

SAFETY DATA SHEET



HQ Universal Descaler

SECTION 1: Identification of the substance/mixture and of the company/undertaking

1.1 Product identifier

Product name : HQ Universal Descaler
Product code : 174 HQ
Product description : Cleaner.
Product type : Liquid.
Other means of identification : W9-09604
W9-09604-S
W9-09604-SN
W9-09604GF
W9-09604N

1.2 Relevant identified uses of the substance or mixture and uses advised against

Descaler specially developed to remove scale from hot water appliances, such as coffee-makers, water kettles and washing machines.

1.3 Details of the supplier of the safety data sheet

HG International BV
Damsluisweg 70 - NL-1332 EJ - Almere - The Netherlands
Tel.: +31 (0)36 54 94 700 - Fax: +31 (0)36 54 94 744
Email: info@hg.eu - Internet: www.hg.eu

e-mail address of person responsible for this SDS : safety@hg.eu

National contact

HQ Nedis b.v.
De Tweeling 28
5215 MC 's-Hertogenbosch
The Netherlands
T: +31 (0)73- 5991055

1.4 Emergency telephone number

National advisory body/Poison Centre

Telephone number : **England and Wales**
NHS Direct: 0845 4647

Supplier

Telephone number : +31 (0)36 54 94 777
Hours of operation : Mo-Fr 9.00-17.00
Information limitations : Only for medical personnel.

SECTION 2: Hazards identification

2.1 Classification of the substance or mixture

Product definition : Mixture

Classification according to Regulation (EC) No. 1272/2008 [CLP/GHS]

Skin Corr. 1, H314
Eye Dam. 1, H318

The product is classified as hazardous according to Regulation (EC) 1272/2008 as amended.

Ingredients of unknown toxicity :

SECTION 2: Hazards identification

Ingredients of unknown ecotoxicity :

See Section 16 for the full text of the H statements declared above.

See Section 11 for more detailed information on health effects and symptoms.

2.2 Label elements

Hazard pictograms :



Signal word : Danger

Hazard statements : Causes severe skin burns and eye damage.

Precautionary statements

General : If medical advice is needed, have product container or label at hand. Keep out of reach of children.

Prevention : Wear protective gloves and eye protection.

Response : IF SWALLOWED: Rinse mouth. Do NOT induce vomiting. IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water [or shower]. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

Storage : Not applicable

Disposal : Dispose of contents and container in accordance with all local, regional, national and international regulations.

Hazardous ingredients : Glycolic acid

Supplemental label elements : Not applicable.

Annex XVII - Restrictions on the manufacture, placing on the market and use of certain dangerous substances, mixtures and articles : Not applicable.

Special packaging requirements

Containers to be fitted with child-resistant fastenings : Yes, applicable.

Tactile warning of danger : Yes, applicable.

2.3 Other hazards

Other hazards which do not result in classification : None known.

SECTION 3: Composition/information on ingredients

3.2 Mixtures : Mixture

Product/ingredient name	Identifiers	%	Regulation (EC) No. 1272/2008 [CLP]	Type
glycollic acid	EC: 201-180-5 CAS: 79-14-1	≥10 - <20	Acute Tox. 4, H332 Skin Corr. 1, H314 Eye Dam. 1, H318 See Section 16 for the full text of the H statements declared above.	[1]

SECTION 3: Composition/information on ingredients

There are no additional ingredients present which, within the current knowledge of the supplier and in the concentrations applicable, are classified as hazardous to health or the environment, are PBTs, vPvBs or Substances of equivalent concern, or have been assigned a workplace exposure limit and hence require reporting in this section.

Type

- [1] Substance classified with a health or environmental hazard
- [2] Substance with a workplace exposure limit
- [3] Substance meets the criteria for PBT according to Regulation (EC) No. 1907/2006, Annex XIII
- [4] Substance meets the criteria for vPvB according to Regulation (EC) No. 1907/2006, Annex XIII
- [5] Substance of equivalent concern
- [6] Additional disclosure due to company policy

Occupational exposure limits, if available, are listed in Section 8.

