

Safety Data Sheet

According to Annex II to REACH - Regulation 2020/878 and to Annex II to UK REACH

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

1.1. Product identifier

Code: [DES111] 484000008800 - [DES211] 484000008818 - [DES311] 484000008848 - [DES619] 484000008936
[DES620] 484000008937 - [DES616] 484000008819 - [DES617] 484000008820 - [DES618] 484000008850
[DES131] 484000008801 - [DES121] 484000008806 - [DES123] 484000008810 - [DES124] 484000008812
[DES125] 484000008813 - [DES128] 484000008849 - [DES127] 484000008811 - [DES126] 484000008814

Product name Limescale and grease remover
UFI: NC00-Y06Y-200X-97VT

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

Intended use Limescale and grease remover for all washing machines and dishwashers.

1.3. Details of the supplier of the safety data sheet

Name WHIRLPOOL Emea S.p.A.
Full address Via Carlo Pisacane, 1
District and Country 20016 Pero (MI) - Italy
tel. +39 02 83715

e-mail address of the competent person responsible for the Safety Data Sheet sds@dgsasrl.it

1.4. Emergency telephone number

For urgent inquiries refer to ENGLAND, SCOTLAND (NHS 24) WALES (NHS Direct Wales) - For medical advice contact 111

SECTION 2. Hazards identification

2.1. Classification of the substance or mixture

The product is classified as hazardous pursuant to the provisions set forth in (EC) Regulation 1272/2008 (CLP) (and subsequent amendments and supplements). The product thus requires a safety datasheet that complies with the provisions of (EU) Regulation 2020/878.

Any additional information concerning the risks for health and/or the environment are given in sections 11 and 12 of this sheet.

Hazard classification and indication:

Eye irritation, category 2	H319	Causes serious eye irritation.
Specific target organ toxicity - single exposure, category 3	H335	May cause respiratory irritation.

2.2. Label elements

Hazard labelling pursuant to EC Regulation 1272/2008 (CLP) and subsequent amendments and supplements.

Hazard pictograms:



Signal words: Warning

Hazard statements:

H319	Causes serious eye irritation.
H335	May cause respiratory irritation.

Precautionary statements:

P261	Avoid breathing dust
P312	Call a POISON CENTRE / doctor if you feel unwell.
P101	If medical advice is needed, have product container or label at hand.
P102	Keep out of reach of children.
P264	Wash hands thoroughly after handling.
P305+P351+P338	IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
P405	Store locked up.

Contains: CITRIC ACID

Ingredients according to Regulation (EC) No. 648/2004: anionic surfactants less than 5%, non-ionic surfactants soap 5% or over but less than 15%.

2.3. Other hazards

On the basis of available data, the product does not contain any PBT or vPvB in percentage \geq than 0,1%.

The product does not contain substances with endocrine disrupting properties in concentration \geq 0.1%.

SECTION 3. Composition/information on ingredients

3.2. Mixtures

Contains:

Identification	x = Conc. %	Classification (EC) 1272/2008 (CLP)
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CITRIC ACID

INDEX 607-750-00-3	$32 \leq x < 35$	Eye Irrit. 2 H319, STOT SE 3 H335
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EC 201-069-1

CAS 77-92-9

REACH Reg. 01-2119457026-42

SULPHAMIC ACID

INDEX 016-026-00-0	$7 \leq x < 9$	Eye Irrit. 2 H319, Skin Irrit. 2 H315, Aquatic Chronic 3 H412
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EC 226-218-8

CAS 5329-14-6

REACH Reg. 01-2119488633-28

The full wording of hazard (H) phrases is given in section 16 of the sheet.

SECTION 4. First aid measures

4.1. Description of first aid measures

EYES: Remove contact lenses, if present. Wash immediately with plenty of water for at least 15 minutes, opening the eyelids fully. If problem persists, seek medical advice.

