



FREQUENTLY ASKED QUESTIONS

SCAN TO WATCH THE FULL INSTRUCTIONAL VIDEO

How long does the service last?

Power-Clean AC Bacteria & Odour Remover: 20 minutes at 22°C (may vary depending on the temperature)

How many services can we do per day?

The equipment is not intended to operate continuously. We recommend a minimum 15 minute stop interval between each service, depending on the outside temperature. Similarly, it is good to check the filter at the front of the machine every 2 or 3 services. If the filter is too wet, this will restrict the entry of air. It should then be rinsed, dried and repositioned.

Can we treat several cars with one bottle of treatment?

No. The service is automatic and uses the entire dose of the product. If you stop the treatment while in progress, the cleaning, virucidal and bactericidal efficiency cannot be guaranteed.

Can two treatments be used at the same time?

No. the equipment only works with a maximum quantity of 100ml.

Is there a risk to the materials and trim of the vehicle?

No. This is an aqueous-based formula with no harmful components. Used as per our instructions, the vaporising method of Forté's Power-Clean AC releases droplets so small that they cannot damage the vehicle's interior. In general, it is not recommended to clean a vehicle in direct sunlight or at high temperatures because the product may dry out before acting.

Can the equipment be plugged into a mains electrical outlet?

Yes, with a 220V > 12V inverter. This accessory is not included and not available as an option.

How long is the warranty?

2 years.

Where is the machine made?

In Europe (Netherlands) and benefits from all CE standards.

EFFECTIVENESS AGAINST COVID-19

Is Power-Clean Bacteria & Odour Remover effective against viruses?

Power-Clean Bacteria & Odour Remover has been tested by an independent laboratory according to standard EN14476 + A2: 2019 (extension of the specific standard to COVID-19) and benefits from all the registrations as a biocidal substance on the market.

How long is the treatment effective in air conditioning?

Virucidal effect: the treatment eliminates the virus on surfaces at time "t" and will be effective until a person carrying the virus enters the vehicle.

Bactericidal effect: The treatment removes harmful bacteria and laboratory tests indicate up to 6 months' effectiveness.

Is the treatment effective elsewhere than in a vehicle? Rooms, camper van / caravan, bus, lorry cab...?

Power-Clean AC services have been developed and tested specifically for vehicle air conditioning surfaces. Additionally, application is similar in lorry cabs. For the rest, effectiveness is possible but untested. Air flow is required to distribute the treatment so in static places such as rooms this can be difficult.

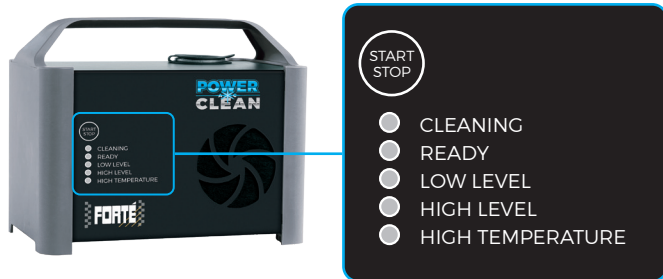
Is ozone effective against viruses?

Ozone is a powerful oxidising agent that affects living particles and restricts the growth of bacteria or viruses. It has the characteristic of a "metal" odour. There are no tests today to prove effectiveness as a virucide.

Can be effective for the removal of bad smells (tobacco, food, pets ...) thanks to molecular technology but has to be used within safe working limits.



COMMON QUERIES



- CLEANING = Cleaning in progress
- READY = You can press START STOP
- LOW LEVEL = Not enough treatment or treatment finished
- HIGH LEVEL = Too much treatment – Empty a little.
- HIGH TEMPERATURE = Machine is hot. Leave to cool or move away from any nearby heat sources.

The machine does not turn on

This is a power supply problem. The fuse of the 12V socket should be replaced. Ensure it is replaced with an equivalent 16 amp fuse.

On first use, the equipment flashes

This happens when the product is poured in before the equipment is powered up for the first time: the level sensor has not calibrated. We therefore advise to switch off, empty the product, switch on the equipment and pour in the product again.

If the symptom persists, recalibrate the machine. For any calibration, there must be NO fluid in the equipment. Remember: Power Before Product.

The vapour does not work or does so very poorly

1. Check there are no warning indicators on the device.
2. If the equipment has already been used, rinse the interior with clear water.
3. Check the operation of the fan and the condition of the filter. If necessary, clean and dry the filter in front of the fan.
4. If there is still no vapour, check the operation of the ultrasonic cell:
While the equipment is running, very gently remove the diffuser tube and look inside. If there is very little vapour, bubbles or small product deposits in the bottom, this may indicate failure of the ultrasonic cell.

The fan operates intermittently

Start by cleaning and drying the filter on the front of the equipment.

If the symptom persists, it may be a first sign of failure of the ultrasonic cell (see above).

The indicator light (orange) is on (High Level / Low Level) when the product has been poured into the machine:

Check that the device is level and placed on a flat surface. Empty the tank and fill it again.

If the problem persists, recalibrate the machine. For any calibration, there must be NO fluid in the equipment.

The “High Temperature” indicator light (red) is on:

Check that the ambient temperature is between 0 and 50°C.

Leave the equipment to stand for 15/20 minutes.

How to recalibrate the machine

It is important that no fluid is present inside the machine.

- » Empty the machine.
- » Hold the machine on both sides and tap on a firm surface 2/3 times to ensure the internal tubes are free of fluid. It is recommended to give the machine a shake (even upside down) to ensure the tubes are completely clear.
- » Connect the device: all LEDs flash.
- » Allow the device to warm up for 10 to 15 seconds.
- » Press and hold the start button for 12 seconds => Yellow High and Low level LEDs will blink.
- » When the blue LED blinks, release the start button.
- » Recalibration is complete.