



# FAQ

**Q. Aren't bacteria bad for you?**

**A.** There are both pathogenic (disease-causing bacteria) and beneficial bacteria. Beneficial bacteria help digestion in your body, and Betco's probiotic bacteria do not cause disease and provide cleaning benefits beyond traditional cleaners.

**Q. What's the difference between traditional cleaners and probiotic cleaners?**

**A.** Traditional cleaners can do a great job at the time of application removing all the visible soil on a surface, but what the traditional cleaner does not address is what is lying below the surface. Betco probiotic cleaners clean the surface dirt and go below the surface in the porous surfaces to continue to digest soils long after initial application.

**Q. What do probiotic bacteria need to survive?**

**A.** They need a food source, pH neutral environment and moisture (there are a lot of moisture rich environments below the surface).

**Q. Aren't all bacterial cleaning products the same?**

**A.** No, Betco's probiotic bacteria are specifically selected for a specific application, e.g., industrial oils and greases. Betco's probiotic bacteria are fermented in Envirozyme's state-of-the-art manufacturing plant. Most other bacterial products use mass-produced bacterial strains that do not have specific uses.

**Q. How do probiotics eliminate odors?**

**A.** Odors are emitted from various soils and contaminants. By destroying the source of the odors (uric acid in restrooms or volatile fatty acids in kitchens), the odors are completely eliminated.

**Q. How do the bacteria survive in the shipping package?**

**A.** When shipped, the bacteria are in a protective spore dormant state. When they are exposed to a food source, they become active and keep replicating until the food source is depleted.

**Q. How do the bacteria continue to multiply?**

**A.** The process of recognizing the food source and preparing for exponential growth is the lag phase. The log phase is the period of maximum growth. Betco adds special nutrients to our probiotic solutions to minimize the lag phase and expedite the log phase.

**Q. How do the probiotic bacteria continue to work downstream?**

**A.** As long as there is a food source and a moist environment, the bacteria will thrive—whether it is during initial application or as the product is flushed into a wastewater stream.

**Q. Can I use bleach with probiotics?**

**A.** No, bleach will kill the bacteria when in the active state and prevent any continuous cleaning benefits. A detailed cleaning plan should be established with a Betco regional manager to optimize the performance benefits of probiotic bacteria.

**Q. What if someone were to swallow a probiotic cleaner?**

**A.** All the bacteria in Betco's probiotic cleaners are made ineffective by common antibiotics like penicillin.

**Q. I used the No Rinse Floor Cleaner once on my floor and did not get the desired results. Why?**

**A.** It takes a few applications to build up the bacterial population. Repeated use on a daily basis over a period of weeks will produce cleaner floors and brighter grout lines.

**Q. Will Drain and Grease Trap unclog my drain?**

**A.** No, it is not a drain opener, it is a drain maintainer, but regular use of the Drain and Grease Trap will prevent buildup in the drain, reducing or eliminating clogs. When dealing with a clogged drain, it is best to use a drain opener first, then begin a maintenance schedule with Drain and Grease Trap.

**Q. Why not eliminate the bacterial lag phase altogether and just use enzymes?**

**A.** Enzymes are great, but once they are exhausted, they do not provide any residual benefits. Bacteria create enzymes to digest the food source in order to survive. They will continue working until their food source is depleted.

**Q. How long do probiotic bacteria survive?**

**A.** In Betco lab testing, we found that the bacteria can survive up to 21 days in the active state. In the spore state, they can remain viable for years under the right conditions.

**Q. How can Drain and Grease Trap save me money?**

**A.** Routine use of the Drain and Grease Trap will reduce the number of pump outs, potentially saving thousands of dollars per year.