SKIN: Remove contaminated clothing. Wash immediately with plenty of water. If irritation persists, get medical advice/attention. Wash contaminated clothing before using it again.

INHALATION: Remove to open air. In the event of breathing difficulties, get medical advice/attention immediately.

INGESTION: Get medical advice/attention. Induce vomiting only if indicated by the doctor. Never give anything by mouth to an unconscious person, unless authorised by a doctor.

4.2. Most important symptoms and effects, both acute and delayed

Specific information on symptoms and effects caused by the product are unknown.

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

Information not available

SECTION 5. Firefighting measures

5.1. Extinguishing media

SUITABLE EXTINGUISHING EQUIPMENT

The extinguishing equipment should be of the conventional kind: carbon dioxide, foam, powder and water spray.

UNSUITABLE EXTINGUISHING EQUIPMENT

None in particular.

5.2. Special hazards arising from the substance or mixture

HAZARDS CAUSED BY EXPOSURE IN THE EVENT OF FIRE

Do not breathe combustion products.

5.3. Advice for firefighters

GENERAL INFORMATION

Use jets of water to cool the containers to prevent product decomposition and the development of substances potentially hazardous for health. Always wear full fire prevention gear. Collect extinguishing water to prevent it from draining into the sewer system. Dispose of contaminated water used for extinction and the remains of the fire according to applicable regulations.

SPECIAL PROTECTIVE EQUIPMENT FOR FIRE-FIGHTERS

Normal firefighting clothing i.e. fire kit (BS EN 469), gloves (BS EN 659) and boots (HO specification A29 and A30) in combination with self-contained open circuit positive pressure compressed air breathing apparatus (BS EN 137).

SECTION 6. Accidental release measures

6.1. Personal precautions, protective equipment and emergency procedures

If there are no contraindications, spray powder with water to prevent the formation of dust.

Wear suitable protective equipment (including personal protective equipment referred to under Section 8 of the safety data sheet) to prevent any contamination of skin, eyes and personal clothing. These indications apply for both processing staff and those involved in emergency procedures.

6.2. Environmental precautions

The product must not penetrate into the sewer system or come into contact with surface water or ground water.

6.3. Methods and material for containment and cleaning up

Collect the leaked product and place it in containers for recovery or disposal. If there are no contraindications, use jets of water to eliminate product residues.

Make sure the leakage site is well aired. Evaluate the compatibility of the container to be used, by checking section 10. Contaminated material should be disposed of in compliance with the provisions set forth in point 13.

6.4. Reference to other sections

Any information on personal protection and disposal is given in sections 8 and 13.

SECTION 7. Handling and storage

7.1. Precautions for safe handling

Before handling the product, consult all the other sections of this material safety data sheet. Avoid leakage of the product into the environment. Do not eat, drink or smoke during use. Remove any contaminated clothes and personal protective equipment before entering places in which people eat.

7.2. Conditions for safe storage, including any incompatibilities.

Store only in the original container. Store the containers sealed, in a well-ventilated place, away from direct sunlight. Keep containers away from any incompatible materials, see section 10 for details.

Storage class TRGS 510 (Germany):11

7.3. Specific end use(s)

See Subsection 1.2

SECTION 8. Exposure controls/personal protection

8.1. Control parameters

Regulatory References:

DEU Deutschland Technischen Regeln für Gefahrstoffe (TRGS 900) - Liste der Arbeitsplatzgrenzwerte und Kurzzeitwerte. MAK- und BAT-Werte-Liste 2020, Ständige Senatskommission zur Prüfung gesundheitsschädlicher Arbeitsstoffe, Mitteilung 56

#CITRIC ACID

Threshold Limit Value

Type	Country	TWA/8h mg/m ³	ppm	STEL/15min mg/m ³	ppm	Remarks / Observations
AGW	DEU	2		4 (C)		INHAL

