



FAQ – All the answers at a glance

Click on the area that interests you

You have questions about the dosage, about stains, the sensitive products or the hygiene rinser? You'll find the answers here.

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Dosage

1. What do the symbols mean on the dosage grid? What is a dosage grid?

With the dosage table on each Persil package you can easily read the required dosage quantity for the respective laundry items.

The dosage quantity depends on how soiled the laundry is (presented in the columns) and the hardness of the local water (presented in the lines). The dosage information for all types of Persil always refers to a machine load of 4.5 kg of laundry.

2. How do I know the dosage is correct?

Each Persil package contains a concrete dosage recommendation. The optimum detergent quantity is geared to the quantity of laundry in the machine, how soiled it is and the hardness of the water. If due to extremely soiled laundry a pre-wash seems necessary, select the lowest quantity recommended in the dosage recommendation.

You protect the environment, save money and avoid deposits on the equipment and textiles only if you use the right dosage of detergent.

3. Who can give me information about the hardness of my local water?

If you do not know the hardness of your water, you can ask your water utility. Our tip: You can find the contact data for your water utility on invoices or on the internet.

4. Where do I get a dosage aid?

You can order dosage aids free-of-charge using the following form: [Click here](#).

5. What is water hardness?

Water hardness states the proportion of dissolved lime in a litre of water, stated in millimoles calcium carbonate (CaCO₃) per litre of water. In Germany the water hardness is usually stated in degrees German hardness (1 °dH corresponds to about 0.19 millimole CaCO₃ per litre of water).

It is important for determining the quantity of detergent you use according to the information on the detergent packaging.

6. What do the degrees of soiling mean in the dosage table?

Slightly soiled:

No soiling or stains* are visible. Some pieces of clothing have absorbed body odour. Examples: Light summer and sports clothing (worn a few hours), t-shirts, shirts, blouses (worn up to 1 day), guest bed linen and hand towels (used 1 day).

Normally soiled:

Soiling visible and/or a few light stains* are visible. Examples: t-shirts, shirts, blouses (sweaty or worn numerous times), underwear (worn 1 day), hand towels, bed linens (used up to 1 week), curtains without nicotine soiling (up to ½ year use)

Badly soiled:

Soiling and/or stains* are clearly visible. Examples: dish and kitchen hand towels, cloth serviettes, baby bibs, children's and football clothing (soiled with grass and dirt), tennis clothing (soiled with Kieselrot dioxin), work clothing (such as mechanic's overalls, baker and butcher clothing that can be washed in the household) Very badly soiled: numerous and intensive soiling and/or stains* clearly visible and possibly older, clothing pieces with strong unpleasant odours.

Examples: soiling mentioned above on table linens, cloth serviettes, dish and kitchen hand towels, cleaning rags, mops, baby bibs, children's, sports and football clothing (strongly soiled with mud, soil and grass), work clothing.

* Typical stains

Bleachable: tea, coffee, red wine, fruit, vegetable

Containing protein/carbohydrate: blood, egg, milk, starch

Containing fat/oil: skin oils, cooking oil/fats, sauces, mineral oil, waxes

7. Why should the stated dosage quantity be absolutely adhered to in particular with regard to the degree of water hardness?

Laundry that is washed over the long term at a level below the quantity prescribed in reference to water hardness displays not only an unpleasant grey film after a period of time, it also loses its desired wearing and use characteristics:

- It increasingly feels hard,
- smells unpleasant,
- becomes heavier and heavier and absorbs less due to the deposited lime
- and in the end is subject to faster wear and tear.

Unfortunately, such strong lime deposits can no longer be reversed! So those for whom the durability of their washing machine and their textiles is important, should certainly pay attention to a sufficient detergent dosage. In this case "less" is not "more", but rather can get really expensive. The water-softening components in Persil (and in all other detergents from Henkel) is perfectly

sufficient to prevent the negative consequences presented above. The quantity of detergent required can be easily read on the dosage table on the products. Those who do not know the hardness of their water should please ask their local water utility.

8. Does it make sense to wash badly soiled and slightly soiled laundry together?

It would be better if you did not wash badly soiled and only slightly soiled laundry together. Badly soiled laundry actually needs a principally high dosage and sometimes a higher wash temperature, while slightly soiled laundry can be washed at 20°C with a smaller dosage.

9. Why is an additional water softener not required?

If you keep to the dosage instructions, water softeners are not required with the modern Persil detergents.

All Persil products already contain an anti-lime protection. That makes an additional water softener no longer necessary.

10. How do I wash sustainably/protecting the environment?

Washing sustainably means washing "right"! This includes sorting the laundry correctly, treating stains correctly, loading the washing machine correctly, using the correct dosage of detergent (according to degree of soiling and water hardness) as well as the selection of the right washing programme.

