

## Safety Data Sheet according to Regulation (EC) 'No. 2020/878



### SECTION 1: Identification of the Substance/Mixture and of the Company/Undertaking

<b>1.1 Product Identifier</b>	FLOWSHIELD WHG PART A	<b>Revision Date:</b>	13/02/2023
<b>Product Name:</b>	Flowshield WHG Part A	<b>Supersedes Date:</b>	New SDS
<b>UFI Code:</b>	WMHP-N0HW-M00V-JKH5		
<b>Nanoform:</b>	No		
<b>1.2 Relevant identified uses of the substance or mixture and uses advised against</b>	Manual activities involving hand contact. Widespread use leading to inclusion into/ onto article (indoor). For use by appropriately trained applicators. Roller application or brushing. Low energy spreading of coatings. Advised against: Home DIY applications, because of the health hazards and training required. Component of multicomponent coatings - Industrial and professional use. Advised against: others than recommended		
<b>1.3 Details of the supplier of the safety data sheet</b>	<p>Alteco Technik GmbH Raiffeisenstrasse 16 D-27239 Twistringen Germany Phone: +49(0) 4243 92950 Fax: +49(0) 4243 929589 This telephone number is available during office hours only</p>		
<b>Supplier:</b>			
<b>Datasheet Produced by:</b>	info@alteco-technik.de		
<b>1.4 Emergency telephone number:</b>	Chemtrec: 1-800-424-9300 for US +1 703 5273887 (Outside US)		

### SECTION 2: Hazards Identification

#### 2.1 Classification of the substance or mixture

Classification according to Classification, Labeling & Packaging Regulation (EC) 1272/2008

**HAZARD STATEMENTS**

Other EU extensions	EUH205
Skin Irritation, category 2	H315
Skin Sensitizer, category 1	H317
Eye Irritation, category 2	H319
Hazardous to the aquatic environment, Chronic, category 2	H411

**2.2 Label elements****Symbol(s) of Product****Signal Word**

Warning

**Named Chemicals on Label**

1,3-bis(2,3-epoxypropoxy)-2,2-dimethylpropane, Bisphenol-F epoxy resin (Epoxy phenol novolac resin)

**HAZARD STATEMENTS**

Other EU extensions	EUH205	Contains epoxy constituents. May produce an allergic reaction.
Skin Irritation, category 2	H315	Causes skin irritation.
Skin Sensitizer, category 1	H317	May cause an allergic skin reaction.
Eye Irritation, category 2	H319	Causes serious eye irritation.
Hazardous to the aquatic environment, Chronic, category 2	H411	Toxic to aquatic life with long lasting effects.

**PRECAUTION PHRASES**

P261	Avoid breathing dust/fume/gas/mist/vapours/spray.
P273	Avoid release to the environment.
P280	Wear protective gloves/protective clothing/eye protection/face protection.
P302+352	IF ON SKIN: Wash with plenty of soap and water.
P305+351+338	IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do so. Continue rinsing.
P333+313	If skin irritation or rash occurs: Get medical advice/attention.
P391	Collect spillage.
P501	Dispose of contents/container to waste treatment/disposal facility in accordance with local, state, and federal regulations.

**2.3 Other hazards**

No Information

**Results of PBT and vPvB assessment:**

The product does not meet the criteria for PBT/VPvB in accordance with Annex XIII.

**Endocrine disrupting properties - Toxicity**

Name According to EEC CAS-No.

No Information

**Endocrine disrupting properties - Ecotoxicity**

Name According to EEC CAS-No.

