



190 Summerhill Road * Spotswood * New Jersey * 08884 * Ph (732) 251-9506 * Fax (732) 251-9586
2145 Nottingham Way * Hamilton * New Jersey * 08619 * Ph (609) 587-5402 * Fax (609) 586-1808

FAQ about the Activeion Ionator EXP

TECHNOLOGY AND HISTORY

What is the Activeion Ionator EXP?

The Activeion Ionator EXP transforms tap water into a powerful cleaner that works as well as or better than general purpose chemicals and today's "green" cleaning products. Using an advanced technology, the Activeion Ionator EXP can be used on both hard (i.e., marble/granite and stainless steel) and soft surfaces (i.e., carpet and clothing), freeing consumers and professionals from harmful chemicals and toxins. The versatility of this product allows the user to replace many of today's most common daily-use cleaners.

How does the technology work?

The Activeion Pro transforms tap water into a powerful cleaner through a simple, three-step process: **Step one** – charging: when the trigger is pressed, the water flows through a water cell that applies a slight electrical charge to the tap water. **Step two** – transforming: the water passes through an ion exchange membrane where the activated water is separated into an oxygenated mixture of positively and negatively charged nano-bubbles. **Step three** – cleaning: the activated water helps lift the dirt from the surface like a magnet, enabling it to be wiped away.

How long has the technology been on the marketplace?

From cleaning medical devices and computer chips to food processing plants, the technology to create water electrolysis has been around for more than 50 years. In the past, water electrolysis has created two streams of water – negatively charged and positively charged – which could not be combined. The Activeion Ionator EXP is the first application in which both streams have been combined to produce a general purpose cleaner.

What's the history of this technology?

Chemist Michael Faraday initially identified the principal for water electrolysis in the 1800s. The technology was developed for practical use over the last 100 years, and has been refined in the last four decades for niche uses in a variety of industries. The Activeion Ionator EXP advanced the technology for use as a hand held general purpose cleaner.

Who invented the product?

Bruce Field, inventor of the Activeion Pro, currently holds a position as Chief Technology Officer with Activeion Cleaning Solutions, LLC, and as Executive Principal Research Engineer, Advanced Products with Tennant Company. With 31 issued patents and 32 patents pending, Bruce has more than two decades of Research & Development experience and looks to further apply his developmental expertise to help revolutionize the cleaning industry as a partner with Activeion Cleaning Solutions.

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Is Activeion technology the same technology used in the Tennant Company floor scrubber?

Yes. While Activeion has a technology licensing agreement with the Tennant Company, we are not part of the Tennant Company. We have simply licensed the technology from them and have integrated it into a hand held application.

How is activated water different than cleaning with regular water?

It's different because the water in the Activeion Ionator EXP isn't 'just water.' The water is charged and transformed into activated water that attracts dirt like a magnet. The result is cleaning power equal to or greater than general purpose cleaners - without the dangerous chemicals. In contrast, neither steam cleaning nor power washing uses charged, activated water.

Where is the technology currently being used?

The technology is being used in universities and schools, stadiums, airports, restaurants, retail outlets, hospitals, hotels and motels, convention centers, local government and many other locations requiring professional cleaning.

USING THE ACTIVEION IONATOR EXP

Do I need to plug the product in to use it?

Rechargeable batteries power the Activeion Ionator EXP. You will need to charge the batteries before using the product for the first time and re-charge them when necessary. Approximate charging time is one to two-hours. Once the indicator light on the charger is green, the Activeion Ionator EXP can be unplugged and is ready for use. If the Activeion Ionator EXP needs to be recharged, you will see a red light instead of green in the reservoir of the unit.

How long can you clean on a full charge?

A fully charged battery will dispense more than 100 oz. of activated water. Typically, you can refill the Activeion Ionator EXP numerous times before recharging. Most customers will get 3-5 days of use between charges, and some times longer.

Do I have to fully deplete the batteries before recharging? How many times can the batteries be recharged?

No. The Activeion Ionator EXP's batteries use an advanced technology that eliminates battery 'memory' enabling them to be charged at any time. They will last up to 500 charges – typically three to five years of regular use.

How much water does the Activeion Ionator EXP weigh and hold?

When full, the unit is only slightly heavier than a full, standard 32 oz. chemical spray bottle. It holds 17 oz. of water which amounts to the cleaning power of three bottles of your typical general purpose cleaner.

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If I accidentally drop the product will it still work?

Yes. The Activeion Ionator EXP is designed for a commercial cleaning environment, using a highly durable polycarbonate blend. It's possible to break the unit, but not likely. In addition, the technology requires few internal moving parts, further reducing the likelihood of malfunction.

What does the green light mean in the reservoir? What about red?

The green light in the water reservoir means the water is being properly activated in the water cell and the unit is working properly. A red light in the reservoir indicates one of two things: either the battery needs to be recharged or the water cell is not activating the tap water. If the red light still comes on after fully charging the unit and filling the reservoir, please contact Activeion's customer service department toll-free at 866-950-4667.

What maintenance does the Activeion Ionator EXP require?

The Activeion Ionator EXP's self-cleaning mode means the unit requires no regular maintenance. In cases of very hard water, you may occasionally need to run a vinegar/water solution through the unit, though that too is unlikely. The nozzle screen may need to be cleaned periodically to remove any deposit build up.

Can I store it anywhere?

The Activeion Ionator EXP should be stored in an environment above 32 degrees F.

What type of water should be used?

The Activeion Ionator EXP should only be filled with ordinary tap water. Additives such as chemicals, soaps, detergents or scents can reduce effectiveness and damage the unit. Normal tap water contains minerals necessary to activate the water. Therefore, use of purified or distilled water is not recommended.

If I have poor quality tap water, will the process get rid of anything harmful in my water?