#SULPHAMIC ACID

Predicted no-effect concentration - PNEC

Normal value in fresh water	1,8	mg/l
Normal value in marine water	0,18	mg/l
Normal value for fresh water sediment	8,36	mg/kg/d
Normal value for marine water sediment	0,84	mg/kg/d
Normal value for water, intermittent release	0,48	mg/l
Normal value of STP microorganisms	20	mg/l
Normal value for the terrestrial compartment	5	mg/kg/d

Health - Derived no-effect level - DNEL / DMEL

Route of exposure	Acute local	Effects on consumers			Effects on workers			
		Acute systemic	Chronic local	Chronic systemic	Acute local	Acute systemic	Chronic local	Chronic systemic
Oral	VND			5 mg/kg bw/d				
Inhalation	VND			17,4 mg/m ³	VND			70,5 mg/m ³
Skin	VND			5 mg/kg bw/d	VND			10 mg/kg bw/d

Legend:

(C) = CEILING ; INHAL = Inhalable Fraction ; RESP = Respirable Fraction ; THORA = Thoracic Fraction.

VND = hazard identified but no DNEL/PNEC available ; NEA = no exposure expected ; NPI = no hazard identified ; LOW = low hazard ; MED = medium hazard ; HIGH = high hazard.

8.2. Exposure controls

As the use of adequate technical equipment must always take priority over personal protective equipment, make sure that the workplace is well aired through effective local aspiration.

When choosing personal protective equipment, ask your chemical substance supplier for advice.

Personal protective equipment must be CE marked, showing that it complies with applicable standards.

Provide an emergency shower with face and eye wash station.

HAND PROTECTION

In the case of prolonged contact with the product, protect the hands with penetration-resistant work gloves (see standard EN 374).

Work glove material must be chosen according to the use process and the products that may form. Latex gloves may cause sensitivity reactions.

SKIN PROTECTION

Wear category I professional long-sleeved overalls and safety footwear (see Regulation 2016/425 and standard EN ISO 20344). Wash body with soap and water after removing protective clothing.

EYE PROTECTION

Wear airtight protective goggles (see standard EN 166).

RESPIRATORY PROTECTION

None required, unless indicated otherwise in the chemical risk assessment.

ENVIRONMENTAL EXPOSURE CONTROLS

The emissions generated by manufacturing processes, including those generated by ventilation equipment, should be checked to ensure compliance with environmental standards.

SECTION 9. Physical and chemical properties

9.1. Information on basic physical and chemical properties

Properties	Value	Information
Appearance	powder	
Colour	white	
Odour	not available	
Melting point / freezing point	not available	
Initial boiling point	not applicable	

Flammability	not available
Lower explosive limit	not available
Upper explosive limit	not available
Flash point	not applicable
Auto-ignition temperature	not available
Decomposition temperature	not available
pH	3,04
Kinematic viscosity	not available
Solubility	soluble in water
Partition coefficient: n-octanol/water	not available
Vapour pressure	not available
Density and/or relative density	1,19
Relative vapour density	not available
Particle characteristics	not available

9.2. Other information

9.2.1. Information with regard to physical hazard classes

Information not available

9.2.2. Other safety characteristics

Information not available

SECTION 10. Stability and reactivity

10.1. Reactivity

There are no particular risks of reaction with other substances in normal conditions of use.

#SULPHAMIC ACID

Decomposes at 205°C/401°F.

10.2. Chemical stability

The product is stable in normal conditions of use and storage.

10.3. Possibility of hazardous reactions

No hazardous reactions are foreseeable in normal conditions of use and storage.

#SULPHAMIC ACID

Risk of explosion on contact with: chlorine. Reacts violently with: nitrates, metal nitrites.

10.4. Conditions to avoid

None in particular. However the usual precautions used for chemical products should be respected.

10.5. Incompatible materials

#SULPHAMIC ACID

Incompatible with: chlorine, nitric acid, nitrates, sodium nitrite, potassium nitrites.

