

SAFETY DATA SHEET

SECTION 1 – IDENTIFICATION OF MATERIAL AND SUPPLIER

SUPPLIER:	Pilot Pen Australia Pty Ltd.
ABN:	37 144 701 502.
OFFICE ADDRESS:	39 Enterprise Circuit, Prestons, NSW 2170, Australia.
POSTAL ADDRESS:	Locked Bag 7010, Liverpool, NSW 1871, Australia.
TELEPHONE:	1300 325 866.
AH EMERGENCY TELEPHONE:	13 1126 (24 Hours) – Australian National Poisons Centre.
WEB PAGE:	www.pilotpen.com.au.
Product Name:	Fineliner.
Product Range	Product range of: SW-PPF-B/R/L/G/V/BN.
Proper Shipping Name:	Not applicable.
Product Use:	Ink for writing instrument.
Manufacturer's Product Codes:	Stroke Width: <ul style="list-style-type: none"> •F = Fine (0.4 mm). Colours: <ul style="list-style-type: none"> •B = Black. •BN = Brown. •G = Green. •L = Blue. •R = Red. •V = Violet.
Creation Date:	8 May 2017.
Revision Date:	Before 7 May 2022.

SECTION 2 – HAZARDS IDENTIFICATION

This product is classified as a **NON-HAZARDOUS CHEMICAL** in accordance with the WHS and as **NON-HAZARDOUS** in accordance with the GHS, and as **NON-DANGEROUS GOODS** according to the ADG Code.

CLASSIFICATION:		Hazard Category
Hazard Classes & Categories:	Hazard Classes	
Physical:	Not applicable.	
Health:	Not applicable.	
Environmental:	Not applicable.	
LABEL ELEMENTS:		
Signal Word:	Not applicable.	
Hazard Statements:	Not applicable.	
Precautionary Statements:		
Prevention:	Not applicable.	
Response:	Not applicable.	
Storage:	Not applicable.	
Disposal:	Not applicable.	
General:	If medical advice is needed, have product container or label at hand. Keep out of reach of children. Read label before use.	

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SECTION 2 – HAZARDS IDENTIFICATION (CONTINUED)

Pictogram:	Not applicable.
Pictogram Description:	Not applicable.
Other Hazards which do not result in Classification:	Not applicable.

SECTION 3 – COMPOSITION / INFORMATION ON INGREDIENTS

Ingredients:	CAS Number:	Proportion:	Applicability:
Phenol	108-95-2	< 1 % w/w	SW-PPF-BN
Non-hazardous ingredients	Not available	To 100 %w/w	All Colours
Total		100 % w/w	

SECTION 4 – FIRST AID MEASURES

Scheduled Poisons:	Poisons Information Centre in each Australian State capital city can provide additional assistance for scheduled poisons. (Phone Australia 13 1126) or a doctor (at once).
First Aid Facilities Required:	Eye wash fountains and a general washing facility should be easily accessible in the immediate work area.
Inhalation:	Remove victim from exposure- avoid becoming a casualty. Remove contaminated clothing and loosen remaining clothing. Allow patient to assume most comfortable position and keep warm. Keep at rest until fully recovered. If breathing laboured and patient cyanotic (blue), ensure airways are clear and have a qualified person give oxygen through a facemask. If breathing has stopped apply artificial respiration at once. In the event of cardiac arrest, apply external cardiac massage. Seek immediate medical advice.
Skin Contact:	If skin or hair contact occurs, remove contaminated clothing and flush skin and hair with running water. If swelling, redness, blistering or irritation occurs seek medical assistance. Wash contaminated clothing before re-use. Do not take clothing home to be laundered. Discard contaminated shoes, belts, and other articles made of leather.
Eye Contact:	Remove victim immediately from source of exposure. Make sure to remove any contact lenses from the eyes before rinsing. If in eyes, hold eyelids apart and flush the eye continuously with running water. Continue flushing until advised to stop by the Poisons Information Centre or a doctor, or for at least 15 minutes. Immediately seek medical attention.
Ingestion (Swallowed):	Immediately rinse out mouth and drink 1 or 2 glasses of water. Immediately seek medical attention and bring these instructions. If swallowed DO NOT induce vomiting. Never give anything by mouth to an unconscious patient. If vomiting occurs naturally, have victim lean forward to reduce the risk of aspiration into the lungs. Get to a doctor or hospital quickly.
PPE for First Aiders:	Wear overalls, safety glasses or goggles and impervious gloves. No special precautions are envisaged to be required. Barrier cream applied before work may make it easier to clean the skin after exposure, but does not prevent absorption through the skin. Always wash hands before smoking, eating, drinking or using the toilet. Wash contaminated clothing and other protective equipment before storing or re-using.

