

Descaler for washing machine & dishwasher



Revision n. 02
Revision date: 07/07/2014

SAFETY DATA SHEET

1. IDENTIFICATION OF THE SUBSTANCE / PREPARATION AND OF THE COMPANY / UNDERTAKING

1.1. Identification of the substance

Code:	[DES103] 484000008416 - [DES507] 484000008417 - [DES204] 484000008384 [DFG271] 484000008510 - [DES708] 484000008496 - [DES112] 484000008630 [DES508] 484000008851 - [DES509] 484000008852 [KDES214] 484000008584 [KDES212] 484000008412 - [KDES216] 484000008631
Denomination	Descaler for washing machine & dishwasher
Chemical name and synonyms	

1.2. Relevant identified uses of the substance or mixture and uses advised against
Use of the substance/preparation : dishwashing and washing machine descaler.
Registration number: N.A. as mixture.

1.3. Information about manufacturer of Safety data sheet

Company name	Synt Chemical S.r.l.
Address	Via Armando Gagliani, 5
City and Country	40069 Zola Predosa (BO) - ITALIA
Telephone	Tel. 051 752332 - Fax 051 754945
e-mail of the safety responsible person	laboratorio@syntchemical.it
responsible of material data sheet	Dr. Silvano Invernizzi

1.4. Emergency telephone number

For urgent safety information call the Anti-Poison Center of your country. Check the emergency list on page 13.

2. HAZARD IDENTIFICATION.*

2.1. Classification of the preparation or mixture.

The mixture is classified as dangerous according to Regulation 1272/2008 (CLP) (and following amendments or revision). For this reason the products requires a safety data sheet conform to directive of regulations (CE) 1907/2006 and modifications. Further information on human health and/or environmental risk is detailed in section 11 and 12 of this document.

Classification and symbol:

Danger Symbol:

GHS07

Skin Irrit. 2; H315

Eye Dam 2; H319

Full test of Risk phrases (H) is detailed in section 16 of this document

2.2. Data on Label.

Danger labeling according to Directive 1272/2008 and following revision and amendments

CLP pictograms



Hazard Statements:

H315 Causes skin irritation

H319 Causes serious eye irritation

Precautionary Statements:

P101 If medical advice is needed, have product container or label at hand.

P102 Keep out of reach of children.

P103 Read label before use.

P264 Wash thoroughly after handling.

P280 Wear eye protection.

P302 + P352 IF ON SKIN: Wash with plenty of soap and water.

P305 + P351 + P338 + P310 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a POISON CENTER or doctor/physician.

P337 + P313 If eye irritation persists get medical advice/attention.

P332+P313 If skin irritation occurs: Get medical advice/attention.

P362 Take off contaminated clothing and wash before reuse.

MORE INFORMATIONS:

COMPONENTS CONFORM TO REGULATION CE N.648/2004

CONTAINS: phosphonates <5%. CONTAINS CITRIC ACID >30%, SULFAMIC ACID 15-30%

2.3. Other hazards.

None

3. COMPOSITION/INFORMATION ON INGREDIENTS.*

3.1. Substances

Not applicable.

3.2. Mixture.

Contains

Identification	Conc. %.	Classification according to 67/548/CEE.	Classification according to 1272/2008 (CLP).
CITRIC ACID CAS. 77-92-9 CE. 201-069-1 INDEX. - N° REGISTR. 01-2119457026-42-XXXX	71 – 76 %	Xi R36	Eye Irrit. 2 H319
SULFAMIDIC ACID CAS. 5329-14-6 CE. 226-218-8 INDEX. 016-026-00-0 N° REGISTR. 01-2119488633-28	20 – 25 %	Xi R36/38, R52/53	Skin Irrit. 2 H315, Eye Irrit. 2 H319, Aquatic Chronic 3 H412
*SILICON DIOXIDE CAS 112945-52-5 CE - INDEX. - N° REGISTR. 01-2119379499-16-0001	0,1 – 0,9 %	No classification	No classification

