

# Value and Efficiency Benefits of Using Ready-to-Use (RTU) Products For Daily Tasks



## Successes from a 3rd generation family-owned Building Services Contractor business

### About Pass Janitorial Services

Adam Tan-Ceja is the owner and manager of Pass Janitorial Services, a third-generation, family-owned building services contractor company in California. The company was started by his grandfather and began as a cleaning company working primarily in San Francisco International Airport. They have since grown over three generations of family to employing 35 people and servicing roughly 20 buildings including airports, biotech, pharmaceutical, commercial office spaces, and schools.

### 5 Key Areas RTUs Add Value in Adam's Business

Concentrated products from degreasers to disinfectants have promised greater value in price, saving shelf space, and enhancing ease-of-use when used with a dilution control system for daily tasks. Pass Janitorial, like most BSCs, has always invested in many versions of concentrated products. However, Adam has experienced challenges with using concentrates as well. For this trial Adam switched to all 4 ready-to-use (RTU) Clorox EcoClean products (Clorox EcoClean Disinfecting Cleaner, Clorox EcoClean Disinfecting Wipes, Clorox EcoClean Glass Cleaner, Clorox EcoClean All-purpose Cleaner). Adam used these products to replace concentrates for all daily-use occasions (surface and glass cleaning and disinfecting). Overall, Adam found 5 key areas where RTUs solved problems and provided a better service:

#### 1. Instills Confidence for Users and Cleaning Managers.

In Adam's business, not all the facilities he works with have wall-mounted dilution control systems. He can't always guarantee that staff will dilute properly, which can cause problems either way. If they under dilute, the product will not work as well. If they over dilute, it wastes money and potentially risks damaging surfaces in the facility.

“In some buildings we have access to a closet for cleaning supplies. But we can't control who else may access the room while we aren't there. Having concentrates stored in there makes me nervous, because I worry someone in the building may grab it and not understand that it needs to be diluted and could hurt themselves or damage a surface. **The RTUs however are easy for my employees to use**, but also easy enough for anyone who may grab it from the closet. It removes a lot of worry for me about what can happen with the products I leave behind at some facilities.”

— Adam

#### 2. Works easily and consistently every time.

Research has demonstrated that dilution control systems and wall-mounted systems frequently fail<sup>1</sup>, with some not dispensing any concentrate at all. RTU products are consistent and not affected by factors like water quality, the functioning of dilution systems, or proper measurements made by staff.

“When filling up bottles using a dilution control or wall-mounted system, I could fill multiple bottles in a row and all of them come out a different color, so **I know they aren't diluting properly.**”

— Adam

### 3. Save time on emergency callouts.

Adam works with a few retail chains who will often call him needing immediate and urgent restroom cleaning. When he gets those calls, he has to quickly inform his staff which product to take, what dilution to make and then hope that they dilute it correctly on site. With RTU products he has found it much easier and faster to get his staff to the job site.

“When we get an emergency callout for urgent service, people are more likely to make mistakes diluting products. And when our dilution systems fail, we don’t have time to try to fix it before heading out for the call. **We need a solution that is fast and simple. With the RTU sprays I can much more easily access what I need and send it with someone immediately.**”

– Adam

### 4. Provided great business presentation to customers.

When using a concentrated product, Adam must order the empty bottles and the labels that the products go in. Often, the labels won’t stick well or don’t look right, or fall off, leading to more room for error and frustration with cheap refillable bottles.

“With concentrated products, I still have to order bottles and extra labels, but it’s hard to keep up with that all the time and eventually people are out on the job holding a bottle with some permanent marker scribbled on it. **However, the RTUs we tried are perceived as premium products, and they are premium because they work well and are easy to use.** These allow me to offer a premium service to my customers. Quality service isn’t cheap, and cheap service isn’t quality.”

– Adam

### 5. Saves money overall.

As a result of weaker performance of concentrated products, Adam’s staff have resorted to more costly methods, including using more of the product for a better result, or using a stronger dilution to attempt a better result. Sometimes, they wouldn’t even dilute it at all. With the RTU products, they are tested to work as they are, providing a consistent and effective result.

“The cost savings for concentrates only make sense if they work well when diluted, and if they are used diluted. But many concentrates I have used don’t work at all, and that poor performance comes back to me and reflects poorly on our business. **With the RTUs we could use less and get the job done fast.**”

– Adam

## Adam Plans to Continue Using RTUs in His Business

RTU products have helped Adam overcome most of the product challenges in his business. Overall, Adam loves that the Clorox EcoClean products are anchored under the EPA Safer Choice and EPA Design for the Environment certifications and because they are RTU, do not require dilution before use and are designed to be used without personal protective equipment requirements. These safety features drive Adam’s confidence because he worries less about the impacts the products may have on his staff, or on who else may use them if he leaves the products behind in a closet at a job site. Based on these product benefits and how effective RTUs were in his business, he plans to use them instead of concentrates moving forward.

“I thought concentrates and dilution control systems were the best because you can get a lot of volume of cleaning solution from one bottle. On paper, that seems like the best solution. **Now that I have been using RTUs I really wonder why I didn’t do it sooner.**”

– Adam



To learn more about Clorox EcoClean, visit  
<https://www.cloroxpro.com/ecoclean>

#### References:

1. Cadnum JL, Kaple CE, Eckstein EC, et al. Dilution dysfunction: evaluation of automated disinfectant dispenser systems in 10 hospitals demonstrates a need for improved monitoring to ensure that correct disinfectant concentrations are delivered. Infection Control & Hospital Epidemiology. Published online 2024;1-4. doi:10.1017/ice.2024.148

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