

Questions asked about infection countermeasures

As for infection countermeasures, we have posted frequently asked questions by item.

- ▶ Disinfection of hands and fingers
- ▶ Washing hands
- ▶ Chlorine-based bleach
- ▶ Hypochlorous acid water
- ▶ Washing the masks
- ▶ Product refill
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■ Disinfection of hands and fingers

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- Q : Are “BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY” effective against the novel coronavirus?**
- Q : Could you let me know the ethanol (alcohol) concentration of “BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY”?**
- Q : Can I use "BIORE (U) HAND SANITIZER" mixed with other alcohol-based sanitizers?**
- Q : Can I use "BIORE GUARD SANITIZING SPRAY" mixed with other alcohol-based sanitizers?**
- Q : Can I use the diluted solutions of “Haiter” and “Kitchen Haiter” for disinfecting the hands and fingers?**
- Q : Can I spray “Quickle Joan Anti-Bacterial Spray” to spray directly on the hands and fingers?**
- Q : I bought a refill for "BIORE (U) HAND SANITIZER". Can I buy only the nozzle part?**



BIORE (U)
HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD
SANITIZING SPRAY
ビオレガード
薬用消毒スプレー



Haiter
ハイター



Kitchen Haiter
キッチンハイター



Quickle Joan
Anti-Bacterial Spray
クイックル Joan
除菌スプレー

■ Disinfection of hands and fingers

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Q : Are “BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY” effective against the novel coronavirus?

A : Disinfecting the fingers, hands and skin.

Under the "Act on Securing Quality, Efficacy and Safety of Products Including Pharmaceuticals and Medical Devices", it is not allowed to indicate on the product that designated quasi-drugs are effective against specific bacterial species or viruses. We are very sorry not to be able to answer this question.

“BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY” contain 0.05 w/v% benzalkonium chloride as an active ingredient, and 55.5 w/v% ethanol (alcohol) in weight volume percent as an additive (solvent). (Hereinafter, ethanol (alcohol) is referred to as ethanol). This value is expressed as weight volume percent based on the concentration indication described in the "Approval application form" used when applying for approval of both products to the Ministry of Health, Labor and Welfare.

This ethanol concentration is 65 vol% when expressed in volume percent.

For details of ethanol concentration, please see the table in the [other sheet](#).



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD SANITIZING SPRAY
ビオレガード 薬用消毒スプレー

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■ Disinfection of hands and fingers

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Q : Could you let me know the ethanol (alcohol) concentration of “BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY”?

A : “BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY” contain 0.05 w/v% benzalkonium chloride as an active ingredient and 55.5 w/v% ethanol (alcohol) in weight volume percent as an additive (solvent). (Hereinafter, ethanol (alcohol) is referred to as ethanol).

This value is expressed as weight volume percent based on the concentration indication described in the "Approval application form" used when applying for approval of both products to the Ministry of Health, Labor and Welfare. This ethanol concentration is 65 vol% when expressed in volume percent.

In general, the concentration of ethanol is expressed in three units: weight volume percent, volume percent, and weight percent.

For disinfectants and alcoholic beverages containing ethanol as an active ingredient, it is generally expressed as volume percent (vol%). Weight percentages (w/w% or wt%) are used to determine dangerous goods when sending products by courier, mail or airmail.

When expressed in these three units, ethanol concentration is indicated as follows. The concentration value differs depending on the unit used.

● Ethanol concentration of “BIORE (U) HAND SANITIZER” and “BIORE GUARD SANITIZING SPRAY”
Weight volume percent (55.5 w/v%*) = Volume percent (65 vol%) = Weight percent (57 w/w%)

*Ethanol content under Japanese Pharmacopoeia (JP)

	Contents	Example of unit description
Weight volume percent	How much ethanol (g) is contained in 100 ml of product	w/v%
Volume percent or Content percent	How much ethanol (ml) is contained in 100 ml of product	vol%
Weight percent	How much ethanol (g) is contained in 100 g of product	w/w% or wt%

*When ethanol is added to water, the specific gravity of ethanol is lighter than that of water, so, the higher the ethanol content, the lighter the weight becomes even if the volume stays the same. Also, there is a characteristic that the volume of water and ethanol mixed is smaller than the sum of the original volumes of water and ethanol. Due to these characteristics, even if the ethanol content is the same, the concentration varies depending on the unit.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD SANITIZING SPRAY
ビオレガード 薬用消毒スプレー

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■ Disinfection of hands and fingers

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Q : Can I use " BIORE (U) HAND SANITIZER" mixed with other alcohol-based sanitizers?