T+ = Very toxic(T+), T = Toxic (T), Xn = Harmful(Xn), C = Corrosive (C), Xi = Irritant(Xi), O = Oxidising (o), E = Explosive(E), F+ = Extremely Flammable (F+), F = Easily Flammable (F)

* Component listed because have a Working exposure Limit (Section 8)

Full test of R-phrases and H phrases is detailed in section 16 of this document

4. FIRST AID MEASURES.*

Take off immediately all contaminated clothing. If unconsciousness may be possible move away to fresh air, give oxygen or artificial respiration if needed. Personal protective equipment for first aid responders is recommended. Assure that emergency showers and eyes washing are next to area.

4.1. First aid instructions.

EYES: Wash immediately, thoroughly with plenty of water for at least 10 minutes holding the eyelids apart. After protect eyes with sterile and dry gauze or cotton. Consult an ophthalmologist.

SKIN: Wash off immediately with plenty of water. Take off immediately all contaminated clothing. Seek immediately medical advice. Wash contaminated clothing before using.

INHALATION: Take the affected person away from contaminated area to fresh air. If respiration is difficult, seek immediately medical advice. Keep victim in the lateral safety position.

INGESTION: rinse immediately the mouth. Seek immediately medical advice. Do not induce vomiting. Do not give anything to the person if unconscious and without medical authorization

4.2. Most important symptoms and effects, both acute and delayed

For symptoms and effects due to contained substances refer to section 11.

4.3. Indication of any immediate medical attention and special treatment needed

If incident occur, seek medical advice immediately and following instructions. If possible show Safety information.

5. FIREFIGHTING MEASURES.*

5.1. Extinguishing media

SUITABLE EXTINGUISHING MEDIA:

Are the traditional ones: CO₂, alcohol resistant foam, powder and water sprayed.

For spilling of not fired product use water to dispel flammable vapors and protect rescue team.

UNSUITABLE EXTINGUISHING MEDIA:

None particular

5.2. Special hazards arising from the substance or mixture

Avoid inhalation of gas spread from explosion or fires. In case of fire can release CO₂, carbon dioxide, phosphorous and nitrogen oxide irritating fumes and other compounds potentially toxic. For more information refer to section 10.

5.3. Advice for fire-fighter.

GENERAL INFORMATION

Keep persons not authorised and without adequate protections far from the dangerous area.

Cool the containers exposed to flames with water jets to avoid decomposition of the product and the release of hazardous substances. Act in security. Wear always the complete protective fire-fighting equipment. Contain the water used to extinguish the fire and avoid they can reach the sewers. Dispose the contaminated water in accordance with local and national regulations

PROTECTIVE EQUIPMENT

Protective helmet with shield visor, fireproof clothes (jacket and trousers with bands around arms, legs and sides), security gloves (fire resistant, cut resistant and dielectric), overpressure mask with full face-piece or with a compressed air breathing apparatus in case of big quantity of fumes.

6. ACCIDENTAL RELEASE MEASURES.*

6.1. Personal precautions, protective equipment and emergency procedures

Avoid any source of ignition (cigarettes, flames, sparks, etc.) in the area of spilling. Stop the spilling in case of no dangers. Do not handle damaged containers or spilled product without wearing the adequate protective equipment. Individuals without appropriate protective equipment should be excluded from area of spill until clean-up has been completed. For further information about risk on human health, environment and protective equipment, refer to other section of this document.

6.2. Environmental precautions.

Avoid release into sewerage, surface water, groundwater. Advise immediately authorities in case of loss or spillage.

6.3. Methods and material for containment and cleaning up.

Avoid dust formation. Contain and collect the product and place in a container for disposal.

Clean spill area thoroughly with water. Provide adequate ventilation. Disposal of contaminated materials according to section 13.

6.4. Reference to other sections.

Information regarding personal protective equipment and its disposal (if needed) is given in sections 8 and 13.