No Information

**SECTION 3: Composition/Information On Ingredients****3.1 Substances**

Not applicable

**3.2 Mixtures****Hazardous ingredients**

<u>Name According to EEC</u> <u>EINEC No.</u> <u>CAS-No.</u> <u>REACH Reg No.</u>	<u>%</u>	<u>Classifications</u>	<u>SCL Value:</u> <u>ATE Value:</u> <u>M-Factor:</u>
Bisphenol-F epoxy resin (Epoxy phenol novolac resin) 500-006-8 9003-36-5 01-2119454392-40	25 - <50	H315-317-319-411  Aquatic Chronic 2, Eye Irrit. 2, Skin Irrit. 2, Skin Sens. 1	<b>SCL Value:</b> - <b>ATE Value:</b> - <b>M-Factor:</b> -
Benzyl alcohol 202-859-9 100-51-6 01-2119492630-38	2.5 - <10	H302-332  Acute Tox. 4 Inhalation, Acute Tox. 4 Oral	<b>SCL Value:</b> - <b>ATE Value:</b> - <b>M-Factor:</b> -
Bis(isopropyl)naphthalene 254-052-6 38640-62-9 01-2119565150-48	1.0 - <2.5	H304-410  Aquatic Chronic 1, Asp. Tox. 1	<b>SCL Value:</b> - <b>ATE Value:</b> - <b>M-Factor:</b> -
1,3-bis(2,3-epoxypropoxy)-2,2-dimethylpropane 241-536-7 17557-23-2 No Information	1.0 - <2.5	H315-317  Skin Irrit. 2, Skin Sens. 1	<b>SCL Value:</b> - <b>ATE Value:</b> - <b>M-Factor:</b> -

**Additional Information:** The text for CLP Hazard Statements shown above (if any) is given in Section 16.

## SECTION 4: First-aid Measures

### 4.1 Description of First Aid Measures

**GENERAL NOTES:** When symptoms persist or in all cases of doubt seek medical advice. Show this safety data sheet to the doctor in attendance. Risk of product entering the lungs on vomiting after ingestion. Remove contaminated clothing and shoes.

**AFTER INHALATION:** Keep respiratory tract clear. Remove person to fresh air. If signs/symptoms continue, get medical attention.

**AFTER SKIN CONTACT:** Use a mild soap if available. Wash off immediately with soap and plenty of water while removing all contaminated clothes and shoes. If skin irritation persists, call a physician.

**AFTER EYE CONTACT:** Keep eye wide open while rinsing. Rinse immediately with plenty of water, also under the eyelids, for at least 15 minutes. Remove contact lenses. If eye irritation persists, consult a specialist.

**AFTER INGESTION:** Gently wipe or rinse the inside of the mouth with water. Do not induce vomiting without medical advice. Never give anything by mouth to an unconscious person. If swallowed, seek medical advice immediately and show this container or label.

### Self protection of the first aider:

No action shall be taken involving any personal risk or without suitable training. 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

May cause long-term adverse effects in the aquatic environment.

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

No information available on clinical testing and medical monitoring. Specific toxicological information on substances, if available, can be found in section 11.

## SECTION 5: Firefighting Measures

### 5.1 Extinguishing Media:

Carbon Dioxide, Dry Chemical, Foam, Water Fog

**FOR SAFETY REASONS NOT TO BE USED:** Alcohol, Alcohol based solutions, any other media not listed above.

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

In case of fire hazardous decomposition products may be produced such as: Carbon dioxide (CO<sub>2</sub>), carbon monoxide (CO), oxides of nitrogen (NO<sub>x</sub>), dense black smoke.

### 5.3 Advice for firefighters

Keep containers and surroundings cool with water spray. Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment. Fire will produce dense black smoke containing hazardous combustion products (see section 10). In the event of fire, wear self-contained breathing apparatus. Collect contaminated fire extinguishing water separately. This must not be discharged into drains.

## SECTION 6: Accidental Release Measures

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

#### 6.1.1 For non-emergency personnel

Ensure adequate ventilation. Use personal protective equipment. Keep people away from and upwind of spill/leak.

#### 6.1.2 For emergency responders

See Section 7, 8 and 10 for further information.

### 6.2 Environmental precautions

Do not allow material to contaminate ground water system. Prevent product from entering drains. May cause long-term adverse effects in the aquatic environment.

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

Prevent further leakage or spillage if safe to do so. Contain spillage, soak up with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and transfer to a container for disposal according to local / national regulations (see section 13). Refer to protective measures listed in sections 7 and 8.

**6.4 Reference to other sections**

**FURTHER INSTRUCTIONS:** Please refer to EU disposal requirements or country specific disposal requirements for this material. See Section 8 and 13 for further information.

