

# SureStay Brand Standard Program FAQ 2025

## FREQUENTLY ASKED QUESTIONS

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### 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 Ecolab or through an approved distributor. Both Guest Supply and HD Supply are approved vendors for Ecolab products. Some products may also be available through food service distributors. Check with your local food service distributor for details.

#### **Can I order the Liquid Laundry System or Aquanomic system equipment through a distributor?**

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

### SERVICE AND INSTALLATIONS

#### **What is the lead time when ordering a new laundry dispensing system?**

Once the property fills out the “New Customer Sign Up Form” on the [Ecolab SureStay Hotels website page](#), it may take approximately 30 days from the date you request Ecolab dispensing and dilution systems until the date of install.

#### **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 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.

Hotel 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 SureStay 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.

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