7. HANDLING AND STORAGE.*

7.1. Precautions for safe handling.

Keep away from food and drinks. Do not swallow. Use appropriate grounding and bonding practices. Handle with care. Wear the adequate protective equipment (refer to section 8). Avoid the formation of powders.

7.2. Conditions for safe storage, including any incompatibilities.

Store in a cool, well-ventilated area. away from direct sunlight. Stock the packaging well closed and labelled. Keep in the original packaging. Store in well ventilated areas.

Store far from incompatible substances like nitrous metals, zinc, copper, aluminium, bases, chloride, nitrates metallic nitrites + heat, fuming nitric acid, strong alkali, strong acids and some metals. Store at temperature between 10°C and 40°C. For more information consult section 10.

7.3. Specific end use.

Dishwashing and washing machine descaler. Consumer use.

8. EXPOSURE CONTROLS/PERSONAL PROTECTION.*

8.1. Control parameters.

SULFAMIDIC ACID

DNEL (GLOB)

Systemic effects, long term exposure inhalation (workers): 7,5 mg/m³

DNEL (GLOB)

Systemic effects, long term exposure inhalation (population general): 1,85 mg/m³

DNEL (GLOB)

Systemic effects, long term exposure oral (population general): 1,06 mg/kg

PNEC STP (GLOB) 200 mg/l

PNEC (GLOB) Fresh water 0,3 mg/l

PNEC (GLOB) Marine water 0,03 mg/l

PNEC (GLOB) Saltuary emission 0,3 mg/l

PNEC (GLOB) Sediment (fresh water) 0,3 mg/kg

PNEC (GLOB)

Sediment (marine water) 0,03 mg/kg

PNEC (GLOB) Soil

3 mg/kg

CITRIC ACID

TLV-WEL 8 hours 4 mg/m³

TLV-WEL Short term 10 4 mg/m³

PNEC

Fresh water 0.44 mg/l

Marine water 0.044 mg/l

AMORPHOUS SILICA ACID

DNEL Worker; inhalation; local (long term) 4 mg/m³

The value correspond to the limit value of Germany for exposure in workplace.

PNEC secondary intoxication 60000 mg/kg Nutrition

NOEC value

8.2. Exposure controls

As the use of appropriate technical measures should always take priority over personal protective equipment, ensure good ventilation in the workplace through effective local exhaust ventilation or by removing stale air. If you exceed the threshold value or one or more of the substances in the preparation due to daily exposure in the work environment or a fraction determined by the corporate prevention and security service, wear an appropriate breathing mask. Refer to the product label for further details. Request further information to chemicals supplier about proper protective equipment. Protective equipment must fulfill Legislation requirement. Organise the installation of showers and emergency eyes shower near the working place.



HANDS PROTECTION

Protect your hands with work gloves, category I (Directive 89/686/EEC and EN 374) such as PVC, PVA, neoprene, nitrile, PTFE viton latex, or equivalent. For the definitive selection of the material used for the work gloves, the following factors should be considered: degradation, breakage time and permeation. In the case of preparations, glove resistance should be tested before use because it is not foreseeable. The gloves have a durability that depends on the duration of exposure



EYES PROTECTION

Wear protective goggles (see standard EN 166)

SKIN PROTECTION

Use protective working wear with long and safe shoes for professional use of category II (see directive 89/686/CEE and EN 344). Wash with water and soap after removal of protective clothes.

RESPIRATORY PROTECTION

If you exceed the threshold value of one or more of the substances in the preparation due to daily exposure in the work environment or a fraction determined by the corporate prevention and security service, wear filter half face mask type FFP3 or universal type which class (1,2 or 3) should be chosen according to the limit concentration of use (refer to Standard EN 141). The use of respiratory protective equipment such as masks fitted with an organic vapours filter and dust/mist, is necessary in the absence of technical measures to limit worker exposure. Nonetheless, the masks provide limited protection.