**SECTION 7: Handling and Storage****7.1 Precautions for safe handling**

Wear personal protective equipment. Use only in well-ventilated areas. Do not breathe vapours or spray mist. Avoid contact with skin and eyes.

Repeated or prolonged skin contact may cause skin irritation and/or dermatitis and sensitization of susceptible persons. In the case of sensitisation to any of the ingredients, it is inadvisable to work with the product. Handle in accordance with good industrial hygiene and safety practice. Keep working clothes separately. Keep away from food, drink and animal feedingstuffs. When using, do not eat, drink or smoke. Wash hands and face before breaks and immediately after handling the product.

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

**CONDITIONS TO AVOID:** Do not freeze.

**STORAGE CONDITIONS:** Keep at temperatures between 5 and 25 °C. Do not freeze. Store at room temperature in the original container. Keep locked up or in an area accessible only to qualified or authorised persons. Keep container closed when not in use. Store in a dry, well ventilated place away from sources of heat, ignition and direct sunlight.

**7.3 Specific end use(s)**

Component of a resin flooring product. The mixing and application to be in accordance with the technical data sheets.

**SECTION 8: Exposure Controls/Personal Protection****8.1 Control parameters****Ingredients with Occupational Exposure Limits (UK WELS)**

<u>Name</u>	<u>CAS-No.</u>	<u>LTEL ppm</u>	<u>STEL ppm</u>	<u>STEL mg/m3</u>	<u>LTEL mg/m3</u>
Bisphenol-F epoxy resin (Epoxy phenol novolac resin)	9003-36-5				
Benzyl alcohol	100-51-6				
Bis(isopropyl)naphthalene	38640-62-9				
1,3-bis(2,3-epoxypropoxy)-2,2-dimethylpropane	17557-23-2				

<u>Name</u>	<u>CAS-No.</u>	<u>OEL Note</u>
Bisphenol-F epoxy resin (Epoxy phenol novolac resin)	9003-36-5	
Benzyl alcohol	100-51-6	
Bis(isopropyl)naphthalene	38640-62-9	
1,3-bis(2,3-epoxypropoxy)-2,2-dimethylpropane	17557-23-2	

**FURTHER ADVICE:** Refer to the regulatory exposure limits for the workforce enforced in each country. Some components may not have been classified under the EU CLP Regulation.

**Chemical Name:**

Bisphenol-F epoxy resin (Epoxy phenol novolac resin)

**EC No.:**

500-006-8

**CAS-No.:**

9003-36-5

**DNELs - Derived no effect level**

Route of Exposure	Workers				Consumers			
	Acute effect local	Acute effects systemic	Chronic effects local	Chronic effects systemic	Acute effect local	Acute effects systemic	Chronic effects local	Chronic effects systemic
Oral	Not required							6.25 mg/kg bw/d
Inhalation				29.39 mg/m <sup>3</sup>				8.7 mg/m <sup>3</sup>
Dermal				104.15 mg/kg bw/d				62.5 mg/kg bw/d

**PNEC's - Predicted no effect concentration**

Environmental protection target	PNEC
Fresh water	0.003 mg/l
Fresh water sediments	0.294 mg/kg
Marine water	0.0003 mg/l
Marine sediments	0.0294 mg/kg
Food chain	
Microorganisms in sewage treatment soil (agricultural)	10 mg/l
Air	0.237 mg/kg

**Chemical Name:**

Benzyl alcohol

**EC No.:**

202-859-9

**CAS-No.:**

100-51-6

**DNELs - Derived no effect level**

Route of Exposure	Workers				Consumers			
	Acute effect local	Acute effects systemic	Chronic effects local	Chronic effects systemic	Acute effect local	Acute effects systemic	Chronic effects local	Chronic effects systemic
Oral	Not required					20 mg/kg bw/d		4 mg/kg bw/d
Inhalation	-	110 mg/m <sup>3</sup>	-	22 mg/m <sup>3</sup>	-	27 mg/m <sup>3</sup>	-	5.4 mg/m <sup>3</sup>
Dermal	-	40 mg/kg bw/d	-	8 mg/kg bw/d	-	20 mg/kg bw/d	-	4 mg/kg bw/d