11. Why does it make sense to use a fabric softener?

Fabric softeners like Vernel make laundry even softer, give it a pleasant scent, reduce the electrostatic charge and contribute to the careful treatment of the laundry. Softened laundry dries faster, even in the dryer, makes ironing easier and leads to fewer skin irritations due to less friction of the textile on the skin.

12. How long does a detergent keep?

There is no sell-by date, as is legally prescribed in the case of foodstuffs, when it comes to detergents and cleaning agents. Our detergent and cleaning agents can be kept for many years if stored cool and dry. Please do not store liquid detergents, cleaning agents and softeners at too low of a temperature or subject them to frost.

The manufacturing code stated on our products cannot give you as the consumer any indication of the age of the product in this connection as it is an encrypted code. You can recognize whether a detergent can still be used by its appearance, its scent and its composition. If for instance the content of a powder detergent package only consists of a single hard clump, then the detergent has already absorbed too much air moisture. A correct dosage can no longer be measured and added and therefore should no longer be used.

If an older detergent as described above still looks "normal" and can be measured and added to the machine correctly, you can still use it with no qualms. However, we do recommend that you select the dosage for strongly soiled laundry since the performance of some ingredients like those of bleach and enzymes can diminish over time. In the event that the appearance and the nature of the product are no longer in order, please dispose of it appropriately.

13. How do I wash my jeans?

Your jeans will remain nice longer and will not display any ugly white streaks (colour abrasion), if you put a maximum of three jeans into the machine at the same time – and turn them inside out.

Select a low centrifugal speed and wash with [Persil Color-Gel](#) in the delicate programme. Hang up the jeans to dry right after washing and shaking them out.

14. How do I wash ski clothes?

It's best to wash your ski suits and also your ski underwear with [Persil Color-Gel](#). Depending on the recommendation in the care label of your textiles, please select a delicate-wash or easy-care programme and measure the detergent dosage according to the hardness of your local water for "badly soiled".

Thoroughly spray the stains on the neck- and armbands and also the dark stripes from wearing the skis with Sil Spezial Flecken-Spray. You can easily take care of the possibly indeterminable stains from food when you pre-treat them with Sil 1-für-Alles Flecken-Gel. True in both cases: Allow product to work briefly (max. 10 minutes) but don't let it dry, and then wash the textile immediately.

15. What differentiates Persil Color-Gel from mild detergents for colours?

In actual fact, both types of detergents are suited for colours. [Persil Color-Gel](#) is ideal for normal to badly soiled coloured textiles that can be washed in a colours washing programme with a load quantity of 4.5 kg or more. Stubborn grease stains are removed with this powerful detergent already at low washing temperatures. Furthermore, a direct stain pre-treatment is also possible.

Mild detergents for colours (e.g. Perwoll Color) are in contrast special detergents for fine coloured textiles. The care and delicate cleaning of the textiles are the focus here. This is why they are used in delicate and easy care programmes with a maximum load quantity of 2.5 kg. If fine textiles that you want to wash with a gentle detergent display stubborn stains, then we recommend you also use Sil 1-für-Alles Flecken-Gel as a pre-treatment or add it to the detergent.

16. Is a pre-wash necessary?

As a rule, no. Exceptions: extremely badly soiled textiles, e.g. from the areas of work clothing, outdoor sports, garden and agriculture.

17. Which detergent can I use for whites, colours, delicates, silk or wool?

Whites 60° C

- [Persil Universal](#)
- [Persil Sensitive-Gel](#)

Colours 60° C

- [Persil Color](#)
- [Persil Sensitive-Gel](#)

Delicates 40° C

- [Persil Sensitive-Gel](#)

Silk/Wool

- [Persil Sensitive-Gel](#)
- Perwoll classic

18. How do I wash curtains?

Wash your curtains with dato curtain detergent with anti-grey formula in the delicate programme. Please note: the care instructions of the manufacturer, selecting the dosage according to the degree of soiling and the water hardness present, the loading of the machine with a max. of 2.5 kg of curtains, spin the curtains only briefly with a low centrifugal speed in order to remove the dripping water .

Do not leave the washed curtains for a longer period of time in the laundry basket in order to avoid unnecessary creases. For coloured curtains we recommend Perwoll Color. The shade of both delicate and stronger colours will remain even after numerous washings.

By the way:

A bit of softener, such as Vernel Hautsensitiv with almond scent, in the last rinse cycle will also not only give your curtains a delicate scent but also prevent quick re-soiling of the fibres through its anti-static effect.