10.6. Hazardous decomposition products

#SULPHAMIC ACID

May develop: sulphur oxides, nitric oxide.

SECTION 11. Toxicological information

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

Metabolism, toxicokinetics, mechanism of action and other information

Information not available

Information on likely routes of exposure

Information not available

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

Information not available

Interactive effects

Information not available

ACUTE TOXICITY

ATE (Inhalation) of the mixture: Not classified (no significant component)

ATE (Oral) of the mixture: Not classified (no significant component)

ATE (Dermal) of the mixture: Not classified (no significant component)

#CITRIC ACID

LD50 (Oral): 3000 mg/kg Rat

#SULPHAMIC ACID

LD50 (Oral): 1450 mg/kg Rat

SKIN CORROSION / IRRITATION

Does not meet the classification criteria for this hazard class.

SERIOUS EYE DAMAGE / IRRITATION

Causes serious eye irritation.

RESPIRATORY OR SKIN SENSITISATION

Does not meet the classification criteria for this hazard class.

GERM CELL MUTAGENICITY

Does not meet the classification criteria for this hazard class.

CARCINOGENICITY

Does not meet the classification criteria for this hazard class.

REPRODUCTIVE TOXICITY

Does not meet the classification criteria for this hazard class.

STOT - SINGLE EXPOSURE

May cause respiratory irritation.

STOT - REPEATED EXPOSURE

Does not meet the classification criteria for this hazard class.

ASPIRATION HAZARD

Does not meet the classification criteria for this hazard class.

11.2. Information on other hazards

Based on the available data, the product does not contain substances listed in the main European lists of potential or suspected endocrine disruptors with human health effects under evaluation.

SECTION 12. Ecological information

12.1. Toxicity

Information not available

12.2. Persistence and degradability

#SULPHAMIC ACID

Solubility in water > 10000 mg/l

Degradability: information not available

#CITRIC ACID

Solubility in water > 10000 mg/l

Rapidly degradable

12.3. Bioaccumulative potential

CITRIC ACID

BCF 3,2

12.4. Mobility in soil

Information not available

12.5. Results of PBT and vPvB assessment

On the basis of available data, the product does not contain any PBT or vPvB in percentage \geq than 0,1%.

12.6. Endocrine disrupting properties

Based on the available data, the product does not contain substances listed in the main European lists of potential or suspected endocrine disruptors with environmental effects under evaluation.

12.7. Other adverse effects

Information not available

SECTION 13. Disposal considerations

13.1. Waste treatment methods

Reuse, when possible. Product residues should be considered special hazardous waste. The hazard level of waste containing this product should be evaluated according to applicable regulations.

Disposal must be performed through an authorised waste management firm, in compliance with national and local regulations.

CONTAMINATED PACKAGING

Contaminated packaging must be recovered or disposed of in compliance with national waste management regulations.

SECTION 14. Transport information

The product is not dangerous under current provisions of the Code of International Carriage of Dangerous Goods by Road (ADR) and by Rail (RID), of the International Maritime Dangerous Goods Code (IMDG), and of the International Air Transport Association (IATA) regulations.

14.1. UN number or ID number

not applicable

14.2. UN proper shipping name

not applicable

14.3. Transport hazard class(es)

not applicable

14.4. Packing group

not applicable

14.5. Environmental hazards

not applicable

14.6. Special precautions for user

not applicable

14.7. Maritime transport in bulk according to IMO instruments

Information not relevant

SECTION 15. Regulatory information

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

Seveso Category - Directive 2012/18/EU: None

Restrictions relating to the product or contained substances pursuant to Annex XVII to EC Regulation 1907/2006

Contained substance.

Point 75 SULPHAMIC ACID REACH Reg.: 01-2119488633-28

Point 75 CITRIC ACID REACH Reg.: 01-2119457026-42

Regulation (EU) 2019/1148 - on the marketing and use of explosives precursors

not applicable

Substances in Candidate List (Art. 59 REACH)

On the basis of available data, the product does not contain any SVHC in percentage \geq than 0,1%.

