



## Frequently Asked Questions

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### COMP PLAN / PLACEMENT

#### **Am I Active?**

To be active you must generate a minimum of 50 PV every four weeks.

#### **Am I Qualified?**

To be qualified you must have at least one personally enrolled AND active IBO on each of your right and left teams.

#### **What is rolling PV?**

Rolling PV is personal volume that you accumulate from your personal purchases, purchases made by your Preferred Customers, and/or purchases made by your Retail Customers. Rolling PV "rolls" for 28 days and is counted towards personal volume needed to qualify for rank and status.

#### **When do my points flush?**

Your points flush when your Rolling PV reaches its 29<sup>th</sup> day and your account shows zero (0). By having an auto-delivery order set up, you can guarantee to always have active volume.

#### **When I enroll a new IBO, can I choose a specific spot in my binary tree?**

Yes, you may log into your back office, go to the "Reports" tab, select "Binary Tree" and then choose any of the empty nodes (this will launch the sign up wizard).

#### **In the Binary tree, what is the difference between Right/Left GV and Current Right/Left GV?**

**Right/Left GV** is total rolling (28 days) volume generated by your Right and Left Teams.

**Current Right/Left GV** is new Group Volume generated during the current active commission week that is eligible for payout.

#### **What is the weekly commission qualification cycle?**

The weekly commission qualification period is Wednesday 12:01AM to Tuesday midnight central time.

#### **What is the best way for me to find out if I will qualify for weekly commissions?**

The best way to find out is by logging into your back office, selecting the "Reports" tab and clicking on "Rank Advancement Report" and your "Commission Preview Report".

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## COMMISSIONS / PAYMENT

### When is the cut off time for weekly commissions?

All final orders are to be made by Tuesday at midnight central time.

### How can I get a new Global Cash Card?

You may acquire a new GCC by submitting a request to [support@ecomates.com](mailto:support@ecomates.com)

### Is there a fee for ordering a replacement GCC?

Yes, the fee for a new or replacement card is \$11.00 per card.

### How do I receive earned commissions?

You may receive your commissions by signing up for a Global Cash Card or by submitting your bank information for direct deposit.

### When do we get paid?

Commission earnings are paid on Friday by 5pm (PST).

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## BACK OFFICE / CUSTOMER SUPPORT

### What is a replicated site?

A replicated site is an exact replica of the Ecomates.com site which allows your prospects to sign up, make purchases and inquiries in reference to your account and contact information. For example, if upon sign up, I choose my web alias to be "businessguy" then my replicated site will be [www.ecomates.com/businessguy](http://www.ecomates.com/businessguy).

### Can I change my web alias?

Yes, you can change your web alias by submitting an email to [support@ecomates.com](mailto:support@ecomates.com)

### I've forgotten my password, how can I recover it?

You can contact Support and request your password or you can visit the log in screen at [www.ecomates.com](http://www.ecomates.com) and click on "Click here to recover your information."

### Where do I change my account information?

You can change your account information by logging into your back office and clicking on the options found under the "My Account" tab.

### Where can I find the return policy?

The Return Policy is available in the quick links at the bottom of the web pages found on [www.ecomates.com](http://www.ecomates.com).

### How often are webinars or conference calls held?

All calls and webinars are posted on the home page of your back office. Various leaders conduct the meetings. Once calls and webinars are confirmed, they will be updated.

## **What are Customer Support Hours?**

Support is available via Live Chat, Phone and Email between 9am and 5pm (PST) – The support line is (619) 342-1783 or Toll Free 800-690-6958.

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## **PRODUCT**

### **What is Ethos FR+ Fuel Treatment?**

EthosFR+ Fuel Treatment is a new and improved, patent pending, proprietary fuel treatment blend. EthosFR+ Fuel Treatment is added to engine fuels to help them burn fuel more efficiently and completely. EthosFR+ Fuel Treatment is free of carcinogens and is not derived from petroleum. It utilizes a citrus based component, cleaning and lubricating esters suspended in a mineral oil base comprising our proprietary blend. EthosFR+ Fuel Treatment can dramatically increase horsepower while significantly reducing harmful toxic emissions. When added to fuel, EthosFR+ Fuel Treatment reduces the emissions of hydrocarbons (HC), nitrogen oxides (NOx), carbon monoxide (CO), particulate matter (PM) and other harmful products of combustion.

### **How much Ethos FR+ is used per tank of gas?**

2 oz. per every 15 gallons of fuel.

### **What is EthosFR Oil Treatment?**

EthosFR Oil Treatment is a cleaning lubricant designed for use in motor oil. EthosFR Oil Treatment was previously marketed by Ethos Environmental, Inc. as EthosFR.

### **How much Ethos Oil is used per oil change?**

You use 1 oz. per quart.

### **Which vehicle should get better results - an old car or a new car?**

EthosFR products work with any internal combustion engine. Dirtier, older engines typically experience better results.

### **How does EthosFR+ Fuel Treatment reduce fuel emissions?**

EthosFR+ Fuel Treatment allows the engine to burn fuel more efficiently, resulting in a greater portion of fuel consumed in the combustion chamber, instead of being expelled through the exhaust.

