

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

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

1.1 Product Identifier 01825BE Revision Date: 19/06/2025

Product Name: STONCLAD ESD - B Supersedes Date: New SDS

Version Number:

UFI Code: No Information

Contain nanoform:

1.2 Relevant identified uses of the

substance or mixture and uses

advised against

For use by appropriately trained applicators. Base component of 2 component coatings - Professional use only. Please see Technical Data Sheet. Advised against: others

than recommended

1.3 Details of the supplier of the safety data sheet

Importer: None

Manufacturer: Stonhard Europe

9 Rue du Travail 1400 Nivelles Belgium

Regulatory / Technical Information: +32 67493710 Nivelles, Belgium

Datasheet Produced by: ehs-eu@stonhard.com

1.4 Emergency telephone number: CHEMTREC +1 703 5273887 (Outside US)

PPC +1 412 6816669 (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

Skin Irritation, category 2
Skin Sensitizer, category 1
H317
Eye Irritation, category 2
H319
H411

Hazardous to the aquatic environment, Chronic, category 2

2.2 Label elements

Symbol(s) of Product



Signal Word

Warning

Named Chemicals on Label

Oxirane, mono[(C13-15-alkyloxy)methyl] derivs, Reaction product: bisphenol-A-(epichlorhydrin) epoxy resin (number average molecular weight <= 700)

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.
	P264	Wash hands thoroughly after handling.
	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.
	P333+P313	If skin irritation or rash occurs: Get medical advice/attention.
	P337+313	If eye irritation persists: Get medical advice/attention.
	P337+P313	If eye irritation persists: Get medical advice/attention.
	P362+364	Take off contaminated clothing and wash it before reuse.
	P391	Collect spillage.
	P501	Dispose of contents and container in accordance with all

ADDITIONAL INFORMATION

Note P : The classification as a carcinogen or mutagen need not apply; the substance contains less than 0,1 % w/w

local, regional, national and international regulations.

benzene

2.3 Other hazards

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

Name According to EEC EINEC No. CAS-No. REACH Reg No.	<u>%</u>	Classifications	ļ ,	ATE Value: M-Factor:
Reaction product: bisphenol-A- (epichlorhydrin) epoxy resin (number average molecular weight <= 700) 500-033-5	75-100	H315-317-319-411	SCL Value:	H319: C ≥ 5 % [~] H315: C ≥ 5 %
25068-38-6 01-2119456619-26		Aquatic Chronic 2, Eye Irrit. 2, Skin Irrit. 2, Skin Sens. 1	ATE Value:	-
603-074-00-8			M-Factor: (acute)	-
			M-Factor: (chronic)	-
Oxirane, mono[(C13-15-alkyloxy)methyl] derivs 939-183-5	10 - <25	H317-411	SCL Value:	-
1469982-96-4 01-2119962192-39		Aquatic Chronic 2, Skin Sens. 1	ATE Value:	-
			M-Factor: (acute)	-
			M-Factor: (chronic)	-

hydrocarbons, c10, aromatics, <1% naphthalene 918-811-1	2.5 - <10	H304-336-411	SCL Value:	-
1189173-42-9 01-2119463583-34		Aquatic Chronic 2, Asp. Tox. 1, Skin Cracking, STOT SE 3 NE	ATE Value:	-
			M-Factor: (acute)	-
			M-Factor: (chronic)	-
Solvent naphtha (petroleum), light arom.	0.1 - <1.0	H226-304-315-335-336-411	SCL Value:	-
265-199-0 64742-95-6				
01-2119455851-35		Aquatic Chronic 2, Asp. Tox. 1, Flam. Liq. 3, Skin Irrit. 2, STOT SE 3 NE, STOT SE 3 RTI	ATE Value:	-
649-356-00-4		3KIT IIII. 2, 3TOT 3E 3 NE, 3TOT 3E 3 KT		
			M-Factor: (acute)	-
			M-Factor: (chronic)	-
p-mentha-1,4(8)-diene 205-341-0 138-86-3	<0.1	H226-315-317-410	SCL Value:	-
No Information		Aquatic Chronic 1, Flam. Liq. 3, Skin Irrit. 2, Skin Sens. 1	ATE Value:	-
			M-Factor: (acute)	1
			M-Factor: (chronic)	-

