



## Earth Hour Ecobulb™ Donation - Frequently Asked Questions

Some frequently asked questions and responses are detailed below. Please feel free to answer these personally or refer the customer to the Ecobulb™ 0800#: **0800 326 2852** or website: [www.ecobulb.co.nz](http://www.ecobulb.co.nz)

### Earth Hour Give Away Products

		
	<b>13W Covered</b>	<b>15W Mini Downlight</b>
<b>Replaces</b>	40W or 60W incandescent	50W halogen fixture and bulb (12V or 240V)
<b>Lifetime</b>	8,000h	30,000h ballast and 10,000h bulb
<b>Mercury</b>	>1.5mg	>1.5mg
<b>Energy Savings</b>	47W	35W

### About this promotion

Why are you doing this promotion?	<p>The Electricity Commission have partnered with Energy mad and Earth Hour with the aim to help NZ residents to:</p> <ul style="list-style-type: none"> <li>• Reduce overall power use</li> <li>• Save money on their power bills</li> <li>• Reduce peak demand, which contributes to delaying the need for new transmission lines and power stations.</li> </ul>
What is the Electricity Commission?	The Electricity Commission is the body set up by the Government to oversee New Zealand's electricity industry and markets.

## About Ecobulb™ light bulbs

Do Ecobulb™ light bulbs give out quality light?	Ecobulb™ light bulbs give out the same or more light as a normal lightbulb. Note that energy efficient bulbs take a few seconds to reach full light-output and the 13W covered lamp will take just a bit longer than a standard spiral.
Tell me about the 'new' Ecobulb™ light bulbs	Ecobulb™ light bulbs have traditionally been available in the classic 15W and 20W spiral. The new lamps include a 13W 'covered' Ecobulb™ which is exactly the same shape and size as a standard incandescent bulb and a 15W mini downlight (halogen replacement).
Are there different types of light?	Ecobulb™ light bulbs are manufactured to have the same light color as a standard bulb...a warm white light (2700K).
Do Ecobulb™ light bulbs come in bayonet or screw fittings?	Both types of bulbs are available while stocks last.
Are Ecobulb™ light bulbs good quality? What about compared to other energy efficient bulbs?	Ecobulb™ brand light bulbs are superior quality, use the latest technology and provide excellent light output. <i>They were ranked the #1 performing energy saving light bulb by Consumer Magazine in their 2005 CFL analysis.</i>  There is a high level of customer satisfaction with Ecobulb™ light bulbs based on research undertaken following a campaign last year. 96% of people interviewed said they were likely to purchase Ecobulb™ light bulbs again.
Should I wait for my normal light bulb to blow before installing an Ecobulb™?	No. You should install the Ecobulb™ light bulbs as soon as you buy them to begin saving money. Waiting for old bulbs to expire is false economy. Remember to install them in the rooms you use the most or where the lights are left on for long periods of time.
Can Ecobulb™ light bulbs be used with dimmers or sensor-lights?	Unfortunately Ecobulb™ light bulbs are not suitable to use with dimmers or sensor lights. We are hoping to have dimmable technology available next year.
Can I use them in down-lights?	Yes (if they are not on a dimmer switch).
Should the Mini Downlights be installed by an electrician?	We recommend that Ecobulb™ Mini downlights are installed by a registered electrician. If a home owner wishes to install them in their own home, then the installation will need to be tested by a registered electrical inspector before being connected to the electrical supply.

## Warranty & Recycling

How often will I need to change them?	Tests have shown that the Ecobulb™ lasts around 10,000 hours. So you can expect your bulbs to last for up to 9 years (standard bulbs last less than 12 months)
What happens if the light blows before then?	Despite extensive testing procedures, some Ecobulb™ light bulbs do fail early or get damaged in transit. <i>Ecobulb™ light bulbs have a two-year warranty</i> , so If your Ecobulb™ fails within two years you can return it to Pak n Save, New World or Energy Mad ( <a href="http://www.ecobulb.com">www.ecobulb.com</a> ) for a replacement.
How do I recycle my expired Ecobulb™?	For a current list of recycling collection bin locations please ring Interwaste on: <b>0800 10 21 31</b> or visit <a href="http://www.interwaste.co.nz">www.interwaste.co.nz</a> for further guidance on recycling. Some city councils, such as Nelson City, provide recycling facilities for energy saving light bulbs- contact your city council for more details.