### **How do EthosFR products prolong engine life?**

Regular use of EthosFR products will help to maintain the engine through continuous cleaning and conditioning. EthosFR products lubricate engines which will reduce friction and, in turn, reduce wear and tear. A clean and well lubricated engine, runs cooler and with more vigor.

### **What is the recommended use for EthosFR Products?**

Ethos FR+ Fuel Treatment: Add 2oz. per 15 gallons of fuel in every tank.

EthosFR Oil Treatment: Add 1oz per quart of motor oil in the crankcase per oil change.

### **What if more than the recommended use was put in the fuel and/or the oil? Will it affect the performance and/or cause any damage?**

Over treating your vehicles' engines and fuel tank can impact the results you experience.

Laboratory test results indicate that using Ethos FR+ Fuel Treatment and EthosFR Oil Treatment at the specified treatment proportion ratios provides the maximum benefits. If you mistakenly over treat your crankcase or add the wrong blend, drain the oil immediately and replace with an

engine oil type recommended by the vehicle manufacturer. Applying too much EthosFR Oil treatment to your crankcase will dilute the engine oil and reduce the amount of protection normally provided by that oil. Adding too much EthosFR+ Fuel Treatment to the fuel tank will dilute the fuel mixture and potentially affect performance.

### **What is the base component of EthosFR+ Fuel Treatment?**

The base component in EthosFR+ is mineral oil.

### **What is an ester?**

An ester is a compound produced by the reaction between an acid and an alcohol with the elimination of a molecule of water, as ethyl acetate, C<sub>4</sub>H<sub>8</sub>O<sub>2</sub>, or dimethyl sulfate, C<sub>2</sub>H<sub>6</sub>SO<sub>4</sub>. Esters are ubiquitous. Many naturally occurring fats and oils are the fatty acid esters of glycerol. Esters may be commonly found in various plant and animal oils, for example, coconut oil.

### **Can I use Ethos with ethanol?**

Yes, you may use EthosFR+ with ethanol.

### **Do I still need to use full synthetic motor oil when I'm already adding EthosFR Oil Treatment to my motor oil?**

No. EthosFR Oil Treatment adds important cleaning and lubricating properties to conventional motor oil. The lubricating esters contained in EthosFR Oil Treatment condition the metal thereby providing superior lubrication to synthetic motor oils. It is always recommended that you use the grade and type of motor oil recommended by your vehicle's manufacturer.

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## **GENERAL**

### **Are ECOMATES products covered by a 30-day money back guarantee?**

Yes, ECOMATES will accept unopened product for refund. You may receive a refund within your first 30 days for any unopened bottles. In order to receive a refund you must receive an RMA number. You can receive an RMA number by contacting support.

### **EthosFR Oil Treatment and EthosFR+ Fuel Treatment are sold as green products that will benefit a vehicle engine. Is there any insurance coverage for any engine damage caused by Ethos products? If so, how much coverage does the Company maintain?**

Ethos Environmental, Inc. maintains product liability insurance coverage to pay for Damage to Property or for Bodily Injury that directly results from the use of Ethos provided that the product is used in accordance with the manufacturer's written instructions.

### **How does one claim this insurance liability?**

If you believe you have a claim, you must notify Ethos Environmental, Inc. about your claim, and you will receive instructions on how to proceed.

### **Are there any large companies that use Ethos products?**

Yes. There are various commercial fleets that have been using EthosFR products for more than 8 years. ECOMATES™ has a very strict policy with respect to the protection of the privacy of its customers, vendors, and laboratories. Please do not contact any customer for product information or endorsements. Doing so will result in IBO termination. Please refer to the ECOMATES™ policies and procedures for the complete policy.

## **I want to sell EthosFR+ to a company with a commercial fleet of vehicles, how can I do this?**

Commercial sales are authorized, managed and approved by Corporate, please contact Support by submitting an email with your request to [support@ecomates.com](mailto:support@ecomates.com)

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## **ORDERS / RETURNS / AUTOSHIP**

### **Can I change the date on my Autoship?**

Yes, you can log into your back office and make changes up to 24 hours prior to your scheduled shipment. Go to "Shopping", select "Manage My Auto-Delivery", choose your country and then select Edit.

### **My product was damaged during delivery, what do I do?**

When you receive damaged product, please contact Customer Support immediately at (619) 342-1783 or by launching Live Chat Support found on the web site.

### **How can I acquire an RMA number for a return?**

You can get an RMA number for a return order by contacting Support at (619) 342-1783, or by contacting Support via live chat assistance.

### **Why is my Autoship date different every month?**

Your autoship is set to renew every **28 days**. The Ecomates comp plan is based on a weekly payout which includes a 28 day cycle and not a traditional month to month cycle. Due to the length of this cycle, you can expect to receive more than one shipment in a given month. For example, if your Autoship is scheduled to ship on July 1<sup>st</sup>, you next one will ship on July 29<sup>th</sup> and the following one will ship on August 26<sup>th</sup>. So, in this example, you would receive two shipments in July and one in August.