**PNEC's - Predicted no effect concentration**

Environmental protection target	PNEC
Fresh water	1 mg/l
Fresh water sediments	5.27 mg/kg
Marine water	0.1 mg/l
Marine sediments	0.527 mg/kg
Food chain	
Microorganisms in sewage treatment soil (agricultural)	39 mg/l
Air	0.456 mg/kg

**8.2 Exposure controls****Personal Protection**

**RESPIRATORY PROTECTION:** When workers are facing concentrations above the exposure limit they must use appropriate certified respirators. Wear a positive-pressure supplied-air respirator. In case of insufficient ventilation and where workplace exposure limits may be exceeded, wear suitable respiratory equipment. Respirator with filter for organic vapor.

Recommended Filter type: A2, EN 136/140/145/143/149

**EYE PROTECTION:** Eye wash bottle with pure water. Tightly fitting safety goggles. If splashes are likely to occur, wear: Face-shield, tightly fitting safety goggles (EN 166).

**HAND PROTECTION:** Impervious gloves. Chemical resistant gloves made of butyl rubber or nitrile rubber category III according to EN 374. Take note of the information given by the producer concerning permeability and break through times, and of special workplace conditions (mechanical strain, duration of contact). Long sleeved clothing. Remove and wash contaminated clothing before re-use.

**OTHER PROTECTIVE EQUIPMENT:** No Information

**ENGINEERING CONTROLS:** As a rule, at least 5 air changes per hour are recommended at the workplace. Avoid contact

with skin, eyes and clothing. Ensure adequate ventilation, especially in confined areas.

## SECTION 9: Physical and Chemical Properties

### 9.1 Information on basic physical and chemical properties

Colour:	VARIOUS
Physical State	No Information
Odor	Not characteristic
Odor threshold	Not determined
pH	Not determined
Melting point / freezing point (°C)	Not determined
Boiling point or initial boiling point and boiling range (°C)	0 - N.D.
Flash Point, (°C)	100
Evaporation rate	Not determined
Flammability (solid, gas)	Not determined
Lower and upper explosive limit	Not determined
Vapour Pressure	Not determined
Relative vapour density	Not determined
Density and/or relative density	1.83 g/cm <sup>3</sup>
Solubility in / Miscibility with water	Not determined
Partition coefficient: n-octanol/water	Not determined
Auto-ignition temperature (°C)	167°C
Decomposition temperature (°C)	Not determined
Kinematic viscosity	Not determined
Particle characteristics	Not applicable to liquids

### 9.2 Other information

VOC Content g/l:	0.00
Specific Gravity (g/cm <sup>3</sup> )	0.120

## SECTION 10: Stability and Reactivity

### 10.1 Reactivity

No reactivity hazards known under normal storage and use conditions.

### 10.2 Chemical stability

No decomposition if stored and applied as directed. Stable under normal conditions.

### 10.3 Possibility of hazardous reactions

Hazardous polymerisation does not occur.

### 10.4 Conditions to avoid

Do not freeze.

### 10.5 Incompatible materials

Keep away from oxidising agents, strongly alkaline and strongly acid materials in order to avoid exothermic reactions. Strong oxidizing agents. Copper alloys. Copper. Avoid radical-forming starting agents, peroxides and reactive metals. Halogenated hydrocarbons.

### 10.6 Hazardous decomposition products

In case of fire **hazardous decomposition products** may be produced such as: Carbon dioxide (CO<sub>2</sub>), carbon monoxide (CO), oxides of nitrogen (NO<sub>x</sub>), dense black smoke.

## SECTION 11: Toxicological information

### 11.1 Information on hazard classes as defined in Regulation (EC) No 1272/2008

#### Acute Toxicity:

Oral LD50:	No information available.
Inhalation LC50:	No information available.
Dermal LD50:	No Information

**Irritation:** Irritating to eyes and skin.

**Corrosivity:** No information available.

**Sensitization:** May cause an allergic skin reaction.

**Repeated dose toxicity:** No information available.

**Carcinogenicity:** No information available.

**Mutagenicity:** No information available.

**Toxicity for reproduction:** No information available.

**STOT-single exposure:** No information available.

**STOT-repeated exposure:** No information available.

**Aspiration hazard:** No information available.

If no information is available above under Acute Toxicity then the acute effects of this product have not been tested. Data on individual components are tabulated below:

