

# **Safety Data Sheet**

## FOMTEC ARC 3x6 Ultra

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Status ISSUED BY: Fire Protection Technologies

#### IDENTIFICATION OF THE SUBSTANCE/MIXTURE AND OF THE COMPANY/UNDERTAKING 1. 1.1 **Product Identifier** Product name: Fomtec ARC 3x6 Ultra Article no: 12-3322-XX **Importer / Supplier: Fire Protection Technologies** Address Unit 1/251 Ferntree Gully Road Mt Waverley, Victoria, 3149 Australia. 1300 742 296 **Telephone Number Emergency Telephone No.** 24 hours 1300 742 296 Dial 000 **Emergency Services SDS Preparer Fire Protection Technologies** Manufacturer: Dafo Fomtec AB Garnisongsg. 47 A, Helsingborg Box 683 S-13526 Tyreso Sweden +46 850640500 info@fomtec.com www.fomtec.com

#### 2. HAZARD IDENTIFICATION

### 2.1 Classification of substance or mixture

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

Eye Irrit. 2; H319; Calculation method

#### 2.2 Label elements Hazard Pictograms (CLP)





Composition on the label	Sulfuric acid, mono-C8-10-alkyl esters, sodium salts 0,1 -0,5 %, 1- Propanaminium, N-(3- aminopropyl)-2-hydroxy-N,Ndimethyl-3- sulfo-, N-(C8-18(even numbered) acyl) derivs., hydroxides, inner salts 0,1 -0,5 %
Signal word	Danger
Hazard statements	H319 Causes serious eye damage
Precautionary statements	P264 Wash thoroughly after handling. P280 Wear protective gloves / protective clothing / eye protection / face protection. P305+P351+P338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. P337+P313 If eye irritation persists: Get medical advice / attention.
Other hazards	

PBT / vPvB

2.3

The product does not meet the criteria for PBT (persistent / bioaccumulative / toxic) or vPvB (very Persistent / very bioaccumulative).

#### 3. COMPOSITION/INFORMATION ON INGREDIENTS

3.1 Mixtures		
Substance	Identification	Classification
Ethanediol	CAS No.: 107-21-1 EC No.: 203-473-3 Index No.: 603-027-00-1	Acute tox. 4; H302;
Diethylene glycol monobutyl ether	CAS No.: 112-34-5 EC No.: 203-961-6 Index No.: 603-096-00-8	Eye Irrit. 2; H319;
Alkyl polyglycoside	CAS No.: 68515-73-1 EC No.: 500-220-1 REACH Reg. No.: 01- 2119488530-36-XXXX	Eye Dam. 1;H318
2-Methylpentane-2,4-diol	CAS No.: 107-41-5 EC No.: 203-489-0 Index No.: 603-053-00-3 REACH Reg. No.: 01- 2119539582-35	Eye Irrit. 2; H319 Skin Irrit. 2; H315
Methanol	CAS No.: 67-56-1 EC No.: 200-659-6 Index No.: 603-001-00-X REACH Reg. No.: 01- 2119392409-28	Flam. Liq. 2; H225 Acute tox. 3; H331 Acute tox. 3; H311 Acute tox. 3; H301 STOT SE1; H370
Diethylene glycol monomethyl ether	CAS No.: 111-77-3 EC No.: 203-906-6 Index No.: 603-107-00-6 REACH Reg. No.: 01- 2119475100-52	Repr. 2;H361d*
Sulfuric acid, mono-C8-10- alkyl esters, sodium salts	CAS No.: 85338-42-7 EC No.: 286-718-7	Skin Irrit. 2; H315 Eye Dam. 1; H318



Substance	Identification	Classification
1-Propanaminium, N-(3- aminopropyl)-2-hydroxy- N,Ndimethyl-3-sulfo-, N-(C8- 18(even numbered) acyl) derivs., hydroxides, inner salts	EC No.: 939-455-3 REACH Reg. No.: 01- 2119970722-34	Eye Dam. 1; H318 Aquatic Chronic 3; H412

