

## Hob cleaner cream



Revision n. 0003  
Revision date: 15/07/2015

### SAFETY DATA SHEET

#### 1. IDENTIFICATION OF THE SUBSTANCE/PREPARATION AND OF THE COMPANY /UNDERTAKING\*

##### 1.1. Identification of the substance

|                               |  |
|-------------------------------|--|
| Code:                         | [VTC101] 484000008420 - [VTC102] 484000008441 - [VTC105] 484000008727<br>[VTC110] 484000008939 - [VTC108] 484000008938 |
| Denomination                  | <b>Hob cleaner cream</b>   |
| Chemical name<br>and synonyms |  |

**1.2. Relevant identified uses of the substance or mixture and uses advised against**  
**Use of the substance/preparation :** vetro ceram cleaner cream detergent.  
**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 | <a href="mailto:laboratorio@syntchemical.it">laboratorio@syntchemical.it</a> |
| 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 11.

#### 2. HAZARD IDENTIFICATION.\*

##### 2.1. Classification of the preparation or mixture.

The mixture is NOT classified as dangerous according to Regulation 1272/2008 (CLP) (and following amendments or revision). Anyhow, the product contains dangerous substances in such concentration to be declared in Section 3, for this reason the products requires a safety data sheet conform to directive of regulations (CE) 1907/2006 and modifications.

##### 2.2. Data on Label.

Danger labeling according to Directive 1272/2008/EEC (CLP) (and following revision and amendments)

**CLP pictograms: NONE**

**Hazard Statements: NONE**

**Precautionary Statements: NONE**

## COMPONENTS CONFORM TO REGULATION CE N.648/2004

Contains: aliphatic hydrocarbons 5-15%, soaps, polycarboxylates <5%.

Other components: 2-BROMO-2-NITROPROPANE-1,3-DIOL

### 2.3. Other hazards.

Information not available.

## 3. COMPOSITION/INFORMATION ON INGREDIENTS.\*

### 3.1. Substances

Not applicable.

### 3.2. Mixture.

Contains

| IDENTIFICATION   | CAS          | EC         | INDEX         | REGISTRATION  | CONC. %   | CLASSIFICATION 67/548/CEE    | CLASSIFICATION 1272/2008 (CLP)  |
|--|--------------|------------|---------------|---|-----------|------------------------------|---|
| HYDROCARBONS<br>C11-C14 n- ALKANES,<br>ISO- ALKANES,<br>CYCLICS, < 2%<br>AROMATICS | NA           | 926-141-6  | ND            | 01-2119456620-43  | 6 – 8     | Xn R65 ·R66                  | Asp. Tox. 1 ; H304  |
| *ETHANOL,<br>2-(DIETHYLAMINO)  | 100-37-8     | 202-845-2  | 603- 048-00-6 | 01-2119488937-14  | 0,1 – 1   | R10 ·C R34, ·Xn<br>R20/21/22 | AcuteTox.3 H311,<br>AcuteTox.3 H331,<br>AcuteTox.4 H302,<br>·SkinCorr.1A<br>H314, ·Flam.Liq.3<br>H226 |
| SILICEOUS EARTH,<br>CALCINED (SILICON<br>DIOXIDE, KAOLINITE<br>COMPOUND)           | 1020665-14-8 | 310-127-6. | ND            | Exemption from the<br>obligation to register<br>under Annex V.7 | 6 – 8     | N.C.                         | STOT RE1 H372   |
| *ALUMINIUM OXIDE   | 1344-28-1    | 215-691-6  | ND            | 01-2119529248-35  | 6,5 – 8,5 | N.C.                         | N.C.  |

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)

\*SUBSTANCES ARE LISTED BECAUSE PRESENT EXPOSURE LIMITS (REFER TO SECTION 8)

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

## 4. FIRST AID MEASURES.\*

No events of damage to users is known. Anyhow, in case of necessity, follow the general instructions.

### 4.1. First aid instructions.

EYES: Wash immediately, thoroughly with plenty of water for at least 5 minutes holding the eyelids apart. If necessary, consult an ophthalmologist.

SKIN: Wash with plenty of water and neutral soap. If irritation persists, seek medical advice.

INHALATION: Move to fresh air and keep warm and rest. In case of difficult breathing, seek immediately medical advice.

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

No incidents to health due to the products are known.

### 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: CO<sub>2</sub>, alcohol resistant foam, powder and water sprayed

UNSUITABLE EXTINGUISHING MEDIA:

None particular.

