

# 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](http://www.pilotpen.com.au).

**Product Name:** BPS-GP  
**Product Range** Product range of:  
 BPS-GP-EF-B/R/L/G  
 BPS-GP-F-B/R/L/G  
 BPS-GP-M-B/R/L/G  
 BPS-GP-B-B/R/L/G  
 BPS-GP-XB-B/R/L/G  
 RFJ-GP-EF-B/R/L/G  
 RFJ-GP-F-B/R/L/G  
 RFJ-GP-M-B/R/L/G  
 RFJ-GP-B-B/R/L/G  
 RFJ-GP-XB-B/R/L/G

**Proper Shipping Name:** Not applicable  
**Product Use:** Ink for writing instrument.

**Manufacturer's Product Codes:** Style:  
 •BPS = Ball point pen.  
 •RFJ = Refill.  
 Stroke Width:  
 •EF = Extra Fine width of stroke (0.18 mm).  
 •F = Fine width of stroke (0.21 mm).  
 •M = Medium width of stroke (0.25 mm).  
 •B = Broad width of stroke (0.29 mm).  
 •XB = Extra Broad width of stroke (0.33 mm).

Colours:  
 •B = Black.  
 •R = Red.  
 •L = Blue.  
 •G = Green.

**Creation Date:** 22 January 2016.  
**Revision Date:** Before 21 January 2021.



Supplier: Pilot Pen Australia Pty Ltd  
Product: BPS-GP  
Page 2 of 11  
Date of Issue: January 2016

## SAFETY DATA SHEET

### SECTION 2 – HAZARDS IDENTIFICATION

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

#### CLASSIFICATION:

##### Hazardous Classes &

##### Categories:

**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.

**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:
Chromium compounds (Non-hazardous)	Not available	10 - < 30 % w/w
Copper compounds (Non-hazardous)	Not available	10 - < 30 % w/w
Other ingredients:		
Non-hazardous ingredients	Not available	To 100 %w/w
Total		100 % w/w

## SAFETY DATA SHEET

### SECTION 4 – FIRST AID MEASURES

<b>Scheduled Poisons:</b>	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).
<b>First Aid Facilities Required:</b>	Eye wash fountains and a general washing facility should be easily accessible in the immediate work area.
<b>Inhalation:</b>	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.
<b>Skin Contact:</b>	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.
<b>Eye Contact:</b>	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.
<b>Ingestion (Swallowed):</b>	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.
<b>PPE for First Aiders:</b>	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.
<b>Advice to Doctor:</b>	Treat symptomatically. Poisons Information Centre in each Australian State capital city can provide additional assistance for scheduled poisons.

## SAFETY DATA SHEET

### SECTION 5 – FIRE FIGHTING MEASURES

<b>Suitable Extinguishing Media:</b>	Extinguish with alcohol resistant foam (preferred if available, but normal foam can be used). Use Carbon dioxide (CO <sub>2</sub> ) or dry agent for small fires.
<b>Unsuitable Extinguishing Media:</b>	Not applicable.
<b>Specific Hazards arising from the chemical:</b>	In general fire, upon combustion, this product may emit Carbon monoxide (CO), Carbon dioxide (CO <sub>2</sub> ) and other possibly toxic gases and vapours.
<b>Special Protective Equipment &amp; Precautions for Fire Fighters:</b>	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.
<b>Hazchem Code:</b>	Not applicable.
<b>IERG:</b>	Not applicable.
<b>Flash Point:</b>	Not applicable.
<b>Flammability:</b>	Not combustible. In general fire, upon combustion, this product may emit Carbon monoxide (CO), Carbon dioxide (CO <sub>2</sub> ), and other possibly toxic gases and vapours.

### SECTION 6 – ACCIDENTAL RELEASE MEASURES

<b>Spills:</b>	
<b>Personal Precautions, Protective Equipment &amp; Emergency Procedures:</b>	<p>In case of spill, no special precautions are envisaged to be required. See Section 8, Exposure Controls And Personal Protection for further information regarding personal protection. See Section 4, First Aid Measures, for further information.</p> <p><u>Eye and face protection:</u> 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).</p> <p><u>Skin protection:</u></p> <p><u>Hand protection:</u> 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.</p> <p><u>Clothing:</u> Suitable protective clothing complying with AS 4501, suitable chemical resistant footwear complying with AS/NZS 2210 is recommended.</p> <p><u>Respiratory protective equipment:</u> No special ventilation or respiratory equipment is envisaged to be required.</p>
<b>Environmental Precautions:</b>	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.