#### 4. FIRST AID MEASURES

4.1 Description of first aid measures	
General	Provide rest, warmth and fresh air. Get medical attention if any discomfort continues.
Inhalation	Fresh air and rest. Get medical attention if any discomfort continues.
Skin contact	Remove contaminated clothing and launder thoroughly before re- use. Wash skin thoroughly with soap and water for several minutes. Get medical attention if any discomfort continues.
Eye contact	Immediately rinse with plenty of lukewarm water for at least 5 minutes. Remove any contact lenses and open eyelids widely. Contact physician if irritation persists.
Ingestion	Immediately rinse mouth and drink plenty of water. Keep person under observation. If person becomes uncomfortable seek hospital and bring these instructions.
Recommended personal protective equipment for first aid responders	No recommendation given
4.2 Most important symptoms and effe	cts, both acute and delayed
General symptoms and effects	After extensive contact, may cause irritation to skin. Causes eye irritation. Ingestion of large quantities may cause nausea, vomiting, dizziness, confusion, lost of consciousness.
4.3 Indication of any immediate medica	I attention and special treatment
Medical treatment	Treat Symptomatically
Medical monitoring for delayed effects	No recommendation given
Separate first aid equipment	No recommendation given
5. FIREFIGHTING MEASURES	

### 5.1 Extinguishing media

Suitable extinguishing media This product is not flammable

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

Fire and explosion hazards	None
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### 5.3 Advice for firefighters

Firefighting procedures

Follow the general fire precautions indicated by the workplace



### 6. ACCIDENTAL RELEASE MEASURES

6.1	personal precautions, protective equipment and emergency procedures		
Perso	nal protection measures	Avoid contact with skin and eyes. Do not breathe vapour. For personal protection, see section 8.	
6.2	<b>Environmental precautions</b>		
Envir	onmental precautionary measures	Prevent discharge of larger quantity to drain. Avoid discharge to the aquatic environment.	
6.3	Methods and material for conta	ainment and cleaning up	
Clean	up	Absorb in vermiculite, dry sand or earth and place into containers. Collect spills to suitable waste containers. Further handling of waste - see section 13.	
6.4	Reference to other sections		
Othe	r instructions	See sections 8 and 13 for information concerning protective equipment and waste treatment methods.	
7.	HANDLING AND STORAGE		
7.1	Precautions for safe handling		
Hand	ling	Avoid contact with skin and eyes. Avoid inhalation of vapours. Wash hands before breaks and before smoking, eating or drinking. Wash hands and contaminated areas with water and soap after finished work. Container must be kept tightly closed.	

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

Storage

Store at moderate temperatures in dry, well ventilated area. Keep containers tightly closed. Protect against direct sunlight.

Route of exposure: Long term (repeated) - Inhalation - Systemic effect

8. EXPOSURE CONTROL/PERSONAL PROTECTION						
8.1	Control parameters					
Subst	ance	Ident	tification	Value	TWA	Year
Ethar	nediol	CAS	No.: 107-21-1			
Dieth ether	ylene glycol monobutyl	CAS	No.: 112-34-5			
Alkyl	l polyglycoside	CAS	No.: 68515-73-1			
2-Me	thylpentane-2,4-diol	CAS	No.: 107-41-5	TWA (8h): 25 ppm TWA (8h): 123 mg/m3 <b>OEL short term value</b> Value: 123 mg/m3	TWA	Year: 2011
DNEL	/ PNEC					
Subst	ance		Alkyl polyglycosi	de		
DNE	L		Group: Consumer Route of exposure Value: 124 mg/m3	:: Long term (repeated) - Inl 3	nalation -	Systemic effe

Group: Worker



	Value: 420 mg/m3
	Group: Worker
	Route of exposure: Long term (repeated) - Dermal - Systemic effect
	Value: 595000 mg/kg bw/day
	Route of exposure: Long term (repeated) - Oral - Systemic effect
	Value: 35 7 mg/kg bw/day
	Group: Consumer
	Route of exposure: Long term (repeated) - Dermal - Systemic effect
	Value: 357000 mg/kg bw/day
Substance	Diethylene glycol monomethyl ether
PNEC	Comments: Predicted No Effect Concentration
	12 mg/L aquatic organisms
	100 mg/L microorganisms
	1,4 mg/kg terrestrial environment
	90 mg/kg predators
8.2 Exposure controls	
Precautionary measures to prevent exposure	
Appropriate engineering controls	An eye was bottle must be available at the work site.
Eye / face protection	
Suitable eye protection	Wear approved, tight fitting safety glasses where splashing is probable.
Hand protection	
Skin-/hand protection, long term contact	In cases of prolonged, repeated or extensive exposure, wear protective gloves.
Suitable gloves type	Rubber or plastic.
Skin protection	
Suitable protective clothing	Use protective clothes in order to avoid skin contact.
Respirator protection	
Respirator protection	In case of inadequate ventilation and work of brief duration, use suitable respirator equipment.
Hygiene / environmental	
Specific hygiene measures	No specific hygiene procedures noted, but good personal hygiene practices are always advisable, especially when working with chemicals.

