

1. WHAT ARE THE TYPICAL PERFORMANCE TIMES ?

Paint	30 mins to 1 hour
Multi-layered paint	1 hour to overnight
Stains and varnishes	15 to 30 minutes
Inks & marker pens	5 to 10 minutes
Polyurathenes & Acrylics	1 to 2 hours

The above times are approximate and subject to substrate. **Test and time a small area first.** Large areas can be coated up without drying out. Poulticing can be used to accelerate the performance of CW21; By covering surface with a thin plastic sheet the air is trapped out, and the product is forced onto the surface which will then absorb through more layers. Some paints may blister and push the CW21 away, so for multi-layer surfaces we do recommend this procedure.

Remember, with CW21, it is the product, not the operative, which does the stripping.

2. YOU SAY THE PRODUCT IS AWARD WINNING - WHAT AWARD ?

The product has been awarded the Millenium Projects marque by the United Kingdom Design Council in conjunction with the Confederation for British Industry and a British Government initiative. The Millenium Products award has only been issued to 1,012 companies who were carefully selected on the basis of technical merit, creativity, and innovativeness for the 21st century.

3. YOU SAY THE PRODUCT IS SAFE, BUT YOU DO NOT SAY ON THE LABEL WHAT IT CONTAINS

The product is mainly water - it is the innovativeness of the invention which causes the water to soften and remove paints and other finishes. The product has a CE for safety, and is classified for use by children of five years plus.

4. THERE ARE A NUMBER OF "SAFE" OR "ECO-FRIENDLY" PAINT REMOVERS AROUND - WHAT'S SO DIFFERENT ABOUT YOURS ?

This product is unique - it is patented internationally and is the only product we know of which has minimal VOC content. All the other products we know of on the market continue to contain a high percentage of solvents, and therefore have a high or very high VOC content. CW21 is **water based**, not solvent based, and unlike caustic-based paint removers, is pH neutral, and does not burn the skin.

5 WHAT ARE VOC'S ?

Volatile Organic Compounds. These are found in many products, such as aerosols, paints and chemical formulations. VOCs contribute to depletion of the ozone layer and are enviromentally damaging. Solvent based products damage the enviroment both at the time of manufacture, and at the time of use.

6. I HAVE USED NORMAL SOLVENT STRIPPERS FOR YEARS, THEY WORK FOR ME , SO WHY SHOULD I CHANGE ?

It's a smart move if you value the health of yourself, your family, your operatives and that of the enviroment. Methylene Chloride is a highly toxic solvent which has known side effects for both health and the enviroment. Methylene Chloride is listed as a Class III carcinogen in the European Union and is already banned in some States of the USA. Study the Data Sheets and you will always see the risk phrase R40 -

' *Possible risk of irreversible effects* '. Do you really want to take that chance ?

7. IS CW21 AS QUICK AS METHYLENE CHLORIDE STRIPPERS ?

Yes, but the way of working is different. With Methylene Chloride stripper there is always an overriding urgency to keep the continuously evaporating product active by applying more coats. It's important not to let it dry out before jetting off. Rain and stray jetting water can also make life difficult as this can cause the stripper to set.....and the only way it can be revived is by allowing to dry out and applying more stripper ! It is also necessary when stripping a building with solvent stripper to work from the bottom up, which obviously

means spending time washing down already stripped lower areas when working above. With CW21 ,you can apply at your own pace, relax , go away and leave for some time, depending on the number of, and type of coating(s). Remember, unlike with solvent based strippers, there is not always an immediate blistering of the paint, but this does not mean that it is not working ! The product can be left to work overnight if required. If it appears to have dried out, water is all that's required to revive it. The actual time taken " at the coal face" removing the effluent is just as quick as with Methylene Chloride, and with no danger to the operators health.

8. DOES THE PRODUCT DAMAGE SURROUNDING SURFACES ?

CW21 will not affect most surfaces if washed off quickly. If removing paint from building elevations, mask doors and polished surfaces. Tests have shown that the product itself does not affect PVCu frames, but as there are many types of paint, it is good practice to mask them just in case the paint effluent stains them.

9. I BELIEVE I HAVE LEAD PAINT TO REMOVE - WHAT PRECAUTIONS SHOULD I TAKE ?

Please note that some solvent strippers can release a mixture of solvent and lead fumes - not to be recommended. Removal of lead paint is dangerous, but with CW21 it is safe. CW21 acts as " working wet" therefore eliminating ingestion of any paint particles or lead fumes. **NEVER USE SANDPAPER OR A HEAT GUN TO REMOVE LEAD PAINT.** Lead is particularly dangerous for children.

10. DO I NEED TO WEAR PROTECTIVE CLOTHING WHEN USING CW21 ?

Although CW21 does not cause skin burns, it is advisable to wear protective gloves for prolonged exposure. You do not need to wear a mask unless you are particularly sensitive to paint. Wear eye goggles or full face mask if removing product with pressure washer. If you do get CW21 in you eyes, wash with plenty of water.

11. HOW DO VOC's AFFECT THE ENVIROMENT ?

VOC's or volatile organic compounds, contribute to the depletion of the ozone layer. Wherever possible, VOC's are being phased out of manufacturing processes.

12. IS CW21 MADE FROM NATURAL PRODUCTS ?

It is a mixture of natural and man-made ingredients, all of which are readily biodegradable.