A : Never mix it either with alcohol-based sanitizers or any other products.
Unexpected problems may occur.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液

Q : Can I use "BIORE GUARD SANITIZING SPRAY" mixed with other alcohol-based sanitizers?

A : Never use it mixed with either alcohol-based sanitizers or any other products.
Unexpected problems may occur.



BIORE GUARD SANITIZING SPRAY
ビオレガード 薬用消毒スプレー

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■ Disinfection of hands and fingers

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Q : Can I use the diluted solutions of “Haiter” and “Kitchen Haiter” for disinfecting the hands and fingers?

A : For your safety, NEVER use diluted solution for hands and fingers.
 “Haiter” and “Kitchen Haiter” are household chlorine-based bleaches (containing sodium hypochlorite) and are highly alkaline. So, even diluted solutions may damage skin. If any gets on your skin, immediately wash it off well with water.

***If “Haiter” and “Kitchen Haiter” get into your eyes, even diluted liquid may cause blindness. Also, please make sure to read the usage instructions and cautions carefully because this product requires careful attention such as ventilation when used.**



Haiter
ハイター



Kitchen Haiter
キッチンハイター

Q : Can I spray “Quickle Joan Anti-Bacterial Spray” to spray directly on the hands and fingers?

A : “Quickle Joan Anti-Bacterial Spray” is household disinfectant spray that can be used on dining tables, products for children and pet products.
 Although we have fully confirmed its safety, it is not designed for use on the skin of the hands. So, please do not spray directly on your hands and fingers. Instead, “Quickle Joan Anti-Bacterial Sheets” can be used to remove dirt from the hands, fingers and mouth.



Quickle Joan
Anti-Bacterial Spray
クイックル Joan 除菌スプレー



Quickle Joan
Anti-Bacterial Sheet
クイックル Joan 除菌シート

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■ Disinfection of hands and fingers

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Q : I bought a refill for "BIORE (U) HAND SANITIZER". Can I buy only the nozzle part?

A : We do not sell the nozzle part alone. Please purchase a product with a nozzle.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液

■ Washing hands

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Q : Can I dilute "BIORE(U) FOAMING HAND WASH" to use it?

A : The intended detergency cannot be exerted if the “BIORE(U) FOAMING HAND WASH” series products are diluted. The foam weakens and does not last long. Dispense the foam from the pump for use without diluting. If diluted, the solution may deteriorate, so do not keep it if diluted.



BIORE (U) FOAMING HAND WASH
ビオレu泡ハンドソープ

Q : Can I wash my hands with a body wash?

A : You can use body wash for washing your hands.

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■ Chlorine-based bleach

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- Q : Can 0.05% or 0.1% sodium hypochlorite solution be made from Kao's chlorine-based bleach?
- Q : What is the difference between “Haiter” and “Kitchen Haiter”? Can one product be used as alternative to the other one
- Q : Can diluted liquid solutions of “Haiter” “Kitchen Haiter” and be stored? Also, can I make it in advance and store it until it is used or take it with me when I go out?
- Q : I was worried about the virus, so I wiped the door handle and knob with a diluted solution of “Haiter” and “Kitchen Haiter”. Is it necessary to wipe with water after that?
- Q : Can I use a diluted solution of “Haiter” and “Kitchen Haiter” put in a humidifier or air purifier?



Haiter
ハイター



Kitchen Haiter
キッチンハイター

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Chlorine-based bleach

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Q : Can 0.05% or 0.1% sodium hypochlorite solution be made from Kao's chlorine-based bleach?

A : Kao's chlorine-based bleach products containing sodium hypochlorite are "Haitei" for clothing and "Kitchen Haitei" for kitchens.

"Haitei" and "Kitchen Haitei" are produced to have a sodium hypochlorite concentration of 6%.