### 9. PHYSICAL AND CHEMICAL PROPERTIES

### 9.1 Information on basic physical and chemical properties

Physical state	Clear, yellowish liquid
Colour	Yellowish
Odour	Slight odour



Odour limit	Comments: no information
рН	Status: In delivery state Value: 6,5 – 8,5
Melting point / melting range	Comments: no information
Freezing point	Value: -12 °C
Boiling point / boiling range	Comments: no information
Flash point Evaporation rate Flammability (solid, gas) Explosion limit Vapour pressure Vapour density Relative density Solubility Partition coefficient: n-octanol/water Spontaneous combustibility	Comments: Not relevant. Comments: no information Not relevant. Comments: Product is not explosive Comments: no information Comments: no information Value: ~ 1,040 g/ml Comments: Soluble in water. Comments: no information
Decomposition temperature	Comments: no information.
Viscosity	Value: ~ 2400 mPas Method: Brookfield DV
Explosive properties Oxidising properties	Product is not explosive Does not meet the criteria for oxidising
9.2 Other information	

10.	STABILITY AND REACTIVITY		
10.1	Reactivity		
Reactiv	vity	Stable product under normal conditions of handling and storage.	
10.2	Chemical stability		
Stabilit	у (	Stable product under normal conditions of handling and storage.	
10.3	Possibility of hazardous read	tions	
Possibi	lity of hazardous reactions	Stable product under normal conditions of handling and storage.	
10.4	Conditions to avoid		
Conditio	ns to avoid	Not known under normal conditions of handling and storage.	
10.5	Incompatible materials		
Material	s to avoid	Alkali earth metals.	
10.6	.0.6 Hazardous decomposition products		
Hazardo	us decomposition products	Thermal decomposition or combustion may liberate carbon oxides and other toxic gases or vapours.	
11.	TOXICOLOGICAL INFORMATION	I	

### **11.1** Information on toxicological effects

Substance	Alkyl polyglycoside
Acute toxicity	Type of toxicity: Acute
	Effect tested: LD50
	Route of exposure: Oral
	Value: > 2000 mg/kg
	Animal test species: Rat
	Test reference: OECD 401



Type of toxicity: Acute Effect tested: LD50 Route of exposure: Dermal Value: > 2000 mg/kg Animal test species: Rabbit Test reference: OECD 423 2-Methylpentane-2,4-diol Type of toxicity: Acute Effect tested: LD50 Route of exposure: Oral Value: = 3700 mg/kg bw Animal test species: Rat Comments: Non-acute toxic.

Type of toxicity: Acute Effect tested: LD50 Route of exposure: Dermal Value: = 7920 mg/kg bw Animal test species: Rabbit Comments: Non-acute toxic. Diethylene glycol monomethyl ether Type of toxicity: Acute Effect tested: LC50 Route of exposure: Oral Value: = 4000 mg/kg bw Animal test species: Rat Comments: Non-acute toxic.

Type of toxicity: Acute Effect tested: LD50 Route of exposure: Dermal Value: = 6720 mg/kg bw Animal test species: Rabbit Comments: Non-acute toxic. Sulfuric acid, mono-C8-10-alkyl esters, sodium salts Type of toxicity: Acute Effect tested: LC50 Route of exposure: Oral Value: > 2000 mg/kg bw Animal test species: Rat Comments: Non-acute toxic. 1-Propanaminium, N-(3- aminopropyl)-2-hydroxy-N,Ndimethyl-3-sulfo-, N-(C8-18(even numbered) acyl) derivs., hydroxides, inner salts Type of toxicity: Acute Effect tested: LD50 Route of exposure: Oral Value: = 2950 mg/kg bw Animal test species: Rat Test reference: OECD 401 Comments: Non-acute toxic.

