



Frequently Asked Questions

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Is Rockline a publicly traded company? Can I buy stock?

Rockline Industries, founded in 1976, is a family owned, privately held business, based in Sheboygan, WI. Therefore, you cannot buy stock.

Can you order wet wipes and coffee filters off the Rockline website?

Yes, please send a request to CustomerCareTeam@rocklineind.com with the type and quantity of item(s) you are interested in purchasing and we will respond with the necessary information you need to place an order.

Can you get a Material Safety Data Sheet (MSDS) for your product(s)?

MSDS are NOT legally required for wet wipes and coffee filters, however, many of our customers request them. To obtain a MSDS, email CustomerCareTeam@rocklineind.com with the name of the item(s) you would like a MSDS for, and it will email the appropriate MSDS sheet to the email address you provide.

Do you test your products on animals?

No, Rockline does not test its products on animals.

How come you can't always find Rockline's products at your local retail store?

We appreciate your business and product loyalty and realize that at any particular time products may be out of stock or may no longer be available. If you are having difficulty finding a product, please email CustomerCareTeam@rocklineind.com.

If you have a question not listed here, what can you do?

Email Rockline's Customer Care Team at CustomerCareTeam@rocklineind.com and tell us your question.

WET WIPES

What is the shelf life of Rockline wet wipes, such as baby and body wipes?

Unopened packages of baby and body wipes typically last 2 years without deteriorating in quality. Once open, and assuming the lid is closed after each use, a package of baby or body wipes should remain the same quality as when first opened through the ordinary use of the entire package contents (depending on the number of daily uses and the number of children, a package may last a few days to several weeks). If the lid is left open, the baby or body wipes will dry out over time due to the evaporation of the liquid, as it is primarily water.

Can you rehydrate wet wipes that have dried out?

Unfortunately no, you should not add water to wet wipes that may have dried out. Although they will appear to be remoistened, the specially designed formulation will actually be diluted down due to the additional water added thereby impacting the product quality and its ability to prevent any microbiological growth.

Are there any peanuts or other nut ingredients in the wet wipes?

No, there are no nut ingredients in the wet wipes.

Is there any gluten in the wet wipes?

No, there is no gluten in the wet wipes.



Why do you have to use preservatives in wet wipes?

Since baby wipes are basically cleaning agents and water on a cellulose-based wipe, without preservatives, the wipes may show mold or bacteria growth over time. Preservatives are included to prevent the outgrowth of any type of microorganism. They are also present to prevent microbial growth should any foreign material (such as urine or feces) transfer into the package through normal use.

Are all wet wipes flushable?

The quick answer is no. The only wet wipes that should be flushed down the toilet are those that make a label claim of “Flushable” on their packaging. Many wipes, like baby wipes, actually have a warning statement on their packaging stating “do not flush” and we recommend that customers observe such warnings and notices. In 2008, the two nonwoven associations (INDA and EDANA) created global voluntary guidelines, which detailed what testing is necessary to properly claim “Flushable” and the association membership, including Rockline Industries, have agreed to comply with these guidelines.

What is meant by the label claim of “hypoallergenic” on a package of wet wipes?

“Hypoallergenic” is the claim made to indicate that the wet wipe product should not cause allergic reactions in the normal course of its use. Products that do not make the specific claim may still be hypoallergenic but they have not been specifically tested for that claim. Even if a product undergoes hypoallergenicity testing and passes, some people may still have an allergic reaction. The testing used to make the Hypoallergenic claim involves testing the product on a specific number of human subjects, but such tests cover only a representative sample of people and are therefore not absolute.

Are the baby wipe tubs reusable?

Yes, the plastic tubs are reusable but they should be cleaned out with soap and water before placing a new refill in the tub.

Is the wet wipe packaging recyclable?

The packaging components that clearly contain a recycle symbol (chasing arrows with a number inside) may be recycled provided that your municipality has that capability to recycle such plastics. Not all municipalities recycle and those municipalities that do, may not be able to recycle every form of plastic. If there is no specific recycle symbol, that component is not recyclable. Flexible film packaging used for the refill items or the travel packs are made from multi-layered materials that provide moisture barrier properties and sealability and can not be recycled at this current time.

After using wet floor wipes, is it safe for my pet to walk on or lick the wet floor?

Yes, the ingredients in the wet floor wipe are safe and will cause no harm to your pet.

What is the difference between “Antibacterial” wipes and “Disinfecting” wipes?

Antibacterial wipes are wipes specially formulated to kill germs on the hands, face and body. Antibacterial wipes are regulated by the FDA (Food & Drug Administration) as an “over-the-counter” (OTC) drug in the U.S. and must contain a Drug Facts Box on the label like other OTC drugs (e.g., aspirin, cough medicine, antiperspirants, etc.)

Disinfecting wipes are wipes specially formulated to kill germs on inanimate surfaces like countertops, appliances, kitchen and bathroom fixtures, etc. Disinfecting wipes are regulated by the EPA (Environmental Protection Agency) in the U.S.

Although they both are designed to kill germs, they should not be used interchangeably.



Is it safe to use the disinfecting wipes on your hands?

The disinfecting wipes are meant to kill germs on hard surfaces but are not meant to be used to kill germs on the body (that is what antibacterial wipes are to be used for). Obviously, to use a wet wipe, there must be hand contact with the wipe. It is safe to use Rockline's disinfecting wipes according to the package directions, but you should wash your hands with soap and water after use. Please read the package instructions for more detailed directions, warnings and cautions which are required by the EPA to be on the label.

Is it safe to use the disinfecting wipes on children's toys especially since young children may put the toys on their mouth?

The disinfecting wipes are meant to use to kill germs on inanimate surfaces like countertops and tables as well as an item such as a child's toy. When using our disinfecting wipes, please follow the label directions. After a toy is wiped down and allowed to air dry, rinse the toy under cold water before giving to the child.

COFFEE FILTERS

Can you put used coffee filters into a compost bin?

Yes.

What is the difference between white and "natural" (brown) coffee filters?

"Natural" (brown) coffee filters are made from wood pulp that has a natural brown color due to the natural lignin content present in the pulp. White filters are made from wood pulp that has had the lignin removed through multiple steps. The wood pulp is treated, without using any elemental chlorine, to whiten the resulting paper.

Are the white coffee filters bleached with elemental chlorine?

No, the white coffee filters are actually made with an ECF (Elemental Chlorine Free) whitening process. The whitening process uses chemistry that is the industry standard methodology.