

Canfresh Frequently Asked Questions and Answers

Question 1:

I still smell odors when I enter the garage from my house, but when I enter the garage from outside I hardly notice any smell. Why?

Answer:

1. Canfresh keeps the organic wastes from producing foul smells and maggots, but it still has smells similar to those you find inside a refrigerator.
2. Foods and waste themselves have distinctive smells; these smells are considered to be normal in Canfresh.
3. Canfresh circulates air inside of the container every hour. When the inside air leaks and garage doors are closed, these smells concentrate in the stale air and makes it noticeable. Normally, these smells are tolerable.
4. When you enter the garage from outside, the stale air flows out as soon as the main door is open; the smells are gone before you notice it.
5. When you enter the garage from your house, you are stepping into the stale air. You may smell something similar when opening a refrigerator. To reduce the odors, open the outside door and let the stale air out.

Question 2:

How can we get rid of the stale air odor in garage?

Answer:

This is much easier than dealing with refrigerator odors. A 30-second ventilation is sufficient. As soon as you open the main door, the smells are gone. When temperature is below 20 °C, the odors are hardly to be noticed. In most cases, the odors are distinctive and never become foul.

Question 3:

We experienced foul odors last Sunday; it was 25 °C and a normal day. Why?

Answer:

When the system stops working, foul smells will occur in less than 12 hours, just the same as in an ordinary green bin. There are 3 possible reasons that this happens:

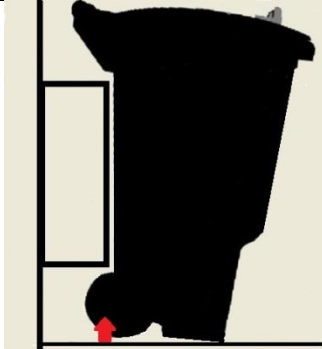


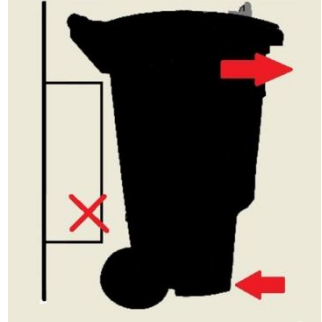
1. You did not position the green bin in place so it is not firmly aligned with the fixed equipment (the control unit DHG100). When green bin is out of working position, the system stops working. (the RED light flashes).
2. A power supply failure or someone accidentally switched off the power or unplugged the equipment.
3. The equipment itself has failed; in this case, please call Canfresh service.

Question 4:

The RED light was flashing three times in one week. , How do we do with this?

Answer:

When the RED light flashes, the system stops working and foul smells will occur within hours on hot days. This may be because the green bin is not completely coupled with the controller. When you position the green bin, you have to TILT it, push toward the fixed part (DHG100) and rock it slightly back and forth. Keep tilting and pushing until you make sure the RED light is not flashing.

			
<p>Tilt and Push slightly</p>	<p>Use Your Foot</p>	<p>Make Sure RED Light is OFF</p>	<p>Always Tilt and Push slightly</p>

Question 5:

I have tried the suggestions from Q4, but it didn't help me.

Answer:

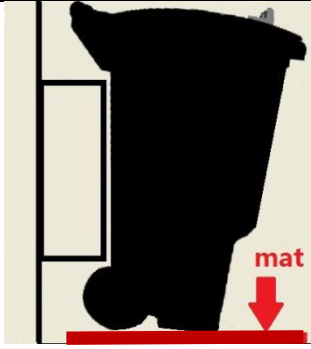


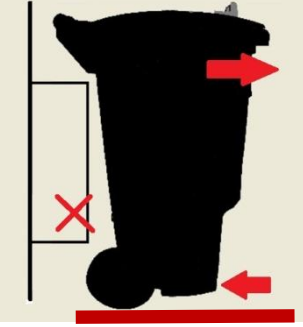
1. This may be because the floor is too smooth or slippery to hold the green bin in position. Please place a used mat or rug underneath the green bin.



The turf surface of a rug will hold the green bin in position.

The size of the mat or rug should be large than 22 in X 22 in (55 cm X 55 cm) .

2. Always **tilt or rock** the green bin slightly; making sure the RED light is off.

			
<p>Use a Mat or Rug Tilt and Push slightly</p>	<p>Push with Your Foot</p>	<p>Make Sure RED Light is OFF</p>	<p>Always Tilt and Push slightly</p>

Question 6:

Can I put powdery waste such as cat litter in my Canfresh container?

Answer: Please don't place powdery material directly into your Canfresh container. The system uses forced ventilation inside the container. If there is powdery material inside, it will choke the ventilation system and damage the equipment. However, if you wrap the powder up completely with paper, it is acceptable. Unfortunately, Canfresh does not eliminate the smells of cat litter.

Question 7:

Canfresh is fly-free, but there are still flies flying around in my garage. Why?

Answer:

There is a small hole on top of the container (green bin) lid in some models; it is a fly trap. Flies usually get into the container by tracing the food, but they will never get out again. The flies will be deactivated hours later due to sharp temperature and humidity changes. They will never be able to lay eggs and develop maggots inside the container.

Only better ventilation will help in getting rid of flies completely.

Question 8:

How much organic waste can I put into the container each time?

Answer:

1. Canfresh Basic is designed to take up to 3 lbs. of organic waste each day; this usually meets the needs of a family of 3. However, there is no problem if you put more. Canfresh will handle it very well.

The more waste you add each time, the longer time it takes to cool down and dry up. Sometimes, this creates more odors, but the waste never smells foul in Canfresh green bin.



***Canfresh can help to make your house cleaner
You help to make our planet greener***