### **5.2. Special hazards arising from the substance or mixture**

DANGERS DUE TO EXPOSURE IN CASE OF FIRE.

Avoid inhalation of gas spread from explosion or fires. They can contain carbon monoxide, toxic products of pyrolysis, etc.

### **5.3. Advice for fire-fighter.**

GENERAL INFORMATION

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

Cool container with water from a protect place to avoid decomposition of the product and the possibility of release of potentially dangerous substances. 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

Helmet with visor, fireproof clothing (jacket and trousers with straps around the arms, legs and waist), intervention gloves (fire fighting, cut-proof and dielectric), and overpressure mask with a face shield covering the entire face of the operator or use the self-respirator (self-protector) in the case of large amounts of smoke.

## **6. ACCIDENTAL RELEASE MEASURES.\***

### **6.1. Personal precautions, protective equipment and emergency procedures**

Shut off and avoid any ignition source in contaminated area. Stop the leakage in case of no danger. 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.

### **6.3. Methods and material for containment and cleaning up.**

Contain and collect liquid in adequate container (compatible with product). Soak up the most part of product using only non-sparking tools. Place in suitable, closed containers for disposal.

Clean spill area thoroughly with water jets in case of no contraindications. Well ventilated the area. 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 the product. Use appropriate industrial hygiene and security measures. Handle with care.

### **7.2. Conditions for safe storage, including any incompatibilities.**

Store in a cool, well-ventilated area and away from direct sunlight. Keep away from ignition source, static electricity. Keep containers well closed and labelled. Keep separated from oxidizing agents and at temperature not over 40°C. If needed consult section 10.

### 7.3. Specific end use.

Vetro ceram cleaner cream detergent.

## 8. EXPOSURE CONTROLS/PERSONAL PROTECTION.\*

### 8.1. Control parameters.

| Description  | Parameters | Country | TWA/8h<br>mg/m3 | ppm | STEL/<br>15min<br>mg/m3 | ppm | Note |
|--|------------|---------|-----------------|-----|-------------------------|-----|------|
| HYDROCARBONS C11-C14<br>n- ALKANES, ISO- ALKANES,<br>CYCLICS, < 2% AROMATICS | TLV-ACGIH  |         | 200             |     |                         |     | A3   |
| ETHANOL, 2-(DIETHYLAMINO) ;<br>CAS No. 100-37-8                              | TLV-ACGIH  | EC      | 9,6             | 2   |                         |     |      |

#### **A3 Cancerogenous recognized on animals with relevancy unknown for human been**

Agent resulted cancerogenous on animal according to tests at high dose, or sub ministered in place like histologic, or in ways that cannot be relevant for workers exposed. Skin tests available do not confirm an increase of the cancer risk for human been exposed. Available knowledge do not let suppose that the agent may cause cancer on human been, if not in improbable and uncommon situation of exposure.

#### **ETHANOL, 2-(DIETHYLAMINO) ; CAS No. 100-37-8**

DNEL (EC)

Systemic effects, long term exposure skin Workers 1 mg/kg

Systemic effects, long term exposure Inhalation Workers 7,34 mg/m<sup>3</sup>

Local effects, long term exposure Inhalation Workers 1,07 mg/m<sup>3</sup>

PNEC STP (EC) 10 mg/l

PNEC (EC) fresh water 0,044 mg/l

PNEC (EC) marine water 0,0044 mg/l

PNEC (EC) Saltuary emission 4,4 mg/l

Sediment (fresh water) 0,475 mg/kg

Sediment (marine water) 0,0475 mg/kg

Soil 0,069 mg/kg

#### **ALUMINIUM OXIDE ; NR. CAS : 1344-28-1**

Specific: DNEL (EC)

Parameter: Local effects, long term exposure Inhalation Workers

Value: 15,63 mg/m<sup>3</sup>

Parameter: Systemic effects, long term oral Population

Value: 3,29 mg/kg

Specific: PNEC STP ( EC )

Parameter: Depuration plant

Value: 20 mg/l

Specific: PNEC ( EC )

Parameter: Fresh water

Value: 74,9 Bg/l

Specific: TWA ( EC )

Parameter: powder

Value: 10 mg/m

### 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 stable 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.



### HANDS PROTECTION

Protect your hands with work gloves, category II (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 goggles that adhere to the skin (see standard EN 166) or face shields EN402



### SKIN PROTECTION

Wear work clothes with long sleeves and safety footwear for professional use in category II (refer to Directive 89/686/EEC and standard EN 344). After removing protective clothing, wash affected skin with soap and water.



