

COVID-19 Customer FAQs

Updated August 28, 2020

Due to the COVID-19 outbreak, we have increased production of our CloroxPro™ and Clorox Healthcare® products. We are working around the clock to ensure facilities can access our products. We thank you for your patience during this time.

Product Availability Questions

Q: Who can I contact to inquire about purchasing CloroxPro and/or Clorox Healthcare products, as well as the Clorox® Total 360® System?

A: Please contact your distributor to place an order as well as to better understand timing for when you will receive your order. We have increased production of our disinfecting products to meet the needs of our customers. We are working around the clock to ensure facilities can access our products. We thank you for your patience during this time.

Q: Who can I contact to inquire about the status of my Clorox® Total 360® System, CloroxPro and/or Clorox Healthcare product order(s)?

A: Please contact the distributor or representative with whom you've placed your order to better understand status and timing for when you will receive your order.

Q: What if I want to purchase CloroxPro and/or Clorox Healthcare disinfecting products as well as the Clorox® Total 360® System but don't work with a distributor?

A: If you don't currently work with a distributor, please provide additional information [here](#) to help us direct your inquiry to the right place. Please note our Consumer Care team is unable to process orders over the phone.

Q: I am unable to order CloroxPro and/or Clorox Healthcare products through my distributor or sales rep. Why is that?

A: Clorox has seen an unprecedented increase in demand for its disinfectants since the COVID-19 pandemic hit the U.S. This demand has been around 5x normal levels of demand of many items such as Clorox® Disinfecting Wipes, but the increase has been significantly higher with products such as our Clorox® Total 360® device and Clorox® Total 360® chemistries.

In response to this increase in demand, Clorox has shifted its production facilities to 24/7 schedules, simplified its portfolio and prioritized disinfectant chemistries in order to maximize output of disinfectants on the EPA's List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19). We also continue to explore and utilize 3rd party manufacturing sites as a means to maximize output. Since January, we have made 100M more disinfecting products than ever before with 1M packages of wipes made every day.

Specific to the Clorox® Total 360® System, our partner ByoPlanet has greatly increased production of Total 360® devices while we continue to increase production of the device's disinfecting chemistries to better meet our customers' expanding needs.

We anticipate supply will continue to be challenged as the path of this pandemic evolves. We will continue to explore new ways to make more disinfecting product to try to keep up with demand as much as possible so facilities can get what they need.

Q: Why can't I order products directly from CloroxPro?

A: Within the Clorox Professional Products division, all products are shipped via distributors to end users. Clorox does not ship direct to end users

Q: If I do not have access to CloroxPro and/or Clorox Healthcare products, what are viable alternatives that can be used against SARS-CoV-2?

A: If you do not have access to CloroxPro and/or Clorox Healthcare disinfectants, please consult the [EPA's List N: Disinfectants for Use Against SARS-CoV-2 \(COVID-19\)](#).

Product Usage & Eligibility Questions

Q: Can CloroxPro and Clorox Healthcare products be used against SARS-CoV-2, the virus that causes COVID-19?

A: Yes. Many CloroxPro and Clorox Healthcare products meet the EPA's criteria for use against SARS-CoV-2, the virus that causes COVID-19. Clorox Commercial Solutions® Clorox® Disinfecting Wipes (all scents) have been approved by the EPA for efficacy against SARS-CoV-2 and have a 30-second contact time. Other CloroxPro and Clorox Healthcare products can be used against SARS-CoV-2 because they have an emerging viral pathogens claim, one of the criteria that enables their inclusion on EPA's List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19). For a full list of these products, usage instructions and more information about disinfecting and COVID-19, visit [CloroxPro.com](#).

Q: What CloroxPro and Clorox Healthcare products can be used against SARS-CoV-2, the virus that causes COVID-19?

A: Please visit [CloroxPro.com](#) for a full list of CloroxPro and Clorox Healthcare products that can be used against SARS-CoV-2.

Q: What is the EPA Emerging Viral Pathogen Guidance?

A: Under the Emerging Viral Pathogen Guidance, manufacturers whose EPA-registered products meet a specific list of criteria are permitted to use emerging pathogen language in a number of communications. A product is considered effective against SARS-CoV-2, an enveloped virus, if it has EPA-approved language for emerging viral pathogens and at least one or more EPA-approved claim against a small or large non-enveloped virus on the Master Label. The Master Label has a section on Emerging Pathogens, "Terms of Registration," that indicates which small or large non-enveloped virus claims confer eligibility.