In the case where the substance in question is odourless or its olfactory threshold is higher than the relative exposure limit and in case of emergency, or when exposure levels are unknown or the concentration of oxygen in the workplace is less than 17% in volume, where an open circuit compressed-air self-respirator (Standard EN 137) or an external air-uptake respirator to be used with full face mask, half face mask or mouthpiece (ref. Standard EN 138). In case of risk to be exposed to squirts or spurts during works, provide adequate protection of the mucosae (mouth, nose, eyes) to avoid accidental absorption.

9. PHYSICAL AND CHEMICAL PROPERTIES.*

9.1. Information on basic physical and chemical properties.

Appearance	Powder
Colour	White
Odour	Characteristic
pH sol. 10% in water	1,0
Melting point/freezing point	NA (not available)

Melting point	Not relevant
Evaporation rate	NA (not available)
Flammability (solid, gas);	not flammable
Self flammability	NA (not available)
Explosive limits	Not explosive
Decomposition temperature	NA (not available)

Relative density at 20°C	860 g/L
Solubility in water	soluble
Liposolubility	NA (not available)
Partition coefficient: n-octanol/water	NA (not available)
Vapour pressure	NA (not available)
Vapours density	NA (not available)
Oxydizing property	Not oxidizer

NA= not available as mixture

9.2. Others information.

None

10. STABILITY AND REACTIVITY.*

10.1. Reactivity.

Stable in recommended conditions.

10.2. Chemical stability

Product is stable in normal condition and storage.

SULFAMIDIC ACID: the product is very stable as crystalline anhydrous solid, in water solution is very acid and hydrolyses slowly a room temperature forming sulphate and bisulphate.

10.3. Possibility of hazardous reactions.

In normal condition of use and storage are not expected dangerous reactions. Avoid contact with incompatibles substances.

10.4. Conditions to avoid.

Use normal actions for chemical products. Avoid overheating, electrostatic charges and any source of ignition.

10.5. Incompatible materials.

Nitrous metals, zinc, copper, aluminium, bases, chloride, nitrates metallic titrates + heat, fuming nitric acid, strong alkali, strong acids and some metals.

10.6. Hazardous decomposition products.

In case of fire or decomposition may spread gas and vapors potentially harmful for health as CO₂, carbon mono-oxide, phosphorous and nitrogen oxide, irritating fumes and other compounds potentially toxic to health.

11. TOXICOLOGICAL INFORMATION.*

11.1. Information on toxicological effects.

The product causes severe damages to eyes and might shadow cornea, iris and not reversible color change. The inhalation of big quantity may cause irritation to breathing. Ingestion of big quantity may cause intestinal disorders. Contact with skin may cause strong irritation of the contact points.

CITRIC ACID

Inhalation of important quantities should cause irritation to respiratory system. Swallowing of important quantities should cause gastrointestinal disorders.

Contact with skin can cause irritation. Prolonged and repeated exposure can cause allergic reactions on some sensitive persons.

***Acute Toxicity**

Acute Oral Toxicity for Anhydrous Citric Acid:

LD50 Oral: 5.400 mg/kg

Species: mouse

Method: OECD TG 401

LD50 Oral: 11.700 mg/kg

Species: rat

Method: OECD TG 401

Dermal Acute Toxicity Anhydrous Citric Acid:

LD50 Dermal: > 2.000 mg/kg

Species: rat

Acute Toxicity (for other submistration ways) Anhydrous Citric Acid:

DL50: 725 mg/kg

Application Way: i.p.

Species: rat

DL50: 940 mg/kg

Application Way: i.p.

Species: mouse

***Corrosion/irritation skin**

Irritant to skin Anhydrous Citric Acid:

Species: rabbit

Result: No irritation on skin.

Can cause skin irritation on predisposed persons.

***Severe eyes damage/severe eyes irritation**

Irritant to eyes Anhydrous Citric Acid

Test species: Rabbit

Result: Irritant to eyes.

