

PRODUCT SERUM TW	PRODUCT CODE 5-682	REVISION DATE 15 August 2026
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HAZARDOUS CHEMICAL according to the criteria of the Work Health and Safety Regulations (GHS Revision 7). **NOT**
DANGEROUS GOODS according to the ADG Code.

SECTION 1 IDENTIFICATION OF THE MATERIAL AND SUPPLIER

Product identifier	SERUM TW
Other means of identification	Product code 5-682 (5-682-04 case of 4 x 3.785 L; 5-682-05 18.9 L pail). Alkaline detergent (heavy duty truck and vehicle wash).
Recommended use	Heavy duty alkaline truck and car wash detergent for professional use.
Restrictions on use	Do not use on delicate paint. Do not allow solutions to dry on painted surfaces.
Australian supplier (importer)	Restoration Innovations Pty Ltd 3/22 Industry Drive, Tweed Heads South NSW 2486, Australia Telephone: (07) 5520 2315 (business hours)
Manufacturer	Serum Products, LLC 1355 West Oak Commons Lane, Unit B, Marietta GA 30062, United States of America Telephone: +1 678 290 1880
Emergency telephone number	Poisons Information Centre 13 11 26 (24 hours, Australia wide). Restoration Innovations (07) 5520 2315 (business hours).

SECTION 2 HAZARDS IDENTIFICATION

Classification of the hazardous chemical	Skin Corrosion / Irritation - Category 1 (H314) Serious Eye Damage / Eye Irritation - Category 1 (H318)
Dangerous goods classification	Not classified as Dangerous Goods by the manufacturer (see Section 14).

Label elements

 GHS05 Corrosion	Signal word: DANGER Hazard statements H314 Causes severe skin burns and eye damage.
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Precautionary statements - Prevention

- P260 Do not breathe mist or spray.
- P264 Wash hands and exposed skin thoroughly after handling.
- P280 Wear protective gloves, protective clothing, eye protection and face protection.

Precautionary statements - Response

- P301 + P330 + P331 IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.
- P303 + P361 + P353 IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water.
- P304 + P340 IF INHALED: Remove person to fresh air and keep comfortable for breathing.
- P305 + P351 + P338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- P310 Immediately call a POISON CENTER or doctor.
- P363 Wash contaminated clothing before reuse.

Precautionary statements - Storage

- P405 Store locked up.

Precautionary statements - Disposal

- P501 Dispose of contents and container in accordance with local, state and federal regulations.

Other hazards which do not result in classification	Highly alkaline (pH 12.5). Degreases and irritates the skin.
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SECTION 3 COMPOSITION AND INFORMATION ON INGREDIENTS

Ingredient	CAS number	Proportion (% w/w)
Tetrasodium ethylenediaminetetraacetate (tetrasodium EDTA)	64-02-8	1 - 3
Alcohols, C9-11, ethoxylated (ethoxylated alcohol surfactant)	68439-46-3	2 - 6
Phosphate ester	Proprietary mixture	1 - 3
Sodium metasilicate	6834-92-0	1 - 3
Water	7732-18-5	Balance to 100 (approximately 85)

Ingredients determined not to be hazardous, or present below the cut off concentrations for disclosure, are not listed. Proportions are as stated by the manufacturer.

SECTION 4 FIRST AID MEASURES

General	If exposed or concerned, contact the Poisons Information Centre on 13 11 26 or a doctor. Show this Safety Data Sheet to medical personnel.
Inhalation	Remove the person to fresh air. If irritation persists, seek medical attention.
Skin contact	Remove contaminated clothing. Flush the affected skin with plenty of running water for at least 15 minutes, then wash with soap and water. Seek medical attention if irritation or burning persists.
Eye contact	Hold the eyelids apart and flush the eye continuously with running water for at least 15 minutes. Remove contact lenses if present and easy to do. Seek medical attention immediately.
Ingestion	Do NOT induce vomiting. Rinse the mouth. Give plenty of water to drink. Seek medical attention immediately.
Most important symptoms and effects, acute and delayed	Eyes: irritation, watering, blurring and burning sensation; risk of serious damage. Skin: degreasing, redness and irritation; burns with prolonged contact. Inhalation of mist: irritation of the lungs, coughing and burning sensation. Ingestion: irritation of the digestive tract, burning sensation, nausea.
Medical attention and special treatment	Treat as exposure to an alkaline detergent. Treat symptomatically.

SECTION 5 FIRE FIGHTING MEASURES

Suitable extinguishing media	Non flammable. Use extinguishing media appropriate to the surrounding fire.
Unsuitable extinguishing media	None known.
Specific hazards arising from the chemical	Non flammable, non combustible.