The technology is not a filtration system. The technology will not improve the quality of your water. However, the water cell senses the water type and automatically adjusts to activate the water properly.

I accidentally put hot water in the spray bottle. Will that damage the spray bottle? Will it still clean?

No, hot water will not damage the unit but it will reduce the cleaning effectiveness of the activated water.

Should I allow the water to sit on a surface for a longer time period for better results?

No. The activated water charge lasts for 30-45 seconds. For most effective cleaning, the activated water should be wiped away within that time.

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Can the Activeion Ionator EXP save me money?

Yes. The Activeion Pro eliminates the need to purchase expensive glass cleaners, stainless steel cleaners, carpet spotters and general-purpose daily use cleaners. In addition, many commercial cleaners have experienced improved efficiency by eliminating the time required to mix chemicals, switch cleaning products, etc.

CLEANING CAPABILITIES

What does the Activeion Ionator EXP clean best?

Compare the Activeion Ionator EXP to daily use spray and wipe general-purpose cleaners. However, it's not a heavy-duty degreaser, and it's not going to turn back time on a stain. It can be used to clean soils, stains, dirt, dust, oils, and more on the following surfaces:

- counter tops
- carpet spotting
- glass
- stainless steel
- wood floors/surfaces
- floors
- stone/marble/granite
- bathrooms (tubs, showers)
- plastic

How does the Activeion Ionator EXP perform compared to a typical glass cleaner?

It performs well and compares favorably to typical, chemical glass cleaners. Unlike chemical cleaners, the Activeion Ionator EXP never leaves behind chemical residues that often lead to streaking.

Will the Activeion Ionator EXP work on stainless steel?

It works effectively on stainless steel because, unlike chemical cleaners, it never leaves a streaky residue. In addition, the Activeion Ionator EXP allows you to move seamlessly between glass and stainless steel surfaces, while most chemical cleaners do not clean both surfaces.

What about kitchen grease?

As a daily use, general purpose cleaner the Activeion Ionator EXP is effective in removing natural greases and oils, like those found in typical kitchens. However, the Activeion Ionator EXP is not a miracle product – it does not generally remove burned-on grease.

Once the Activeion Ionator EXP is sprayed, does the stain just disappear?

No. The activated water dispensed by the Activeion Ionator EXP will help lift the stain so that it can be easily wiped away.

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I sprayed the Activeion Ionator EXP on a stain and it didn't come out. Why?

Many factors can effect stain removal, including the type of stain, the surface, and the length of time the stain has been present.

Why doesn't the Activeion Ionator EXP smell clean?

Scents are often used to mask or disguise dirt and odor left after cleaning. The Activeion Ionator EXP doesn't give off a smell at all. And absence of scent is the true smell of clean.

Does the Activeion Ionator EXP require use of a specific wipe?

No. The Activeion Ionator EXP works with a variety of paper, cotton, or microfiber wipes. In fact, you can continue to use your current process for general daily cleaning, simply substituting the Activeion Ionator EXP for a wide variety of chemical cleaners. Microfiber cloths are the best to use when wiping away dirt, dust, grime and oils. When dirty, the microfiber cloth can easily be washed for repeated use. Any cloth will work, but a non-dyed cloth is recommended to avoid transferring any dyes to cleaning surfaces.

How is this different or better than 'green cleaning'?

Even green cleaners use chemicals and carry a warning label (includes trace amounts of...) and contain chemicals that can harm humans, animals, plants and the world's clean water supply. But the Activeion Ionator EXP contains **NO** chemicals. It's the only cleaning product in the world without the words 'warning' or 'caution' on its label --- because there are no health risks from touching, breathing or accidental splashing.

Is it green certified?

Currently, there are no green certification standards for this technology, because the Activeion Ionator EXP does not use chemicals. The cleaning solution produced is activated water, nothing more.

HEALTH AND SAFETY

Is the Activeion Ionator EXP safe?

The Activeion Ionator EXP is extremely safe because it uses no chemicals of any kind. There's no risk from long-term exposure, breathing vapors or fumes, or chemical mist settling on your face or body.

Is the water from the spray bottle harmful to people, other pets, plants or me?

No, there are no health risks from the water from the Activeion Ionator EXP. The activated water is completely safe with a neutral ph of 7. However, Activeion does not recommend consuming activated water since there has not been any long term studies conducted on the effects.

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Can electrically charged particles be dangerous to me?

No. The electrical charge applied to the water is very small, and no danger should you come into contact with it.

Can I read your MSDS?

The Activeion Ionator EXP does not use chemicals of any kind, and therefore, no MSDS is necessary.

Is activated water safe for people to consume?

While a version of activated water is safely consumed in some Asian cultures, we do not recommend consumption of the product. Activated water is completely safe as a general purpose cleaner, but has not been extensively tested for consumption.

Is the Activeion Ionator EXP safe to use around food?

Yes. The Activeion Ionator EXP is NFS certified for use around food and food preparation areas.

Will I need to get medical attention if I accidentally spray my eyes with the Activeion Ionator EXP?

No, the activated water is completely safe with a neutral ph of 7.

What is the Activeion Ionator EXP's PH?

The activated water produced by the Activeion Ionator EXP is PH neutral.

Do I need to store this away from children?

The Activeion Ionator EXP is the only cleaning product on the market that will not carry a warning label. While the activated water is not a health hazard, the unit is not a toy.

Does the product produce a waste stream?

No. There isn't any waste disposal with the product.

CUSTOMER SUPPORT/WARRANTY

Does it have a warranty?

Yes. The Activeion Ionator EXP offers a 30-day money back guarantee and two year warranty on parts and labor.

Where is it available?

The Activeion Ionator EXP is available through your local distributor: Bio-Shine Inc..

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