***respiratory or dermal sensitization**

Sensitization Citric Acid anhydrous:

Maximisation Test

Test species: Guinea Pig

Result: it does not cause sensitization to skin.

Method: OECD TG 406

*** Mutagenicity on germinal cells**

Observation Citric Acid anhydrous:

Essays in vivo has shown no mutagenic effects

*** Cancerogenity**

Observation Citric Acid anhydrous:

No cancerogenous or Teratogenic effects on tests on animals.

*** Teratogenity**

Observation Citric Acid anhydrous:

Reproductive toxicity – Not toxic.

CITRIC ACID ANHYDROUS

LD50 (Oral): 11700 mg/kg Rat

LD50 (Dermal): > 2000 mg/kg Rat

SULFAMIDIC ACID

LD50 (oral): 1600 mg/kg (rat)

More information: text of Ames negative. Irritation shown in test on animals.

SILICON DIOXIDE

Acute toxicity

Basing on available data, are not expected effects of acute toxicity after single oral exposure.

Basing on available data, are not expected effects of acute toxicity after single skin exposure.

Basing on available data, are not expected effects of acute toxicity after short inhalation exposure.

Exposure way	Result/Effect	Species/test system	Source
oral	LD50: > 5000 mg/kg	Rat	Literature
skin	LD50: > 5000 mg/kg	Rabbit	Literature
Inhalation	LC50: > 0,139 mg/l; 4 hours		
To the highest concentration technically possible to be obtained, no cases of death are registered on laboratory tests on animals.			

12. ECOLOGICAL INFORMATION.*

Use according good working practice; avoid spreading the product into environment
Advise immediately authorities in case of lose or spilling.

12.1. Toxicity.

CITRIC ACID

*Toxicity for fishes:

No negative effects appeared from test of acute toxicity

Toxicity for fishes Citric Acid anhydrous:

CL50: 440 mg/l

Exposure time: 48 h

Species: *Leuciscus idus* (gold Leuciscus)

Static test Method: OECD TG 203

*Toxicity for daphnia and for other aquatic invertebrates:

No negative effects derivate from acute toxicity test.

Toxicity for daphnia and for other aquatic invertebrates Citric Acid anhydrous:

CL50: 1.535 mg/l

Exposure time: 24 hours

Species: *Daphnia magna* (water fleas)

Static test

*Toxicity for algae:

No negative effects derivate from acute toxicity test.

Toxicity for algae Citric Acid anhydrous:

425 mg/l

Exposure time: 168 hours

Species: *Scenedesmus quadricauda* (Chlorophyceae algae)

Static test

*Toxicity for bacteria:

The substance is not considered inhibitory for marine bacteria (OECD 306).

Toxicity for bacteria Citric Acid anhydrous:

> 10.000 mg/l

Exposure time: 16 hours

Species: *Pseudomonas putida*.

SULFAMIDIC ACID

LC50 (96 hours): 70,3 mg/L (*Pimephales promelas*)

EC10 (16 hours): > 1000 mg/L (bacteria)

SILICON DIOXIDE

Evaluation:

No damage effects are expected on organisms presents in water. From actual experience are not expected negative effects in depuration plants.

Result/Effect	Species/test system	Source
LC50: > 10000 mg/l	<i>Brachydanio rerio</i> (<i>Danio rerio</i>) (96 hours)	Literature
EC50: > 10000 mg/l	<i>Daphnia magna</i> (24 hours)	Literature

12.2 Persistence and degradability

No data available for mixture.

SULFAMIDIC ACID: not biodegradable.

SILICON DIOXIDE: substance is biodegradable through chemical-physical processes not biological (abiotic processes)

CITRIC ACID:

Biodegradability Citric Acid anhydrous: 97 %

Test duration: 28 days

Method: OECD TG 301B

Fast biodegradable 100 %

Test duration: 19 days

Method: OECD TG 301E

Fast biodegradable

12.3. Bio accumulative potential.

No data available for mixture.

