

Pink Zebra Product FAQ

Sprinkles

Pink Zebra's *Soft Soy* is our proprietary blend of eco-friendly soy wax and dependable paraffin, and it capitalizes on the best qualities of each component. Compared to traditional wax products, Sprinkles have these benefits:

- Cleaner & more consistent burning
- Acceptance of a higher fragrance %
- Approximately 30% longer burn length
- Responsible, renewable and sustainable earth-friendly wax
- Soy wax from USA farmers

What is the percentage of soy in the sprinkles?

- **They vary by fragrance, but all have more than 50%.** Made to perform its best with our Glimmer Candle, each of the Sprinkles has a different percentage of soy wax. This is required to make one wick work with all of the different fragrances and colors. Soy wax does make up the majority of all Sprinkles formulas.

Do my sprinkles have an expiration date?

- **About 1 year.** Storage conditions (heat & light) can affect the life of your Sprinkles, but under most household conditions, unused Sprinkles will retain their fragrance and color for at least 1 year.

What happens if I eat sprinkles?

- **They taste terrible. DO NOT EAT SPRINKLES.** Waxes are edible, but they are not very digestible and will mostly go through your system without being broken down. Even though many of their fragrance ingredients are shared with the flavor industry, Sprinkles are not considered edible, and ingestion should be avoided. A small amount accidentally eaten is no cause for concern, but larger amounts should be avoided, especially for those with specific fragrance allergies.

Is the soy used in Pink Zebra's Soft Soy wax from GMO (genetically modified organisms)?

- **We have no way of knowing.** Pink Zebra uses soy wax from soybean oil derived from only US-grown soybeans. Soybeans in the US are not required to be harvested, stored, shipped or processed separately based on soil type, genetic modifications or irrigation techniques, resulting in a crop of mixed origin available as one commodity for the US Market. Soybean oil of specific origin is not commercially available in the United States.

Fragrances

Pink Zebra's *Fragrances* are developed under strict guidelines and performance-tested to result in impactful, long-lasting scents.

- Steps we take to insure the quality & performance of our fragrances:
 - Pink Zebra *20-foot rule* fragrance evaluation
 - UV + indoor light stability testing
 - Heat stability testing (including a minimum flashpoint requirement of >145 degrees Fahrenheit)

- Glimmer Candle burn testing (ASTM F2417-09)
- Checks we make to insure our fragrances are earth- & people-friendly:
 - All IFRA-approved ingredients
 - No ingredients on the Ca. Prop 65 list
 - No ingredients on the EPA SARA 313 list
 - No phthalates
 - All HMIS Health Classification-screened ingredients

What is the 20-foot rule?

- **Fragrances must pass this test to be selected for Pink Zebra's product line.**
 - Sprinkles are evaluated in a 20-foot x 20-foot room with a 20-foot ceiling to mimic the most popular room in the house, the living room.
 - Impact and desirability are evaluated during a 3-day testing period.

Does Pink Zebra use essential oils?

- **Yes.** Pink Zebra fragrances are a combination of essential, organic and synthetic oils.

Why does Pink Zebra use synthetic oils?

- **Conservation.** Several essential oils are harvested from threatened species. Sandalwood, rosewood, frankincense and others are listed on Crop Watch's list of threatened plant species. Synthetic oils are a key component to the preservation of these species and the only way to keep these aromas available for future generations.
- **Selection.** The variety of essential oils is limited. In the plant kingdom there are more than 250,000 plants. Of those, there are only about 450 plant species that produce usable essential oils.
 - **Florals:** Some common florals such as lilac, honeysuckle and freesia contain no essential oils.
 - **Fruits:** The flesh of fruits will not yield essential oils. Synthetics are required to produce fragrances of strawberry, blueberry, mango, peach, cherry, apple, pear, coconut, melons, banana and many more fruits.
 - **Sugars:** There are very few sweet essential oil options outside of citrus and floral.

Reed Diffusers

Pink Zebra's *Reed Diffusers* use fragrances with enhanced heatless performance and innovative packaging to fill your rooms with your favorite scents. They boast the following benefits:

- Lasting performance of 3-6 months minimum depending on use & conditions
- No wait for ready-to-use pre-soaked reeds (patent pending)
- Wonderfully diffused fragrances promoted by thicker natural reeds
- Cleanliness and ease of resealable container to resoak reeds in fragrance
- CARB VOC compliance (CCR 94509)
- CPSC aspiration compliance (16 CFR 1700)
- No alcohol
- No dyes

How long will my PZ Reed Diffuser last?

- **3-6 months.** PZ Reed Diffusers are designed to diffuse fragrance as long as diffuser fluid is still present around the base of the reeds. Longevity can vary greatly depending on room temperature, humidity and surface area of the reeds and decorative reeds.

Do any Pink Zebra products or packaging contain BPA? What is BPA, and why is it harmful?

- **No.** Pink Zebra products and packaging use only BPA-free plastics.
- BPA (bisphenol A) is a chemical used in the manufacture of some plastics, mainly polycarbonate. Polycarbonate is a hard clear plastic used in items such as CDs, eyeglass lenses, skylights and other glass substitutes. Baby bottles and toys made from polycarbonate may leach BPA, which is suspected to be a hormone disruptor. Many manufacturers have switched from polycarbonate to HDPE or PET plastics for children's products.

