



UV-CLEAN BY ENS

FAQ

1. How does the UV-Clean solution work?

ENS RESPONSE: UV-Clean technology produces a UVC nonvisible light that inactivates bacteria and viruses at the cellular level, preventing them from multiplying and causing infection. The ultimate result is 99.9% eradication of all bacteria, viruses and molds.

2. What triggers the UV-Clean motion sensor and how does the cleaning device know when to start a cleaning cycle?

ENS RESPONSE: The trigger is a 'Passive Infrared Proximity Sensor' which ensures that cleaning stops when motion is detected within the UV 'cone' and then starts again once motion is not detected within the UV 'cone'.

3. Can you see the UVC light when it's cleaning the touch surface?

ENS RESPONSE: A person will not see the UVC light when a disinfection cycle is in process, as UVC is invisible. However, the UV Logo/Indicator will turn blue during a disinfecting cycle and then back to white once the cycle has been completed.

4. How long does a UV-Clean disinfecting cycle take and how does a user know when it is "active" vs. "completed"?

ENS RESPONSE:

- Full cleaning cycle from start to finish: 3 minutes
- Cleaning cycle starts or restarts after user interaction with device: 15 seconds
- Standby time (typically when store is closed): Disinfecting cycle every 60 minutes.

NOTE: Eradication of viruses and bacteria via UVC light is accumulative on microorganisms.

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5. How is UV-Clean powered?

ENS RESPONSE: ENS UV-Clean includes a 6' long power cable with a USB Type A plug as well as an AC/USB Type A adapter. It can plug directly into a USB Type A 3.0 port, providing at least 900ma (milli-amps), or into a wall outlet.

6. Is the nonvisible UVC light hot to the touch during the cleaning cycle?

ENS RESPONSE: For safety purposes the proximity sensor turns off the UV-C bulb before anyone gets near the it. There is no danger to users from temperature of the bulb surface. The UV-C bulb reaches a maximum temperature of just 130° F. By comparison, a 100-watt incandescent bulb surface reaches temperatures of 150°F to 250°F. UV-C light does not pass through glass or plexiglass and that is why a clear cover under the UV-Clean bulb is not feasible.

7. Will the UV-Clean technology work outdoors?

ENS RESPONSE: Today, the UV-Clean solution is designed as an indoor product. If you have a specific outdoor solution you would like to discuss with ENS, please reach out to your ENS sales executive to schedule a meeting. Acceptable ambient temperature range is comparable to any indoor electronics: Working temperature: 20 - 27 degrees C (68-80 deg F). Humidity 20-90% (non-condensing). Storage temperature: -20 - 55 degrees C (-4-130 deg F). Humidity <85% (non-condensing).

8. What UV-Clean products are currently available?

ENS RESPONSE: Please refer to your ENS sales executive to discuss product availability and lead times.

9. What is the appropriate size UV-Clean solution for my device?

ENS RESPONSE: Please refer to your ENS sales executive to discuss the appropriate size UV-Clean solution for your touch screen or piece of high-touch technology.

10. What is the expected life of the UV-Clean unit and how often does it need to be replaced?

ENS RESPONSE: Units are expected to last at least 10,000 hours. Under normal operating conditions we expect the unit to last 3+ years

11. What is the warranty on UV-Clean? And is there an extended warranty available?

ENS RESPONSE: 1 year limited warranty is included. An additional 1 year extended warranty program is available. Please discuss these with your ENS sales executive.

12. What UV-Clean solution is recommended for mobile devices?

ENS RESPONSE: The Stand-Alone Unit. ENS Part number 367-5472. UV24-SA+ is the model number.

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13. On the UV-Clean Stand Alone unit, does it clean both sides of the items that are placed on the tray?

ENS RESPONSE: You will need to flip the devices on the tray in order to disinfect both sides. The device will be handled when it's placed onto the Stand Alone tray, when it's flipped, and when it's removed. Best to be handled with clean hands (hand sanitizer) so when device is used or passed onto to another user it will be disinfected. There is no harm in handling the device in middle of a cleaning cycle as the motion sensor will stop the disinfection cycle.

14. How does UV-Clean attach to the tablet, monitor or payment device? Is there a universal mount or customized options?

ENS RESPONSE: UV-Clean is mounted to a tablet, monitor, payment terminal or kiosk via an attachment bracket designed by ENS. Your ENS sales executive will work with you to determine if an existing solution is available or help in developing the best possible custom solution.