19. What do I do on holiday when I don't want to do without my usual detergent?

It's best to use Sil saptil. Put a string of Sil saptil paste (about five cm) into five litres of warm water and dissolve the paste. Soak the laundry and then wash it thoroughly.

20. What's to be done when pieces of laundry release their colour?

New textiles can release their colour. If you're not sure about the colourfastness of the textiles, it's best to wash the new piece of clothing separately at a max. of 40°C. You should also sort coloured textiles and wash light or dark colours separately, meaning clothing pieces with similar colours are washed together.

21. Add question here

Add answer here



Stains

1. What's to be done with stains from skin lotion?

Spray the skin lotion stains with Sil Spezial Flecken-Spray (please use version in the spray can with benzene) until soaked and then wash the clothing pieces with [Persil Color-Gel](#).

Select the dosage for "badly soiled" in accordance with the hardness of the local water and set to the highest possible washing temperature according to the care label. If the stain is already older and has been pre-treated multiple times in various ways, a second application may also be necessary here.

2. What's to be done with suntan lotion stains?

Suntan lotion stains are among the most stubborn types of stains during the summer season. The higher the protective factor the lotion is, the more difficult it is to remove the stain. If the stained textiles stay for a longer period of time in the dirty laundry basket, this will also make washing out the stains more difficult. In very difficult cases, it may not be possible to remove the stains completely anymore.

Tips for removing stains:

Spray the stains with Sil Spezial Flecken-Spray (in the spray can "with benzene") until wet.

Then wash e.g. with Persil Universal-Megaperls® and adding 105 ml Sil 1-für-Alles Flecken-Salz. You should use the highest possible washing temperature according to the care label and the dosage for "badly soiled" should be selected.

Sometimes, however, the stain will not come out with the first wash. In this case, the two steps described above can be repeated or the clothing can be soaked over night. For that you dissolve 85 ml Persil Universal-Megaperls® together with 105 ml of Sil 1-für-Alles Flecken-Salz in 10 litres of water. For colour-sensitive pastel shades, it should be assessed whether the removal of the stain or the retention of the colour of the piece of clothing is to be the focus. If pastel-coloured textiles are washed with a bleach-containing universal detergent, the colour could get paler.

3. What's to be done with dark, sometimes cloud-like stains in the laundry that only becomes visible after washing?

Such stains are frequently caused by so-called polyquats which among other things can be found in a number of hair-care products. They are deposited on the surface of the textiles and adhere especially stubbornly to the fibres. Due to this effect they can bind the released soiling out of the suds during washing.

If too little detergent was used, the stains will become very visible since the soiling particles will bind to these places. Due to the characteristics of the polyquats described, most of the time such stains are very difficult to remove, if at all.

You can try the following:

Soak the clothing piece in suds for several hours in any case. Depending on the colour of the textiles, use e.g. Persil Universal-Megaperls® or Persil Color-Megaperls® in the dosage for "badly soiled" combined with a high dose of bleach such as Sil 1-für-Alles Flecken-Salz. Then you wash the textiles in the washing machine with the mentioned products in a high dosage (take account of the water hardness) at the highest possible temperature in accordance with the care label.

4. How can brown stains be removed that come about through pollen or plant sap and sometimes are not visible until after washing?

The shade of these stains can change over the course of time through the influence of oxygen from the air or also due to insufficient washing. The hardly visible stain then becomes brownish.

Stains in white or colourfast clothing can be removed by adding 105 ml Sil 1-für-Alles Flecken-Salz to Universal- (Persil Universal-Megaperls®) or Color-detergent (Persil Color-Megaperls®). Add Sil 1-für-Alles Flecken-Salz in addition to the detergent into the rinse chamber. Please select the highest possible washing temperature according to the care label.

Pre-treat sensitive coloured clothing at the stain spots with Sil 1-für-Alles Flecken-Gel, let product work for ten minutes and, depending on the care instructions, then wash by hand or in the machine with a delicate detergent (e.g. [Perwoll Color](#)) and in addition add 90 ml Sil 1-für-Alles Flecken-Gel to the detergent.

5. How do I remove a stubborn stain from my textiles?

If very stubborn stains were not removed after the first washing, it's best to pre-treat it before the next wash cycle and then select a higher quantity of detergent.

Alternatively, you can soak the clothing pieces over night in a detergent solution or select the soaking function in the washing machine. You dissolve 130 ml [Persil Universal-Megaperls®](#) or [Persil Color-Megaperls®](#) in 10 litres of water for a detergent solution. The Persil stain advisor will help you further with detailed tips.

