



**Germo SpA is very careful to satisfy its clients and thanks to your questions and reports it will daily update the following FAQ helping you to know us and address you to a conscious purchase.**

**Germo means constant commitment to satisfy our clients by quality of our products and services.**

## **INFORMATION SECTOR:**

### **WHICH IS THE DIFFERENCE BETWEEN SANITIZE AND DISINFECT?**

People often confuse cleaning and disinfecting, but *there is a big difference between them!*

Sanitizing means remove the dirty and some germs thanks to the mechanical action of sponge or cleaning cloth. A cleansing product improves the surfaces aspect, removes the dirty, but DON'T eliminate in a radical way germs and bacteria.

Disinfecting means ELIMINATE germs and bacteria with the dirty preventing the risk of their spread. Remember that bacteria duplicate themselves every 20 minutes (10/20/40/80 ecc.).

- **Which kind of products Germo produces and distributes?**

Germo has been formulating, testing and manufacturing disinfectants, detergents, cosmetics since 1956 to hospital, horeca and retail enterprise with specific lines for any exigences.

- **What is a disinfectant?**

A disinfectant is a substance able to *destroying/eliminating* harmful microorganisms.

- **What is a detergent?**

A detergent is a mix of chemical substances able to *remove* some dirty from skin, objects and/or surfaces.

- **What is a cosmetic?**

A cosmetic is a product that enter in contact with the skin, hair, nails or mouth to cleanse, grow up or preserve the beauty of the body. This type of products must not contain potentially harmful or dangerous substances.

- **What does it mean PMC?**

PMC is a slogan that means: "The product is registered by the Italian Ministry of Health". This means that the product contains some ingredients to eliminate the harmful organisms.

- **What does it mean CE?**

A CE product is a medical device.

A medical device is an instrument, an appliance, a system or a substance using in the medical sector with a diagnostic or therapeutic purpose.

They are characterized by a specific regulatory and are categorized into different sections in relation to function, complexity and potential risk for the patient: I,IIa,III. If you use a disinfectant on these tools it must be a medical device.

- **What does it mean Dermatologically tested?**

It means that a product was tested with a Patch test to studying the effects on the skin; in particular the good skin tolerability in relation to specific verification protocols.

- **What is the Chlorexidine Digluconate?**

The Chlorexidine Digluconate is an active chemical synthesis disinfectant with a broad spectrum and antiseptic action versus Gram-positive, Gram-negative bacteria and also fungi.

The Chlorexidine is used to disinfect skin and surfaces.

- **What is the Benzalkonium Chloride?**

The Benzalkonium Chloride is an active disinfectant ingredient used like a bactericidal and spermicidal in a lot of solutions for daily use, like as: disinfectants, eye drops, mouthwashes, creams.

It is used also like a preservative.

It is part of quaternary ammonium salts.

- **Why and when using a disinfectant?**

The disinfection is one of the most important preventing interventions that thanks to the action of one or more chemical substances, allow to reduce the microbial charge on a surface, tissue, object or contaminated/potentially contaminated skin.

- **How to choose the disinfectant?**

In relation to the choice of a specific disinfectant product is useful notify some indications and pay attention to the characteristic of the product:

- Intended use: for surfaces, environments or skin;
- How to use: concentrated or ready to use / with or without rinse;
- Effectiveness;
- Time of action;
- Product feature: eliminates odor, with or without perfume;
- Active principle;
- Product size.

- **How to recognize a disinfectant product?**

The packaging of a product is important to obtain all useful information to recognize a DISINFECTANT:

- Name of the product: if the product is described like a “sanitizer”, it is not a disinfectant; even if it has printed on its packaging the typical red cross;
- PMC logo or slogan: normally the packaging reports the logo or the slogan: “The product is registered by the Italian Ministry of Health”.

ATTENTION: the cross is often used incorrectly; many enterprises that produce detergents abuse of it!



- The number of PMC: a disinfectant is a product authorized by the Italian Ministry of Health. For this reason must be printing the corresponding registration number on the product;
- The validity: first of all is a good practice store properly a product to avoid some unwanted problems before the expiry date. We inform you that on a disinfectant must be printed the expiry date.

- **How to properly store a disinfectant?**

A disinfectants product is composed by chemicals substances so, normally, the disinfectants are characterized by long storage times, always indicated on the label.  
Another advice is stored the container of disinfectants in cabinets, well closed with their original caps. Keep away from the reach of children or pets.  
*Do not pour a disinfectant in other packaging and do not mix with other liquid substances!*

- **Why buy a concentrated product?**

Concentrated products are ideal products if you are looking for an ecological conscious choice. Their use allows to save money, water, packaging elements and transports costs with consequent savings also for the final consumer.  
The efficacy of the products is ensured using only a minimum part of these able to directly act on microorganisms to eliminate.

- **If we have a “ready to use” product is necessary dilute or rinse?**

We can define a ready to use product when this can be used immediately without be diluting in water. It doesn't require a rinse; even if in some products is required.  
*For more information about the composition and the use of our products please read the label.*

- **Which are your contacts?**

Our offices are open from Monday to Friday, to 8.30 am since 5.00 pm.  
Phone number + 39 02 66301938

For general information:  
[info@germodis.com](mailto:info@germodis.com)

For commercial inquiries:  
[info@germodis.com](mailto:info@germodis.com)

For marketing collaborations:  
[marketing@germodis.com](mailto:marketing@germodis.com)

For technical information:  
[qualita@germodis.com](mailto:qualita@germodis.com)

## **COMMERCIAL SECTOR:**

- **All Germo products are Made in Italy?**

Yes, our products are made in our manufacturing plant in Cormano, near Milan, from 1956 respecting rigid production procedures.