Normally, sodium hypochlorite, which is the main ingredient of chlorine-based bleach, decomposes slowly even when stored at room temperature, and the concentration decreases. In particular, it is generally known that decomposition proceeds when exposed to direct sunlight or stored in high temperatures.

Therefore, the sodium hypochlorite contained in "Haitei" and "Kitchen Haitei" may also decompose under various conditions, and the concentration cannot be specified. It is recommended to dilute according to the appropriate amount shown in the table below in order to make a dilute solution of sodium hypochlorite with the required concentration.

Since the use of chlorine-based bleach requires careful attention, please make sure to check the contents indicated on each product before use.

Appropriate amount to dilute Haitei and Kitchen Haitei

(When not stored under direct sunlight or in high temperatures)

	0.02% (200 ppm) or more*	0.05% (500 ppm) or more*	0.1% (1,000 ppm) or more*
In case of 6% of concentration at production	About 0.4 cap for 3 L of water (10 ml)	About 1 cap for 3 L of water (25 ml)	About 2 caps for 3 L of water (50 ml)
Within 3 months after purchase	About 0.5 cap for 3 L of water (12 ml)	About 0.4 cap for 1 L of water (10 ml)	About 0.8 cap for 1 L of water (20 ml)
Within 1 year after purchase	About 0.7 cap for 3 L of water (18 ml)	About 0.6 cap for 1 L of water (15 ml)	About 1.2 caps for 1 L of water (30 ml)
Within 3 years after purchase	About 1.2 caps for 3 L of water (30 ml)	About 1 cap for 1 L of water (25 ml)	About 2 caps for 1 L of water (50 ml)

(About 25 ml per cap)

* sodium hypochlorite concentration

If you do not know when you bought the product, or if you are worried about a decrease in the concentration of the product when stored under direct sunlight or in high temperatures, adjust according to the concentration of "Within 3 years after purchase" indicated in the attached table. It is not recommended to continue using old products for over 3 years since the concentration of sodium hypochlorite may be significantly reduced.

Precautions for products containing sodium hypochlorite

- If "Haitei" and "Kitchen Haitei" get into your eyes, even diluted liquid may cause blindness. Please read the usage instructions and precautions carefully as this product requires careful attention.
- "Haitei" and "Kitchen Haitei" are highly alkaline products, and even diluted liquid may damage the skin. Do not use on your hands and fingers. If any gets on your skin, immediately wash it off well with water.
- Do not spray the diluted solution using a spray container. Doing so could result in inhalation of solution in mist form, which may cause coughing or respiratory problems.
- Do not store diluted liquid in other containers. Sodium hypochlorite decomposes easily in diluted solution and its efficacy does not continue. Make sure to mix the required amount each time you use it.
- Ventilate well when using and rinse well with water after use.
- All products have a bleaching effect, so be careful of discoloring clothes.
- When used for metal products, textile products, wood products, etc., the product may cause corrosion or discoloration.

Chlorine-based bleach

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Q : What is the difference between “Haiteer” and “Kitchen Haiteer”? Can one product be used as alternative to the other one

A : Both “Haiteer” and “Kitchen Haiteer” are chlorine-based bleaches containing sodium hypochlorite as a main ingredient, but, since a cleaning ingredient is added to “Kitchen Haiteer” for use in kitchens, it can remove light dirt at the same time as bleaching.

Although chlorine-based bleach has high bleaching and disinfecting power, it may lead to unexpected failures and accidents if used incorrectly. So, it is important to read the caution label carefully before using. Therefore, “Haiteer” for clothing and “Kitchen Haiteer” for kitchens, include precautions relevant to their respective usage. For example, “Haiteer” includes precautions such as “If you soak a white shirt in the bleach solution for a long time, the collar and sleeves may discolor and turn yellow.” Likewise Kitchen “Haiteer” includes precautions such as “Do not mix with raw garbage, vinegar or alcohol. It is dangerous because harmful gas is generated.”



Haiteer
ハイター



Kitchen Haiteer
キッチンハイター

Q : Can diluted liquid solutions of “Haiteer” “Kitchen Haiteer” and be stored? Also, can I make it in advance and store it until it is used or take it with me when I go out?

