



## NorthStar Soft Wash Systems

### FAQs (frequently asked questions)

#### Q. What is soft wash?

- A. Soft wash is a cleaning method using low pressure and a solution of bleach, water, and surfactant to safely remove and kill mildew, bacteria, algae, and other organic stains from roofs and other building exteriors (siding, driveways, fences, patios, decks, retaining walls, etc.)

#### Q. What can be cleaned using soft wash (bleach)?

- A. Virtually any surface\* with mold, mildew, algae, fungus, moss, lichen, and bacteria. Bleach kills these organisms and delays their reappearance, resulting in longer intervals between treatments than cleaning with only water.  
*\*An inconspicuous area should be tested first to ensure compatibility.*

#### Q. Is spraying harmful to humans/pets?

- A. Precaution should always be taken when using any household cleaning product. Bleach is safe when used as directed.

#### Q. Will bleach harm vinyl siding or asphalt roof surfaces?

- A. No. In fact, the Vinyl Siding Institute and the Asphalt Roofing Manufacturers Association both recommend bleach to clean mold/algae from these surfaces.

#### Q. Can I soft wash without using surfactant?

- A. No. Surfactant is the culmination of 20 years of research into developing cleaning chemicals and additives. It enhances cleaning power by allowing the soft wash mix solution to penetrate micro cracks and crevices for a deeper clean. It also makes the solution stick to the cleaning surface, improving dwell time and reducing the amount of bleach required.

#### Q. Will bleach kill grass and vegetation?

- A. Applying undiluted bleach to grass and vegetation will kill it. The NorthStar soft wash process eliminates this risk by specifying the appropriate strength soft wash solutions, how to prepare the cleaning site, and the procedure for spraying and rinsing surfaces in manageable sections.

#### Q. How will I know when it is time to replace the pump cartridge?

- A. The first pump cartridge replacement is included with the soft wash spraying system. The pump cartridge is a wear item and needs to be periodically replaced. The replacement interval can be as short as a couple of months or as long as a couple of years. It depends on the bleach concentration that is sprayed and how well the pump is rinsed after use. There are two indicators that the pump head is ready to be replaced. First, the patent pending Motor Armor detected a leak in the pump head and shut the pump off to protect the motor. This will be indicated by a red LED on the top of the pump. Second, there is a noticeable decrease in spray performance (less flow or pressure, resulting in diminished spray distance).

#### Q. How do I maximize the lifetime of the replaceable pump cartridge?

- A. After soft washing, rinse the pump and the entire system (strainer, hoses, spray gun, and nozzles) with fresh water. We recommend pumping at least 10 gallons of clean water through the system to purge all residual product from the spraying components.

#### Q. What cannot be effectively cleaned using soft wash (bleach)?

- A. Soft wash will not effectively remove dirt or mud from a surface and it will not create a high impact when the spray hits a surface. A pressure washer is required for this kind of cleaning.