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SECTION 4 – FIRST AID MEASURES (CONTINUED)

Advice to Doctor: Treat symptomatically. Poisons Information Centre in each Australian State capital city can provide additional assistance for scheduled poisons.

SECTION 5 – FIRE FIGHTING MEASURES

Suitable Extinguishing Media: Extinguish with water spray, or foam. Use Carbon dioxide (CO₂) or dry agent for small fires.

Unsuitable Extinguishing Media: Not applicable.

Specific Hazards arising from the chemical: In general fire, upon combustion, this product may emit Carbon monoxide (CO), Carbon dioxide (CO₂), Nitrogen oxides (NO_x), Sulfur oxides (SO_x), and other possibly toxic gases and vapours.

Special Protective Equipment & Precautions for Fire Fighters: Wear self-contained breathing apparatus and full body protection. Cool containers / tanks with water spray. Minimise exposure. Do not breathe fumes. Contain run-off, prevent by any means available spillage from entering drains and water course.

Hazchem Code: Not applicable.

IERG: Not applicable.

Flash Point: Not applicable.

Flammability: Non combustible liquid and vapour. In general fire, upon combustion, this product may emit Carbon monoxide (CO), Carbon dioxide (CO₂), Nitrogen oxides (NO_x), Sulfur oxides (SO_x), and other possibly toxic gases and vapours.

SECTION 6 – ACCIDENTAL RELEASE MEASURES

Spills:

Personal Precautions, Protective Equipment & Emergency Procedures: In case of spill, isolate hazard area and deny entry. Wear protective clothing as described in Section 8 of this safety data sheet. Eye contact MUST be prevented by means of suitable personal protection equipment. See Section 8, Exposure Controls And Personal Protection for further information regarding personal protection. See Section 4, First Aid Measures, for further information.

Eye and face protection: The use of face shields, chemical goggles, or safety glasses with side shield protection (meeting the requirements of AS/NZS 1337) is recommended. If exposed to dust or fume, wear dust-tight goggles (meeting the requirements of AS/NZS 1337).

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SECTION 6 – ACCIDENTAL RELEASE MEASURES (CONTINUED)

Skin protection:

Hand protection: Chemical resistant gloves (e.g. Butyl Rubber, PE/EVAL/PE or Polyethylene/Ethylene Vinyl Alcohol Copolymer gloves >1 mm thickness, complying with AS 2161) should be suitable for intermittent contact. However, due to variations in glove construction and local conditions, the user should make a final assessment. Gloves should be removed and replaced immediately if there is any indication of degradation or chemical breakthrough. Rinse and remove gloves immediately after use. Wash hands with soap and water. Barrier cream applied before work may make it easier to clean the skin after exposure, but does not prevent absorption through the skin.

Clothing: Suitable protective clothing complying with AS 4501, suitable chemical resistant footwear complying with AS/NZS 2210 is recommended.

Respiratory protective equipment: When the product is spilled in case of inadequate ventilation use a full-face air purifying respirator meeting the requirements of AS/NZS 1715 and AS/NZS 1716.

Environmental Precautions:

Do not allow to enter drainage system, surface or ground water. In the event of product entering waters or drainage system, or polluting soil or plants contact the Environmental Protection Authority or your local Waste Management Authority.

Methods & Materials for Containment & Cleaning up:

Small Spills:

Shut off all possible sources of ignition. Wear protective equipment to prevent skin and eye contamination. Avoid inhalation of vapours. Wipe up with absorbent (clean rag or paper towels). Collect and seal in properly labelled containers or drums for disposal. The wasted material can be disposed of by incineration (preferably high temperature) by an approved agent according to State, Territory and/or Local government regulations.