Substances subject to authorisation (Annex XIV REACH)

None

Substances subject to exportation reporting pursuant to Regulation (EU) 649/2012:

None

Substances subject to the Rotterdam Convention:

None

Substances subject to the Stockholm Convention:

None

Healthcare controls

Workers exposed to this chemical agent must not undergo health checks, provided that available risk-assessment data prove that the risks related to the workers' health and safety are modest and that the 98/24/EC directive is respected.

Regulation (EC) No. 648/2004

Ingredients according to Regulation (EC) No. 648/2004

15.2. Chemical safety assessment

A chemical safety assessment has been performed for the following contained substances.

#CITRIC ACID

#SULPHAMIC ACID

SECTION 16. Other information

This Safety Data Sheet was prepared on the basis of the information contained in the SDS (Rev. 07 of 05/12/2022) of the supplier of the mixture.

Text of hazard (H) indications mentioned in section 2-3 of the sheet:

Eye Irrit. 2	Eye irritation, category 2
Skin Irrit. 2	Skin irritation, category 2
STOT SE 3	Specific target organ toxicity - single exposure, category 3
Aquatic Chronic 3	Hazardous to the aquatic environment, chronic toxicity, category 3
H319	Causes serious eye irritation.
H315	Causes skin irritation.
H335	May cause respiratory irritation.
H412	Harmful to aquatic life with long lasting effects.

LEGEND:

- ADR: European Agreement concerning the carriage of Dangerous goods by Road
- ATE: Acute Toxicity Estimate
- CAS: Chemical Abstract Service Number
- CE50: Effective concentration (required to induce a 50% effect)
- CE: Identifier in ESIS (European archive of existing substances)
- CLP: Regulation (EC) 1272/2008
- DNEL: Derived No Effect Level
- EmS: Emergency Schedule
- GHS: Globally Harmonized System of classification and labeling of chemicals
- IATA DGR: International Air Transport Association Dangerous Goods Regulation
- IC50: Immobilization Concentration 50%
- IMDG: International Maritime Code for dangerous goods
- IMO: International Maritime Organization
- INDEX: Identifier in Annex VI of CLP
- LC50: Lethal Concentration 50%
- LD50: Lethal dose 50%
- OEL: Occupational Exposure Level
- PBT: Persistent bioaccumulative and toxic as REACH Regulation
- PEC: Predicted environmental Concentration
- PEL: Predicted exposure level
- PNEC: Predicted no effect concentration
- REACH: Regulation (EC) 1907/2006
- RID: Regulation concerning the international transport of dangerous goods by train
- TLV: Threshold Limit Value
- TLV CEILING: Concentration that should not be exceeded during any time of occupational exposure.
- TWA: Time-weighted average exposure limit
- TWA STEL: Short-term exposure limit
- VOC: Volatile organic Compounds
- vPvB: Very Persistent and very Bioaccumulative as for REACH Regulation

- WGK: Water hazard classes (German).

