Getting Best Results with Your Norwex Laundry Products

Congratulations on choosing plant- and enzyme-powered laundry products by Norwex! Free from harmful phosphates, chlorine and fragrances, both Laundry Detergent and Liquid Laundry Detergent are safer for the environment—and safer for your family, too!

Both products are designed for use in standard as well as high-efficiency (HE) machines. For great results every time, follow these best practices:

- **Read the label on your garments and linens.** It will tell you if your item can be machine washed.
- **Sort machine-washable laundry according to cycle, water temperature and color, keeping items that produce lint (like cotton towels) away from those that attract it (such as microfiber, knits and corduroy pieces).**
- **Pre-treat any stains with Norwex Stain Remover or Microfiber Cleaner Laundry Booster** before washing so they do not set in.
- **For HE machines, add Norwex Laundry Detergent or Liquid Laundry Detergent to the machine’s dispenser rather than directly onto clothing.** This will help prevent the accumulation of residue. Make sure the dispenser is clean and add the detergent just before loading the laundry into the machine.
- **For standard machines, dissolve the detergent in the wash water before adding the laundry.**
- **Do not overfill the machine.** Tightly packing laundry into the machine can prevent detergent from fully dissolving. Large loads should fill only about three-quarters of the machine.
- **Use no more than the amount of detergent specified by the product package for your machine type and load size.** Using too much detergent can cause spotting and/or residue. Using too much detergent can also result in over-sudsing and prevent thorough rinsing, which means soil can remain in your clothing.
- **If your laundry is spotty, try using slightly less detergent than recommended on the label.**
- **For best results, use the warmest water recommended for the fabric type.**
- **Remove wet laundry from the washing machine as soon as it is done.**
- **Leave both the washing machine door and the dispenser drawer open between loads to allow air to circulate.**

**Got a tough stain?**

Fresh stains are much easier to remove than older ones. If you can’t wash a stained item right away, use Stain Remover, which can remain on the clothing for several days before washing. And make sure your laundry room has proper lighting. Stains can go undetected if you can’t see well when you’re loading the washer.

**How hard is your water?**

Hard water contains magnesium and calcium. These minerals can cause clothes to look dull and feel stiff because detergents can’t lather or rinse as well in their presence. Hard water buildup can also clog pipes and appliances. Microfiber Cleaner Laundry Booster contains water-softening ingredients for better cleaning. It also removes mineral deposits, grunge and grime and restores dingy clothing.

**What’s the difference between oxygen bleach and chlorine bleach?**

- **Chlorine bleach** is an unstable product that begins to lose effectiveness after manufacturing, eventually becoming ineffective. It is not safe for handling and must be stored in a plastic container in a cool, dark place. Chlorine bleach does not differentiate between color molecules and stains or microbes. It lifts colors away using oxidation as well. It is typically diluted when used for stain removal or cleaning, but even in low concentrations it can destroy fabric, eventually deteriorating garments and fading colors with regular use. Chlorine bleach is toxic to aquatic life and harmful to the essential bacteria in septic tanks when very small quantities are exceeded. It works best in hot water but is also effective in warm water. It cannot be used with other cleaners such as ammonia, as the release of deadly deposits, grunge and grime and restores dingy clothing without optical brighteners or chlorine bleach.

**Note:** Typical laundry detergents often contain “optical brighteners,” which are chemical ingredients added to help reflect light in a way that makes fabric look whiter-than-white. Many new textiles, such as t-shirts for example, usually also contain optical brighteners. Laundry detergents with optical brighteners actually deposit these reflective particles onto your clothing, which then trick the eye into seeing a vibrant white glow again. And chlorine-based bleaching agents have powerful components that might easily damage the fibers of clothes. Worse, they can irritate skin, eyes and nasal passages. (See “What’s the difference between oxygen bleach and chlorine bleach?” below.) By contrast, Norwex Laundry Detergent contains Sodium Percarbonate, which acts as a natural “oxygen bleach” by helping to remove stubborn dirt and organic stains as well as brighten your laundry. Sodium Percarbonate safely brightens fabrics through the physical process of cleaning rather than depositing harmful chemicals on clothing in order to fool the eye.
chlorine gas can result. It is generally less expensive than oxygen bleach.

- **Oxygen bleach, or oxy-bleach,** is a color-safe, “all fabric” bleach, since it does not degrade most fabrics or strip colors when used correctly. It is very stable with no loss of effectiveness for up to a year, and safe for use on nearly any fabric for extended periods with no damage to clothing. When it breaks down, oxygen bleach converts to water and oxygen so it’s safe for both the environment as well as septic systems. It is more effective when used in the same step as laundry detergent, which also saves time. Oxygen bleach should never be stored in metal or organic containers.

**Does your washing machine have an odor?**

For fresh-smelling laundry and to help keep the washing machine clean, add 1 cap of Norwex Odour Eliminator into the washing machine with every use.

**Is it time to clean your washing machine?**

It’s recommended to clean your washing machine regularly, paying particular attention to the detergent drawer and any door seals, as this is where odor-causing bacteria can multiply.

Once a month, run a “service wash” of hot water (60° C/140° F or higher) with no clothes or detergent.

Between washes, leave the door open to aerate the machine and prevent mold growth. Check the drain filter regularly to remove any gunk or buildup.

**What causes spotting?**

Spots can be caused by a variety of things, including:

- Undissolved Laundry Detergent in previous loads. Clean the dispenser and/or put the detergent directly in the bottom of the machine before adding clothes.
- Spots are sometimes the result of too much detergent. Try using slightly less than the amount recommended on the product label.
- Weak concentrations of chlorine bleach can cause spotting on darker clothes. This can result from residue from previous loads and/or concentrations of chlorine in city water.
- Some fabric softeners can cause stains, especially when the load is over-filled. Instead of chemical-laden fabric softeners, try Fluff and Tumble Dryer Balls to soften laundry naturally.
- Rust or oil within the machine can cause spots. Always make sure your machine is clean before using it.
- Brown marks can also indicate that the inner bearing seal of your machine is split or corroded, in which case the spots are actually grease from the bearings. **Call a repair service to check your washing machine.**
- Brown marks can also mean that sludge is building up in the machine. This could indicate that the drain pump is not functioning properly. If you have an HE machine, you may need to clean your pump filter.

**Check the rubber seal on the door of your HE machine.** If a rusty object gets lodged behind it, rust stains can be transferred to clothing.

- Some bacteria react chemically with older iron pipes. While most newer homes contain PVC piping, city water is often supplied via iron pipes. When house or city lines are disrupted (by maintenance work, earthquakes, etc.) this rust/bacteria can be shaken loose and cause spotting on clothes.
- Lotions or medicines containing benzoyl peroxide can cause brown spots on certain colors and fabrics, including the transferral of this substance onto colored clothes within the clothes hamper.
- Some sunscreens can leave a yellow, orange or oily stain—especially on white clothing. Use of chlorine bleach is never recommended. Instead, pretreat stains with Norwex Stain Remover or Liquid Laundry Detergent or presoak with Liquid Laundry Detergent in a small amount of warm (not hot) water for 30 minutes before washing on the recommended cycle. Avoid heat-drying.
- Drought can cause dark brown sediment to settle in pipes, which can transfer onto clothes.
- Mold can cause dark or colored stains on clothes.
- Stray markers or crayons in your machine can also cause stains.

**COMPLEMENTARY PRODUCTS:**

- Fluff and Tumble Dryer Balls
- Dryer Balls
- Magnet Ball
- Odour Eliminator
- Wrinkle Release