

Ecoballs™ F.A.Q

Q. Why does the sponge ring come off the ball sometimes?

A. When sponge gets hot it tends to expand and that is when it can slip off the ball. Ecoballs™ were first made without the sponge ring and this was only added after customers mentioned the noise. If you find the sponge ring is difficult to put back on, try soaking it in warm to hot water so the sponge expands, slip it back on the ball then drop the ball in cold water so the sponge shrinks tightly back. If this problem persists, replacement sponge rings are available from www.ecozone.co.uk

Q. Why aren't my Ecoballs™ working?

A. Firstly make sure that you are not over loading your machine and that you are giving room for the Ecoballs™ to circulate in the water. Make sure that you are not using a setting on your machine that is attempting to clean your clothes using a minimal amount of water. If you find that your whites are not luminous 'white' you may add a small amount of Ecover bleach or household borax. Ecoballs™ do not contain toxic enzymes, optimisers or other poisonous chemicals therefore the results of using Ecoballs™ cannot be compared to that of laundry powders that do contain toxic chemicals.

Q. How do I know when to top-up/ refill my Ecoballs™?

A. You will notice that the mineral oxide pellets inside the casing of the Ecoballs™ decrease in size and that the balls become very light. You may also notice the cleaning power is not as strong. The average time that customers have reported to us that they need to refill/top-up is 18 months. Use the refills that come with the Ecoballs™ as a top-up only to increase cleaning power, at this stage do not throw any pellets away. Further refills are available from where you purchased the Ecoballs™ and these ones are designed to replace all your existing pellets. As long as the outer casing is in good shape you can continue to refill time and time again.

Q. I can't open my Ecoballs™ to refill them

A. To open your Ecoballs™ first you must remove the sponge ring, take out the screw using a Philips screw driver. You can open the ball by turning on half one way and the other half the other. If you are still having problems knock the rim (the protruding join holding the 2 halves) against a hard surface and then constantly rotate the ball in your hand hitting it at a different spot on the rim each time. By doing this you are unlocking the mechanism to open the balls, be careful as sometimes the two halves can open suddenly – you don't want the pellets to go everywhere.

Q. My Ecoballs™ have started to smell strange and so are my clothes and washing machine.

A. In the years prior to using the Ecoballs™ you have probably been using powder or liquid. Just like your washing machine dispenser tray can accumulate a build up of hardened powder/liquid so can the inside of your machine and pipes. If this is not cleaned away it will cause a bad smell and will block the pipes, this smell will have been masked by the synthetic perfumes in powder. To clean out your washing machine, leave the drum empty and switch the machine to a hot wash of 90 or 95, put 2 cup fulls of White Vinegar in the dispenser tray and switch on. White Vinegar is good at removing hardened lime scale/powder deposits, is anti-bacterial and does not foam up in the machine. If you do this once a month you'll be keeping your machine in top condition and smell-free, if smells still persist, check the pipes at the back of the machine – they could be blocked.

Q. Why are Ecoballs™ Anti- Bacterial?

A. The Ecoballs™ PH is higher than 10. Bacteria is active in PH between 6 – 8.

Q. How do the Ecoballs™ work?

A. Ecoballs™ increase the degree of alkaline. In the water Ecoballs™ exceed OH, which will react with stain/dirt under saponification (saponification creates surfact-active agent which lifts the dirt away. The Activated water molecule filters easily into the inside of clothing fibre and makes combination between filth and fibre loose. Under the stirring of a washing machine, the filth will be separated from fibre more quickly and will scatter in the water, so as to reach the effect of cleanout. Mineral oxides condition the water by changing its ionic structure. Sodium and potassium oxides dissolve in the water, increasing its alkalinity. I.e the Ecoballs makes the molecule of the water smaller which returns the water to having its brilliant hydrating properties, high solubility and good permeability. This is so that it can remove stains, odours and provide you with an antibacterial effect. Inside each laundry ball are solid washing pellets. The pellets contain non-toxic mineral oxides.

Q. Can I use Ecoballs™ on a septic tank?

A. We have not carried out any tests for the Ecoballs™ use on Septic Tanks. We have many customers that have used the Ecoballs™ very successfully on Septic Tanks. As the Ecoballs™ release very little deposits into the water supply over a long period of time the possible blockages that may have occurred by using conventional powder should not occur when using Ecoballs™.

Q. Can I use the grey water to water my garden?

A. We have not carried out any tests on the grey water from the washing machine. As the Ecoballs™ release very little deposits into the water over a long period of time you may recycle the grey water for use in the your garden to water grass or shrubs but we do not advise you to water fruit or vegetables as no tests have been carried out to ascertain if this is safe. You must not use this grey water for drinking or bathing in.

Q. Can I use the Ecoballs™ in Top Loaders?

A. Ecoballs™ can be used in Top Loaders, Front Loaders, Twin tubs and industrial use machines though you will need to use more Ecoballs™ for industrial machines, we suggest that if your machine has twice the load capacity of a standard domestic machine then use two sets of Ecoballs™ for maximum results.

Q. Can I add fabric softener to the wash with the Ecoballs™?

A. You should find that the garments are naturally soft without the use of fabric softener. If you do miss the synthetic smell we suggest that you only use an Eco softener such as Ecover, but do not add it to the wash. When the wash is complete remove the Ecoballs™ add the softener and switch the machine on to a short rinse.

Q. Can I still use water softener tablets to protect my machine from lime scale build up?

A. You cannot use a water softening tablet with the Ecoballs™, however, we would recommend that you use the MagnoBall™ Anti-Limescale Magnetic Ball for use in the washing machine and dishwasher. Guaranteed for 5 years, MagnoBall™ will save you a lot of money on softening tablets. Please refer back to your place of purchase for details on the MagnoBall™ or visit www.ecozone.co.uk

Q. My Ecoballs™ used to work really well but now they have stopped working.

A. You may need to top up your Ecoballs™ with the refills supplied. If you live in a very hard water area the lifetime of the Ecoballs™ may be shorter than in a soft water area, therefore the pellets will require topping up more often. Try the MagnoBall™ Anti-Limescale Ball – see above. Sometimes oily residue may build up on the pellets inside the Ecoballs™ outer plastic casing. This residue can be removed by washing the Ecoballs™ in a bowl of warm soapy water. Shake them around inside the bowl for a few minutes then leave out to dry.

Q. Are Ecoballs™ safe for delicates?

A. We advise that you use only 2 Ecoballs™ for a delicates wash and put your delicates in a laundry bag to protect them, always select the delicates wash on your machine. But if a top is very precious, expensive or delicate, please HAND WASH ONLY and do not use the Ecoballs™. Washing machines can be very rough on delicate clothes.

Q. I have allergies and eczema, can I use Ecoballs™?

A. Ecoballs™ are hypo-allergenic and safe to use for sensitive skin. Ecoballs™ have been approved by Action Against Allergies in the UK.

Q. Can I wash nappies and baby clothes?

A. Ecoballs™ are safe for baby clothes and sensitive baby skin. We have received many excellent testimonials from customers that use the Ecoballs™ on reusable organic nappies. The Ecoballs™ mineral pellets change the water molecules to soften the clothes and change the water acidity to more alkaline (bacterial doesn't grow in alkaline conditions). We recommend that you pre-soak heavily soiled nappies and use the stain remover. Additional supply of Ecoballs™ stain remover is available from your place of purchase or www.ecozone.co.uk

Caution: Ecoballs™ are not a toy and should be kept out of reach of children and animals. When the washing pellets have worn out please dispose of any remaining pellets safely in the general waste and not by fire or in your garden. The pellets are biodegradable.