

# Ecolab Program for Wyndham Hotels & Resorts<sup>®</sup> Properties

## FREQUENTLY ASKED QUESTIONS

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### RELATIONSHIP

#### About the Ecolab Housekeeping Program for Wyndham Hotels & Resorts Properties:

Wyndham Hotels & Resorts has a long-standing relationship with Ecolab, providing comprehensive lodging solutions to help enable clean and safe operations, superior training, expertise, and support that helps drive guest satisfaction and helps optimize operations.

Teaming with Ecolab also enables properties to easily expand into other optional programs for solutions within housekeeping, on-premise laundry solutions, floor and carpet care, pest control solutions, warewashing, pool & spa, hand hygiene, and kitchen hygiene solutions.

### ECOLAB HOUSEKEEPING PROGRAM

#### What housekeeping solutions does Ecolab offer in the U.S.?

Ecolab is the exclusive manufacturer of the below listed housekeeping products that are required to meet brand standard #100.02.36 (Ecolab Dilution Control System and Disinfectant Products). Brand standard required products include:

##### Approved Bathroom Disinfectants:

- 66 Heavy Duty Alkaline Bathroom Disinfectant
- 73 Disinfecting Acid Bathroom Disinfectant
- Scrub Free Disinfecting Bathroom Cleaner

##### Approved All-Purpose Disinfectants:

- Rapid Multi-Surface Disinfectant and Cleaner

#### What benefits do the required Ecolab housekeeping products help deliver?

These housekeeping cleaning solutions help simplify procedures, improve productivity, help reduce the risk of infection and create clean, healthy spaces. The solutions can help you:

- Promote health through EPA-registered disinfectants with quick kill times that help reduce the spread of illness.
- Help minimize environmental impact by using less plastic
- Improve cleaning efficiency to safely clean and disinfect rooms faster and make cleaning easier on staff

## Does Ecolab offer additional housekeeping solutions I can purchase?

Yes. Ecolab also offers housekeeping solutions that include:

- Mold and mildew cleaners
- Tough odor removers specifically designed for marijuana and tobacco smoke odors
- Room refreshing solutions
- Trash and bio-related odor eliminators
- Housekeeping tools to help make housekeepers' jobs more ergonomic and efficient

## If I use another brand's housekeeping program, what do I need to do?

If you currently use a non-Ecolab program, contact Ecolab by emailing [CountOnUs@Ecolab.com](mailto:CountOnUs@Ecolab.com) to get started and we can help support your transition to Ecolab products.

## ECOLAB LAUNDRY PROGRAM

### What laundry solutions does Ecolab offer?

Ecolab has two different types of laundry solutions depending on what is right for your property. The Ecolab Liquid Laundry solution is the most popular and is available in various sizes depending on the size of the hotel. The Ecolab Aquanomic™ Program is a solid laundry solution generally geared toward hotels that are 150+ rooms.

Both solutions are dispensed through Ecolab equipment that controls and properly dispenses the right amount of chemicals specific for your laundry operation.

## ORDERING

### How do I order Ecolab products?

Once your hotel has been installed with an Ecolab Dispensing System, Ecolab products can be ordered directly through a Wyndham Hotels & Resorts approved OS&E or F&B distributor including: BradyPLUS, HD Supply, Sysco Corp, and US Foods. Ecolab product can also be ordered on Wyndham Marketplace by clicking [here](#).

### Can I order Ecolab equipment through a distributor?

No. Ecolab equipment can only be acquired directly from Ecolab. The equipment is offered and installed free of charge with the purchase of Ecolab products.

## SERVICE AND INSTALLATIONS

### What is the lead time when ordering a new program?

An Ecolab representative will reach out to determine your equipment needs and coordinate install date. It may take approximately 30 days from the date you request Ecolab dispensing and dilution systems until the date of installation.

### What type of support and service does Ecolab offer?

Ecolab is available seven (7) days a week (1-800-352-5326) to answer any questions or to request additional service. If a call request cannot be immediately handled, the hotel will receive a call-back within 24 hours to coordinate resolution.

Hotels can expect a routine visit from the Ecolab Territory Representative every 30-90 days dependent on hotel's needs. Additional service can be requested at any time by calling the toll-free number above. Routine visits include a check-in with the General Manager and a standard preventative maintenance call. The Ecolab Territory Representative will inspect laundry results which may include appearance, feel, odor, staining, wrinkling, chlorine, and wettability. The Ecolab Territory Representative will inspect all dispensing equipment to ensure proper function and concentrations. The Ecolab Territory Representative will also measure and record machine, product and water readings which may include wash temp, water hardness, chlorine-PPM, linen pH and detergent titration. A Hospitality Service Report is completed and shared with the hotel after each visit.

It's likely that if the hotel utilizes Ecolab for other services such as cleaning chemicals, food and beverage and swimming pools, the same representative will service those areas and evaluate all applicable areas during routine visits. If the hotel utilizes Ecolab for pest services, a separate representative will be assigned to the hotel.

Ecolab provides ongoing training at no cost to the property. Training is available in a variety of formats including hands-on, in-person instruction, wall charts, videos, and procedure guides.

To reach your Ecolab Rep with questions, or for emergency service, please contact your rep by calling a live customer service agent at 1-800-35-CLEAN (800-352-5326) or by using the newly launched Ecolab CONNECT customer portal. It is NOT recommended to call or email your Ecolab rep directly, as these points of contact are not recorded/tracked through the Ecolab customer service system.

### What is the process for escalation of a service request?

If extra service is required, the hotel should first contact Ecolab's Customer Service department through the Ecolab Customer Service department (1-800-352-5326) to notify the local Ecolab associate of the issue. The local Ecolab Territory Representative will respond within 24 hours to coordinate resolution. If the hotel's issue is not resolved or in process of resolution within 24 hours after the first call, the hotel can then contact Ecolab customer service, and the call will be escalated to the District Manager.



If the hotel's issue is not resolved or in process of resolution within 48 hours after the first call, the hotel can then contact Ecolab Customer Service and issue will be escalated to Area Manager and Corporate Account Manager. The Corporate Account Manager will then contact the property and coordinate resolution with local field team. Customers can always request escalation to Supervisor or Corporate Account Manager via Customer Service at any time.

### **Is there an Ecolab representative in my area?**

Ecolab has more than 2,300 field associates across North America. They cover everywhere Wyndham properties are located. You can contact your Ecolab rep by calling a live customer service agent at 1- 800-35-CLEAN (800-352-5326) or by using the newly launched Ecolab CONNECT app. Start today on the CONNECT app by visiting [connect.Ecolab.com](https://connect.Ecolab.com).

### **I have more questions – where do I go?**

Email [CountOnUs@Ecolab.com](mailto:CountOnUs@Ecolab.com) with any questions.



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