

Frequently Asked Questions

Refresh Foam Soap Launch



1. What is unique about the formulas?

The Refresh line is specially formulated with one of the mildest preservatives. Refresh soaps contain added skin conditioners, making them pleasant on the hands and suitable for all ages. Washing with just one pump removes over 99% of dirt and germs when used properly.

2. What are the new signature fragrances and how were they created?

We worked with one of the world's leading fragrance designers to develop signature scents that customers will enjoy and remember. Each note in the Refresh™ formulations plays a unique role and works to communicate the caring, pleasantly fresh and clean story of the new hand care line. The signature fragrances are:



3. Will product numbers change?

No. Current product numbers will remain the same. So, if you order #AZU1L today, you can continue to order AZU1L. However, we are adding one (1) new SKU to the Refresh foam soap portfolio. The new 10 oz. pump bottle will be available in our new Refresh Azure Foam, #AZU10FL.

For the dispenser line, we are adding two (2) new SKUs, our Proline Transparent 1L dispensers, TPW1LDS and TPB1LDS.

4. What changes will we see in the packaging?

The new Refresh foam soaps will be branded SC Johnson Professional. All products labels have been modernized to highlight the formulations changes.

5. How will I be able to tell if I have received the new or old formulation?

You will be able to easily identify between the old and new formulations in two different ways:

- Product Packaging: Cartridges containing the new formulation will be branded SC Johnson Professional vs the old formulation being branded Deb Stoko.
- Case Packaging: Cases containing the new formulation will be branded SC Johnson Professional vs the old formulation being branded Deb Stoko.

6. When will the new formulations be available?

Customers can expect to see the new products starting late Fall 2019. All formulations will be on a rolling change, so they will transition as the old formulation is depleted. For questions on transition timing, please reach out to your SCJP representative.

7. How do we access updated SDS, product information and images?

Updated SDS, product information, and images are available at www.scjp.com/refresh. For additional support or questions, please reach out to marketing.proCA@scj.com