<u>CAS-No.</u>	<u>Name According to EEC</u>	<u>Oral LD50</u>	<u>Dermal LD50</u>	<u>Vapor LC50</u>	<u>Gas LC50</u>	<u>Dust/Mist LC50</u>
9003-36-5	Bisphenol-F epoxy resin (Epoxy phenol novolac resin)	>5000 mg/kg (rat) OECD 401	>2000 mg/kg (rat) OECD 402		0.000	0.000
100-51-6	Benzyl alcohol		>2000 mg/kg (rat)			>4178 mg/l (rat)

#### Additional Information:

In the case of sensitisation to any of the ingredients, it is inadvisable to work with the product. Repeated or prolonged skin contact may cause skin irritation and/or dermatitis and sensitization of susceptible persons. Corrosive - causes irreversible eye damage.

### 11.2 Information on other hazards

#### Endocrine disrupting properties - Toxicity

Name According to EEC	CAS-No.
No Information	



## SECTION 12: Ecological Information

### 12.1 Toxicity:

EC50 48hr (Daphnia):	No information
IC50 72hr (Algae):	No information
LC50 96hr (fish):	No information

12.2 Persistence and degradability: No information

12.3 Bioaccumulative potential: No information

12.4 Mobility in soil: No information

12.5 Results of PBT and vPvB assessment: The product does not meet the criteria for PBT/VPvB in accordance with Annex XIII.

### 12.6 Endocrine disrupting properties

#### Endocrine disrupting properties - Ecotoxicity

Name According to EEC	CAS-No.
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No Information

12.7 Other adverse effects: No information

<u>CAS-No.</u>	<u>Name According to EEC</u>	<u>EC50 48hr</u>	<u>IC50 72hr</u>	<u>LC50 96hr</u>
9003-36-5	Bisphenol-F epoxy resin (Epoxy phenol novolac resin)	1.6 mg/l	1.8 mg/l (Pseudokirchnerella subcapitata) OECD 201	0.55 mg/l
100-51-6	Benzyl alcohol	230 mg/l	770 mg/l (Pseudokirchneriella)	460 mg/l (Pimephales promelas)
38640-62-9	Bis(isopropyl)naphthalene	No information	No information	No information
17557-23-2	1,3-bis(2,3-epoxypropoxy)-2,2-dimethylpropane	No information	No information	

## SECTION 13: Disposal Considerations

13.1 **WASTE TREATMENT METHODS:** Dispose of as hazardous waste in compliance with local and national regulations. Container hazardous when empty. Empty containers should be taken to an approved waste handling site for recycling or disposal. The product should not be allowed to enter drains, water courses or the soil.

European Waste Code:	No Information
Packaging Waste Code:	150110

**SECTION 14: Transport Information**

	ADR/RID	ADN	IMDG	IATA
<b>14.1 UN-number or ID number</b>	UN3082	UN3082	UN3082	UN3082
<b>14.2 UN proper shipping name</b>	Environmentally Hazardous substance, Liquid, N.O.S., Epoxy resin	Environmentally Hazardous substance, Liquid, N.O.S., Epoxy resin	Environmentally Hazardous substance, Liquid, N.O.S., Epoxy resin	Environmentally Hazardous substance, Liquid, N.O.S., Epoxy resin
<b>14.3 Transport Hazard Class(es)</b>	9	9	9	9
<b>14.4 Packing Group</b>	III	III	III	III
<b>14.5 Environmental Hazards</b>	Marine pollutant	Marine pollutant	Marine pollutant	Marine pollutant

**14.6 Special precautions for user** Not applicable

**EmS-No.:** F-A, S-F

**14.7 Maritime transport in bulk according to IMO intruments** Not applicable

**SECTION 15: Regulatory Information****15.1 Safety, health and environmental regulations/legislation for the substance or mixture:****National Regulations:**

**Denmark Product Registration Number:** Not available

**Danish MAL Code:** Not available

**Danish MAL Code - Mixture:** Not available

**Sweden Product Registration Number:** Not available

**Norway Product Registration Number:** Not available

**Germany WGK Class:** Not available

**Covered by Directive 2012/18/EC (Seveso III):** Not applicable

**Restrictions to product or to substances according to Annex XVII, Regulation (CE) 1907/2006:** Not applicable

**Annex XIV, Regulation (CE) 1907/2006 - Authorisation List:**

CAS-No.      Name According to EEC

Not Applicable

**SVHC - Substances of very high concern (Candidate List - Art. 59 REACH):**

CAS-No.      Name According to EEC

Not Applicable

**15.2 Chemical Safety Assessment:**

No Chemical Safety Assessment has been carried out for this substance/mixture by the supplier.