Large Spills:

Shut off all possible sources of ignition. Clear area of all unprotected personnel. Prevent further leakage or spillage if safe to do so. Slippery when spilt. Avoid accidents, clean up immediately. Wear protective equipment to prevent skin and eye contamination and the inhalation of vapours. Work up wind or increase ventilation. Contain - prevent run off into drains and waterways. Use absorbent (soil, sand or other inert material, but not sawdust). Collect and seal in properly labelled containers or drums for disposal. If contamination of sewers or waterways has occurred advise local emergency services. The wasted material can be disposed of by incineration (preferably high temperature) by an approved agent according to State, Territory and/or Local government regulations.

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SECTION 7 – HANDLING AND STORAGE

Precautions for Safe Handling:	For personal protection see section 8. Avoid spills. Avoid all personal contact, including skin and eye contact and inhalation of vapour, mist or aerosols and avoid contamination of clothing. Wear protective clothing when risk of exposure occurs. Avoid contact with incompatible materials. When handling, DO NOT eat, drink or smoke. Keep containers closed at all times. Avoid physical damage to containers. Always wash hands with soap and water after handling. Work clothes should be laundered separately. Launder contaminated clothing before re-use.
Information about Fire and Explosion Protection:	Refer to State Regulations for storage and transport requirements.
Conditions for Safe Storage, including any Incompatibilities:	Store in a cool (at temperatures below 25°C), dry, well-ventilated place and out of direct sunlight. Keep containers closed when not in use - check regularly for leaks.
Further Information about Storage Conditions:	Not applicable.

SECTION 8 – EXPOSURE CONTROLS AND PERSONAL PROTECTION

Exposure Control Measures:	Ensure the use of individual protection measures Including Personal Protective Equipment (PPE) and that the appropriate biological monitoring is carried out.
Exposure Standards:	National Occupational Exposure Limits, as published by Safework Australia: Time-weighted Average (TWA): None established for product. TWA for Phenol is 1 ppm, 4 mg/m ³ (via inhalation only, for skin absorption see below).
Exposure Standards:	Short Term Exposure Limit (STEL): None established for product. These Exposure Standards are guides to be used in the control of occupational health hazards. All atmospheric contamination should be kept to as low a level as is workable. These exposure standards should not be used as fine dividing lines between safe and dangerous concentrations of chemicals. They are not a measure of relative toxicity. The adopted Occupational Exposure Standards listed only consider absorption via inhalation, and are valid only on the condition that significant skin absorption cannot occur.
Biological Monitoring:	Safe Work Australia have not published any Biological Limits for ingredients of this product. However, according to ACGIH: BEI for Phenol in urine is 250 mg/g Creatinine, to be sampled at end of shift at end of workweek (Background determinant, Non-specific determinant).
Engineering Controls:	Not required in normal use.

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SECTION 8 – EXPOSURE CONTROLS AND PERSONAL PROTECTION (CONTINUED)

Individual Protection Measures Including Personal Protective Equipment (PPE):	<p><u>General protective & hygiene measures:</u> Not required in normal use.</p> <p><u>Eye and face protection:</u> Not required in normal use.</p> <p><u>Skin protection:</u></p> <p><u>Hand protection:</u> Not required in normal use.</p> <p><u>Clothing:</u> Not required in normal use.</p> <p><u>Respiratory protective equipment:</u> Not required in normal use.</p>
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SECTION 9 – PHYSICAL AND CHEMICAL PROPERTIES

Physical Description/ Properties:	
Appearance:	Coloured viscous liquid (Black/ Brown/ Green/ Blue/ Red/ Violet).
Odour:	Slight characteristic odour.
Odour Threshold:	Not available.
pH:	6.0 – 9.0.
Melting Point/ Freezing Point:	Not available.
Initial Boiling Point/ Boiling Range:	Ca. 100°C.
Flashpoint:	Not applicable (Boils without flashing).
Evaporation Rate:	Not available.
Flammability (solid, gas):	Not applicable.
Upper/Lower Flammability or Explosive Limits:	Not available.
Vapour Pressure:	Not available.
Vapour Density:	Not available.
Relative Density:	Ca. 1.05 – 1.09 @ 20°C.
Solubility:	Soluble in water.
Partition coefficient: n-octanol/water:	Not available.
Auto-ignition Temperature:	Not available.
Decomposition Temperature:	Not applicable.
Viscosity:	2.0 – 3.0 mPa · s @ 20°C.