CITRIC ACID: This product is soluble in water and fast biodegradable in water and in soil.

Accumulation events are unlikely

12.4. Mobility in soil.

No data available for mixture.

12.5. Results of PBT and vPvB assessment.

No data available for mixture.

SILICON DIOXIDE: the product does not contain relevant substances evaluated as persistent, bioaccumulable or toxic (PBT), or vPvB

CITRIC ACID: the substance is not classified persistent, bioaccumulable or toxic (PBT), or vPvB

12.6. Other adverse effects.

None

SILICON DIOXIDE: insoluble in water

CITRIC ACID:

Biochemical oxygen demand (BOD) Citric Acid anhydrous: 526 mg/g

Chemical oxygen demand (COD) Citric Acid anhydrous: 728 mg/g

13. DISPOSAL CONSIDERATIONS.*

13.1 Waste treatment method

Recycle, if possible. Act in accordance with local and national regulations. Refer to current national legislation.

Do not release into sewerage. Do not pollute watercourses. Residues have to be considered as dangerous waste

CONTAMINATED PACKAGING

Indications: empty containers shall not be released to the environment.

Remarks: user has to ensure that no other regional or national rules are in force

14. TRANSPORT INFORMATION

Product not classified dangerous for transport

Road and Railway Transport:

Shipping transport:

Air transport:

15. REGULATORY INFORMATION.*

15.1. Safety, health and environmental regulations/legislation specific for the substance or mixture.

This document has been written following scheme and rules of below Directive and Regulation

It is underlined that this mixture is for food application, hence it is out of the scope of the below Legislation.

1. Directive 1999/45/EC and following amendments;
2. Directive 67/548/EEC and following amendments;
3. Regulation (EC) 1907/2006 of European Parliament (REACH)
4. Regulation (EC) 1272/2008 of European Parliament (CLP)
5. Regulation (EC) 453/2010 of European Parliament

When applicable, refer to following directive:
D.Lgs. 21 September 2005 n. 238 (Directive Seveso Ter)

Seveso class. None

Restriction related to the mixture or contained substance, according to Annex XVII, Regulation EC 1907/2006.
Point 3

Substance in Candidate List (Art. 59 REACH). None

Substance identified for Authorization (Annex XIV REACH). None

Sanitary controls.

Workers exposed to this chemical agent must be monitored for health issues according to Legislation.

15.2. Chemical safety assessment.

Not elaborated for the mixture

16. OTHER INFORMATION.*

Full Danger and H-phrase indicated in section 2-3 of this document

Eye Irrit. 2 Eye irritation, category 2

Skin. Irrit. 2 Skin irritation, category 2

Aquatic Chronic 3 Dangerous to aquatic environment, chronic toxicity category 3

H315 Causes skin irritation.

H319 Causes serious eye irritation

H412 Harmful to aquatic life with long lasting effects

Full Danger and R-phrase indicated in section 2-3 of this document

R36/38 Irritating to eyes and skin.

R36 Irritating to eyes.

R52/53 Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment.

LITERATURE:

1. The Merck Index. Ed. 10
2. Handling Chemical Safety
3. Niosh - Registry of Toxic Effects of Chemical Substances
4. INRS - Fiche Toxicologique
5. Patty - Industrial Hygiene and Toxicology
6. N.I. Sax - Dangerous properties of Industrial Materials-7 Ed., 1989

List of abbreviations:

ACGIH : American Conference of Governmental Industrial Hygienists

CSR : Report of Chemical Security

DNEL: Derived No-Effect Level.

DMEL: Derived Minimal Effect Levels

EC50: Effective concentration, 50%.

EL50 : Effective Loading, 50%.

