

# SAFETY DATA SHEET



HEALTH • HYGIENE • HOME

## 1. Identification of the material and supplier

### Names

**Product name** : Aerogard Body Tropical Strength Insect Repellent Spray

**SDS no.** : D0106360 v3.0L

**Formulation #** : 0086958 v1.0

### Supplier

**Supplier** : AUSTRALIA  
RB (Hygiene Home) Australia Pty Ltd  
ABN: 58 629 549 506  
680 George St , Sydney, NSW 2000  
Tel: +61 (0)2 9857 2000

NEW ZEALAND  
RB (Hygiene Home) New Zealand Limited  
Company number: 7097753  
2 Fred Thomas Drive, Takapuna  
Auckland, New Zealand 0622  
Tel: +64 9 484 1400

**Emergency telephone number** : (7am - 10pm business days EST Australia): +61 (02) 9857 2444  
(9am - 12am business days New Zealand): (09) 839 0200

**Poison Information contact:** : Australia - 13 11 26  
New Zealand - 0800 764 766 or 0800 POISON

**Material uses** : Personal Insect Repellent

**Product use** : Consumer

## Section 2. Hazard(s) identification

**Classification of the substance or mixture** : FLAMMABLE LIQUIDS - Category 2  
SKIN CORROSION/IRRITATION - Category 2  
SERIOUS EYE DAMAGE/EYE IRRITATION - Category 2A  
SKIN SENSITISATION - Category 1

**HSNO Classification** : 3.1B, 6.3A, 6.4A, 6.5B

### GHS label elements

**Hazard pictograms** :



**Signal word** : DANGER

**Hazard statements** : Highly flammable liquid and vapour.  
Causes serious eye irritation.  
Causes skin irritation.  
May cause an allergic skin reaction.

### Precautionary statements

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

**Prevention** : Keep away from heat/sparks/open flames/hot surfaces. — No Smoking.  
Wash hands thoroughly after handling.

## Section 2. Hazard(s) identification

<b>Response</b>	: IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention. If skin irritation or rash occurs: Get medical advice/attention
<b>Storage</b>	: Store in a well-ventilated place. Keep cool.
<b>Disposal</b>	: Dispose of contents and container in accordance with all local regulations.
<b>Supplemental label elements</b>	: n-Octyl bicycloheptene dicarboximide
<b>Additional information</b>	: May be dangerous, particularly to children, if you use large amounts on the skin, clothes or bedding or on large areas of the body, especially if you keep using it for a long time

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

## Section 3. Composition and ingredient information

**Substance/mixture** : Mixture

Ingredient name	% (w/w)	CAS number
ethanol	≥30 - ≤60	64-17-5
N,N-diethyl-m-toluamide	≥10 - ≤30	134-62-3
N-(2-ethylhexyl)-8,9,10-trinorborn-5-ene-2,3-dicarboximide	>1.5 - <4.5	113-48-4

**Other Non-hazardous ingredients to 100%**

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

## Section 4. First aid measures

### Description of necessary first aid measures

<b>Eye contact</b>	: Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Get medical attention.
<b>Inhalation</b>	: Remove victim to fresh air and keep at rest in a position comfortable for breathing. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Get medical attention if adverse health effects persist or are severe. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband. In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.
<b>Skin contact</b>	: Wash with plenty of soap and water. Remove contaminated clothing and shoes. Wash contaminated clothing thoroughly with water before removing it, or wear gloves. Continue to rinse for at least 10 minutes. Get medical attention. In the event of any complaints or symptoms, avoid further exposure. Wash clothing before reuse. Clean shoes thoroughly before reuse.
<b>Ingestion</b>	: Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel. If vomiting occurs, the head should be kept low so that vomit does not enter the lungs. Get medical attention if adverse health effects persist or are severe. Never give anything by mouth to an unconscious person. If unconscious, place in recovery position and get medical attention immediately. Maintain an open airway. Loosen tight clothing such as a collar, tie, belt or waistband.

## Section 4. First aid measures

### Most important symptoms/effects, acute and delayed

#### Potential acute health effects

- Eye contact** : Causes serious eye irritation.
- Inhalation** : No known significant effects or critical hazards.
- Skin contact** : Causes skin irritation. May cause an allergic skin reaction.
- Ingestion** : No known significant effects or critical hazards.

