

Frequently Asked Questions

Disclaimer: The Sterno® Cotton Face Mask is not approved by the FDA. The purpose of this non-medical face mask is to prevent the wearer from spreading germs. This mask should not be used in situations where the use of a surgical mask or N95 respirator is required; or in the presence of a high intensity heat source or flammable gas. Sterno Products makes no warranties, either express or implied, that the mask prevents infection or the transmission of viruses or diseases.

1. What kind of fabric is used in a Sterno mask?

Our masks are made with 100% cotton.

2. What sizes and styles are available?

Our masks are adult sized with behind-the-head ties. At this time, due to high demand and limited fabric availability, mask color could vary within orders.

3. How often should I wash my mask? Do I need more than one?

When possible, masks should be changed after every wear, especially if you've left your home and/or in situations (grocery store, pharmacy) where it is difficult to maintain social distancing.

It's a good idea to have at least two masks per wearer so that one will be available when the other is being laundered.

To avoid potential contamination from the mask, we suggest laundering it when you get home, especially if you don't know the next time you'll need it. This prevents you from having a potentially contaminated mask infecting your home.

4. How do I wash my mask?

Remember, your mask will be in contact with your face for extended periods. Many detergents can cause rashes, and most detergents have fragrance and enzyme ingredients that can cause pore-clogging or breakouts, so the best option is to use detergents free of fragrance and enzymes.

If you launder your masks with the rest of your laundry, rinse it for extra time in plain water to ensure fragrances are removed. You can also spray it with a 5% bleach solution and let it dry, but test this first to be sure it doesn't irritate your skin. Treat your mask as if it is your face with the same sensitivity as your skin.

Here are the official washing instructions:

To clean and sanitize your mask, we recommend hand washing in hot, soapy water. After thoroughly rinsing, hand-wring and let air dry on drying rack or hanger. If hand washing is not feasible you may machine wash in cold water and tumble dry without heat or simply air dry. If bleach is used, use only color safe bleach and in minimal quantities. If bleach is used, some discoloration may occur. Bright or deep colors are subject to crocking and bleeding and should not be mixed with white or light colors. No guarantees can be made regarding lightfastness or color transference during washing or cleaning. Some minimal shrinking of the fabric may occur. If desired, mask may be ironed.

rev A

Frequently Asked Questions

5. What detergents should I use to wash my mask?

Treat your mask as if it has the same sensitivity as your skin since it will be up against your skin for long periods. It's best to avoid fabric softeners, bleach, and any ingredients that might cause an allergic reaction, rashes or other symptoms, including fragrances that can cause headaches with long exposure. In addition, do not spray down masks with products such as Lysol and other disinfectants since their labels state that they may irritate the skin. Ideally, a detergent that is designed for sensitive skin is the ideal choice.

6. How do I dry my mask?

You can dry your mask in the dryer, but avoid using dryer sheets. For air drying it, hang it on a coat hanger, clothing line, or laundry drying rack.

7. Are there any chemicals, such as fabric softener or bleach, I shouldn't use in sterilizing or washing my mask?

Treat your mask as if it has the same sensitivity as your skin since it will be up against your skin for long periods. It's best to avoid fabric softeners, non-color safe bleach, and any ingredients that might cause an allergic reaction, rashes or other symptoms, including fragrances that can cause headaches with long exposure. In addition, do not spray down masks with products such as Lysol and other disinfectants since their labels state that they may irritate the skin.

8. Will my mask shrink after drying?

You may experience minimal shrinkage (approximately 5%) after machine drying.

9. How long will my mask last?

You can expect to get at least 30 wear-cycles (wear, wash, dry, repeat) out of your mask.

10. How will I know if the mask fits correctly?

Your mask should fit snugly yet comfortably against the side of your face. The key is to eliminate any gaps that could lead to the transmission of germs.

11. How do I use my cell phone while wearing my mask?

This is especially tricky given the ubiquity of our devices. Be very careful how you interact with your phone when wearing your mask. Putting a contaminated phone up to your mask contaminates the mask. Pulling your mask down under your chin potentially contaminates your mask. Wiping down your phone with a 70% isopropyl alcohol or a disinfectant wipe is enough to remove the virus. Be careful not to set your phone down on surfaces and then apply it directly to your face.

Your best bet is to put your phone on silent when you leave your house and take care of business once you're safe, sound, and sanitized in your home. If using your phone is necessary we recommend using hands-free devices whenever possible.