## SECTION 16: Other Information

**Text for CLP Hazard Statements shown in Section 3 describing each ingredient:**

H302	Harmful if swallowed.
H304	May be fatal if swallowed and enters airways.
H315	Causes skin irritation.
H317	May cause an allergic skin reaction.
H319	Causes serious eye irritation.
H332	Harmful if inhaled.
H410	Very toxic to aquatic life with long lasting effects.
H411	Toxic to aquatic life with long lasting effects.

**Reasons for revision**

This Safety Data Sheet (SDS) has been revised to meet the new EU CLP requirements. There have been both formatting and content changes based on the CLP classification (if applicable), please review each section of the SDS for specific changes.

**List of References:**

This Safety Data Sheet was compiled with data and information from the following sources:

- The Ariel Regulatory Database provided by the 3E Corporation in Copenhagen, Denmark.
- Joint Research Centre in Ispra, Italy.
- Regulation (EC) 1272/2008 with subsequent amendments.
- Regulation (EC) 1272/2006 with subsequent amendments.
- Commission Regulation (EU) 2020/878
- EU Council Decision 2000/532/EC and its Annex entitled "List of Wastes"
- Safety Data Sheet from raw material supplier
- The classification declared in sec. 2.2 is based on the calculation methods set out in Annex I and Annex II of the CLP Reg. 1272/2008 on the composition of the formula.

**Acronym & Abbreviation Key:**

CLP	Classification, Labeling & Packaging Regulation
EC	European Commission
EU	European Union
US	United States
CAS	Chemical Abstract Service
EINECS	European Inventory of Existing Chemical Substances
REACH	Registration, Evaluation, Authorization of Chemicals Regulation
GHS	Globally Harmonized System of Classification and Labeling of Chemicals
LTEL	Long term exposure limit

STEL	Short term exposure limit
OEL	Occupational exposure limit
ppm	Parts per million
mg/m3	Milligrams per cubic meter
TLV	Threshold Limit Value
ACGIH	American Conference of Governmental Industrial Hygienists
OSHA	Occupational Safety & Health Administration
PEL	Permissible Exposure Limits
VOC	Volatile organic compounds
g/l	Grams per liter
mg/kg	Milligrams per kilogram
N/A	Not applicable
LD50	Lethal dose at 50%
LC50	Lethal concentration at 50%
EC50	Half maximal effective concentration
IC50	Half maximal inhibitory concentration
PBT	Persistent bioaccumulative toxic chemical
vPvB	Very persistent and very bioaccumulative
EEC	European Economic Community
ADR	International Transport of Dangerous Goods by Road
RID	International Transport of Dangerous Goods by Rail
UN	United Nations
IMDG	International Maritime Dangerous Goods Code
IATA	International Air Transport Association
MARPOL	International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978
IBC	International Bulk Container
RTI	Respiratory Tract Irritation
NE	Narcotic Effects
IMO	International Maritime Organization
Note P:	The classification as a carcinogen or mutagen need not apply; the substance contains less than 0,1 % w/w benzene
Note 10:	The classification as a carcinogen by inhalation applies only to mixtures in powder form containing 1 % or more of titanium dioxide which is in the form of or incorporated in particles with aerodynamic diameter $\leq 10 \mu\text{m}$ .

For further information, please contact: Technical Services Department

The information on this sheet corresponds to our present knowledge. It is not a specification and it does not guarantee specific properties. The information is intended to provide general guidance as to health and safety based upon our knowledge of the handling, storage, and use of the product. It is not applicable to unusual or non-standard uses of the product or where instructions and recommendations are not followed.