#### Over-exposure signs/symptoms

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

### Indication of immediate medical attention and special treatment needed, if necessary

- Notes to physician** : In case of inhalation of decomposition products in a fire, symptoms may be delayed. The exposed person may need to be kept under medical surveillance for 48 hours.
- Specific treatments** : No specific treatment.
- Protection of first-aiders** : 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.

See toxicological information (Section 11)

## Section 5. Firefighting measures

### Extinguishing media

- Suitable extinguishing media** : Use dry chemical, CO<sub>2</sub>, water spray (fog) or foam.
- Unsuitable extinguishing media** : Do not use water jet.

**Specific hazards arising from the chemical** : Highly flammable liquid and vapour. In a fire or if heated, a pressure increase will occur and the container may burst, with the risk of a subsequent explosion. Runoff to sewer may create fire or explosion hazard.

- Hazardous thermal decomposition products** : Decomposition products may include the following materials:  
carbon dioxide  
carbon monoxide  
nitrogen oxides

**Special protective actions for fire-fighters** : Promptly isolate the scene by removing all persons from the vicinity of the incident if there is a fire. No action shall be taken involving any personal risk or without suitable training. Move containers from fire area if this can be done without risk. Use water spray to keep fire-exposed containers cool.

**Special protective equipment for fire-fighters** : Fire-fighters should wear appropriate protective equipment and self-contained breathing apparatus (SCBA) with a full face-piece operated in positive pressure mode.

**Hazchem code** : 2Y

## Section 6. Accidental release measures

### Personal precautions, protective equipment and emergency procedures

**For non-emergency personnel** : No action shall be taken involving any personal risk or without suitable training. Evacuate surrounding areas. Keep unnecessary and unprotected personnel from entering. Do not touch or walk through spilled material. Shut off all ignition sources. No flames, smoking or flames in hazard area. Avoid breathing vapour or mist. Provide adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Put on appropriate personal protective equipment.

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

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

### Methods and material for containment and cleaning up

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

**Large spill** : Stop leak if without risk. Move containers from spill area. Use spark-proof tools and explosion-proof equipment. Approach the release from upwind. Prevent entry into sewers, water courses, basements or confined areas. Wash spillages into an effluent treatment plant or proceed as follows. Contain and collect spillage with non-combustible, absorbent material e.g. sand, earth, vermiculite or diatomaceous earth and place in container for disposal according to local regulations (see Section 13). Dispose of via a licensed waste disposal contractor. Contaminated absorbent material may pose the same hazard as the spilled product. Note: see Section 1 for emergency contact information and Section 13 for waste disposal.

See Section 1 for emergency contact information.

See Section 8 for information on appropriate personal protective equipment.

See Section 13 for additional waste treatment information.

## Section 7. Handling and storage

### Precautions for safe handling

**Protective measures** : Put on appropriate personal protective equipment (see Section 8). Persons with a history of skin sensitization problems should not be employed in any process in which this product is used. Do not get in eyes or on skin or clothing. Do not ingest. Avoid breathing vapour or mist. Use only with adequate ventilation. Wear appropriate respirator when ventilation is inadequate. Do not enter storage areas and confined spaces unless adequately ventilated. Keep in the original container or an approved alternative made from a compatible material, kept tightly closed when not in use. Store and use away from heat, sparks, open flame or any other ignition source. Use explosion-proof electrical (ventilating, lighting and material handling) equipment. Use only non-sparking tools. Take precautionary measures against electrostatic discharges. Empty containers retain product residue and can be hazardous. Do not reuse container.

**Advice on general occupational hygiene** : Eating, drinking and smoking should be prohibited in areas where this material is handled, stored and processed. Workers should wash hands and face before eating, drinking and smoking. Remove contaminated clothing and protective equipment before entering eating areas. See also Section 8 for additional information on hygiene measures.

## Section 7. Handling and storage

**Conditions for safe storage, including any incompatibilities** : Store in accordance with local regulations. Store in a segregated and approved area. Store in original container protected from direct sunlight in a dry, cool and well-ventilated area, away from incompatible materials (see Section 10) and food and drink. Eliminate all ignition sources. Separate from oxidizing materials. Keep container tightly closed and sealed until ready for use. Containers that have been opened must be carefully resealed and kept upright to prevent leakage. Do not store in unlabelled containers. Use appropriate containment to avoid environmental contamination.

**Do not store above the following temperature** : 50 °C

## Section 8. Exposure controls and personal protection

### Control parameters

#### Australia

#### Occupational exposure limits

Ingredient name	Exposure limits
ethanol	<b>Safe Work Australia (Australia, 1/2014).</b> TWA: 1880 mg/m <sup>3</sup> 8 hours. TWA: 1000 ppm 8 hours.