15. What colors are the UV-Clean available in?

ENS RESPONSE: Currently all UV-Clean products are available in black. Additional colors may be an option for large volume orders, please discuss with your ENS sales executive.

16. What are the expected lead times for UV-Clean products?

ENS RESPONSE: Lead times are changing constantly due to the global demand for UV-Clean. All customers and partners should work on a build schedule with their ENS sales executive.

17. Is there a UV-Clean solution specific for payment devices?

ENS RESPONSE: Yes, the ENS UV24-PT is designed to attach to our most popular payment device stands and safely disinfect the device without damaging it. This solution maintains PCI compliance.

18. Where is UV-Clean solution manufactured?

ENS RESPONSE: UV-Clean is manufactured in the USA.

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19. Are there any scientific studies that prove UVC light?

ENS RESPONSE: UV-Clean is verified by design to provide adequate dosages of UV-C light to eliminate 99.9% of bacteria and virus from treated surfaces. ENS Group can provide data in the form of illustrative 'Heat Maps' which show the UV-C intensity at various distances from the UV-Clean unit. When combined with the amount of time exposed, the intensity data gives us the UV-C 'dosage' which is then used to determine the 'kill rate' of various viruses and bacteria.

UV-C Meters are used to measure exact intensity at various distances, and ENS Group can support your project by taking these measurements on site or in your lab. Independent microbial lab testing is also available for a fee of approximately \$3,500+.

For customers who want to spot-check the UV-C function of our UV-Clean products for QA purposes, ENS Group offers a Testing Kit which includes UV-C dosimeter cards with color indication to ensure your device is being exposed to the UV-C light. Dosimeter cards this will not show exact intensity or dosage.

Please request this document from your ENS sales executive. "UV-Clean COVID-19 Summary and Facts from ENS".

20. I've seen statements that 'Far' UV-C at 222nm is safer than 254nm, is this true?

ENS RESPONSE: This is a topic that gets into the scientific details of UV light and your ENS Group Sales Rep will be happy to discuss this with you and our Clinical Scientist.

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21. Can we just spray or wipe down our devices with a disinfectant solution to accomplish the same thing?

ENS RESPONSE: These quotes are from the PCI (Payment Card Industry) on POS (Point of Sale) and Covid-19...

“Unfortunately, some merchants have been using the same approach for cleaning their POS devices as they use for cleaning shopping baskets; spraying disinfectant directly onto the keypad before wiping it down. Because neither liquids nor chemicals go well with electronics, these cleaning practices have resulted in the failure of many devices.”

“Many keypads are not designed to be watertight, and spraying liquid directly onto the terminal can result in the liquid leaking into the inside of the device and damaging sensitive electronics. Additionally, some chemicals could cause damage to the keypad or device casing.”

Also, Common disinfecting wipes and sprays require the surface to be “remain visibly wet for at least 3 minutes” and in some cases 4 to 10 minutes to be effective, and they contain chemicals such as dimethyl ethyl benzyl ammonium chlorides which can cause eye and skin irritation and are considered hazardous by OSHA.

When disinfecting of high touch surfaces is not automated, customers are more like to attempt to spray or clean the surfaces themselves with unknown cleansers and disinfectants, and cross contamination can occur when a cloth or wipe is used to clean more than one surface. For example, to avoid cross contamination you would need to use one wipe or cloth just one time and only for one surface, which is not feasible from a labor or cost standpoint.

Your ENS Groups Sales Representative can share with you a UV-Clean ROI report which will show the labor savings of UV-Clean over manual cleaning of devices.

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22. Could I use microbial overlays on my devices to kill bacteria and viruses instead?

ENS RESPONSE: Anti-microbial plastic is not effective on “Viruses” and certain bacteria can build up resistance to anti-microbial plastics. These products inhibit growth of “bacteria” whereas UV-C “kills/eliminates” bacteria, viruses and mold. There is no information indicating any bacterial or viral resistance build up to UV-C light. These quotes from the PCI (Payment Card Industry) on POS (Point of Sale) and Covid-19...

“To protect the underlying POS device from cleaning sprays and chemicals, some merchants have taken to enveloping their POS devices in plastic wrap or attaching a layer of plastic on top of the device’s keypad. Unfortunately, while the merchant may have the best intentions, applying any type of cover, or overlay, to a PCI PTS approved device could introduce additional risk.”

“As the use of overlays poses a security risk to both the merchant and consumer, PCI SSC does not endorse the use of overlays that interact with the entering of a payment card or PIN data. The use of these products also impacts the PCI device approval.”

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