Which Pink Zebra Home products are made in the USA?

- All Pink Zebra Home Sprinkles, lotions, soaps, and diffusers are made in the USA.

What happens if I drink my reed diffuser?

- **It will taste terrible. DO NOT DRINK REED DIFFUSERS.**
- **No aspiration hazard.** The reed diffuser fluid is formulated under strict CPSC (Consumer Product Safety Commission) guidelines to avoid an aspiration hazard if accidentally swallowed. Aspiration hazard occurs when the lungs are flooded by certain types of liquids that move through the lung walls.
- **Drink lots of water and seek medical attention if nausea is persistent.**

Lotions & Soaps

Pink Zebra's *Lotions and Soaps* are lightly scented, complex blends of high-quality ingredients. They are designed for everyday use for a wide range of skin types.

- **PZ Hand Lotion** combines the functions of many ingredients to moisturize your skin:
 - *Humectants* attract & trap water in the outer skin layer. PZ combines olive oil and glycerin, while others may use petroleum-derived propylene glycol, which can be a skin irritant.
 - *Emollients* smooth rough skin cells. PZ combines different emollients with different spread rates to achieve a desired feel.
 - *Occlusive Agents* prevent water loss from the skin. PZ uses mostly plant oils and uses no petroleum-based mineral oils and petrolatums.
- **PZ Hand Soaps** combine several mild complementary surfactants to cleanse without drying, while others may take shortcuts with one or two strong surfactants that can irritate sensitive skin.
- PZ's **Lotions and Soaps** contain no parabens, sulfates or dyes.
- PZ's **Lotions and Soaps** are not animal-tested

Are our lotions hypoallergenic?

- Yes, but all that the term hypoallergenic means is "contains less than average allergens." Since the FDA requires no testing to claim a product is hypoallergenic, these claims are often meaningless.
- Pink Zebra's lotions and soaps were developed to be compatible with a wide range of skin types, but for those with specific allergies or sensitivities, ingredient lists are printed on the back label.

Are Pink Zebra's hand soaps anti-bacterial?

- Pink Zebra Home's soaps were designed to be gentle to your skin. Because anti-bacterial soaps can be drying to the skin, our soaps are not anti-bacterial.

Are Pink Zebra Home products gluten-free?

- Gluten comes from the seeds of grass-related grains (wheat, rye and barley). These seeds do not produce the oils needed to make vegetable wax. Our wax products (Sprinkles) are made from soybeans and are gluten-free.
- The lotions are also made from much more fat-intensive seed oils (avocado, olive, aloe, coconut, etc.) and are gluten-free.

Simmering Lights & Pots

Where do I get replacement bulbs for my Simmering Lights warmer?

- Replacement bulbs are available at the following stores:
 - Home Depot
 - Lowe's
 - ACE Hardware
 - Wal-Mart
- Item description:
 - 25-watt
 - Available in clear or white
 - G16.5 candelabra base

How do I change Sprinkles in the Simmer Pots or the Simmering Lights warmers?

- Turn off or unplug your PZ Simmer Pot or Simmering Lights warmer and allow wax to cool.
- Remove dish from warmer and place in the freezer for 30 minutes or more.
- Pop-out wax and either save for reuse or discard in household trash.

So wax is OK to throw in the trash?

- Yes, paraffin and vegetable waxes are biodegradable. Cool it to a solid before disposal.
- For those of you with real fireplaces, wax makes a great fire-starter poured over pine cones or into paper egg cartons

How long will Sprinkles last?

- Initial strength is tested to last for 3 days in our 20-foot rule test.
- Strength past 3 days can be very powerful, and each user's taste and environment determines when Sprinkles have stopped performing.

At what temperature do our Sprinkles melt?

- The Glimmer Candle concept necessitates that each Sprinkles fragrance has a slightly different formula. This is required to make one wick work with all types of fragrances and colors. All have melting points in the mid to high 120s, the highest topping out at about 130 degrees Fahrenheit.

What is the temperature the wax gets to in our Simmer Pots?

- In PZ Simmer Pots and Simmering Lights warmers, the wax pool is usually in the range of 165 degrees Fahrenheit to 175 degrees Fahrenheit. Results may vary depending on ambient room temperature, serving size, drafts, location, etc.

Glimmer Candles

What are the burn times of our Glimmer Candles?

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Jar Style	Burn Time
7.5 oz. Renaissance	45-55 hrs
5 oz. Fundraisers	30-35 hrs
2 oz. Petites	12-15 hrs

Are the wicks 100% cotton, or do they have a burnable wire in them?

- **Cotton Wicks.** We do not use metal core wicks. Our wicks are cotton with a treated cellulose fiber core.
- **Lead free.** Our wicks are lead-free and made in the USA.

Can I use a different glass or different wick with Pink Zebra Sprinkles?

- **No.** Extensive testing was conducted to size the glass and the wick to perform with Pink Zebra sprinkles. A fire hazard could result using untested glass or wick.