A : The sodium hypochlorite in the liquid (=dilute solution) made by diluting “Haiteer” and “Kitchen Haiteer” with water is likely to decompose and its efficacy will not continue. Make sure to prepare the required amount of dilute solution each time you use it.

Also, please do not make solution in advance and store it for later use. Not only will the efficacy does not continue, but depending on the material of the container holding the liquid, there is a risk that the container may be corroded and leak or even explode.

Also, please do not carry dilute solution around with you. If the liquid leaks out, it may stain clothes or get on hands and fingers and damage skin.

※If “Haiteer” and “Kitchen Haiteer” and gets into your eyes, it may cause blindness. Also, please make sure to read carefully the usage instructions and cautions.



Haiteer
ハイター



Kitchen Haiteer
キッチンハイター

Chlorine-based bleach

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Q : I was worried about the virus, so I wiped the door handle and knob with a diluted solution of “Haitei” and “Kitchen Haitei”. Is it necessary to wipe with water after that?

A : “Haitei” and “Kitchen Haitei” are household chlorine-based bleaches (including sodium hypochlorite). It is a highly alkaline product, and even a diluted solution may cause discoloration or corrosion depending on the material. After wiping, make sure to wipe the surface well with water using a clean cloth or paper.

※If “Haitei” and “Kitchen Haitei” gets into your eyes, even a diluted solution may cause blindness. Also, please make sure to read the usage instructions and precautions carefully because these products require careful attention such as ventilation during use.



Haitei
ハイター



Kitchen Haitei
キッチンハイター

Q : Can I use a diluted solution of “Haitei” and “Kitchen Haitei” put in a humidifier or air purifier?

A : NEVER put these products in a humidifier or air purifier. It is extremely dangerous. “Haitei” and “Kitchen Haitei” are strongly alkaline even when diluted (=dilute solution). So, if you inhale the dilute solution in the form of mist from a humidifier, etc., it may cause coughing, respiratory problems, or blindness if it gets into your eyes.

*“Haitei” and “Kitchen Haitei” are chlorine-based bleaches. Please make sure to read the usage instructions and precautions carefully because these products require careful attention when used.



Haitei
ハイター



Kitchen Haitei
キッチンハイター

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■ Hypochlorous acid water

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Q : Can “Hypochlorous acid water” be made from “Haiteer” or “Kitchen Haiteer” ?

Q : Can “hypochlorous acid solution” be made from “Bathtub Water Wonder” ?



Haiteer
ハイター



Kitchen Haiteer
キッチンハイター



Bathtub Water Wonder
ふろ水ワンダー

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■ Hypochlorous acid water

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Q : Can “Hypochlorous acid water” be made from “Haiteer” or “Kitchen Haiteer” ?

A : “Hypochlorous acid water” cannot be made from “Haiteer” or “Kitchen Haiteer”.

"Hypochlorous acid water" is a kind of germicide, and is an aqueous solution whose main ingredient is hypochlorous acid, which is obtained by electrolyzing hydrochloric acid or sodium chloride solution. The solution is acidic, and is adjusted to be slightly acidic, mildly acidic, strongly acidic, etc. depending on the usage.

“Haiteer” and “Kitchen Haiteer” are chlorine-based bleaches whose main ingredient is sodium hypochlorite, and their solutions are highly alkaline.

Since both the ingredients and solution pH are different from “Hypochlorous acid water”, “Hypochlorous acid water” cannot be made by diluting these products. In addition, we have not confirmed whether “Hypochlorous acid water” can be made by mixing these products with other ingredients. Please avoid using diluted solutions of “Haiteer” and “Kitchen Haiteer”, or these solution mixed with other ingredients, in place of "Hypochlorous acid water". Unexpected problems may occur.

*Chlorine bleaches such as “Haiteer” and “Kitchen Haiteer” are products that require careful attention. Do not mix them with acidic products or chlorine-based drain slime remover, raw garbage, vinegar, or alcohol. It is dangerous because harmful gas is generated. If they get into your eyes, even diluted solutions may cause blindness. Please click the product image below to see detailed product information.



Haiteer
ハイター



Kitchen Haiteer
キッチンハイター

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■ Hypochlorous acid water

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Q : Can “hypochlorous acid solution” be made from “Bathtub Water Wonder” ?