SECTION 10 – STABILITY AND REACTIVITY

Reactivity:	No reactivity hazards are known for the material.
Chemical Stability:	Stable under recommended storage conditions.
Possibility of Hazardous Reactions:	No known hazardous reactions.
Conditions to Avoid:	Elevated temperatures.
Incompatible Materials:	Not applicable.
Hazardous Decomposition Products:	In general fire, upon combustion, this product may emit Carbon monoxide (CO), Carbon dioxide (CO ₂), Nitrogen oxides (NO _x), Sulfur oxides (SO _x), and other possibly toxic gases and vapours.

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SECTION 11 – TOXICOLOGICAL INFORMATION

Health Effects:	No data for product, following data is compiled on basis of ingredients.
Acute Toxicity Data (Oral):	No data for product. On basis of ingredients: Acute Toxicity for Phenol, (Oral) LD ₅₀ (rat) 317 mg/kg; LD _{L0} (human) 140 mg/kg.
Acute Toxicity Data (Dermal):	No data for product. On basis of ingredients: Acute Toxicity for Phenol, (Dermal) LD ₅₀ (rabbit) 630 mg/kg.
Acute Toxicity Data (Inhalation):	No data for product. On basis of ingredients: Acute Toxicity for Phenol, (Inhalation) LD ₅₀ (mouse) 177 mg/kg.
Chronic Toxicity Data:	No data for product.
Skin Corrosion/Irritation:	Product is not classified as Skin Corrosion/Irritation. No data for product.
Serious Eye Damage/Irritation:	Product is not classified as Serious Eye Damage/Irritation. No data for product.
Respiratory or Skin Sensitisation:	Product is not classified as a Respiratory or Skin Sensitiser. No data for product.
Germ Cell Mutagenicity:	Product is not classified as a Germ Cell Mutagen. No data for product.
Carcinogenicity:	Product is not classified as a Carcinogen. No data for product.
Reproductive Toxicity:	Product is not classified as Toxic to Reproduction. No data for product.
Specific Target Organ Toxicity (STOT) – Single Exposure:	Product is not classified as Specific Target Organ Toxicity (Single Exposure). No data for product.
Specific Target Organ Toxicity (STOT) – Repeated Exposure:	Product is not classified as Specific Target Organ Toxicity (Repeated Exposure). No data for product.
Aspiration Hazard:	Product is not classified as Aspiration Hazard. No data for product.
Information on Possible Routes of Exposure:	Inhalation is the primary route of exposure although absorption may occur through skin contact or following accidental ingestion.
Ingestion (Swallowing):	Not to be ingested. Ingestion of ink may cause upset stomach.
Eye Contact:	Ink contact with eye may be mildly irritating.
Skin Contact:	Ink contact with skin may cause irritation, swelling or redness. It is not expected to cause an allergic skin reaction.
Inhalation:	Intentional exposure to ink vapours may cause respiratory irritation.
Other Health Effects:	Not applicable.
Repeated Dose Toxicity:	No data for product.
Developmental Toxicity:	No data for product.

SECTION 12 – ECOLOGICAL INFORMATION

Ecotoxicity:	This product is not classified as Hazardous to the aquatic environment (according to GHS) and is not classified as Environmentally hazardous substance (according to the ADG Code).
Fish Toxicity:	No data for product. On basis of ingredients: Acute Toxicity for Phenol, LC ₅₀ 67.5 mg/L @ 14°C; LC ₅₀ 24.9 mg/L @ 25°C (Fathead minnow, Pimephales promelas, flow-through test, 96 hours).
Invertebrates Toxicity:	No data for product. On basis of ingredients: Acute Toxicity for Phenol, EC ₅₀ 3.1 mg/L @ 25°C (Water flea, Ceriodaphnia dubia, static test, 48 hours).

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SECTION 12 – ECOLOGICAL INFORMATION (CONTINUED)

Algae Toxicity:	No data for product. On basis of ingredients: Acute Toxicity for Phenol, EC ₅₀ 61.1 mg/L @ 25°C (Freshwater Algae, Pseudokirchneriella subcapitata, static test, 96 hours).
Toxicity to Microorganisms:	No data for product.
Effects on other organisms:	No data for product.
Persistence and Degradability:	No data for product.
Persistence and Degradability:	No data for product.
Biological Oxygen Demand (BOD):	No data for product.
Theoretical Oxygen Demand (ThOD):	No data for product.
Chemical Oxygen Demand (COD):	No data for product.
BOD/COD Ratio:	No data for product.
Bio-accumulative potential:	There is no evidence to suggest bioaccumulation will occur.
Mobility in Soil:	No data for product.
Ecotoxic Effects:	
Other Adverse Effects:	No data for product.
General:	DO NOT DISCHARGE INTO DRAINS, WATERWAYS, SEWER OR ENVIRONMENT. Product is hazardous for water. Product is soluble in water. Do not allow undiluted product or large quantities of it to reach ground water, water course or sewage system. Inform local authorities if this occurs.

