

## Frequently Asked Questions (FAQ)

### AMWAY HOME™ – DISH DROPS™ Automatic Dishwasher Tablets

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1. **Why did we change DISH DROPS Automatic Dishwasher Tablets?** Amway scientists are constantly searching for new technologies to make our products higher performing, more innovative and more environmentally conscious. This new tablet addresses each of these areas of focus.
2. **Are DISH DROPS Automatic Dishwasher Tablets patented? If yes, what kind of patent?**  
Yes, the DISH DROPS Automatic Dishwasher Tablets are protected under U.S. patent number 7,781,387. This patent specifies a synergistic combination of two polymers to minimize glass spotting and filming without the presence of phosphate.
3. **The new DISH DROPS Automatic Dishwasher Tablets appear to be smaller than the previous dish tabs, why is this and will this impact cleaning performance?**  
Amway's R&D scientists continually research the best raw materials for all the DISH DROPS products. The new tablets deliver higher performance in a denser, smaller size compared to the previous tablets. The tablet weight is the same as the previous tablet, but new raw materials allow for more effective cleaning in a smaller package.
4. **The new dish tabs have different colors than the current tablets, do they clean as well?**  
The new DISH DROPS Automatic Dishwasher Tablets have improved cleaning performance over the previous tablet. The new tablet is created in multilayers to visibly portray the diverse benefits of the product. The outer green layer signifies the fact that DISH DROPS are environmentally conscious. The white layer represents the strong cleaning performance that DISH DROPS has always delivered, and the yellow layer represents the patented film prevention technology found in every DISH DROPS tablet that leaves dishes sparkling and drip free.
5. **DISH DROPS Automatic Dishwasher Tablets are an all-in-one formula. What does this mean?**  
DISH DROPS Automatic Dishwasher Tablets are considered "all-in-one". This means these tablets contain oxygen bleach, low temperature bleach activator, alkalinity agents, polymers, protease enzyme, amylase enzyme, salt, rinse aid and many other ingredients that work together to ensure premium performance even at 40°C. The "all-in-one" formula achieves all essential cleaning actions required of a premium automatic

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dishwasher tablet. It also means that in most water conditions, one tablet is all you need to add to your machine to get your dishes clean and spot free.

**6. Do I need to add additional salt when using DISH DROPS Automatic Dishwasher Tablets?**

The DISH DROPS Automatic Dishwasher Tablets contain salt and therefore in most water conditions, one tablet is all you need to add to your machine to get your dishes clean and spot free. However, in regions with hard water, some additional salt may have to be added to the machine to maximize performance.

**7. Do I need to add additional rinse aid when using DISH DROPS Automatic Dishwasher Tablets?**

The DISH DROPS Automatic Dishwasher Tablets contain a rinse aid and therefore in most water conditions, one tablet is all you need to add to your machine to get your dishes clean and spot free. However, in regions with hard water, some additional rinse aid may have to be added to the machine to maximize performance.

**8. Why does my new dish washing tab not have the center line?**

We chose not to include the breaking line with the new tables because we do not want to encourage any longer the non-environmentally conscious behavior of washing half loads. Instead, the DISH DROPS Automatic Dishwasher Tablet is designed to maximize convenience by offering a single unit dose applicable to all dishwashing machines and soil loads. The dish washing tablet should be left in the dissolving wrapper and placed in the dishwasher. The water soluble outer wrapper will dissolve on contact with water.

**9. The new wrapper appears to be larger than the old one. Why is this?**

The new wrapper is slightly larger than the current wrapper. This allows for slight expansion of the tablet, which may occur in more humid environmental conditions. This added space is necessary to maintain the integrity of the unit dose should some minor expansion occur.

**10. Do I need to unwrap the dish washing tab before use?**

No, the DISH DROPS Automatic Dishwasher Tablets wrapper is made with a water soluble polymer that is designed to dissolve on contact with water in the dishwasher.

**11. Will the dissolved wrapper harm my dish washer or the environment?**

Amway and DISH DROPS have a long history of safe, environmentally responsible products. The dishwasher tablets and the dissolvable film around them have gone through extensive laboratory testing to confirm their safety in the machine and limit their impact on the environment.

**12. Why is the new carton smaller than the carton for my current DISH DROPS Automatic Dishwasher Tablets?**

The new DISH DROPS Automatic Dishwasher Tablets packaging is designed for efficiency to minimize the environmental impact of the packaging materials. The smaller carton helps maximize shipping efficiencies further reducing the cumulative environmental footprint of the product. This new carton has been thoroughly tested to provide excellent quality performance, minimizing damage that can occur in shipping.

**13. How does the new dishwasher tablet perform versus my old tab?**

The new DISH DROPS Automatic Dishwasher Tablets have been scientifically formulated to provide improved cleaning performance in softer water. Extensive

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laboratory testing showed the same superior dish washing tab cleaning performance in all other water hardness levels.

**14. What does it mean when the DISH DROPS Automatic Dishwasher Tablets state that they are biodegradable?**

The dishwasher tablets were evaluated for full formula biodegradability using the strictest Organization for Economic Cooperation and Development (OCED) 301A requirements for ready biodegradability. The OECD has promulgated testing protocols that are widely accepted in the global scientific community as superior methods for determining the biodegradability kinetics of chemical compositions containing organic carbons. The environmental fate of these tablets and all AMWAY HOME™ products were evaluated to ensure their rapid breakdown into simple, innocuous compounds.

**15. Can the product etch glassware?**

Glass etching is a phenomenon that will occur with some automatic dish detergents in very soft water environments. This typically occurs over the course of many washes (50 to 100) and manifests itself initially as an iridescent hue on the glass and later as a heavy film. This iridescent hue and film are the result of slow chemical etching and is not reversible. Amway scientists have studied this chemistry extensively and formulated this new tablet to significantly reduce this concern. Certain types of glass (such as fine crystal) can be more prone to etching. For these kinds of fine glassware, care must be taken to always follow the manufacturers' wash and care instructions.

**16. Can the product leave filming on glassware?**

Unlike glass etching, glass filming is a phenomenon that will occur with some automatic dish detergents in hard water environments. This typically occurs over the course of a few washes (1 to 5) and manifests itself initially as light to heavy film. This film is reversible using a weak acid (such as vinegar) rinse. Amway scientists have studied this chemistry extensively and formulated this new tablet to reduce this concern. However, because this tablet is phosphate free, there may be some hard water regions where the addition of salt and/or a mildly acidic rinse aid may be necessary to ensure proper performance.

[Also refer to questions and answers 6 and 7 above]

**17. Is there tetraacetythylenediamine in the formula?**

Yes, this tablet contains tetraacetythylenediamine (TAED) as a bleach activator allowing for improved oxygen bleaching even at cooler than normal wash temperatures.

**18. Does the product leave residues on plates, glass or cutlery?**

This tablet is made from all highly water soluble ingredients and therefore will not leave any residue on plates, glass or cutlery. If a residue is detected, it may be a hard water film. Hard water filming is a phenomenon that will occur with some automatic dish detergents in certain very hard water environments. This typically occurs over the course of a few washes (1 to 5) and manifests itself initially as light to heavy film. This film is reversible using a weak acid (such as vinegar) rinse. Amway scientists have studied this chemistry extensively and formulated this new tablet to reduce this concern. However, because this tablet is phosphate free, there may be some very hard water regions where the addition of salt and/or a mildly acidic rinse aid may be necessary to ensure proper performance.