



## FAQ - NaturCare® Deodorizer Products

### **What is NaturCare Odor & Stain Eliminator?**

NaturCare vegetable extract spray is used to eliminate organic odors. It supports integrative practice to create a more healing environment by quickly and discreetly restoring patient dignity and making the care space more pleasant for patients, staff, and visitors. It is a value-added product that is both functional and pleasant, thereby improving patient satisfaction, reducing staff stress, and safeguarding the high-quality care image of your healthcare facility.

**How does NaturCare work?** NaturCare is not a masking agent. When unscented NaturCare is misted into the air or directly onto an odor source, its active ingredients attach to the odor or stain and accelerate its natural biodegradation, effectively eliminating it. Any residue is then wiped away, and the area is resprayed. If odors persist, the source area may need to be saturated and given additional time to deodorize. Alternatively, the odor could be coming from a different source that also requires treatment. Essential oils can be added to the formula for additional benefits. However, once misted the essential oils are also broken down, leaving no lingering scent over time. Potential benefits of EOs: *Lavender* to calm/reduce stress, *Fresh Mint* for nausea relief, *Citrus* to energize.

**Where can NaturCare be used?** NaturCare is versatile and effective for addressing odors associated with incontinence, illness, ostomy, immobility, and food. It can be sprayed in the air, on intact skin, masks, clothing, ostomy accessories/support barriers, bedding, and water-safe surfaces. NaturCare is a deodorizer, not a disinfectant. As a bonus, it helps prevent most organic stains from setting until laundered. A usage flyer is available upon request.

### **Is NaturCare safe to use on & around people?**

We have combined the best of nature and chemistry to provide an alternative to traditional masking deodorizer sprays. NaturCare is non-toxic and non-irritating. Safety Data Sheet (SDS) and "No-Tox" report are available upon request.

### **Do you list all your ingredients on the Safety Data Sheet (SDS)?**

While most of our ingredients are listed as proprietary on the Safety Data Sheet (SDS), our deodorizer sprays do not contain any chemicals of concern typically found in air fresheners. These include ethanol, fragrance phthalates, propellants, solvents, aldehydes, or known irritants or carcinogens. Our base formulas are unscented and intended for external use only.

### **What about patients/staff with chemical sensitivities?**

NaturCare deodorizers have been used in hospitals and clinical facilities for over 15 years, with positive feedback from patients and staff regarding their acceptability. As always, best practices should consider individuals with hypersensitivity or health issues. It is recommended to remove sources of odors (e.g., food, garbage) and ensure proper air circulation and ventilation to maintain ideal air quality and enhance odor control. NaturCare is packaged in non-propellant, non-aerosol bottles, allowing it to be sprayed directly on odors and their sources, rather than relying on constant fragrance diffusion through wall-mounted units. Our approach follows the principle of "less is best" for optimal results and caution within the care space. Testimonial flyer is available upon request.

### **What if the odors remain after spraying?**

NaturCare deodorizers are spritzed high into the air and/or directly onto the odor source to provide initial olfactory relief. The formula requires a minute or so to make contact with odor molecules, biodegrade them, and eliminate the odor. Any bulk on surfaces should be wiped away, and the area resprayed. If odors persist, the source may need to be saturated or given additional time to deodorize. Alternatively, the odor could be originating from a different source in the care space that also needs treatment. Since our formulas are liquid-based, any excess spray on floors or surfaces should be wiped dry if settling occurs.

**What is NC Super Odor Eliminator?** NC Super Odor is an unscented odor spray also made with vegetable extracts. It is specially formulated to neutralize tougher odors associated with illness, medical waste, and decay on water-safe soft and hard surfaces. The active ingredients break down odors effectively without leaving a lingering chemical smell. It is important to note that NC Super Odor is a deodorizer, not a disinfectant.

**What is NP Peppermint Spirits?** We also manufacture a 1 oz. liquid freshener containing peppermint essential oil in an alcohol carrier. Its energizing aroma diffuses when wicked with a 2x2" or 4x4" gauze pad. Peppermint Spirits is versatile, helping to replace unwanted smells in settings ranging from gastric bypass theaters to smaller care areas as it dissipates over time. A drop on a cotton ball or pillowcase can help counter nausea pre-op or post-op. Some nurses have reported that pouring PS into a urine hat has helped patients to void. Additionally, a drop on the outside of a surgical mask may help alleviate stress. For external use only.

**Are NaturCare products for nursing or environmental service use?** Our products have been sold as a "first aid" solution for nurses to use on and around patients to provide quick deodorizing relief. NaturCare is traditionally packaged in convenient 2 oz. and 4 oz. bottles with a fine mist sprayer. Some facilities keep the 4 oz. bottle at the nurse's station or on carts for general use, while others place a 2 oz. bottle in each room for individual patient use. Additionally, 16 oz. bottles of NaturCare and NC Super Odor Eliminator with a trigger sprayer are available for situations that require a wider broadcast and higher volume, such as in diaper rooms or medical waste/trash areas.

**Who are your competitors?** NaturCare competes with incontinence, ostomy, and air freshener sprays such as Hollister M-9, Medi-Aire, Hex-On, Fresh Naturals and Carrascent. However, customers have noted that our products are not only effective but also smell significantly better than the competition. Feedback indicates that NaturCare is readily acceptable to staff and patients, including those with sensitivities. Additionally, NaturCare is more versatile, offering safe use on intact skin and helping to prevent organic stains from setting. Testimonials are available upon request.

**Can we get free samples for a trial?** Samples are available for trial use in healthcare facilities at no charge. To ensure effective implementation, it is recommended to provide each nurse with a usage flyer and have them complete a product experience form during use. This feedback helps leadership and NPI better understand and address your deodorizing needs. Flyers and forms are available upon request.

**How can we order product?** Our products are currently available through Medline, Cardinal, Owens & Minor, Concordance, Claflin, and Henry Schein Distribution, as well as direct sales. We are open to establishing new distribution relationships and welcome introductions to your preferred distributor to facilitate the process.

**Are you a diverse supplier?** NaturCare products are manufactured by Nature Plus, Inc., located in Stratford, CT. We are a Certified Small Business, and a certificate is available upon request.

We welcome the opportunity to understand your deodorizing needs and provide effective, pleasant, value-added solutions.