Type of toxicity: Acute Effect tested: LD50 Route of exposure: Dermal Value: > 2000 mg/kg bw Animal test species: Rat

Substance Acute toxicity

Substance Acute toxicity

Substance Acute toxicity

Substance

Acute toxicity



Test reference: OECD 402 Comments: Non-acute toxic.

### Other Information regarding health hazards

Skin contact	In case of prolonged contact with skin, may cause irritation.
Eye contact	Cause serious eye irritation.
Ingestion	In case of ingestion may cause nausea, vomiting, dizziness, confusion, loss of consciousness.
Sensitisation	No known chronic or acute health risks
Mutagenicity	No known chronic or acute health risks.
Carcinogenicity, other information	No known chronic or acute health risks.
Mutagenicity	No known chronic or acute health risks.
Reproductive toxicity	No known chronic or acute health risks.
Symptoms of exposure	
In case of ingestion	Ingestion of large quantities may cause nausea, vomiting, dizziness, confusion, loss of consciousness.
In case of skin contact	Irritation is possible in case of prolonged contact with skin.
In case of eye contact	Irritation of eyes and mucous membrane.

12. ECOLOGICAL INFORMATION	
12.1 Toxicity	
Acute aquatic, fish	Value: > 4500 mg/l Test duration: 96 h Species: Rainbow Trout
Substance	Alkyl polyglycoside
Acute aquatic, fish	Value: ~ 20 mg/l Test duration: 96 hrs Species: Cyprinodon Variegatus Method: OCDE 203
Substance	2-Methylpentane-2,4-diol
Acute aquatic, fish	Toxicity type: Acute Value: = 8510 mg/l Exposure time: 96 hour(s) Species: Gambusia affinis Comments: Not hazardous for environment.
Substance	Methanol
Acute aquatic, fish	Toxicity type: Acute Value: = 15400 mg/l Effect dose concentration : LC50 Exposure time: = 96 hour(s) Species: Lepomis macrochirus Comments: Not hazardous for environment.



Substance	Diethylene glycol monomethyl ether
Acute aquatic, fish	Toxicity type: Acute Value: = 1000 mg/l Effect dose concentration : LC50 Exposure time: = 96 h Species: Oncorhynchus mykiss Comments: Not hazardous for environment.
Substance	Sulfuric acid, mono-C8-10-alkyl esters, sodium salts
Acute aquatic, fish	Toxicity type: Acute Value: = 110 mg/l Effect dose concentration : LC50 Exposure time: 48 hour(s) Species: Leuciscus idus Test reference: DIN 38412 T15 Comments: Not hazardous for environment. Toxicity type: Acute Value: = 240 mg/l Effect dose concentration : EC50 Species: Daphnia magna Test reference: DIN 38412 T11 Comments: Not hazardous for environment.
Substance	Alkyl polyglycoside
Acute aquatic, algae	Value: ~ 21 mg/l Test duration: 72 hrs Species: Skeletonerna Costatum Method: ISO 10253
Substance	Methanol
Acute aquatic, algae	Toxicity type: Acute Value: = 441 mg/l Effect dose concentration : IC50 Exposure time: = 72 hour(s) Comments: Not hazardous for environment.
Substance	Diethylene glycol monomethyl ether
Acute aquatic, algae	Toxicity type: Acute Value: > 500 mg/l Effect dose concentration : IC50 Exposure time: 72 hour(s) Species: Scenedesmus subspicatus Comments: Not hazardous for environment.
Acute aquatic, Daphnia	Value: > 4500 mg/l Test duration: 24 h Species: Daphnia Magna
Substance	Alkyl polyglycoside
Acute aquatic, Daphnia	Value: ~ 150 mg/l Test duration: 48 hrs