#### New Zealand

Ingredient name	Exposure limits
ethanol	<b>NZ OSH (New Zealand, 2/2013).</b> WES-TWA: 1000 ppm 8 hours. WES-TWA: 1880 mg/m <sup>3</sup> 8 hours.

**Appropriate engineering controls** : Use only with adequate ventilation. Use process enclosures, local exhaust ventilation or other engineering controls to keep worker exposure to airborne contaminants below any recommended or statutory limits. The engineering controls also need to keep gas, vapour or dust concentrations below any lower explosive limits. Use explosion-proof ventilation equipment.

**Environmental exposure controls** : Emissions from ventilation or work process equipment should be checked to ensure they comply with the requirements of environmental protection legislation. In some cases, fume scrubbers, filters or engineering modifications to the process equipment will be necessary to reduce emissions to acceptable levels.

### Individual protection measures

**Hygiene measures** : Wash hands, forearms and face thoroughly after handling chemical products, before eating, smoking and using the lavatory and at the end of the working period. Appropriate techniques should be used to remove potentially contaminated clothing. Contaminated work clothing should not be allowed out of the workplace. Wash contaminated clothing before reusing. Ensure that eyewash stations and safety showers are close to the workstation location.

**Eye/face protection** : Safety eyewear complying with an approved standard should be used when a risk assessment indicates this is necessary to avoid exposure to liquid splashes, mists, gases or dusts. If contact is possible, the following protection should be worn, unless the assessment indicates a higher degree of protection: chemical splash goggles.

#### Skin protection

**Hand protection** : Chemical-resistant, impervious gloves complying with an approved standard should be worn at all times when handling chemical products if a risk assessment indicates this is necessary. Considering the parameters specified by the glove manufacturer, check during use that the gloves are still retaining their protective properties. It should be noted that the time to breakthrough for any glove material may be different for different glove manufacturers. In the case of mixtures, consisting of several substances, the protection time of the gloves cannot be accurately estimated.

## Section 8. Exposure controls and personal protection

- Body protection** : Personal protective equipment for the body should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product. When there is a risk of ignition from static electricity, wear anti-static protective clothing. For the greatest protection from static discharges, clothing should include anti-static overalls, boots and gloves.
- Other skin protection** : Appropriate footwear and any additional skin protection measures should be selected based on the task being performed and the risks involved and should be approved by a specialist before handling this product.
- Respiratory protection** : Based on the hazard and potential for exposure, select a respirator that meets the appropriate standard or certification. Respirators must be used according to a respiratory protection program to ensure proper fitting, training, and other important aspects of use.

## Section 9. Physical and chemical properties

### Appearance

- Physical state** : Liquid.
- Colour** : colourless to slightly yellow liquid
- Odour** : Alcoholic odour with floral fragrance
- Odour threshold** : Not available.
- pH** : Not available.
- Melting point** : Not available.
- Boiling point** : 78°C (172.4°F)
- Flash point** : Closed cup: 13°C (55.4°F)
- Evaporation rate** : Not available.
- Flammability (solid, gas)** : Not available.
- Lower and upper explosive (flammable) limits** : Not available.
- Vapour pressure** : 5.7 kPa (42.754 mm Hg) [room temperature]
- Vapour density** : Not available.
- Relative density** : Not available.
- Solubility** : Easily soluble in the following materials: cold water and hot water.
- Solubility in water** : Not available.
- Partition coefficient: n-octanol/water** : Not available.
- Auto-ignition temperature** : Not available.
- Decomposition temperature** : Not available.
- Heat of reaction** : 11258 J/g
- Viscosity** : Not available.
- Flow time (ISO 2431)** : Not available.

## Section 10. Stability and reactivity

- Reactivity** : No specific test data related to reactivity available for this product or its ingredients.
- Chemical stability** : The product is stable.
- Possibility of hazardous reactions** : Under normal conditions of storage and use, hazardous reactions will not occur.
- Conditions to avoid** : Avoid all possible sources of ignition (spark or flame). Do not pressurise, cut, weld, braze, solder, drill, grind or expose containers to heat or sources of ignition.