SECTION 4: First aid measures

4.1 Description of first aid measures

- Eye contact** : Get medical attention immediately. Call a poison center or physician. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician.
- Inhalation** : Get medical attention if symptoms occur. Remove victim to fresh air and keep at rest in a position comfortable for breathing.
- Skin contact** : Get medical attention immediately. Call a poison center or physician. Wash contaminated skin with soap and water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Chemical burns must be treated promptly by a physician. Wash clothing before reuse. Clean shoes thoroughly before reuse.
- Ingestion** : Get medical attention immediately. Call a poison center or physician. Chemical burns must be treated promptly by a physician.
- Protection of first-aiders** : No action shall be taken involving any personal risk or without suitable training. If it is suspected that fumes are still present, the rescuer should wear an appropriate mask or self-contained breathing apparatus. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Wash contaminated clothing thoroughly with water before removing it, or wear gloves.

4.2 Most important symptoms and effects, both acute and delayed

Over-exposure signs/symptoms

- Eye contact** : Adverse symptoms may include the following:
 - pain
 - watering
 - redness
- Inhalation** : No specific data.
- Skin contact** : Adverse symptoms may include the following:
 - pain or irritation
 - redness
 - blistering may occur
- Ingestion** : Adverse symptoms may include the following:
 - stomach pains

4.3 Indication of any immediate medical attention and special treatment needed

- Notes to physician** : Treat symptomatically. Contact poison treatment specialist immediately if large quantities have been ingested or inhaled.
- Specific treatments** : No specific treatment.

SECTION 5: Firefighting measures

5.1 Extinguishing media

Suitable extinguishing media : Not applicable

Unsuitable extinguishing media : Not applicable

5.2 Special hazards arising from the substance or mixture

Hazards from the substance or mixture : In a fire or if heated, a pressure increase will occur and the container may burst.

Hazardous combustion products : Decomposition products may include the following materials:
carbon dioxide
carbon monoxide

5.3 Advice for firefighters

Special protective actions for fire-fighters : Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training.

Special protective equipment for fire-fighters : Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode. Clothing for fire-fighters (including helmets, protective boots and gloves) conforming to European standard EN 469 will provide a basic level of protection for chemical incidents.

SECTION 6: Accidental release measures

6.1 Personal precautions, protective equipment and emergency procedures

For non-emergency personnel : No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilt material. Do not breathe vapour or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

For emergency responders : If specialised clothing is required to deal with the spillage, take note of any information in Section 8 on suitable and unsuitable materials. See also the information in "For non-emergency personnel".

6.2 Environmental precautions

: Avoid dispersal of spilt material and runoff and contact with soil, waterways, drains and sewers. Inform the relevant authorities if the product has caused environmental pollution (sewers, waterways, soil or air).

6.3 Methods and material for containment and cleaning up

Small spill : Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Dispose of via a licensed waste disposal contractor.

Large spill : Stop leak if without risk. Move containers from spill area. Approach the release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations. The spilled material may be neutralized with sodium carbonate, sodium bicarbonate or sodium hydroxide. Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spill product.

6.4 Reference to other sections

: See Section 1 for emergency contact information.
See Section 8 for information on appropriate personal protective equipment.
See Section 13 for additional waste treatment information.

SECTION 7: Handling and storage

The information in this section contains generic advice and guidance. The list of Identified Uses in Section 1 should be consulted for any available use-specific information provided in the Exposure Scenario(s).

7.1 Precautions for safe handling

- Protective measures** : Put on appropriate personal protective equipment (see Section 8). Do not get in eyes or on skin or clothing. Do not breathe vapour or mist. Do not ingest. If during normal use the material presents a respiratory hazard, use only with adequate ventilation or wear appropriate respirator. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Keep away from alkalis. Empty containers retain product residue and can be hazardous. Do not reuse container.
- Advice on general occupational hygiene** : Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

7.2 Conditions for safe storage, including any incompatibilities

Store in accordance with local regulations. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Store locked up. Separate from alkalis. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabelled containers. Use appropriate containment to avoid environmental contamination. See Section 10 for incompatible materials before handling or use.

7.3 Specific end use(s)

- Recommendations** :
- Industrial sector specific solutions** : Not available.

