



# Cutlerease® FAQ

BY WADDINGTON® NORTH AMERICA

**Q** I loaded the cutlery but no cutlery is available for dispensing, what do I do?

**A** To release the first piece of cutlery, ensure the tower is pulled out of the base enough to show the release trigger. Quickly push and release the trigger to advance cutlery.



**Q** How do I know when cutlery is getting low or the tower is empty?

**A** A red indicator tab will show on the tower indicating it is time to refill.



**Q** What type of cutlery works in the Cutlerease® dispenser?

**A** Only patent pending Cutlerease® cutlery will work in the Cutlerease® dispensing system.

**Q** Can I select any cutlery towers I want? For example, can I have 3 spoon towers in the same base?

**A** Yes! The Cutlerease® dispensing system is designed for the user to select the cutlery they desire. The Cutlerease® base holds three cutlery towers so the operator can choose any combination of fork, knife and spoons.

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

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

**Q** How much space is required for one Cutlerease® dispensing system?

**A** The universal base holds three towers, together the footprint required equals 12.625" wide by 26.5" tall by 12.25" deep. An additional 7" in height is required to fill/refill the dispenser towers.

**Q** Can the Cutlerease® dispensing system be mounted on a wall?

**A** No, the Cutlerease® dispensing system is not suitable for wall mounting.

**Q** Can I customize the outside of a Cutlerease® dispenser?

**A** There are many customization options available for the Cutlerease® dispensing System. Please contact your local WNA sales rep for details by visiting: [www.novolex.com/cutlerease](http://www.novolex.com/cutlerease)

**Q** What material is the cutlery made out of?

**A** GPPS (General Purpose Polystyrene)

**Q** Where should Cutlerease® cutlery be disposed of after it has been used?

**A** GPPS meets #6 recycling requirements.

**Q** How do I obtain a Cutlerease® dispenser? How do I purchase Cutlerease® cutlery refills?

**A** Please contact your local WNA sales rep for information on the Cutlerease® dispensing system and Cutlerease® refill packs. To find your local WNA sales rep please visit: [www.novolex.com/cutlerease](http://www.novolex.com/cutlerease)

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

**A** By contacting your local WNA sales rep. To find your local WNA sales rep please visit: [www.novolex.com/cutlerease](http://www.novolex.com/cutlerease)

**Q** Is there a sell sheet and videos about the Cutlerease® dispensing system?

**A** Yes, please visit [www.novolex.com/cutlerease](http://www.novolex.com/cutlerease) to view our sell sheet and videos.

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

**A** Review our video loading instructions on the website. If additional help is needed please call us at 1-800-665-1568 or by visiting: [www.novolex.com/cutlerease](http://www.novolex.com/cutlerease)



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