	Species: Acartia Tonsa Method: ISO 14669
Substance	2-Methylpentane-2,4-diol
Acute aquatic, Daphnia	Toxicity type: Acute Value: = 2800 mg/l Exposure time: 48 hour(s) Species: Ceriodaphnia sp. Comments: Not hazardous for environment.
Substance	Methanol
Acute aquatic, Daphnia	Toxicity type: Acute Value: = 24500 mg/l Effect dose concentration : EC50 Exposure time: = 48 hour(s) Species: D.magna Comments: Not hazardous for environment.
Substance	Diethylene glycol monomethyl ether
Acute aquatic, Daphnia	Toxicity type: Acute Value: = 1192 mg/l Effect dose concentration : EC50 Exposure time: = 48 hour(s) Species: D. magna Comments: Not hazardous for environment.
Ecotoxicity	The product is not environmentally hazardous to aquatic life.
Aquatic, comments <b>12.2 Persistence and degradability</b> Biodegradability	On basis of test data. Value: ~ 58 %
Aquatic, comments <b>12.2 Persistence and degradability</b> Biodegradability	On basis of test data. Value: ~ 58 % Test period: 5 days
Aquatic, comments <b>12.2 Persistence and degradability</b> Biodegradability Substance	On basis of test data. Value: ~ 58 % Test period: 5 days Alkyl polyglycoside
Aquatic, comments <b>12.2 Persistence and degradability</b> Biodegradability Substance Biodegradability	On basis of test data. Value: ~ 58 % Test period: 5 days Alkyl polyglycoside Value: ~ 100 % Method: OCDE 301E Test period: 28 days
Aquatic, comments 12.2 Persistence and degradability Biodegradability Substance Substance Substance	On basis of test data.Value: ~ 58 % Test period: 5 daysAlkyl polyglycosideValue: ~ 100 % Method: OCDE 301E Test period: 28 days2-Methylpentane-2,4-diol
Aquatic, comments 12.2 Persistence and degradability Biodegradability Substance Substance Biodegradability Substance Biodegradability	On basis of test data.Value: ~ 58 % Test period: 5 daysAlkyl polyglycosideValue: ~ 100 % Method: OCDE 301E Test period: 28 days2-Methylpentane-2,4-diolValue: = 0,02 Method: BOD5/COD
Aquatic, comments <b>12.2 Persistence and degradability</b> Biodegradability Substance Biodegradability Substance Biodegradability	On basis of test data.Value: ~ 58 % Test period: 5 daysAlkyl polyglycosideValue: ~ 100 % Method: OCDE 301E Test period: 28 days2-Methylpentane-2,4-diolValue: = 0,02 Method: BOD5/CODMethanol
Aquatic, comments <b>12.2 Persistence and degradability</b> Biodegradability Substance Biodegradability Substance Biodegradability	On basis of test data.Value: ~ 58 % Test period: 5 daysAlkyl polyglycosideValue: ~ 100 % Method: OCDE 301E Test period: 28 days2-Methylpentane-2,4-diolValue: = 0,02 Method: BOD5/CODMethanolValue: = 99 % Method: degradation in 28 days OECD 301D Comments: Readily biodegradable.
Aquatic, comments 12.2 Persistence and degradability Biodegradability Substance Biodegradability Substance Biodegradability Substance	On basis of test data.Value: ~ 58 % Test period: 5 daysAlkyl polyglycosideValue: ~ 100 % Method: OCDE 301E Test period: 28 days2-Methylpentane-2,4-diolValue: = 0,02 Method: BOD5/CODMethanolValue: = 99 % Method: degradation in 28 days OECD 301D Comments: Readily biodegradable.Diethylene glycol monomethyl ether



	Method: degradation in 7 days OECD 302B Comments: Readily biodegradable.
Substance	Sulfuric acid, mono-C8-10-alkyl esters, sodium salts
Biodegradability	Value: > 60 % Method: OECD 301D Comments: Readily biodegradable. Test period: 10 day(s)
Substance	1-Propanaminium, N-(3- aminopropyl)-2-hydroxy-N,Ndimethyl-3-sulfo-, N-(C8- 18(even numbered) acyl) derivs., hydroxides, inner salts
Biodegradability	Value: = 57 % Method: OECD 306 Test period: = 28 day(s)
Persistence and degradability, comments 12.3 bio accumulative potential	The product is expected to be biodegradable.
Bioaccumulative potential	Bioaccumulation: Is not expected to be bioaccumulable.
Substance	2-Methylpentane-2,4-diol
Bioconcentration factor (BCF)	Value: < 10 Comments: No bioaccumulation expected.
Substance	Methanol
Bioconcentration factor (BCF)	Value: = 1 Comments: No bioaccumulation expected.
Substance	Diethylene glycol monomethyl ether
Bioconcentration factor (BCF)	Value: = 0,2 Comments: No bioaccumulation expected.
12.4 Mobility in soil	
Mobility	The product contains substances, which are water soluble and may spread in water systems.