## SAFETY DATA SHEET

### SECTION 6 – ACCIDENTAL RELEASE MEASURES (CONTINUED)

#### Methods & Materials for

#### Containment & Cleaning up:

##### Small Spills:

No special precautions are envisaged to be required. 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:

No special precautions are envisaged to be required. 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. 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.

### 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.

## SAFETY DATA SHEET

### SECTION 8 – EXPOSURE CONTROLS AND PERSONAL PROTECTION

<b>Exposure Control Measures:</b>	Ensure the use of individual protection measures Including Personal Protective Equipment (PPE) and that the appropriate biological monitoring is carried out.
<b>Exposure Standards:</b>	National Occupational Exposure Limits, as published by Safework Australia: <b>Time-weighted Average (TWA):</b> None established for product. <b>Short Term Exposure Limit (STEL):</b> None established for product.
<b>Biological Monitoring:</b>	Safe Work Australia has not published any Biological Limits for the ingredients of this product.
<b>Engineering Controls:</b>	Not required in normal use.
<b>Individual Protection Measures Including Personal Protective Equipment (PPE):</b>	<u>General protective &amp; hygiene measures:</u> Not required in normal use.  <u>Eye and face protection:</u> Not required in normal use. <u>Skin protection:</u> <u>Hand protection:</u> Not required in normal use. <u>Clothing:</u> Not required in normal use. <u>Respiratory protective equipment:</u> Not required in normal use.

### SECTION 9 – PHYSICAL AND CHEMICAL PROPERTIES

<b>Physical Description/ Properties:</b>	
<b>Appearance:</b>	Coloured viscous liquid.
<b>Odour:</b>	Slight characteristic.
<b>Odour Threshold:</b>	Not available.
<b>pH:</b>	Not applicable.
<b>Melting Point/ Freezing Point:</b>	Not available.
<b>Initial Boiling Point/ Boiling Range:</b>	Not available.
<b>Flashpoint:</b>	Ca. 110°C.
<b>Evaporation Rate:</b>	Not available.
<b>Flammability (solid, gas):</b>	Not applicable.
<b>Upper/Lower Flammability or Explosive Limits:</b>	Not available.
<b>Vapour Pressure:</b>	Not available.
<b>Vapour Density:</b>	Not available.
<b>Relative Density:</b>	Ca. 1.09-1.13 @ 20°C.
<b>Solubility:</b>	Insoluble in water.
<b>Partition coefficient: n-octanol/water:</b>	Not available.
<b>Auto-ignition Temperature:</b>	Not available.
<b>Decomposition Temperature:</b>	Not applicable.
<b>Viscosity:</b>	< 35,000 mPa · s @ 20°C.

## SAFETY DATA SHEET

### SECTION 10 – STABILITY AND REACTIVITY

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

### SECTION 11 – TOXICOLOGICAL INFORMATION

<b>Health Effects:</b>	No data for product, following data is compiled on basis of ingredients.
<b>Acute Toxicity Data (Oral):</b>	No data for product.
<b>Acute Toxicity Data (Dermal):</b>	No data for product.
<b>Acute Toxicity Data (Inhalation):</b>	No data for product.
<b>Chronic Toxicity Data:</b>	No data for product.
<b>Skin Corrosion/Irritation:</b>	No data for product.
<b>Serious Eye Damage/Irritation:</b>	No data for product.
<b>Respiratory or Skin Sensitisation:</b>	No data for product.
<b>Germ Cell Mutagenicity:</b>	No data for product.
<b>Carcinogenicity:</b>	No data for product.
<b>Reproductive Toxicity:</b>	No data for product.
<b>Specific Target Organ Toxicity (STOT) – Single Exposure:</b>	No data for product.
<b>Specific Target Organ Toxicity (STOT) – Repeated Exposure:</b>	No data for product.
<b>Aspiration Hazard:</b>	No data for product.
<b>Information on Possible Routes of Exposure:</b>	Inhalation is the primary route of exposure although absorption may occur through skin contact or following accidental ingestion.
<b>Ingestion (Swallowing):</b>	Not to be ingested. Ingestion of ink may cause upset stomach.
<b>Eye Contact:</b>	Ink contact with eye may be mildly irritating.
<b>Skin Contact:</b>	Ink contact with skin is not expected to cause irritation, swelling, redness or an allergic skin reaction.
<b>Inhalation:</b>	No data for product.
<b>Other Health Effects:</b>	No data for product.
<b>Repeated Dose Toxicity:</b>	No data for product.
<b>Developmental Toxicity:</b>	No data for product.