We have obtained **ISO EN 9001:2015 e ISO EN 13485:2016 certifications**, guarantees of Italian excellence of our productive system and, consequently, of our products.

- **How is possible buy Germo products?**

Germodis SpA is an enterprise that produce disinfectants and distributes them to hospitals, wholesalers and retail.

*We do not carry out home sales.*

We are present also in some European and extra-European countries.

We inform you that any shops, physical or online, have an internal distribution of our products that we are not aware of.

- **Do you have an e-commerce shop?**

Germodis, now, does not have an e-commerce shop, but you can find our products, sold by third parties, in many famous online platforms like as: Amazon, Doctorshop.it, Esselunga a casa.

If you type the name of the product on a search engine you can verify who is the distributor.

- **I would like more information about your product, who can I contact?**

Our Customer care is open from Monday to Friday, to 8.30 am since 5.00 pm to suggest you the best solution of disinfection for you.

Contacts: [direzionecommerciale@germodis.com](mailto:direzionecommerciale@germodis.com)

- **Is it possible have a catalogue and a price list of your products?**

Our digital catalogues are online here:

<http://new.germo.it/en/catalogues/>

To receive more information and a commercial offer please contact our commercial office:

[info@germodis.com](mailto:info@germodis.com)

## QUALITY SECTOR:

- **Is it possible have some technical information about your products?**

All our products have a Technical datasheet and a Safety datasheet.

You can send a request to our technical office: [qualita@germodis.com](mailto:qualita@germodis.com)

- **How to use your products?**

For a correct use we recommend you reading the label on the product.

All our products bring back how to use them and the warnings on the back of the label.

For any more information our customer care is at your disposal from Monday to Friday, to 8.30 am since 5.00 pm.

You can contact us by phone: + 39 02 66301938 or send an email to: [info@germodis.com](mailto:info@germodis.com)

- **Is Germo an ecological enterprise?**

In our workshops the production of the products takes place in compliance to respect all regulations in force pay attention to the environmental impact.

Germo SpA is always careful to improve its management system in an effective and sustainable way. The environmental policy is a very important point in our mission.

*For this reason we have required to obtain the **UN ISO 14001 certification.***

The company already possesses the essential requirements, pursuing the adequacy and improvement of the environmental system as its objective:

- ✓ The production part of the company has a collection system of any accidental spills aimed at safeguarding of the environment (it should be noted that until now there has never been no accident occurred);
- ✓ Industrial wastewater is not introduced into the sewerage system;
- ✓ The company is equipped with a photovoltaic system whose energy production allows the lighting and air conditioning of the work environments;
- ✓ Rainwater is collected in a special tank for irrigation of green areas;
- ✓ The production of concentrated products allows a lower consumption of plastic packaging;
- ✓ Only recyclable plastic or cardboard packaging is used;
- ✓ The formulation of our products involves the use of many components of vegetables origin;
- ✓ The production system is planned in order to minimize washing by combining compatible mixtures to avoid wasting water;
- ✓ The control of the processing plant is systematic to reducing energy consumption;
- ✓ Company handling vehicles are electric or manual;
- No useless waste is produced, except for recyclable plastic and cardboard waste;

- ✓ We are not affected by the legislation on atmospheric emissions as we do not treat air polluting compounds;

#### **MEDICAL LINE FAQ:**

- **Which are the characteristics of Medical line products?**

The Medical line of Germo is composed by specific products for medical professional and are destined to the disinfection and cleanse of surfaces and the sterilization of medical device.

In this line we have also specific disinfectants soaps for professional works where the sepsis of the hands and the skin is critical.

You can find the Germo Medical line products here:

<http://new.germo.it/en/product-category/professional-medical-line/>

#### **HOUSEHOLD LINE FAQ:**

- **Which are the characteristics of Household line products?**

The Household line of Germo is composed by three categories:

- Home care: for the disinfection and cleansing of home environment;
- Pet: for the cleaning and hygiene of in shared spaces with pets;
- Tech: for targeted cleaning and disinfection needs.

You can find the Germo Household line products here:

<http://new.germo.it/en/product-category/household-disinfection-line/>

#### **SKIN CARE LINE FAQ:**

- **Which are the characteristics of Skin care line products?**

The Skin care line of Germo is composed by specific products for the disinfection and cleansing of skin, teeth and for the intimate hygiene for all family. (GERMOCARE)

You can find the Germo Skin care line products here:

<http://new.germo.it/en/product-category/specific-skin-care-line/>

#### **DISINFECTANT SPRAY LINE FAQ:**

- **Why choose a spray product?**

Among Germo products is possible find a special line of Spray for different uses.

The sizes of our sprays are: 75,150,400 ml and for this reason is possible to have always a disinfectant spray in your hands, easy and practical to use.

They were tested on the laboratory and are active against the Corona virus family and Legionella.

You can find the Germo Spray line products here:

<http://new.germo.it/en/product-category/spray-en/>

## ACCESSORIES LINE FAQ:

- **Are Germo products easy to use?**

Germa completes its catalogue with a range of accessories destined to hospital medical professional or enterprises to facilitate the use of our products.

The household products, or professional ones, are composed by the most common devices to use (trigger, dispensers and pumps).

You can find the Germa Accessories line products here:

<http://new.germa.it/en/product-category/accessories/>