A : Please do not make “hypochlorous acid water” from “Bathtub Water Wonder”.

“Bathtub Water Wonder” is a bath water cleaner containing dichloroisocyanuric acid salt and foaming agent as ingredients.

When dissolved in water, it creates a solution that contains not only hypochlorous acid but also organic acid. If this solution is used for any purpose other than its intended purpose, it may lead to unexpected problems such as damage to equipment or adverse effects on the body.

As a way of making “hypochlorous acid water,” a method of dissolving dichloroisocyanuric acid salt or sodium dichloroisocyanurate in water can be found on the internet, but please do not make “hypochlorous acid water” from “Bathtub Water Wonder”.

*“Bathtub Water Wonder” is a bath water cleaner that keeps bath water clean. After bathing, use the product by adding the indicated appropriate amount to the hot water remaining in the bathtub while it is warm. Doing this, the cleansing ingredients will prevent the growth of germs and keep the remaining hot water clean to prevent odor and slime. This product allows the remaining hot water to be reheated and used for another bath, or to wash clothes or use for house cleaning.

*“Bathtub Water Wonder” is a product that requires careful attention. It is very dangerous if the tablets get into your eyes or are swallowed.



Bathtub Water Wonder
ふろ水ワンダー

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■ Washing the masks

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Q : How to wash a commercially available cloth mask?

Q : When I bleached a white mask with “Hiter”, the part that touched my face turned pink?

Q : Can I reuse a mask if I spray “BIORE (U) HAND SANITIZER” “BIORE GUARD SANITIZING SPRAY” “Resesh”, “Quickle Joan Anti-Bacterial Spray” on it?



Haiter
ハイター



BIORE (U)
HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD
SANITIZING SPRAY
ビオレガード
薬用消毒スプレー



Resesh
Anti-Bacterial EX
リセッシュ除菌EX



Quickle Joan
Anti-Bacterial Spray
クイックル Joan
除菌スプレー

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■ Washing the masks

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Q : How to wash a commercially available cloth mask?

A : First, check the information on the package that held the cloth mask or on the mask itself to see if it can be washed. Normally, items that cannot be washed are marked with a washing symbol, "X in the tub", or an indication "Do not wash" as shown below.



In addition, check if there are washing methods or precautions indicated on the mask.

We show how to wash cloth masks on the following site. You can also access detailed information such as videos on how to wash, precautions for washing, Q&A and so on.

> How to wash Kao cloth masks (Kao official YouTube video)

*We have introduced a method for disinfecting clothing with a bleaching agent after washing with detergent. The bleaching agent includes chlorine-based bleaching agents such as "Haitei" (for white items only) and oxygen-based bleaching agents such as "Wide Haitei EX Power" (can also be used for color patterned items). Check the indication on the mask before use. If the bleaching symbol is indicated as shown below, chlorine-based bleach agents cannot be used.



Haitei
ハイター



Wide Haitei EX Power
ワイドハイター EXパワー

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■ Washing the masks

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Q : When I bleached a white mask with “Hiter”, the part that touched my face turned pink?

A : Some sunscreen products contain ingredients that turn pink in response to chlorine-based bleach such as “Haiter”. Also in this case, it is highly likely that sunscreen has adhered to the mask and that part has turned pink with the use of “Haiter”.

Apply plenty of undiluted washing detergent solution (concentrated type), such as “Attack ZERO regular” or “Attack ZERO drum type”, to the part that has turned pink and leave it for 5 to 15 minutes.

*If doing this immediately after bleaching the mask with “Haiter”, first rinse well with water, squeeze lightly, and then apply.

After that, wash carefully with fingers, being careful not to damage the fabric or the shape of the mask. We recommend that you wash the dirty part pressing on it with the pads of your fingers. If one wash does not remove stain, wash repeatedly.

After that, rinse well so that no detergent remains, remove the moisture with a clean towel, and dry in a shaded area.

*Unfortunately, it might be difficult to remove the stain by simply pressing on it. However, considering the damage done to the shape and fabric of the mask, we do not recommend strong washing methods like scrubbing.

*Oxygen-based bleach (liquid) “Wide Haiter EX Power” does not cause discoloration.