EPA: Environmental Protection Agency

IC50: Inhibitory Concentration, 50%

LC50: Lethal Concentration, 50%.
LD50: Lethal Dose, 50%.
LL50: Lethal Loading, 50%
LL0: Lethal Loading, 0%
LOAEL: Low Observed Adverse Effects Level.
LOAEC: Low Observed Adverse Effects Concentration.
NOEC: No Observed Effects Concentration.
NOEL: No Observed Effects Level. .
NOAEL: No Observed Adverse Effects Level. .
NOELR: No Observed Effect Loading Rate.
OECD: The Organisation for Economic Co-operation and Development
TLV-TWA : Threshold Limit Value - Time Weight Average
N/A: Not applicable
PBT: Persistent, bioaccumulative and toxic.
SNC: Central Nervous System
STOT: Specific Target Organ Toxicity
(STOT) RE: Specific target organ toxicity – repeated exposure
(STOT) SE: Specific target organ toxicity – single exposure
PNEC: Predicted No-Effect Concentration.
TLV-STEL: threshold limit value - Short-term exposure limit
UVCB: Substances of Unknown or Variable composition, Complex reaction products or Biological materials.
vPvB: Very Persistent and very Bioaccumulative.
WAF = Water Accomodated Fraction

Note for the user:

The information on this sheet is based on information that was available at our premises as of the date of the last version.

The user must make sure such information is complete in relation to the specific use being made of the product.

Said document must not be interpreted as a guarantee of any specific property of the product. Since the use of the product is not under our direct control, it is the responsibility of the user to observe the law and other provisions in force on matters of health and safety. We shall not be held liable for any improper uses.

Descaler for washing machine & dishwasher



INGREDIENTS SHEET

COMPONENT IUPAC	INCI NAME	CAS	Pharmacopea name	EINECS	%
2-Hydroxy-1,2,3-propane-tricarboxylic acid	CITRIC ACID	77-92-9	Acidum citricum	201-069-1	>10
Sulfamic acid	N.A.	5329-14-6		226-218-8	>10
Silicon dioxide	SILICA	112945-52-5		231-545-4	0,1-1

Emergency telephone numbers

For urgent safety information call the Anti-Poison Center of your country:

	COUNTRY	CUSTOMER SERVICE NR.	ANTI-POISON CENTER NR.
	AUSTRIA	(0043) 050 6700 200	(0043) 01 406 43 43
	BELGIUM	0032 (0)2 263 33 33	(0032) 070 245 245
	CZECK REP.	(00420) 840 111 313	(00420) 224 91 54 02
	DENEMARK	(0045) 44880280	(0045) 82121212
	FINLAND	(09) 61336 235	(09) 471977
	FRANCE	(0033) 0892 700 150	(0033) 01 40 05 48 48
	GERMAN	(0049) 0711 93533655	(0049) 0761 19240
	GREECE	(0030) 2109946400	(0030) 2107793777
	HOLLAND	0031 (0)76 530 6400	(0031) 030 274 8888
	HUNGARY	(0036) 06 40 109 109	(0036) 80 20 11 99
	IRELAND	(00353) 0844 815 8989	(00353) 1 8092566
	ITALY	(0039) 199 580 480	(0039) 02 66101029
	NORWAY	(0047) 22782500	(0047) 22 59 13 00
	POLAND	(0048) 801 900 666	Warszawa: (0048) 22 619 66 54 Gdańsk: (0048) 58 682 04 04 Poznań: (0048) 61 847 69 46 Kraków: (0048) 12 411 99 99
	PORTUGAL	(00351) 707 203 204	(00351) 808 250143
	ROMANIAN	(0040) 0372 117 745	
	RUSSIA	007 (495)745 57 31	
	SLOVAKIA	(00421) 0850 003 007	(00421) 2 54774166
	SPAIN	(0034) 902 203 204	(0034) 915 620 420
	SWEDEN	(0046) 0771 751570	(0046) 08 331231
	SWISS	(0041) 0848 801 005	(0041) 145
	UK	(0044) 0844 815 8989	(0044) 0845 46 47 (0044) 020 7188 0600
	UCRAIN	(00380) 0 800 501 150	