SECTION 13 – DISPOSAL CONSIDERATIONS

Disposal methods:	
Product:	When all ink has been consumed in writing instrument the writing instrument may be disposed of as normal household waste. However, in bulk form, waste to be treated as controlled waste. Disposal to licensed waste disposal site in accordance with local Waste Disposal Authority, according to State, Territory and/or Local government regulations, pertinent authorities and adhering to the necessary technical regulations. Do not allow runoff to sewer, waterway or ground. Incinerate with adequate scrubbing and ash disposal.
Individual Protection Measures:	Refer to Individual Protection Measures Including Personal Protective Equipment (PPE) in Section 8: EXPOSURE CONTROLS AND PERSONAL PROTECTION.
Uncleaned Packaging:	Recommended to be disposed of according to official regulations.
Behaviour in Sewage Processing Plants:	No data for product.

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SECTION 14 – TRANSPORT INFORMATION

Road and Rail Transport: Not applicable.
UN Number: Not applicable.
UN Proper Shipping Name or Technical Name: Not applicable.
ADG Class: Not applicable.
Packing Group: Not applicable.
HAZCHEM Code: Not applicable.
IERG: Not applicable.
Segregation: Not applicable.

Marine Transport: Not applicable.
UN Number: Not applicable.
UN Proper Shipping Name or Technical Name: Not applicable.
DG Class: Not applicable.
Packing Group: Not applicable.

Air Transport: Not applicable.
UN Number: Not applicable.
UN Proper Shipping Name or Technical Name: Not applicable.
DG Class: Not applicable.
Packing Group: Not applicable.

SECTION 15 – REGULATORY INFORMATION

Australian Standards: AS/NZS 1337.1:2010: Personal eye protection - Eye and face protectors for occupational applications.
 AS/NZS 1715:2009: Selection, use and maintenance of respiratory protective equipment.
 AS/NZS 1716:2012: Respiratory protective devices.
 AS/NZS 2161.1:2000: Occupational protective gloves: Selection, use and maintenance.
 AS/NZS 2161.2:2005: Occupational protective gloves: General requirements.
 AS/NZS 2161.10.1:2005: Occupational protective gloves: Protective gloves against chemicals and micro-organisms —Terminology and performance requirements.
 AS/NZS 2161.10.2:2005: Occupational protective gloves: Protective gloves against chemicals and micro-organisms—Determination of resistance to penetration.
 AS/NZS 2161.10.3:2005: Occupational protective gloves: Protective gloves against chemicals and micro-organisms—Determination of resistance to permeation by chemicals.
 AS/NZS 2210.1:2010: Safety, protective and occupational footwear - Guide to selection, care and use.
 AS/NZS 2210.2:2009: Occupational protective footwear - Test methods (ISO 20344:2004, MOD).
 AS/NZS 2210.4:2009: Occupational protective footwear - Specification for protective footwear (ISO 20346:2004, MOD).
 AS/NZS 4501.1:2008: Occupational protective clothing - Guidelines on the selection, use, care and maintenance of protective clothing.

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SECTION 15 – REGULATORY INFORMATION (CONTINUED)

NICNAS:	AS/NZS 4501.2:2006: Occupational protective clothing - General requirements. All ingredients present on AICS.
SUSMP:	No Poisons Schedule allocated.