Haiter
ハイター



Attack ZERO regular
アタックZERO レギュラー



Attack ZERO drum type
アタックZERO ドラム式専用



Wide Haiter EX Power
ワイドハイター EXパワー

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■ Washing the masks

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Q : Can I reuse a mask if I spray “BIORE (U) HAND SANITIZER” “BIORE GUARD SANITIZING SPRAY” “Resesh”, “Quickle Joan Anti-Bacterial Spray” on it?

A : It is not recommended to use “BIORE (U) HAND SANITIZER” “BIORE GUARD SANITIZING SPRAY” “Resesh” and “Quickle Joan Anti-Bacterial Spray” on the mask. Since none of these products are designed for use on mask, we have not confirmed the effects on mask performance or materials.

Refer to the following page as a cloth mask may be washed with a detergent and reused.

※ Basically, it is not recommended to reuse a disposable mask because the ability to catch viruses will deteriorate.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD SANITIZING SPRAY
ビオレガード 薬用消毒スプレー



Resesh Anti-Bacterial EX
リセッシュ除菌EX



Quickle Joan Anti-Bacterial Spray
クイックル Joan 除菌スプレー

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Product refill

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Q : Can I use other alcohol disinfectant or antibacterial products in the container for portable “BIORE (U) HAND SANITIZER” or “Resesh Anti-Bacterial EX”?

Q : Should I wash the bottle when refilling “BIORE (U) HAND SANITIZER”? What are the precautions when refilling?

Q : Can I use a diluted solution of “Haiter” and “Kitchen Haiter”



BIORE (U)
HAND SANITIZER
Portable container
ビオレu手指の消毒液



Resesh
Anti-Bacterial EX
Portable container
リセッシュ除菌EX



BIORE (U)
HAND SANITIZER
ビオレu手指の消毒液



Haiter
ハイター



Kitchen Haiter
キッチンハイター

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■ Product refill

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Q : Can I use other alcohol disinfectant or antibacterial products in the container for portable "BIORE (U) HAND SANITIZER" or "Resesh Anti-Bacterial EX"?

It is not recommended to use "BIORE (U) HAND SANITIZER", "BIORE GUARD SANITIZING SPRAY", "Resesh" or "Quickle Joan Anti-Bacterial Spray" on masks. Since none of these products are designed for use on masks, we have not confirmed the effects on mask performance or materials.

Refer to the following page as cloth masks may be washed with a detergent and reused.

*Basically, it is not recommended to reuse a disposable mask because its ability to block viruses will deteriorate.



BIORE (U) HAND SANITIZER
Portable container
ビオレu手指の消毒液



Resesh Anti-Bacterial EX
Portable container
リセッシュ除菌EX

Q : Should I wash the bottle when refilling "BIORE (U) HAND SANITIZER"? What are the precautions when refilling?

A : Before refilling, make sure to wash the inside of the pump bottle with tap water.

*Wash the inside of the pump part by pouring tap water. After cleaning, push the pump part to drain the water, and also drain the water inside the container bottle well before refilling.

*Refill in a place with no fire in the surrounding area.

Also, when refilling, be careful not to let the liquid get on the clothes, flooring, resin material, etc. They may discolor or be damaged. If you it gets on them, wipe it off immediately. It is safe to lay a towel or newspaper under the container bottle in advance.

The nail enamel may turn white or come off.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液

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■ Product refill

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Q : Can I use a diluted solution of “Haiter” and “Kitchen Haiter”

A : Do not spray the diluted liquid (dilute solution) of “Haiter” or “Kitchen Haiter” using a spray bottle. Doing so may result in inhalation of solution in mist form, which may cause coughing or respiratory problems.

In addition, the spray bottle is prone to breaking, which may cause solution to spill or spray in unexpected directions, which is dangerous. If it gets into your eyes, it may also cause blindness.

* “Haiter” and “Kitchen Haiter” are chlorine-based bleaches. Careful attention is required during use. So, please sure to read the usage instructions and cautions carefully. You can see information on each product by clicking the product image below.