Remarks: CAS No. 25068-38-6 identified as CAS No. 1675-54-3, EC No. 216-823-5 under REACH Registration Note P

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. **AFTER INHALATION:** Move to fresh air. Consult a physician after significant exposure. **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: 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. Give small amounts of water to drink. Do NOT induce vomiting. Never give anything by mouth to an unconscious person.

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

No Information

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

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

No Information

5.3 Advice for firefighters

In the event of fire, wear self-contained breathing apparatus. High volume water jet. Hazardous decomposition products formed under fire conditions. Collect contaminated fire extinguishing water separately. This must not be discharged into drains. Use water spray, alcohol-resistant foam, dry chemical or carbon dioxide. Contains epoxy constituents. See information supplied by the manufacturer.

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.

6.1.2 For emergency responders

No 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).

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

Use only in area provided with appropriate exhaust ventilation. Wear personal protective equipment. Wash hands before breaks and at the end of workday. When using, do not eat, drink or smoke.

7.2 Conditions for safe storage, including any incompatibilities

CONDITIONS TO AVOID: No Information

STORAGE CONDITIONS: Store in original container. Keep locked up or in an area accessible only to qualified or authorised persons. Store in a dry, well ventilated place away from sources of heat, ignition and direct sunlight.

7.3 Specific end use(s)

No specific advice for end use available.

SECTION 8: Exposure Controls/Personal Protection

8.1 Control parameters

Ingredients with Occupational Exposure Limits (UK WELS)

<u>Name</u>	CAS-No.		LTEL ppm	STEL ppm	STEL mg/m3	LTEL mg/m3
Reaction product: bisphenol-A- (epichlorhydrin) epoxy resin (number average molecular weight <= 700)	25068-38-6					
Oxirane, mono[(C13-15-alkyloxy)methyl] derivs	1469982-96-4	4				
hydrocarbons, c10, aromatics, <1% naphthalene	1189173-42-9	9				
Solvent naphtha (petroleum), light arom.	64742-95-6					100
p-mentha-1,4(8)-diene	138-86-3					
<u>Name</u>	CAS-No.	OEL Note				
Reaction product: bisphenol-A- (epichlorhydrin) epoxy resin (number average molecular weight <= 700)	25068-38-6					
Oxirane, mono[(C13-15-alkyloxy)methyl] derivs	1469982-96-4					
hydrocarbons, c10, aromatics, <1% naphthalene	1189173-42-9					
Solvent naphtha (petroleum), light arom.	64742-95-6					
p-mentha-1,4(8)-diene	138-86-3					

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:

Reaction product: bisphenol-A-(epichlorhydrin) epoxy resin (number average molecular weight <= 700)

EC No.: CAS-No.: 500-033-5 25068-38-6

DNELs - Derived no effect level

	Workers			Consumers				
Route of Exposure	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	Oral Not required					0.75 mg/kg bw/day		0.75 mg/kg bw/ day
Inhalation		12.25 mg/m3		12.25 mg/m3		-		<u> </u>
Dermal		8.33 mg/kg bw/day		8.33 mg/kg bw/ day		3.571 mg/kg bw/day		3.571 mg/kg bw/ day

PNEC's - Predicted no effect concentration

Environmental protection target	PNEC
Fresh water	0.006 mg/l
Fresh water sediments	0.996 mg/L
Marine water	0.0006 mg/l
Marine sediments	0.0996 mg/kg
Food chain	
Microorganisms in sewage treatment	
soil (agricultural)	0.196 mg/kg
Air	

Chemical Name:

hydrocarbons, c10, aromatics, <1% naphthalene

EC No.: CAS-No.: 918-811-1 1189173-42-9

DNELs - Derived no effect level

		Workers				Consumers			
Route of Exposure	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				•		7.5 mg/kg bw/ day	
Inhalation				151 mg/m3				32 mg/m3	
Dermal				12.5 mg/kg bw/ day				7.5 mg/kg bw/ day	

PNEC's - Predicted no effect concentration

Environmental protection target	PNEC
Fresh water	
Fresh water sediments	
Marine water	
Marine sediments	
Food chain	
Microorganisms in sewage treatment	
soil (agricultural)	
Air	

Chemical Name:

Solvent naphtha (petroleum), light arom.

