

Is there a video of how to set up the Cutlerease™ dispenser?

Yes, please visit www.ecoproducts.com/cutlerease to view our video.

What can I do if my dispenser is not working properly?

See loading, use, and troubleshooting guides at www.ecoproducts.com/cutlerease. You can also call us at 1-800-665-1568

I loaded the cutlery but no cutlery is dispensing.

What do I do?

Release the first piece of cutlery after loading an empty dispenser cartridge in order for the dispensing process to start:

- Ensure the cartridge is pulled out half way, showing the priming trigger.
- Quickly pull the priming trigger once to release the first piece of cutlery.



If it's still not ready for dispensing, the cutlery pack may be jammed. Pull the cartridge out and push the small latch on the front, middle underside to open the bottom; remove all cutlery and reload.

For more guidance on troubleshooting, see our Loading Instructions video at www.ecoproducts.com/cutlerease.

How do I know if the cutlery has run out and/or is getting low?

Once the cutlery gets low, a red indicator tab will show on the cartridge alerting you that it is time to refill the dispenser.



What type of cutlery works in the Cutlerease dispenser?

Only Cutlerease cutlery will work in the Cutlerease dispensing system. If you are composting at your location, you should only use Eco-Products Cutlerease compostable refill packs.

What material is the compostable cutlery made out of?

PLA (Polylactic Acid) - a plant-based plastic.

Can the cutlery handle hot foods?

Cutlerease compostable cutlery is appropriate for foods up to 120°F.

Where should Eco-Products Cutlerease cutlery be disposed of after it has been used?

Eco-Products Cutlerease cutlery is BPI-certified as compostable. It's compostable in commercial composting facilities (which may not exist in your area). If you do not have access to commercial composting, the cutlery should be disposed of in the trash.

Can I customize the outside of a Cutlerease dispenser?

There are many customization capabilities available for the Cutlerease dispensing system. Please contact your local sales rep with your request and they will help provide details. To find your local Sales Rep please visit www.ecoproducts.com/cutlerease.

Is there a sell sheet for the Cutlerease dispensing system?

Yes, please visit www.ecoproducts.com/cutlerease to view our sell sheet as well as find your local sales rep.

Can the Cutlerease dispensing system be mounted on a wall?

No, the Cutlerease is not available for wall mounting.

Does the Cutlerease dispensing system require batteries and/or plugging in?

No, the Cutlerease dispensing system does not require batteries and does not need to be plugged in.

How much space is required for one Cutlerease dispensing system?

A universal base that holds three dispensing cartridges is 12.50" wide and 26.5" tall. Cutlerease dispensing systems require an additional 7" of headroom above the dispenser to properly load it (approximately 34" total). The dispenser depth is 11.63" from the back of the base to the front of dispensing unit.

How do I obtain a Cutlerease dispenser? How do I purchase Cutlerease cutlery refills?

Please contact your local sales rep for information on the Cutlerease dispenser and Cutlerease refill packs. To find your local sales rep please visit the Contact Us section of www.ecoproducts.com/cutlerease

Where can I find a copy of the Cutlerease lease agreement?

Please contact your local sales rep. To find your local sales rep please visit the Contact Us section of www.ecoproducts.com/cutlerease