

Ecostore Bottle Holder FAQs

How does it work?

How do these dispensers work

We have designed the holder to fit our 425ml liquid hand wash bottle so it keeps surfaces clutter free and safe from anyone who may want to take it home.

Fix the holder to the wall and use it like a standard handwash pump bottle. Once empty, leave the bottle in the holder, unscrew the pump and refill the bottle from our 5L commercial container before screwing the pump back on.

How often do I need to change/ replace the bottle

You can keep the bottle in the holder for as long as you like. To keep things hygienic, safe and clean we recommend wiping the outside of the bottle and the holder regularly. Take the bottle out of the holder every 6-9 months, give it a rinse with warm water and dry thoroughly. Once dried, simply put the bottle back into the holder.

How do I replace the bottle if it gets damaged?

To remove the bottle, undo the hex screws on the bottom of the holder and remove the bottle cage. (make sure you keep the screws in a safe place!) then unscrew the pump. You can now remove the bottle from the holder and replace it.

Do you have free on loan contract options available?

We sure do! Contact commercialsales@ecostore.co.nz for details

Is there a minimum order QTY for the holder?

No, the holders are packages individually and you can order as many or as few holders as you like.

Fixing the holder to the wall

Do you need a specialist to install the holder?

No, we provide full assembly instructions as well as wall screws and plugs with every holder. All you need is a drill and a screw driver (Phillips head) to fix the holder to the wall.

How do you attach the holder to the wall?

The back of the holder has mounting holes and we provide screws and wall plugs to attach the holder to the wall. All you need is a drill to drill the holes in the wall and a screw driver (Phillips head) to tighten the screws. Full assembly instructions are provided with each holder

I don't want to damage the tiles by drilling holes. Can I still use the holder?

Yes you can, the holder can be fixed to the wall with specialist double sided mounting tape (i.e. 3M Extreme Mounting Tape).

Can I fix the holder to a mirror?

Yes you can. If you can't drill holes into the surface where you will be using the holder, it can be fixed to the wall with specialist double sided mounting tape. (i.e. 3M Extreme Mounting Tape).

Do you provide assembly and installation instructions for the holder

Yes we do. Full installation instructions are provided with each holder. Installation is easy and we provide mounting screws and wall plugs as well as an Allen key for the hex screws that hold the bottle cage in place. All you need to provide is a drill to drill holes into the wall and a Phillips head screw driver to fasten the screws to the wall.

Refilling information

How do I refill the handwash?

Refilling is easy! Simply unscrew the pump from the bottle while it is in the holder and top it up from our commercial 5L containers. There is no need to take the bottle out of the holder.

Are there any issues with hygiene after prolonged use?

To keep things hygienic, safe and clean, we recommend we recommend wiping the outside of the bottle and the holder regularly. Take the bottle out of the holder every 6-9 months, give it a rinse with warm water and dry thoroughly. Once dried, simply put the bottle back into the holder.

Can you recycle the 5L containers used for refilling?

Yes you can. Our 5L containers are made from HDPE plastic (recycling #2). HDPE is one of the easiest plastic polymers to recycle and one of the plastics with the highest recycling rates in NZ.

Better still – we also accept our 5L containers as part of our plastic return programme. Simply return the bottle to one of our [drop locations](#) so we can regrind them and turn them into new ecostore bottles ourselves. Find out more about our plastic return programme [here](#).

Is refilling hygienic ?

Absolutely, just make sure you keep the outside of the bottle and the holder clean and wipe it down regularly. Take the bottle out of the holder every 6-9 months, give it a rinse with warm water and dry thoroughly. Once dried, simply put the bottle back into the holder.

Bottle & pump information

What are ecostore hand wash bottles made of?

Our 425ml hand wash bottles contain a mix of Sugar Plastic – a renewable, recyclable plastic that captures CO₂ as it grows – and locally sourced recycled plastic. Using plastic made from sugar instead of petrochemicals lets us capture CO₂ from the atmosphere rather than releasing it, while incorporating recycled content helps keep this valuable material in the loop and reduces the need to create new plastic. This mix creates durable bottles, uses less energy and resources, and cuts down on the amount of plastic in our environment.

Will any other bottles fit into these holders?

No, the holders are custom designed to only fit ecostore's 425ml liquid hand wash bottle

The pump is not working – what do I do?

The pumps have a locking mechanism which is engaged when we ship the bottles so we can keep spillage to a minimum. To “unlock” the pump, simply give the pump head ¼ turn and you will be able to pump the liquid from the bottle.

Note that unlike other pumps the pump head does not “pop up” when the pump is unlocked.

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Holder information

What’s the holder made out of

The holder is made from anodized aluminium.

Does the holder come in different colours

No, the holder is only available in black to ensure a visual tie in with our 425ml bottle and the black pump.

Sustainability & recyclability

Why is the ecostore holder a more sustainable solution than cartridge-based dispensers?

Most soap cartridges are made from mixed materials which renders them non recyclable and means they need to be disposed of in landfills.

Cartridges also can’t be refilled so every time a cartridge is used up, it generates waste.

The build-up of plastic in our environment is a real concern, which is why we are committed to using renewable, recyclable and refillable packaging for our products, while eliminating as much unnecessary packaging as possible.

The 425ml bottle in the holder is made from mix of Sugar Plastic and recycled plastic and can be used again and again. The 5L refill bottle is used to top up the product. Both bottles are fully recyclable or better still – can go into our [Plastic Return Programme](#).

Using refills like this creates a solution that generates no waste at all and keeps valuable materials in circulation!

Are the 5L containers made from ecostore’s Sugar Plastic

At this stage our commercial bulk 5L containers are made from standard HDPE recyclable plastic. We are working on moving these to a similar plastic composition to our retail size bottles over time.

Hand wash product information

Can I change the hand wash fragrance I am using in the holder?

Yes you can. Simply change the 425ml bottle to a difference fragrance option. We have the following hand wash fragrance options available:

- Vanilla & Coconut
- Lemongrass
- Manuka & Mint
- Fragrance Free / Ultra-Sensitive

Are there any other ecostore products that can be used in the holder

At this stage the holder is only suitable for 425ml hand wash bottle.

We are working on extending the products for use in the holder to other products in our personal care range over time.

Are there other hand wash fragrances available ?

Our hand wash is available in the following fragrance options:

- Vanilla & Coconut
- Lemongrass
- Manuka & Mint
- Fragrance Free / Ultra-Sensitive