EC No.: CAS-No.: 265-199-0 64742-95-6

DNELs - Derived no effect level

	Workers			Consumers				
Route of	Acute effect	Acute effects	Chronic	Chronic effects	Acute effect	Acute effects	Chronic	Chronic effects
Exposure	local	systemic	effects local	systemic	local	systemic	effects local	systemic
Oral		Not required					11 mg/kg bw/	
							day	
Inhalation	0	0	0	150 mg/m ³	0	0	0	32 mg/m³
Dermal				25 mg/kg bw/day				11 mg/kg bw/day

PNEC's - Predicted no effect concentration

Environmental protection target	PNEC
Fresh water	0.635 mg/l
Fresh water sediments	3.29 mg/kg
Marine water	0.0635 mg/l
Marine sediments	0.329 mg/kg
Food chain	
Microorganisms in sewage treatment	100 mg/l
soil (agricultural)	0.29 mg/kg
Air	

8.2 Exposure controls

Personal Protection

RESPIRATORY PROTECTION: Ensure adequate ventilation in enclosed or confined spaces. No personal respiratory protective equipment normally required.

EYE PROTECTION: Safety glasses.

HAND PROTECTION: Gloves

Body Protection: Long sleeved clothing.

Remove and wash contaminated clothing before re-use.

OTHER PROTECTIVE EQUIPMENT: No Information

ENGINEERING CONTROLS: 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: CLEAR

Physical State Liquid

Odor epoxy resin

Odor threshold N/A

pH Not determined

Melting point / freezing point (°C) Not determined

Boiling point or initial boiling point and

boiling range (°C)

120 - 120

Flash Point, (°C) 61
Evaporation rate N/A

Flammability (solid, gas) N/A

Llower and upper explosive limit Not determined - Not determined

Vapour Pressure

Not determined

Relative vapour density N/A

Density and/or relative density 1.123

Solubility in / Miscibility with water INSOLUBLE

Partition coefficient: n-octanol/water N/A

Auto-ignition temperature (°C) >400

Decomposition temperature (°C) N/A

Kinematic viscosity 400 cps

Particle characteristics Not applicable to liquids

9.2 Other information

VOC Content g/l:

Grams of VOC per liter of coating product as applied (mixture of Part A and Part B) per ASTM D2369 Method E.

Specific Gravity (g/cm3) 1,12

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

No Information

10.5 Incompatible materials

Strong oxidizing agents. Acids and bases. Amines.

10.6 Hazardous decomposition products

Thermal decomposition can lead to release of irritating gases and vapours. Alcohols. Exothermic reaction. Carbon dioxide (CO2), carbon monoxide (CO), oxides of nitrogen (NOx), dense black smoke.

SECTION 11: Toxicological information

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

Acute Toxicity:

Oral LD50: No information available.

Inhalation LC50: No information available.

Dermal LD50: No Information

Irritation: No information available.

Corrosivity: No information available.

Sensitization: No information available.