Haiter
ハイター



Kitchen Haiter
キッチンハイター

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■Precautions when sending the product

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- Q : Can "BIORE (U) HAND SANITIZER" and "BIORE GUARD SANITIZING SPRAY" be sent by courier or mail?**
- Q : I would like you to issue the necessary documents for shipping in order to send “BIORE (U) HAND SANITIZER” overseas. Are "BIORE (U) HAND SANITIZER" and "BIORE GUARD SANITIZING SPRAY" permitted as carry-on-baggage?**
- Q : I would like you to issue the necessary documents for shipping in order to send “BIORE (U) HAND SANITIZER” overseas.**
- Q : Can I send chlorine-based "Hiter" series products by airmail?**
- Q : I'd like to send “Resesh Anti-Bacterial EX” series products by airmail. Could you tell me the concentration of ethanol (alcohol)?**



BIORE (U)
HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD
SANITIZING SPRAY
ビオレガード
薬用消毒スプレー



Haiter
ハイター



Resesh
Anti-Bacterial EX
リセッシュ除菌EX

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■ Precautions when sending the product

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Q : Can "BIORE (U) HAND SANITIZER" and "BIORE GUARD SANITIZING SPRAY" be sent by courier or mail?

A : When sending a product by courier or mail, it is necessary to judge whether it corresponds to a hazardous material (ethanol (alcohol) concentration of 60 w/w% or more) under the Fire Defense Law. The product's weight percentage (w/w% or wt%) is used to make this judgement. (Hereafter, ethanol (alcohol) is referred to as ethanol)

The ethanol concentration of "BIORE (U) HAND SANITIZER" and "BIORE GUARD SANITIZING SPRAY" is 57 w/w% in weight percent, which does not correspond to a hazardous material under the Fire Defense Law.

However, shipping is at the discretion of the carrier. So please provide them with this information for confirmation. [See here for details on the ethanol concentration.](#)

*When sent by airmail, both of these products fall under the "hazardous materials" category of the Civil Aeronautics Act. When you ask a shipping agent to send the product, please inform them of this fact.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD SANITIZING SPRAY
ビオレガード 薬用消毒スプレー

Q : I would like you to issue the necessary documents for shipping in order to send "BIORE (U) HAND SANITIZER" overseas. Are "BIORE (U) HAND SANITIZER" and "BIORE GUARD SANITIZING SPRAY" permitted as carry-on-baggage?

A : "BIORE (U) HAND SANITIZER" and "BIORE GUARD SANITIZING SPRAY" fall under the hazardous materials category of the Civil Aeronautics Act.

In order to ensure the safety of passengers on both domestic and international flights, there may be restrictions not only on carry-on-baggage in the cabin of the aircraft but also on checked baggage in the cargo compartment. Contact your airline or travel agent in advance.



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液



BIORE GUARD SANITIZING SPRAY
ビオレガード 薬用消毒スプレー

■Precautions when sending the product

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Q : I would like you to issue the necessary documents for shipping in order to send "BIORE (U) HAND SANITIZER" overseas.

A : "BIORE (U) HAND SANITIZER" falls under the hazardous materials category when shipping by air. We ask you to confirm with your shipping agent in advance about shipping viability.

- This product falls under the hazardous materials category of the Civil Aeronautics Act.
- When you ask a shipping agent (including the post office) to send the product, tell them this product is categorized as a hazardous material for shipping by air.
- If you are asked by your shipping agent to provide more information about the product, contact the Kao Customer Communication Center.

[Mail: Inquiry form](#)

[Tel: English Call Center](#)



BIORE (U) HAND SANITIZER
ビオレu手指の消毒液

Q : Can I send chlorine-based "Hiter" series products by airmail?

A : Chlorine-based bleaches and cleaning agents fall under the hazardous materials category of the Civil Aeronautics Act.

When you ask a shipping agent (including the post office) to send the product, tell them this product is categorized as a hazardous material for shipping by air.



Haiter
ハイター

■Precautions when sending the product

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Q : I'd like to send "Resesh Anti-Bacterial EX" series products by airmail.
Coud you tell me the concentration of ethanol (alcohol)?

A : The concentration of ethanol (alcohol) in "Resesh Anti-Bacterial EX" series products is less than 24%, which does not fall under the hazardous materials category of the Civil Aeronautics Act.
When you ask a shipping agent to send the product, please inform them of this fact.



Resesh Anti-Bacterial EX
リセッシュ除菌EX

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