## SAFETY DATA SHEET

### SECTION 12 – ECOLOGICAL INFORMATION

<b>Ecotoxicity:</b>	No data for product.
<b>Fish Toxicity:</b>	No data for product.
<b>Invertebrates Toxicity:</b>	No data for product.
<b>Algae Toxicity:</b>	No data for product.
<b>Toxicity to Microorganisms:</b>	No data for product.
<b>Effects on other organisms:</b>	No data for product.
<b>Persistence and Degradability:</b>	No data for product.
<b>Biological Oxygen Demand (BOD):</b>	No data for product.
<b>Chemical Oxygen Demand (COD):</b>	No data for product.
<b>BOD/COD Ratio:</b>	No data for product.
<b>Bio-accumulative potential:</b>	No data for product.
<b>Mobility in Soil:</b>	Accidental spillage may lead to penetration in the soil and groundwater. It is considered that this may cause adverse ecological effects. Product is insoluble in water.
<b>Ecotoxic Effects:</b>	
<b>Other Adverse Effects:</b>	None available for product.
<b>General:</b>	DO NOT DISCHARGE INTO DRAINS, WATERWAYS, SEWER OR ENVIRONMENT. Product is insoluble 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

<b>Disposal methods:</b>	
<b>Product:</b>	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.
<b>Individual Protection Measures:</b>	Refer to Individual Protection Measures Including Personal Protective Equipment (PPE) in Section 8: EXPOSURE CONTROLS AND PERSONAL PROTECTION.
<b>Uncleaned Packaging:</b>	Recommended to be disposed of according to official regulations.
<b>Behaviour in Sewage Processing Plants:</b>	No further relevant information available.



## SAFETY DATA SHEET

### 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.  
**ADG Class:** Not applicable.  
**Packing Group:** Not applicable.

**Air Transport:** Not applicable.  
**UN Number:** Not applicable.  
**UN Proper Shipping Name or Technical Name:** Not applicable.  
**ADG 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 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.  
AS/NZS 4501.2:2006: Occupational protective clothing - General requirements.



Supplier: Pilot Pen Australia Pty Ltd  
Product: BPS-GP  
Page 10 of 11  
Date of Issue: January 2016

## SAFETY DATA SHEET

### SECTION 15 – REGULATORY INFORMATION (CONTINUED)

**NICNAS:** All ingredients are listed 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.  
**APVMA:** The Australian Pesticides and Veterinary Medicines Authority oversees agricultural chemical products which control pests (including animals, plants or other biological entities) and veterinary products (including chemical products which are used to prevent, diagnose or treat diseases in animals).  
**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, LD50 (abbreviation for "lethal dose, 50%"), LC50 (lethal concentration, 50%) is the dose required to kill half the members of a tested population after a specified test duration. LD50 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).

## SAFETY DATA SHEET

### SECTION 16 – OTHER INFORMATION (CONTINUED)

<b>OSHA:</b>	Occupational Safety and Health Administration (USA).
<b>PPE:</b>	Personal Protective Equipment.
<b>Safe Work Australia:</b>	Safe Work Australia was formerly the Australian Safety and Compensation Council, which included the National Occupational Health and Safety Commission (NOHSC).
<b>SDS:</b>	Safety Data Sheet.
<b>STEL:</b>	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.
<b>SUSMP:</b>	Standard for the Uniform Scheduling of Medicines and Poisons.
<b>TDL<sub>0</sub>:</b>	Total Dose Low means the smallest deadly dose, which caused a toxic or other harmful effect after application on humans or animal.
<b>TWA:</b>	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.
<b>UN Number:</b>	United Nations Number.
<b>WHS:</b>	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.
<b>Issue Date:</b>	22 January 2016.
<b>Supersedes Issue Date:</b>	19 March 2015.
<b>Revision Information:</b>	Revision of odour in Section 9.
<b>Contact Point:</b>	Regulatory Affairs Manager.
<b>Telephone:</b>	1300 325 866.
<b>Note:</b>	Safety Data Sheets are updated frequently. Please ensure that you have a current copy.
<b>Disclaimer:</b>	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.