Q: What is the difference between a product with an EPA-approved kill claim against SARS-CoV-2, the virus that causes COVID-19, and a product that can be used against the virus based on the EPA's Emerging Viral Pathogen Guidance?

A: When new viruses emerge, they are not readily available for disinfectant efficacy testing in labs. In these instances, the EPA Emerging Viral Pathogen Guidance is used to quickly identify effective disinfectant products that can be used to kill the new virus, based on its effectiveness against similar viruses or ability to kill more challenging viruses. For SARS-CoV-2, the virus that causes COVID-19, disinfectants considered effective under the Emerging Viral Pathogen Guidance have demonstrated efficacy against a harder-to-kill virus.

Over time, disinfectants will be tested for efficacy against SARS-CoV-2 and consumers will begin seeing EPA-registered kill claims against the virus. Since it isn't possible for all disinfectants to be tested and receive the official EPA-registered kill claims at the same time, it is important to know that products under the Emerging Viral Pathogen Guidance can still be used against SARS-CoV-2.

Q: What is the difference between a product with an EPA-approved kill claim against SARS-CoV-2, the virus that causes COVID-19, and a product on EPA's List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19)?

A: Products with an EPA-approved kill claim against SARS-CoV-2 are included on List N. All products on List N are considered to be effective against SARS-CoV-2, but those with an approved kill claim have been tested against the virus. Disinfectants on List N meet one or more of four criteria that the EPA considers, meaning the disinfectant will be effective against SARS-CoV-2. One of these criteria is that the disinfectant has been tested against the virus and been shown to be effective. These products are EPA-approved against SARS-CoV-2. Other criteria for inclusion on List N are based on the product having an EPA-approved claim against a harder-to-kill virus (emerging viral pathogen claim), a human coronavirus similar to SARS-CoV-2, or a harder-to-kill pathogen such as norovirus, *Mycobacterium tuberculosis* or *Mycobacterium bovis*.

Q: Why do CloroxPro products list a human coronavirus claim on the label?

A: Several CloroxPro and Clorox Healthcare products are EPA-registered to kill viruses that cause cold and flu, including the human coronavirus. Coronaviruses are a large family of viruses ranging from the common cold to much more serious diseases. The human coronavirus listed on the claim is different to SARS-CoV-2, which, according to the CDC, is a new coronavirus strain. [The EPA expects that products with a human coronavirus claim will kill SARS-CoV-2.]

Q: XX CloroxPro or Clorox Healthcare product shows as added on [X DATE] to the EPA's List N — were they eligible to be used against SARS-CoV-2 before that date?

A: Yes. XX product met the criteria to be used against SARS-CoV-2 as it has an EPA-approved emerging viral pathogen claim (as per the EPA's Emerging Viral Pathogen Guidance) and therefore was included on List N prior to the date currently shown. Most CloroxPro and Clorox Healthcare products were added to List N in March 2020. Currently, when a product receives an official, EPA-approved kill claim against SARS-CoV-2, List N is updated with the date the kill claim was approved by the EPA, rather than the date the product was added to List N.

Q: Why did the contact time change for XX CloroxPro or Clorox Healthcare product?

A: A contact time (or kill time) may change (and may decrease) when the product is tested against the SARS-CoV-2 and the testing shows that the disinfectant is effective at a specific chosen contact time (or kill time). Previously, the product contact time was determined by the emerging viral pathogen claim which was obtained following the EPA Emerging Viral Pathogen Guidance. The contact time for this claim is based on the contact time for a virus that is harder to kill than the SARS-CoV-2 virus. Consequently, the contact time may be longer than the contact time against SARS-CoV-2, which as an enveloped virus is the easiest to kill of all the types of viruses. List N will now show the contact time based on efficacy against SARS-CoV-2, instead of the contact time based on the emerging viral pathogen claim.

Therefore, when XX product was tested against SARS-CoV-2, the testing proved the disinfectant's efficacy against the novel coronavirus with a XX contact time. This is shorter than what was previously included on List N as the List N contact time was based off the harder-to-kill virus contact time.

Donation Questions

Q: How are you supporting communities in need during the outbreak?

A: The Clorox Company Foundation is making a wide-ranging series of grants to three organizations fighting coronavirus: Direct Relief, CDC Foundation Emergency Response Fund and the American Red Cross. The donations, totaling \$5 Million, will specifically go toward "care for the caregivers" — people who are working with these public health organizations on the front lines to support public health. These donations are part of our longstanding history of providing support to public health organizations.



For more information, contact your Clorox representative or visit us at www.cloroxpro.com

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