## Section 10. Stability and reactivity

**Incompatible materials** : Reactive or incompatible with the following materials:  
oxidizing materials

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

## Section 11. Toxicological information

### Information on toxicological effects

#### Acute toxicity

Product/ingredient name	Result	Species	Dose	Exposure
ethanol	LC50 Inhalation Vapour	Rat	124700 mg/m <sup>3</sup>	4 hours
	LD50 Oral	Rat	7 g/kg	-
N,N-diethyl-m-toluamide	LC50 Inhalation Vapour	Rat	>5.95 mg/l	4 hours
	LD50 Dermal	Rabbit	3180 mg/kg	-
	LD50 Dermal	Rat	5 g/kg	-
	LD50 Oral	Rat	1800 mg/kg	-
	LD50 Oral	Rat	1892 mg/kg	-

**Conclusion/Summary** : Based on available data, the classification criteria are not met.

#### Irritation/Corrosion

Product/ingredient name	Result	Species	Score	Exposure	Observation
ethanol	Eyes - Moderate irritant	Rabbit	-	0.066666667 minutes	-
	Eyes - Mild irritant	Rabbit	-	100 milligrams	-
	Eyes - Moderate irritant	Rabbit	-	24 hours 500 milligrams	-
	Eyes - Severe irritant	Rabbit	-	100 microliters	-
	Skin - Mild irritant	Rabbit	-	500 milligrams	-
	Skin - Moderate irritant	Rabbit	-	400 milligrams	-
			-	24 hours 20 milligrams	-
N,N-diethyl-m-toluamide	Skin - Irritant	Rabbit	-	-	-
	Eyes - Irritant	Rabbit	-	-	-
	Eyes - Moderate irritant	Rabbit	-	10 milligrams	-
	Skin - Moderate irritant	Rabbit	-	500 milligrams	-

#### Conclusion/Summary

**Skin** : Based on Calculation method: Causes skin irritation.

**Eyes** : Based on Calculation method: Causes serious eye irritation.

**Respiratory** : Based on available data, the classification criteria are not met.

#### Sensitisation

Product/ingredient name	Route of exposure	Species	Result
N,N-diethyl-m-toluamide	skin	Mammal - species unspecified	Not sensitizing

#### Conclusion/Summary

**Skin** : Based on Calculation method: May cause an allergic skin reaction.

**Respiratory** : Based on available data, the classification criteria are not met.

#### Mutagenicity

Not available.

**Conclusion/Summary** : Based on available data, the classification criteria are not met.

## Section 11. Toxicological information

### Carcinogenicity

Not available.

**Conclusion/Summary** : Based on available data, the classification criteria are not met.

### Reproductive toxicity

Not available.

**Conclusion/Summary** : Based on available data, the classification criteria are not met.

### Teratogenicity

Not available.

**Conclusion/Summary** : Based on available data, the classification criteria are not met.

### Specific target organ toxicity (single exposure)

Not available.

### Specific target organ toxicity (repeated exposure)

Not available.

### Aspiration hazard

Not available.

**Information on likely routes of exposure** : Not available.

### Potential acute health effects

- Eye contact** : Causes serious eye irritation.
- Inhalation** : No known significant effects or critical hazards.
- Skin contact** : Causes skin irritation. May cause an allergic skin reaction.
- Ingestion** : No known significant effects or critical hazards.

### Symptoms related to the physical, chemical and toxicological characteristics

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

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

#### Short term exposure

- Potential immediate effects** : Not available.
- Potential delayed effects** : Not available.

#### Long term exposure

- Potential immediate effects** : Not available.
- Potential delayed effects** : Not available.

### Potential chronic health effects

Not available.

**Conclusion/Summary** : Based on available data, the classification criteria are not met.

## Section 11. Toxicological information

<b>General</b>	: Once sensitized, a severe allergic reaction may occur when subsequently exposed to very low levels.
<b>Carcinogenicity</b>	: No known significant effects or critical hazards.
<b>Mutagenicity</b>	: No known significant effects or critical hazards.
<b>Teratogenicity</b>	: No known significant effects or critical hazards.
<b>Developmental effects</b>	: No known significant effects or critical hazards.
<b>Fertility effects</b>	: No known significant effects or critical hazards.

