



# 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 Sensor' which ensures that cleaning stops when motion is detected within the UV 'cone' and then starts or restarts 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. However, the "UV" logo 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:** Depending on the UV-Clean solution, the temperature can range from 110 degrees to 130 degrees Fahrenheit when the unit is cleaning, however for safety purposes the element will turn off before anyone gets near it. There is no danger to users from light exposure or temperature of the surface.

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.

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 367-5455. UV-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.

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

**ENS RESPONSE:** Yes, UV-Clean technology is proven to kill both viruses and bacteria. Please request this document from your ENS sales executive. "UV-Clean COVID-19 Summary and Facts from ENS".

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