### 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 a mask half face type A-P2 or ABEK-P2 (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).

## 9. PHYSICAL AND CHEMICAL PROPERTIES.\*

### 9.1. Information on basic physical and chemical properties.

|  |                    |
|--|--------------------|
| Appearance                                 | Cream              |
| Colour                                     | Pale               |
| Odour                                      | characteristic     |
| pH as it is                                | 8-9                |
| Kinematic viscosity (mm <sup>2</sup> /sec) | 1835               |
| Melting point/freezing point               | NA (not available) |
| Flash point                                | NA (not available) |
| Evaporation rate                           | NA (not available) |
| Flammability (solid, gas);                 | NA (not available) |
| Self flammability                          | NA (not available) |
| explosive limits                           | Not explosive      |
| Decomposition temperature                  | NA (not available) |
| Relative density at 20°C                   | 1,09 g/mL          |
| Solubility in water                        | Dispersible        |
| 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 oxidizing      |

## 9.2. Others information.

Information not available.

## 10. STABILITY AND REACTIVITY.\*

### 10.1. Reactivity.

No particular danger reactions with other substances in normal condition of use.

### 10.2. Chemical stability

Product is stable in normal use and storage conditions.

### 10.3. Possibility of hazardous reactions.

No hazardous reactions for normal storage and use.

### 10.4. Conditions to avoid.

None particular. Use normal actions for chemical products.

### 10.5. Incompatible materials.

Oxidizer agents.

### 10.6. Hazardous decomposition products.

In case of fire or decomposition may spread gas and vapors potentially harmful for health. They can contain CO<sub>2</sub> and carbon monoxide.

## 11. TOXICOLOGICAL INFORMATION.\*

### 11.1. Information on toxicological effects.

No events of damage to users is known. Anyhow, in case of necessity, follow the general instructions and acting in good industrial hygiene. The compound, in extremely sensible subjects, may cause light effects on health for exposure to inhalation and/or skin absorption and/or contact with eyes or/and skin.

### HYDROCARBONS C<sub>11</sub>-C<sub>14</sub> n - ISO- ALKANES < 2% AROMATICS

LD<sub>50</sub> (oral): > 5.000 mg/kg (rat)

LD<sub>50</sub> (skin) : > 5.000 mg/kg (rabbit)

LC<sub>50</sub> (inhalation): > 5.000 mg/m<sup>3</sup> (rat)

### ETHANOL, 2-(DIETHYLAMINO) ; CAS No. 100-37-8

LC<sub>50</sub> Inhalation: Rat= 4,6 mg/l4h

LD<sub>50</sub> Oral: Rat= 1320 mg/kg

LD<sub>50</sub> Skin: Rabbit= 885 mg/kg

Primary irritability

It causes severe burns to skin and severe damage to eyes.

Sensitization

No sensitization action.

### ALUMINIUM OXIDE ; NR. CAS : 1344-28-1

Specific: LC<sub>50</sub> (Aluminium oxide; Nr. CAS : 1344-28-1 )

Subministration way: Inhalation

Species: Rat

Value: > 2,3 mg/l

Exposure time: 4 h

Specific: LD<sub>50</sub> (Aluminium oxide; Nr. CAS : 1344-28-1 )

Application Way: Oral

Species: Rat

Value: > 10000 mg/kg

## 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.

#### HYDROCARBONS C11-C14 n - ISO- ALKANES < 2% AROMATICS

EC50 (48 h): 1.000 mg/L (*Daphnia magna*)  
EC50 (72 h): 1.000 mg/L (Algae)  
LC50 (96 h): 1.000 mg/L (*Oncorhynchus mykiss*)

#### ALUMINIUM OXIDE ; NR. CAS : 1344-28-1

Specific: EC50 (Aluminium Oxide ; Nr. CAS : 1344-28-1 )

Parameter: Algae

*Selenastrum capricornutum*

Value > 100 mg/l

Exposure time: 72 h

Specific: EC10 (Aluminium Oxide; Nr. CAS : 1344-28-1 )

Parameter: Daphnia

*Daphnia magna*

Value > 100 mg/l

Exposure time: 48 h

Specific: LC50 (Aluminium Oxide; Nr. CAS : 1344-28-1 )

Parameter: Fish

*Leuciscus idus melanotus*

Value > 500 mg/l

Exposure time: 96 h

### 12.2 Persistence and degradability

No data available for mixture.