SECTION 8: Exposure controls/personal protection

The information in this section contains generic advice and guidance. Information is provided based on typical anticipated uses of the product. Additional measures might be required for bulk handling or other uses that could significantly increase worker exposure or environmental releases.

8.1 Control parameters

Occupational exposure limits

No exposure limit value known.

- Recommended monitoring procedures** : If this product contains ingredients with exposure limits, personal, workplace atmosphere or biological monitoring may be required to determine the effectiveness of the ventilation or other control measures and/or the necessity to use respiratory protective equipment. Reference should be made to monitoring standards, such as the following: European Standard EN 689 (Workplace atmospheres - Guidance for the assessment of exposure by inhalation to chemical agents for comparison with limit values and measurement strategy) European Standard EN 14042 (Workplace atmospheres - Guide for the application and use of procedures for the assessment of exposure to chemical and biological agents) European Standard EN 482 (Workplace atmospheres - General requirements for the performance of procedures for the measurement of chemical agents) Reference to national guidance documents for methods for the determination of hazardous substances will also be required.

DNELs/DMELs

No DNELs/DMELs available.

PNECs

No PNECs available

8.2 Exposure controls

SECTION 8: Exposure controls/personal protection

- Appropriate engineering controls** : If user operations generate dust, fumes, gas, vapour or mist, use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits.
- Individual protection measures**
- Hygiene measures** : Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.
- Eye/face protection** : Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles and/or face shield. If inhalation hazards exist, a full-face respirator may be required instead. Recommended: chemical splash goggles.
- Skin protection**
- Hand protection** : Use protective gloves. Staff training in the correct use and maintenance of personal protective equipment must be guaranteed.
- Protection for long-term use or submersion
For long-term use or submersion, use nitrile rubber gloves of a thickness of at least 0.38mm (thickness depends on type of glove and quality), for a penetration time of at least 480 minutes, tested according to the standard EN 374:2003.
 - Protection for short-term use (≤30 min) or splash protection
For short-term use (≤30 min) or splash protection, use nitrile rubber gloves of a thickness of at least 0.38mm (thickness depends on type of glove and quality), for a penetration time of at least 30 minutes, tested according to the standard EN 374: 2003.
- IMPORTANT: in order to guarantee the safe use of gloves, the following has to be considered when choosing suitable protective gloves:
- The simultaneous use of other chemical products;
 - Necessary protection against physical risks like cutting, perforation or thermal hazards; and
 - The manufacturer's instructions and/or specifications for the gloves.
- Body protection** : Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.
- Other skin protection** : Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.
- Respiratory protection** : Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.
- Thermal hazards** :
- Environmental exposure controls** : Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

SECTION 9: Physical and chemical properties

9.1 Information on basic physical and chemical properties

Appearance

Physical state	: Liquid.
Colour	: Red. [Dark]
Odour	: Characteristic.
Odour threshold	: Not available.
pH	: 1,6
Melting point/freezing point	: Not available.
Initial boiling point and boiling range	: Not available.
Flash point	: Not available.
Evaporation rate	: Not available.
Flammability (solid, gas)	: Not available.
Upper/lower flammability or explosive limits	: Not available.
Vapour pressure	: Not available.
Vapour density	: Not available.
Relative density	: 1,04
Solubility(ies)	: Easily soluble in the following materials: cold water and hot water.
Partition coefficient: n-octanol/water	: Not available.
Auto-ignition temperature	: Not available.
Decomposition temperature	: Not available.
Viscosity	: Not available.
Explosive properties	: Not available.
Oxidising properties	: Not available.

9.2 Other information

Solubility in water : Not available.

No additional information.

SECTION 10: Stability and reactivity

10.1 Reactivity : No specific test data related to reactivity available for this product or its ingredients.

10.2 Chemical stability : The product is stable.

10.3 Possibility of hazardous reactions : Under normal conditions of storage and use, hazardous reactions will not occur.

10.4 Conditions to avoid : Not applicable

10.5 Incompatible materials : Attacks many metals producing extremely flammable hydrogen gas which can form explosive mixtures with air.
Reactive or incompatible with the following materials:
alkalis

10.6 Hazardous decomposition products : Under normal conditions of storage and use, hazardous decomposition products should not be produced.