## Fire Risk Concerns

Are Ecobulb™ light bulbs a fire risk?	<b>No</b> , Ecobulb™ energy saving light bulbs have been tested to and meet stringent product safety standards. There have recently been some reports in the media about the potential hazards from energy saving light bulbs. Some of the articles have referred to 'eco bulbs' as a generic name for energy saving light bulbs, or compact fluorescent tubes (CFL's). Energy Mad Ltd would like to take this opportunity to assure all customers that Ecobulb™ energy saving light bulbs have been tested to and meet stringent product safety standards.
How hot do Ecobulb™ light bulbs get?	During normal use an Ecobulb™ generates significantly less heat than an ordinary incandescent light bulb, thereby actually making it less of a potential fire hazard under normal operating conditions.
Have there been any incidences of fires with Ecobulb™ light bulbs?	No, over 4 million Ecobulb™ brand light bulbs have been sold in New Zealand and there are no known cases of Ecobulb™ light bulbs being linked to fires or identified as a fire hazard.

## Health & Environmental Concerns

Do they have Mercury in them?	All compact fluorescent lamps (CFLs) and other forms of efficient lighting, such as the fluorescent lamps found in most office buildings, have small amounts of mercury in them.
How much Mercury do they have in them?	At 1.5 mg or less per bulb, Ecobulb™ light bulbs have the <b>lowest known mercury content in the safest form</b> (an amalgam) of all the energy efficient bulbs in New Zealand (about the size of a grain of salt).
Is that a lot of Mercury?	The mercury in most dental fillings contains up to 100 times the mercury of an Ecobulb™- it would take about 50 Ecobulb™ lightbulbs to supply enough amalgam for one filling. Ecobulb™ light bulbs contain much less than most household thermometers.
What do I do if a bulb breaks inside the house?	If an Ecobulb™ breaks, the biggest risk is cutting your hands on the glass so please wear gloves. Follow the instructions on the <a href="http://www.ecobulb.co.nz">www.ecobulb.co.nz</a> website to clean up the bulb: <ol style="list-style-type: none"> <li>1) Ventilate the house for 10-15 minutes</li> <li>2) Sweep it up with a brush and shovel</li> <li>3) Wrap in newspaper and a plastic bag</li> <li>4) Dispose of in the rubbish.</li> </ol> Be sure to wear gloves to avoid being cut. DO NOT vacuum it up. For more information, please visit <a href="http://www.ecobulb.co.nz/safety.html">http://www.ecobulb.co.nz/safety.html</a>
Is mercury dangerous for the landfill?	Ideally people will dispose of their expired bulbs at an Interwaste recycling bin or council recycling facility. However, mercury in an Ecobulb™ light bulb is an “amalgam” solid form at atmospheric temperatures, meaning if it broke in a landfill, the amalgam in an Ecobulb™ will most likely remain inside the Ecobulb™ light bulb and there is a much reduced likelihood of amalgam leaching into the surrounding earth.
How are Ecobulb™ light bulbs more environmentally friendly?	<i>With half the amount of mercury as most energy saving bulbs and twice the typical life, an Ecobulb™ will send ¼ the mercury to landfill compared to other energy saving bulbs. Also, the NET amount of mercury is important as Ecobulb™ light bulbs increase energy efficiency and therefore reduce CO2 and mercury from coal-fired power stations.</i>

For additional information please contact:

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See [www.ecobulb.co.nz](http://www.ecobulb.co.nz), or ring 0800 326 2852