial water repellents.

- *Will its use result in "super bacteria"?* No. Adaptation studies show that microbes do not adapt to **PreventX 24/7™** and no 'Zone of Inhibition' develops.

- *What studies are available on the technology built into **PreventX 24/7™**?*
  - Over 30 years of different whitepapers
  - Surface Kinetic Test Method for Determining the Rate of Kill by an Antimicrobial Solid
  - Evalution of Effects on Elevated Levels of Normal Skin Bacterial Flora with Fabrics
  - After the Flood: Aeromicrobial Control in an Extensively Damaged Hospital
  - Reducing Microbial Contamination in Hospital Blankets
  - Sustained Aeromicrobiological Reductions Utilizing Silane-modified quaternary amines
  - Antiviral Activity of a Surface-bonded Quaternary Ammonium Chloride
  - Improved Control of Microbial Exposure Hazards in Hospitals: A 30-Month Field Study
  - Fungal Remediation and Protecting Antimicrobial Treatment of a Ten Story Grossly Contaminated Hospital
  - **PreventX 24/7™** durable antimicrobial finish theoretical, laboratory & field experience durability & antimicrobial efficacy: A healthcare perspective
  - Reference List of Pathogens Destroyed or Inactivated by 3-(trihydroxysilyl) propyldimethyloctadecyl ammonium chloride
  - ATP Field Studies
  - Please ask your NewEraSOS representative for a complete list of available studies

- *What disinfectant can be used before the application of **PreventX 24/7™**?* All quat disinfectants are acceptable as they are cationic. Bleach, hydrogen peroxide, and peracetic acid products are acceptable. If you are not using a quat as a disinfectant, check to see if there are added surfactants (alkyl sulfates, ethoxylated aliphatic alcohol, polyoxyethylene, betaines, amphoacetates). If not sure, you can always wipe with a microfiber cloth before **PreventX 24/7™** treatment.