SECTION 11: Toxicological information

11.1 Information on toxicological effects

Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
glycollic acid	LD50 Oral	Rat	1950 mg/kg	-

Conclusion/Summary : Not available.

Acute toxicity estimates

Not available.

Irritation/Corrosion

Conclusion/Summary : Not available.

Sensitisation

Conclusion/Summary : Not available.

Mutagenicity

Conclusion/Summary : Not available.

Carcinogenicity

Conclusion/Summary : Not available.

Reproductive toxicity

Conclusion/Summary : Not available.

Teratogenicity

Conclusion/Summary : Not available.

Specific target organ toxicity (single exposure)

Not available.

Specific target organ toxicity (repeated exposure)

Not available.

Aspiration hazard

Not available.

Information on likely routes of exposure : Not available.

Potential acute health effects

- Eye contact** : Causes serious eye damage.
Inhalation : No known significant effects or critical hazards.
Skin contact : Causes severe burns.
Ingestion : No known significant effects or critical hazards.

Symptoms related to the physical, chemical and toxicological characteristics

- Eye contact** : Adverse symptoms may include the following:
pain
watering
redness
- Inhalation** : No specific data.
- Skin contact** : Adverse symptoms may include the following:
pain or irritation
redness
blistering may occur
- Ingestion** : Adverse symptoms may include the following:
stomach pains

Delayed and immediate effects as well as chronic effects from short and long-term exposure

SECTION 11: Toxicological information

Short term exposure

Potential immediate effects : Not available.

Potential delayed effects : Not available.

Long term exposure

Potential immediate effects : Not available.

Potential delayed effects : Not available.

Potential chronic health effects

Not available.

Conclusion/Summary : Not available.

General : No known significant effects or critical hazards.

Carcinogenicity : No known significant effects or critical hazards.

Mutagenicity : No known significant effects or critical hazards.

Teratogenicity : No known significant effects or critical hazards.

Developmental effects : No known significant effects or critical hazards.

Fertility effects : No known significant effects or critical hazards.

Other information : Not available.

SECTION 12: Ecological information

12.1 Toxicity

Conclusion/Summary : Readily biodegradable

12.2 Persistence and degradability

Conclusion/Summary : Readily biodegradable

Product/ingredient name	Aquatic half-life	Photolysis	Biodegradability
HQ Universal Descaler	-	-	Readily

12.3 Bioaccumulative potential

Not available.

12.4 Mobility in soil

Soil/water partition coefficient (K_{oc}) : Not available.

Mobility : Not available.

12.5 Results of PBT and vPvB assessment

PBT : Not applicable.

vPvB : Not applicable.

12.6 Other adverse effects : No known significant effects or critical hazards.

SECTION 13: Disposal considerations

The information in this section contains generic advice and guidance. The list of Identified Uses in Section 1 should be consulted for any available use-specific information provided in the Exposure Scenario(s).

13.1 Waste treatment methods

Product

Methods of disposal : The generation of waste should be avoided or minimised wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction.





Hazardous waste : The classification of the product may meet the criteria for a hazardous waste.

Packaging

Methods of disposal : The generation of waste should be avoided or minimised wherever possible. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible.

Special precautions : This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Avoid dispersal of spill material and runoff and contact with soil, waterways, drains and sewers.

SECTION 14: Transport information

	ADR/RID	ADN	IMDG	IATA
14.1 UN number	UN3265	UN3265	UN3265	UN3265
14.2 UN proper shipping name	CORROSIVE LIQUID, ACIDIC, ORGANIC, N. O.S. (D-gluconic acid, hydroxyacetic acid)	CORROSIVE LIQUID, ACIDIC, ORGANIC, N. O.S. (D-gluconic acid, hydroxyacetic acid)	CORROSIVE LIQUID, ACIDIC, ORGANIC, N. O.S. (D-gluconic acid, hydroxyacetic acid)	CORROSIVE LIQUID, ACIDIC, ORGANIC, N. O.S. (D-gluconic acid, hydroxyacetic acid)
14.3 Transport hazard class(es)	8 	8 	8 	8 
14.4 Packing group	III	III	III	III
14.5 Environmental hazards	No.	No.	No.	No.
Additional information	Hazard identification number 80 Limited quantity 5 L Tunnel code (E)	-	Emergency schedules F-A, S-B	-

14.6 Special precautions for user : **Transport within user's premises:** always transport in closed containers that are upright and secure. Ensure that persons transporting the product know what to do in the event of an accident or spillage.

