



FREQUENTLY ASKED QUESTIONS

Technical

1. Are there any hazardous chemicals in your product?

All hazardous ingredients will be listed on the MSDS if they are present in concentrations of 2% or more.

2. Are there any volatile organic compounds (voc's) in your product?

All volatile solvents will be listed on the MSDS since they are also hazardous. However, some solvents may be exempt from normal voc calculations. The exact voc's can be obtained from the technical department.

3. What is the shelf life of this product?

Every product has a shelf life which is determined in real time. A predicted shelf life will be stated if we are familiar with the chemistry. Shelf life is obtained from the technical department. All material sold internationally has a minimum shelf life of 6 months.

4. Does your product transfer?

All release agents transfer to some degree. Even permanent mold releases transfer although it is minimal compared to sacrificial release agents. At Franklynn Industries, we like to use the term, "controlled transfer" when referring to our semi-permanent products since they are formulated to provide minimal and uniform transfer.

5. Can I dilute your product?

All release agents and cleaners can be diluted provided the diluting solvent is compatible. However, when diluting the product you must consider the performance of the product may be affected. The following may occur:

1. Shortened shelf life due to adverse effect of hard water
2. Decreased semi-permanency
3. Decreased mechanical slip
4. Increase in transfer of the release agent
5. Increased buildup since the frequency of spraying is increased
6. Increased cycle time due to frequent spraying

6. Why does the performance of your product decrease over time?

Consider the following;

1. Insure the frequency of touch up is before sticking occurs and not after. Touch up should be done 80% into the run and consist of one uniform spray.
2. Is the product being diluted?
3. Semi-permanency should not be compared to the basecoat. Comparisons should be between touch ups.
4. Does the product need agitation?
5. Can the performance decline be traced to a particular shift, operator, process change, etc...?

7. What happens if the product is frozen?

Depending on the product chemistry, freezing may destroy the product. Consult with the technical department if freezing is a concern.

8. How do I know of the product is within its shelf life?

All product containers display a lot number which designates the month and year the product was produced. In addition, some products contain a manufacturing date. If a product is beyond its shelf life, a sample may be sent to the quality department to determine if the product is useable. The shelf life of the product is listed on the technical data sheet.

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