### 12.5 Results of PBT and vPvB assessment

PBT assessment results

Not Classified as PBT/vPvB by current EU criteria.

### 12.6 Other adverse effects

#### 13. DISPOSAL CONSIDERATIONS

## 13.1 Waste treatment methods

Specify the appropriate methods of disposalDispose of waste and residues in accordance with local<br/>authority requirements.EWC waste codeEWC waste code: 160305 organic wastes containing<br/>dangerous substances<br/>Classified as hazardous waste: Yes



#### 14. TRANSPORT INFORMATION

Danger	ous goods	No
14.1	UN number	
Comme	ents	Not applicable. No information required.
14.2	UN proper shipping name	
Comme	ents	Not applicable. No information required.
14.3	Transport hazard class(es)	
Comme	ents	Not applicable. No information required
14.4	Packing group	
Comme	ents	Not applicable. No information required.
14.5	Environmental hazards	
Comme	ents	Not applicable. No information required.
14.6	Special precautions for user	
14.7	Transport in bulk according to Anne	x II or MARPOL 73/78 and the IBC Code
Additic	onal Information	
Additio	nal information	The product is not covered by international regulation on the transport of dangerous goods (IMDG, IATA, ADR/RID).

#### 15. REGULATORY INFORMATION

15.1 Safety, health and environmenta mixture	I regulations/legislation specific for the substance or
EEC-directive	Commission Directive 2006/15/EC of 7 February 2006 establishing a second list of indicative occupational exposure limit values in implementation of Council Directive 98/24/EC and amending Directives 91/322/EEC and 2000/39/EC. Directive 2008/68/EC of the European Parliament and of the Council of 24 September 2008 on the inland transport of dangerous goods. Commission Directive 2012/45/EU adapting for the second time the Annexes to Directive 2008/68/EC of the European Parliament and of the Council on the inland transport of dangerous goods to scientific and technical progress.
Legislation and regulation	Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending Regulation (EC) No 1907/2006. Commission Regulation (EU) 2015/830 of 28 May 2015 amending Regulation (EC) No 1907/2006 of the European Parliament and of the Council on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH).

#### 15.2 Chemical safety assessment

Chemical safety assessment performed	
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## 16. OTHER INFORMTION

Yes

List of relevant H-phrases (Section 2 and 3)

H225 Highly flammable liquid and vapour. H301 Toxic if swallowed. H302 Harmful if swallowed.



H311 Toxic in contact with skin. H315 Causes skin irritation. H318 Causes Serious eye damage. H319 Causes serious eye irritation. H331 Toxic if inhaled. H370 Causes damage to organs H412 Harmful to aquatic life with long lasting effects.

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

Eye Irrit. 2; H319; Calculation method

Additional information

**Emergency Phone No** \*Europe (English, Dutch, French, German, Italian, Spanish) +44 1273 289451 France (English, French) +33 1 72 11 00 03 Germany (English, German) +49 69 222 25285 Spain (English, Spanish) +34 91 114 2520 Italy (English, Italian) +39 02 3604 2884 Netherlands (English, Dutch) +31 10 713 8195 \*Middle East (English, Arabic) +44 1273 289454 United States (English, French, Spanish) +1 866 928 0789 Canada (English, French) +1 800 579 7421 United States and Canada (English) +1 202 464 2554 Mexico (English, Spanish) +52 55 5004 8763 Brazil (Portuguese, Spanish, English) +55 11 3197 5891 Chile (English, Spanish) +56 2 2582 9336 Colombia (English, Spanish) +57 1 508 7337 Argentina (English, Spanish) +54 11 5984 3690 \*East/South East Asia (English, Bahasa Malaysia, Hindi, Japanese, Korean, Mandarin, Tagalog) +65 3158 1412 China (English, Mandarin) +86 512 8090 3042 China (Mainland) (English, Mandarin) \*\*+86 532 8388 9090 Japan (English, Japanese) +81 3 4578 9341 Malaysia (English, Malaysian) +60 3 6207 4347 India (English, Hindi) 000 800 100 7479 Philippines (English, Tagalog) +63 2 231 2149 South Korea (English, Korean) +82 2 3479 8401 Australia (English) +61 2 8014 4558 Australia (English) 18000 74234 New Zealand (English) +64 9 929 1483 New Zealand (English) 0800 446 881