GENERAL BIBLIOGRAPHY

1. Regulation (EC) 1907/2006 (REACH) of the European Parliament
 2. Regulation (EC) 1272/2008 (CLP) of the European Parliament
 3. Regulation (EU) 2020/878 (II Annex of REACH Regulation)
 4. Regulation (EC) 790/2009 (I Atp. CLP) of the European Parliament
 5. Regulation (EU) 286/2011 (II Atp. CLP) of the European Parliament
 6. Regulation (EU) 618/2012 (III Atp. CLP) of the European Parliament
 7. Regulation (EU) 487/2013 (IV Atp. CLP) of the European Parliament
 8. Regulation (EU) 944/2013 (V Atp. CLP) of the European Parliament
 9. Regulation (EU) 605/2014 (VI Atp. CLP) of the European Parliament
 10. Regulation (EU) 2015/1221 (VII Atp. CLP) of the European Parliament
 11. Regulation (EU) 2016/918 (VIII Atp. CLP) of the European Parliament
 12. Regulation (EU) 2016/1179 (IX Atp. CLP)
 13. Regulation (EU) 2017/776 (X Atp. CLP)
 14. Regulation (EU) 2018/669 (XI Atp. CLP)
 15. Regulation (EU) 2019/521 (XII Atp. CLP)
 16. Delegated Regulation (UE) 2018/1480 (XIII Atp. CLP)
 17. Regulation (EU) 2019/1148
 18. Delegated Regulation (UE) 2020/217 (XIV Atp. CLP)
 19. Delegated Regulation (UE) 2020/1182 (XV Atp. CLP)
 20. Delegated Regulation (UE) 2021/643 (XVI Atp. CLP)
 21. Delegated Regulation (UE) 2021/849 (XVII Atp. CLP)
 22. Delegated Regulation (UE) 2022/692 (XVIII Atp. CLP)
- The Merck Index. - 10th Edition
 - Handling Chemical Safety
 - INRS - Fiche Toxicologique (toxicological sheet)
 - Patty - Industrial Hygiene and Toxicology
 - N.I. Sax - Dangerous properties of Industrial Materials-7, 1989 Edition
 - IFA GESTIS website
 - ECHA website
 - Database of SDS models for chemicals - Ministry of Health and ISS (Istituto Superiore di Sanità) - Italy

Note for users:

The information contained in the present sheet are based on our own knowledge on the date of the last version. Users must verify the suitability and thoroughness of provided information according to each specific use of the product.

This document must not be regarded as a guarantee on any specific product property.

The use of this product is not subject to our direct control; therefore, users must, under their own responsibility, comply with the current health and safety laws and regulations. The producer is relieved from any liability arising from improper uses.

Provide appointed staff with adequate training on how to use chemical products.

CALCULATION METHODS FOR CLASSIFICATION

Chemical and physical hazards: Product classification derives from criteria established by the CLP Regulation, Annex I, Part 2. The data for evaluation of chemical-physical properties are reported in section 9.

Health hazards: Product classification is based on calculation methods as per Annex I of CLP, Part 3, unless determined otherwise in Section 11.

Environmental hazards: Product classification is based on calculation methods as per Annex I of CLP, Part 4, unless determined otherwise in Section 12.

Changes to previous review:

The following sections were modified:





















02 / 03 / 09 / 12.

EN	Ingredient data sheet REGULATION (EC) No 648/2004
IT	Scheda degli ingredienti REGOLAMENTO (CE) N. 648/2004
FR	Fiche d'information sur les composants RÈGLEMENT (CE) No 648/2004
DE	Datenblatt über Inhaltsstoffe VERORDNUNG (EG) Nr. 648/2004
ES	Hoja informativa de ingredientes REGLAMENTO (CE) No 648/2004
PL	Arkusz danych składników ROZPORZĄDZENIE (WE) NR 648/2004
PT	Ficha de informação relativa aos ingredientes REGULAMENTO (CE) N.o 648/2004
NL	Gegevensblad betreffende bestanddelen VERORDENING (EG) Nr. 648/2004
CS	Datový list složek NAŘÍZENÍ EVROPSKÉHO PARLAMENTU A RADY (ES) č. 648/2004
EL	Δελτίο στοιχείων συστατικών ΚΑΝΟΝΙΣΜΟΣ (ΕΚ) αριθ. 648/2004
HU	Az összetevőket ismertető adatlap AZ EURÓPAI PARLAMENT ÉS A TANÁCS 648/2004
RO	Fișa tehnică privind elementele componente REGULAMENTUL (CE) NR. 648/2004
SK	Zoznam zložiek NARIADENIE EURÓPSKEHO PARLAMENTU A RADY (ES) č. 648/2004
SL	Seznam sestavin UREDBA (ES) št. 648/2004
FI	Luettelo ainesosista EUROOPAN PARLAMENTIN JA NEUVOSTON ASETUS (EY) N:o 648/2004
SV	Faktablad över beståndsdelar EUROPAPARLAMENTETS OCH RÅDETS FÖRORDNING (EG) nr 648/2004
HR	Popis sastojaka UREDBA (EZ) br. 648/2004