HYDROCARBONS C11-C14 n - ISO- ALKANES < 2% AROMATICS

readily biodegradable

### 12.3. Bio accumulative potential.

No data available for mixture.

HYDROCARBONS C11-C14 n - ISO- ALKANES < 2% AROMATICS: bioaccumulation potential

### 12.4. Mobility in soil.

No data available for mixture.

HYDROCARBONS C11-C14 n - ISO- ALKANES < 2% AROMATICS: is absorbed from soil and has a small mobility.

### 12.5. Results of PBT and vPvB assessment.

No data available for mixture.

HYDROCARBONS C11-C14 n - ISO- ALKANES < 2% AROMATICS: The substance is not classified persistent, bioaccumulable or toxic (PBT) or vPvB.

### 12.6. Other adverse effects.

No data available

## 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 e 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. None

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

Substance edified for Authorization (Annex XIV REACH) None

Sanitary controls.

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

### 15.2. Chemical safety assessment.

Not available

## 16. OTHER INFORMATION.\*

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

**Asp. Tox. 1** Aspiration hazard Category 1

**Acute Tox. 3** Acute toxicity, category 3

**Acute Tox. 4** Acute toxicity, category 4

**Skin Corr. 1A** Skin corrosion, category 1A

**Flam. Liq. 3** Flammable Liquid, category 3

**STOT RE 1** Specific target organ toxicity — single exposure, category 1

**H302** Harmful if swallowed.

**H304** May be fatal if swallowed and enters airways.

**H311** Toxic in contact with skin



- H314** Causes severe skin burns and eye damage
- H226** Flammable liquid and vapour
- H331** Toxic if inhaled
- H372** Causes damage to organs through prolonged or repeated exposure

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

R10 Flammable.

R34 Causes burns

R20/21/22 Harmful by inhalation, in contact with skin and if swallowed

R65 Harmful: may cause lung damage if swallowed.

R66 Repeated exposure may cause skin dryness or cracking

#### 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 Organization 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 Bio accumulative.

WAF = Water Accommodated 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. This 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.

# Hob cleaner cream




## INGREDIENTS SHEET

| COMPONENT IUPAC  | INCI NAME                        | CAS          | Pharmacopea name | EINECS    | %     |
|--|----------------------------------|--------------|------------------|-----------|-------|
| Water  | AQUA                             | 7732-18-5    | aqua             | 231-791-2 | > 10  |
| Hydrocarbons, C11-C14, n-alkanes, isoalkanes, cyclics, <2% aromatics | ND                               | ND           | ND               | 926-141-6 | 1-10  |
| Siliceous Earth, calcined (silicon dioxide, kaolinite compound)      | ND                               | 1020665-14-8 | ND               | 310-127-6 | 1-10  |
| Aluminium oxide  | ALUMINA                          | 1344-28-1    | aluminii oxidum  | 215-691-6 | 1-10  |
| Polydimethylsiloxane with aminoalkyl groups                          | ND                               | ND           | ND               | ND        | 1-10  |
| fatty acids, C16-C18 and C18-unsaturated                             | ND                               | 67701-08-0   | ND               | 266-932-7 | 1-10  |
| poly(dimethylsiloxane)   | ND                               | ND           | ND               | ND        | 1-10  |
| Acrylate copolymer   | ND                               | ND           | ND               | ND        | 0,1-1 |
| Ethanol, 2-(diethylamino)  | DIETHYL ETHANOLAMINE             | 100-37-8     | ND               | 202-845-2 | 0,1-1 |
| 1,3-Propanediol, 2-bromo-2-nitro-                                    | 2-BROMO-2-NITROPROPANE -1,3-DIOL | 52-51-7      | ND               | 200-143-0 | < 0,1 |

## Emergency telephone numbers

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

|   | <b>COUNTRY</b> | <b>CUSTOMER SERVICE NR.</b> | <b>ANTI-POISON CENTER NR.</b>  |
|---|----------------|-----------------------------|--|
|    | 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<br>Gdańsk: (0048) 58 682 04 04<br>Poznań: (0048) 61 847 69 46<br>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<br>(0044) 020 7188 0600  |
|  | UCRAIN         | (00380) 0 800 501 150       |  |