6. What's to be done for yellow stains that were not removed after the first wash?

These stains are often residual stains containing dyes, for instance from coffee, tea, fruit, vegetables, spices, sauces etc., that were not completely removed during the first wash. These powerful yellow- to orange-coloured stains stay on the textiles after the wash cycle if too little detergent was used.

But it can also happen that after washing at first the stains are no longer visible. Only after a period of time under the influence of oxygen do they once again develop their original shade – e.g. while the textiles lie in the linen cupboard. The dyes of the types of stains named can be removed with [Persil Universal-Megaperls®](#) (dosage for badly soiled laundry) while adding a bleach enhancer such as Sil 1-für-Alles Flecken-Salz – to the extent the care label or the colouring of the clothing piece permits this.

To remove especially colour-intensive or older stains, most of the time a prior soaking over night in bleach-containing suds is required. The Persil stain advisor will help you further with detailed tips.

7. Add question here

Add answer here



Sensitive

1. What is the particular focus of detergents with high skin tolerance?

Detergents with high skin tolerance manage without contents that could trigger allergies.

2. Can pure white laundry also be achieved with detergents from the Sensitive range?

Yes, sensitive detergents such as [Persil Sensitive-Megaperls®](#) also achieve pure white laundry.

3. Are allergy sufferers only able to use unscented detergents?

No, many allergy sufferers can also use a detergent with a skin-allergy-tolerant scent. Allergy sufferers who are not able to tolerate even this type of detergent should then turn to special products without any scent.

4. Is an additional lime protection necessary with Persil Sensitive?

No, the [Persil Sensitive](#) formula already contains the lime protection for water hardness levels of soft to hard.

5. Can you wash at low temperatures to save energy with Persil Sensitive?

Yes, [Persil Sensitive](#) is already effective from 20°C on up.

6. Should allergy sufferers on principle use less detergent than is recommended on the packaging of Persil Sensitive?

No, [Persil Sensitive](#) should always be measured according to the water hardness and the laundry's degree of soiling.

7. Can coloured clothing also be washed with Persil Sensitive?

We recommend [Persil Sensitive-Gel](#) for coloured clothing.

8. Why is a sensitive detergent good for sensitive skin?

Because it is especially skin tolerant.

9. Is Persil Sensitive only available for purchase in a few shopping locations?

No, [Persil Sensitive](#) is available for purchase in numerous shopping locations such as grocery stores, consumer markets and drugstores.

10. Which detergent should people with sensitive skin or neurodermatitis use?

Sensitive detergent such as [Persil Sensitive](#), which is dermatologically tested and displays a high skin tolerance.

11. How do you wash children's or baby clothing?

Sort the laundry according to white, light and dark colours. White laundry should be washed separately. Wash the laundry in a boil/coloured wash program with [Persil Sensitive-Megaperls®](#) or [Persil Sensitive-Gel](#). Note the degree of the laundry's soiling for the dosage of detergent. The Persil stain advisor helps with especially stubborn stains.

12. Which laundry items are suited for the various Persil Sensitive products?

[Persil Sensitive-Megaperls®](#) is suited for white laundry and colourfast colours, and [Persil Sensitive-Gel](#) is suited for non-colourfast colours and the delicates.

13. Add question here

Add answer here



Hygiene rinser

1. What germs can occur in my laundry?

Frequently, athlete's foot and other skin fungi can be found here, but also bacteria that give rise to gastro-intestinal and skin diseases as well as multi-resistant germs (bacteria that are resistant to antibiotics).

2. Why is hygiene important?

Improved hygiene in the past 100 years has led to increased life expectancy. Hygiene means:

- fewer infections due to contagion.
- less use of antibiotics.
- fewer bacteria that are resistant to antibiotics.

3. Can Persil Hygiene Spüler damage my clothing?

No, and Persil guarantees it with its 100 years of competence for your laundry: Persil Hygiene Spüler does not attack colours or fibres and is thus suited even for sensitive textiles such as wool and silk.

4. Is Persil Hygiene Spüler also soft on the skin?

It goes without saying that Persil Hygiene Spüler has been dermatologically tested and is so soft that it can even be used for clothing for babies.

5. How can I be sure that Persil Hygiene Spüler actually works?

Of course the laundry will get stain-free clean even without Persil Hygiene Spüler. In contrast to stains you cannot see bacteria due to their size.

Nonetheless, you can be sure:

The formulation of Persil Hygiene Spüler is based on years of research work and the highest quality standards of the laundry experts Henkel. That it reliably gets rid of 99.99% of all bacteria and germs* with a dosage of 90 ml is also confirmed by the renowned SGS Institut Fresenius.

* special bacteria, fungi and viruses, such as influenza

6. Add question here

Add answer here

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