14.7 Transport in bulk according to Annex II of Marpol and the IBC Code : Not applicable.

SECTION 15: Regulatory information

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

EU Regulation (EC) No. 1907/2006 (REACH)

Annex XIV - List of substances subject to authorisation

Annex XIV

None of the components are listed.

Substances of very high concern

None of the components are listed.

Annex XVII - Restrictions : Not applicable.
**on the manufacture,
placing on the market
and use of certain
dangerous substances,
mixtures and articles**

Other EU regulations

Europe inventory : All components are listed or exempted.

Black List Chemicals :
(76/464/EEC)

Ozone depleting substances (1005/2009/EU)

Not listed.

Prior Informed Consent (PIC) (649/2012/EU)

Not listed.

Seveso Directive

This product is not controlled under the Seveso Directive.

Contains (Regulation (EC) No 648/2004) :	non-ionic surfactants	<5%
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References :

International regulations

Chemical Weapon Convention List Schedules I, II & III Chemicals

Not listed.

Montreal Protocol (Annexes A, B, C, E)

Not listed.

Stockholm Convention on Persistent Organic Pollutants

Not listed.

Rotterdam Convention on Prior Informed Consent (PIC)

Not listed.

UNECE Aarhus Protocol on POPs and Heavy Metals

Not listed.

International lists

National inventory

Australia : Not determined.

Canada : At least one component is not listed in DSL but all such components are listed in NDSL.

China : All components are listed or exempted.

Turkey : Not determined.

United States : All components are listed or exempted.

Taiwan : Not determined.

Philippines : Not determined.

New Zealand : Not determined.

HQ Universal Descaler

SECTION 15: Regulatory information

Malaysia	: Not determined.
Republic of Korea	: Not determined.
Japan	: Japan inventory (ENCS) : Not determined. Japan inventory (ISHL) : Not determined.

15.2 Chemical safety assessment : This product contains substances for which Chemical Safety Assessments are still required.

SECTION 16: Other information

✔ Indicates information that has changed from previously issued version.

Abbreviations and acronyms	: ATE = Acute Toxicity Estimate CLP = Classification, Labelling and Packaging Regulation [Regulation (EC) No. 1272/2008] DMEL = Derived Minimal Effect Level DNEL = Derived No Effect Level EUH statement = CLP-specific Hazard statement PBT = Persistent, Bioaccumulative and Toxic PNEC = Predicted No Effect Concentration RRN = REACH Registration Number vPvB = Very Persistent and Very Bioaccumulative
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Procedure used to derive the classification according to Regulation (EC) No. 1272/2008 [CLP/GHS]

Classification	Justification
Skin Corr. 1, H314 Eye Dam. 1, H318	Expert judgment Expert judgment

Full text of abbreviated H statements

H314 H318 H332	Causes severe skin burns and eye damage. Causes serious eye damage. Harmful if inhaled.
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Full text of classifications [CLP/GHS]

Acute Tox. 4, H332 Eye Dam. 1, H318 Skin Corr. 1, H314	ACUTE TOXICITY (inhalation) - Category 4 SERIOUS EYE DAMAGE/EYE IRRITATION - Category 1 SKIN CORROSION/IRRITATION - Category 1
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Notice to reader

To the best of our knowledge, the information contained herein is accurate. However, neither the above-named supplier, nor any of its subsidiaries, assumes any liability whatsoever for the accuracy or completeness of the information contained herein.

Final determination of suitability of any material is the sole responsibility of the user. All materials may present unknown hazards and should be used with caution. Although certain hazards are described herein, we cannot guarantee that these are the only hazards that exist.