### Numerical measures of toxicity

#### Acute toxicity estimates

Route	ATE value
Oral	9424.1 mg/kg
Dermal	11761.8 mg/kg

## Section 12. Ecological information

### Toxicity

Product/ingredient name	Result	Species	Exposure
ethanol	Acute EC50 17.921 mg/l Marine water	Algae - Ulva pertusa	96 hours
	Acute EC50 2000 µg/l Fresh water	Daphnia - Daphnia magna	48 hours
	Acute LC50 25500 µg/l Marine water	Crustaceans - Artemia franciscana - Larvae	48 hours
	Acute LC50 42000 µg/l Fresh water	Fish - Oncorhynchus mykiss	4 days
	Chronic NOEC 4.995 mg/l Marine water	Algae - Ulva pertusa	96 hours
	Chronic NOEC 100 µl/L Fresh water	Daphnia - Daphnia magna - Neonate	21 days
N,N-diethyl-m-toluamide	Acute EC50 75 ppm Fresh water	Daphnia - Daphnia magna	48 hours
	Acute IC50 43 mg/l	Algae	96 hours
	Acute LC50 110 mg/l	Fish - minnow	96 hours
	Acute LC50 71.25 ppm Fresh water	Fish - Oncorhynchus mykiss	96 hours

**Conclusion/Summary** : Based on Calculation method: Harmful to aquatic life with long lasting effects.

### Persistence and degradability

Not available.

### Bioaccumulative potential

Product/ingredient name	LogP <sub>ow</sub>	BCF	Potential
ethanol	-0.35	-	low
N,N-diethyl-m-toluamide	2.18	2.4	low

### Mobility in soil

**Soil/water partition coefficient (K<sub>oc</sub>)** : Not available.

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

## Section 13. Disposal considerations

**Disposal methods** : The generation of waste should be avoided or minimised wherever possible. Disposal of this product, solutions and any by-products should at all times comply with the requirements of environmental protection and waste disposal legislation and any regional local authority requirements. Dispose of surplus and non-recyclable products via a licensed waste disposal contractor. Waste should not be disposed of untreated to the sewer unless fully compliant with the requirements of all authorities with jurisdiction. Waste packaging should be recycled. Incineration or landfill should only be considered when recycling is not feasible. This material and its container must be disposed of in a safe way. Care should be taken when handling emptied containers that have not been cleaned or rinsed out. Empty containers or liners may retain some product residues. Vapour from product residues may create a highly flammable or explosive atmosphere inside the container. Do not cut, weld or grind used containers unless they have been cleaned thoroughly internally. Avoid dispersal of spilt material and runoff and contact with soil, waterways, drains and sewers.

## 14. Transport information

Regulation	UN number	Proper shipping name	Classes	PG*	Label	Additional information
ADG	UN 1170	Ethanol solutions	3	III		<b>Hazchem code</b> 2Y
IMDG	UN 1170	Ethanol solutions	3	III		-
IATA	UN 1170	Ethanol solutions	3	III		-

PG\* : Packing group

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

## Section 15. Regulatory information

### Standard Uniform Schedule of Medicine and Poisons

Not scheduled

### Model Work Health and Safety Regulations - Scheduled Substances

No listed substance

**Australia inventory (AICS)** : Not applicable  
**New Zealand Inventory of Chemicals (NZIoC)** : All components are listed or exempted  
**HSNO Group Standard** : Cosmetic products  
**HSNO Approval Number** : HSR002552

Australian Pesticides and Veterinary Medicines Authority (APVMA) : 61511

## Section 16. Any other relevant information

**Key to abbreviations** : ADG = Australian Dangerous Goods  
 ATE = Acute Toxicity Estimate  
 BCF = Bioconcentration Factor  
 GHS = Globally Harmonized System of Classification and Labelling of Chemicals  
 IATA = International Air Transport Association  
 IBC = Intermediate Bulk Container  
 IMDG = International Maritime Dangerous Goods  
 LogPow = logarithm of the octanol/water partition coefficient  
 MARPOL = International Convention for the Prevention of Pollution From Ships, 1973 as modified by the Protocol of 1978. ("Marpol" = marine pollution)  
 NOHSC = National Occupational Health and Safety Commission  
 SUSMP = Standard Uniform Schedule of Medicine and Poisons  
 UN = United Nations

**Date of issue / Date of revision** : 19/06/2018

**Revision comments** : AUS GHS SDS

**Version** : 3.0L

### Procedure used to derive the classification

Classification	Justification
FLAMMABLE LIQUIDS - Category 2 SKIN CORROSION/IRRITATION - Category 2 SERIOUS EYE DAMAGE/EYE IRRITATION - Category 2A SKIN SENSITISATION - Category 1	On basis of test data Expert judgment Calculation method Expert judgment

**References** : Not available.

✔ Indicates information that has changed from previously issued version.

### Notice to reader

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

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

Please read all labels carefully before using product.