SODIUM SULFATE
CITRIC ACID
Sulfamic acid
Fatty Acids, C16-18 and C18 unsatd, Sodium Salts
CETEARETH-20
DIMETHICONE
Reaction product of Benzenesulfonic acid, 4-C10-13-sec-alkyl derivs. and Benzenesulfonic acid, 4-methyl- and sodium hydroxide

Emergency telephone numbers

For urgent safety information call the Anti-Poison Centre of your country:

	COUNTRY	CUSTOMER SERVICE NR.	ANTI-POISON CENTRE NR.
	AUSTRIA	(0043) 050 6700 2111	(0043) 01 406 43 43
	BELGIUM	(0032) 02 263 3333	(0032) 070 245 245
	BULGARIA	(00359) 0700 100 68	(00359) 2 9154 409
	CROATIA	(00385) 0130 40 333	(00385) 1 2348 342
	CZECK REP.	(00420) 840 111 313	(00420) 224 919 293 / +420 224 915 402
	DENEMARK	(0045) 448 802 22	(0045) 8212 1212
	FINLAND	(09) 61336 235	(09) 471977
	FRANCE	(0033) 09 69 39 1234	(0033) 01 4542 5959
	GERMAN	(0049) 0711 93533655	(0049) 0551 19240
	GREECE	(0030) 210 994 6400	(0030) 210 779 3777
	HOLLAND	(0031) 076 5306400	(0031) 030 274 8888
	HUNGARY	(0036) 1 999 5000	(0036) 802 011 99
	IRELAND	(00353) 0844 815 8989	(00353) 1 809 2566 / (00353) 1 837 9964
	ITALY	(0039) 02 20 30	Tel. (+39) 06.6859.3726 - Roma Tel. (+39) 06.4997.8000 - Roma Tel. (+39) 06.305.4343 - Roma Tel. 800.183.459 - Foggia Tel. (+39) 081.545.3333 - Napoli Tel. (+39) 055.794.7819 - Firenze Tel. (+39) 0382.24.444 - Pavia Tel. (+39) 02.66.1010.29 - Milano Tel. 800.88.33.00 - Bergamo Tel. 800.011.858 - Verona
	KAZAKISTAN	(007) 8 800 100 5731	(007) 3272 925 868
	NORWAY	(0047) 227 82580	(0047) 225 913 00
	POLAND	(0048) 801 900 666	(0048) 124 119 999
	PORTUGAL	(00351) 707 203 204	(00351) 808 250 143
	ROMANIAN	(0040) 0372 117 745	(0040) 213 183 606
	RUSSIA	(007) 8 800 3333 887	(007) 343 229 9857 (007) 495 628 1687 (007) 921 757 3228
	SERBIA	(00381) 11 30 65 674	(00381) 11 3608 440
	SLOVAKIA	(00421) 0850 003 007	(00421) 2 5477 4166
	SPAIN	(0034) 902 203 204	(0034) 91 562 0420
	SWEDEN	(0046) 0771 751570	(0046) 010 456 6700; 112 (national callers)
	SWISS	(0041) 0848 801 005	(0041) 44 251 51 51 (dial 145)
	UK	(0044) 0844 815 8989	(0044) 844 892 0111
	UK	(0044) 0844 815 8989	(0044) 844 892 0111
	UCRAIN	(00380) 0 800 30 20 30	(00380) 44 258 4773