SECTION 16 – OTHER INFORMATION

Acronyms and Comments:

ACGIH:	American Conference of Industrial Hygienists.
ADG Code:	Australian Code for the Transport of Dangerous Goods by Road and Rail.
AICS:	Australian Inventory of Chemical Substances.
AS:	Standards issued by Standards Australia, GPO Box 476, Sydney NSW 2001, Australia.
AS/NZ:	Standards issued by Standards Australia, GPO Box 476, Sydney NSW 2001, Australia and Standards New Zealand, Private Bag 2439 Wellington 6140, New Zealand.
BEI:	Biological Exposure Indices published by the Conference of Governmental Industrial Hygienists (ACGIH), 1330 Kemper Meadow Drive, Cincinnati, OH 45240-4148, USA.
CAS Number:	Chemical Abstracts Service Registry Number.
GHS:	Globally Harmonized System of Classification and Labelling of Chemicals, a globally harmonized system for classification and labelling of chemicals proposed by the United Nations.
HAZCHEM:	An emergency action code of numbers and letters which gives information to emergency services.
IARC:	International Agency for Research on Cancer.
IERG:	Dangerous Goods Initial Emergency Response Guide (SAA/SNZ HB 76:2010 Standards Australia/Standards New Zealand).
IMDG:	International Maritime Dangerous Goods Code for transport by sea.
LC/LD:	The median lethal dose, LD ₅₀ (abbreviation for "lethal dose, 50%"), LC ₅₀ (lethal concentration, 50%) is the dose required to kill half the members of a tested population after a specified test duration. LD ₅₀ figures are frequently used as a general indicator of a substance's acute toxicity.
NICNAS:	National Industrial Chemicals Notification and Assessment Scheme.
NOEC:	No-Observed-Effect-Concentration. The highest concentration of toxicant to which organisms are exposed in a full life-cycle or partial life-cycle (short-term) test, that causes no observable adverse effects on the test organisms (i.e., the highest concentration of toxicant in which the values for the observed responses are not statistically significantly different from the controls).
NOEL:	No-Observable-Effect-Level. It is the greatest concentration or amount of a substance, found by experiment or observation, that causes no alterations of morphology, functional capacity, growth, development, or life span of target organisms distinguishable from those observed in normal (control) organisms of the same species and strain under the same defined conditions of exposure.
NTP:	National Toxicology Program (USA Department of Health and Human Services).
OSHA:	Occupational Safety and Health Administration (USA).
PPE:	Personal Protective Equipment.
Safe Work Australia:	Safe Work Australia was formerly the Australian Safety and Compensation Council, which included the National Occupational Health and Safety Commission (NOHSC).
SDS:	Safety Data Sheet.

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SECTION 16 – OTHER INFORMATION (CONTINUED)

STEL:	Exposure standard - short term exposure limit, a 15 minute TWA exposure which should not be exceeded at any time during a working day even if the eight-hour TWA average is within the TWA exposure standard. Exposures at the STEL should not be longer than 15 minutes and should not be repeated more than four times per day. There should be at least 60 minutes between successive exposures at the STEL. According to current knowledge this concentration should neither impair the health of, nor cause undue discomfort to, nearly all workers.
SUSMP:	Standard for the Uniform Scheduling of Medicines and Poisons.
TDL₀:	Total Dose Low means the smallest deadly dose, which caused a toxic or other harmful effect after application on humans or animal.
TWA:	Exposure standard - time-weighted average, the average airborne concentration of a particular substance when calculated over a normal eight hour working day, for a five-day working week.
UN Number:	United Nations Number.
WHS:	Model work health and safety legislation introduced by the Australian government which consists of an integrated package of a model Work Health and Safety (WHS) Act, supported by model Work Health and Safety (WHS) Regulations, model Codes of Practice and a National Compliance and Enforcement Policy. The WHS Regulations implement a new system of chemical hazard classification, labelling and safety data sheet requirements based on the GHS.
Issue Date:	8 May 2017.
Supersedes Issue Date:	New issue.
Revision Information:	Not applicable.
Contact Point:	Customer Service.
Telephone:	1300 325 866.
Note:	Safety Data Sheets are updated frequently. Please ensure that you have a current copy.
Disclaimer:	This SDS summarises at the date of issue our best knowledge of the health and safety hazard information of this product, and in particular how to safely handle and use this product in the workplace. Since Pilot Pen Australia Pty Ltd cannot anticipate or control the conditions under which the product may be used, each user must, prior to usage, review this SDS in the context of how the user intends to handle and use the product in the workplace. This SDS does not represent a guarantee for the properties of the product(s) described in terms of the legal warranty regulations. If clarification or further information is needed to ensure that an appropriate assessment can be made, the user should contact this company.