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:

CAS-No.	Name According to EEC	Oral LD50	Dermal LD50	Vapor LC50	Gas LC50	Dust/Mist LC50
25068-38-6	Reaction product: bisphenol- A-(epichlorhydrin) epoxy resin (number average molecular weight <= 700)	5000 mg/kg (oral- rat)	>2000 mg/kg (dermal, rat M-F)	No information	No information	No information
1189173-42-9	hydrocarbons, c10, aromatics, <1% naphthalene	>7050 mg/kg (LD50, oral, rat)	>2000 mg/Kg (LD50, Dermal, rabbit)	>4688 mg/m3 (LC50, Vapor, rat)	No information	No information
64742-95-6	Solvent naphtha (petroleum), light arom.	8400 mg/kg, oral, rat	>2000 mg/kg	3670 ppm/8 hours, rat, inhalation	No information	No information
138-86-3	p-mentha-1,4(8)-diene	5,300 mg/kg (rat)			0.000	0.000

Additional Information:

No Information

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):

IC50 72hr (Algae):

No information

No information

No information

No information

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

assessment:

12.6 Endocrine disrupting properties

Endocrine disrupting properties - Ecotoxicity

Name According to EEC CAS-No.

No Information

12.7 Other adverse effects:

No information

CAS-No.	Name According to EEC	EC50 48hr	IC50 72hr	LC50 96hr
25068-38-6	Reaction product: bisphenol-A- (epichlorhydrin) epoxy resin (number average molecular weight <= 700)	1.8 mg/l (Daphnia magna, EC50, 48h,static)	11 mg/l (Scenedesmus capricornutum,EC50r, 72h)	1.5 mg/L (Rainbow trout), 3.6 mg/L (fish)
1469982-96-4	Oxirane, mono[(C13-15-alkyloxy)methyl] derivs	No information	No information	No information
1189173-42-9	hydrocarbons, c10, aromatics, <1% naphthalene	>=3-<=10 mg/L (Daphnia magna)	>=1-<=3 mg/L (Pseudokirchneriella subcapitata)	>=2-<=5 mg/L (Oncorhynchus mykiss)
64742-95-6	Solvent naphtha (petroleum), light arom.	3.2 mg/l (EC50, 48h, Daphnia magna)	2.6 mg/l (IC50, 72h Pseudokirchneriella subcapitata)	0
138-86-3	p-mentha-1,4(8)-diene	17 mg/l	No information	80 mg/l

SECTION 13: Disposal Considerations

13.1 WASTE TREATMENT METHODS: Dispose of as hazardous waste in compliance with local and national regulations. If recycling is not practicable, dispose of in compliance with local regulations. Empty containers should be taken to an approved waste handling site for recycling or disposal.

European Waste Code: 080111* Packaging Waste Code: 150110

SECTION 14: Transport Information

		ADR/RID	ADN	IMDG	IATA
14.1	UN-number or ID number	UN3082	UN3082	UN3082	UN3082
14.2	UN proper shipping name	ENVIRONMENTALLY HAZARDOUS SUBSTANCE, LIQUID, N.O.S (epoxy resin),Epoxy Resin	ENVIRONMENTAL LY HAZARDOUS SUBSTANCE, LIQUID, N.O.S (epoxy resin),Epoxy Resin	ENVIRONMENTALLY HAZARDOUS SUBSTANCE, LIQUID, N.O.S (epoxy resin),Epoxy Resin	ENVIRONMENTALLY HAZARDOUS SUBSTANCE, LIQUID, N.O.S (epoxy resin),Epoxy Resin
14.3	Transport Hazard Class(es)	9	9	9	9
14.4	Packing Group	III	III	III	III
14.5	Enviromental Hazards	No Information	No Information	No Information	No Information

14.6 Special precautions for user Not applicable EmS-No.: F-A, S-F

14.7 Maritime transport in bulk according to IMO

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

Directive 2004/42/CE: 10 g/l as mixed

E2 Covered by Directive 2012/18/EC (Seveso III):

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:

Clampachia limited and comprise

H226	Flammable liquid and vapour.	
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.	
H335	May cause respiratory irritation.	
H336	May cause drowsiness or dizziness.	
H410	Very toxic to aquatic life with long lasting effects.	
H411	Toxic to aquatic life with long lasting effects.	

Reasons for revision

No Information

11000

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

mg/kg Milligrams per kilo N/A Not applicable

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 $\mbox{\%}$ or more of titanium dioxide which is in the form of

or incorporated in particles with aerodynamic diameter \leq 10 μm .

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.