Special protective equipment and precautions for fire fighters	Standard fire fighting protective equipment.
Hazchem code	Not applicable

SECTION 6 ACCIDENTAL RELEASE MEASURES

Personal precautions, protective equipment and emergency procedures	Wear chemical resistant gloves and eye protection. Avoid contact with skin and eyes.
Environmental precautions	Prevent product from entering drains and waterways.
Methods and materials for containment and cleaning up	Contain and absorb with inert material or recover with a wet vacuum. Collect into labelled containers. Neutralise residues with a mild acid before disposal in accordance with Section 13. Flush the area with water.

SECTION 7 HANDLING AND STORAGE

Precautions for safe handling	Avoid contact with eyes and skin. Wear chemical resistant gloves and eye protection when handling the concentrate. Do not allow solutions of this product to dry on painted surfaces; do not use on delicate paint. Wash hands after handling.
Conditions for safe storage, including any incompatibilities	Store in the original container, tightly closed, between 0°C and 48°C. Do not allow to freeze. Keep away from strong acids and oxidising agents. Do not reuse empty containers.

SECTION 8 EXPOSURE CONTROLS AND PERSONAL PROTECTION

Workplace exposure standards (Safe Work Australia, Workplace Exposure Standards for Airborne Contaminants, November 2025)

Ingredient	CAS number	TWA (8 hour)	STEL / Peak	Notation
No exposure standards are established for the ingredients	-	-	-	-

TWA: time weighted average over an eight hour working day. STEL: short term exposure limit (15 minutes). Peak limitation: not to be exceeded at any time. Sk: absorption through the skin may be a significant source of exposure.

Biological monitoring	No biological exposure standards are established for the ingredients.
Appropriate engineering controls	General ventilation is normally sufficient. Eyewash facilities should be available in the immediate work area.
Eye and face protection	Chemical splash goggles complying with AS/NZS 1337.1.
Skin and body protection	Chemical resistant gloves (neoprene or nitrile) complying with AS/NZS 2161.10.1. Protective clothing to prevent skin contact with the concentrate.
Respiratory protection	Not normally required.
Hygiene measures	Wash hands before eating, drinking, smoking or using the toilet and at the end of the work period. Remove contaminated clothing and wash before reuse. Do not eat, drink or smoke in the work area.

SECTION 9 PHYSICAL AND CHEMICAL PROPERTIES

Physical state and appearance	Blue liquid
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Odour	Odourless
Odour threshold	Not determined
pH	12.5 (neat); 11.5 (1 % solution)
Melting / freezing point	0°C
Boiling point / range	100°C
Flash point	Not applicable (non flammable)
Evaporation rate	< 1 (butyl acetate = 1)
Flammability	Non flammable
Upper / lower flammability or explosive limits	Not applicable
Vapour pressure	Not determined
Vapour density	Not determined
Relative density	Specific gravity 1.045 (water = 1)
Solubility in water	Completely miscible with water
Partition coefficient n-octanol/water	Not determined
Auto-ignition temperature	Not applicable
Decomposition temperature	Not determined
Viscosity	Similar to water
Other information	Solids 3.8 %; VOC 0.0

SECTION 10 STABILITY AND REACTIVITY

Reactivity	Alkaline solution. Reacts with acids.
Chemical stability	Stable under the recommended storage conditions.
Possibility of hazardous reactions	Exothermic reaction with strong acids.
Conditions to avoid	Freezing.
Incompatible materials	Strong acids and oxidising agents.
Hazardous decomposition products	None known under normal conditions.

SECTION 11 TOXICOLOGICAL INFORMATION

Likely routes of exposure	Skin contact, eye contact, inhalation of mist, ingestion.
Acute toxicity data	Tetrasodium EDTA (manufacturer data): Manufacturer lists 25 ppm TWA in the LD50 field; no valid acute toxicity value provided. Product: No data available.
Skin corrosion / irritation	Corrosive (DERIVED: product pH of 12.5 exceeds the GHS threshold of 11.5 and no acid/alkali reserve data are available to exclude corrosivity). Degreases the skin; irritation and redness.

SAFETY DATA SHEET

SERUM TW



Prepared in accordance with the Work Health and Safety Regulations and the Safe Work Australia Code of Practice: Preparation of Safety Data Sheets for Hazardous Chemicals

Serious eye damage / irritation	Causes serious eye damage (DERIVED: combined content of Serious Eye Damage Category 1 ingredients exceeds 3 %). Irritation to the surface of the eye, watering, blurring and burning sensation.
Inhalation	Mist is irritating to the lungs; coughing and burning sensation.
Ingestion	Irritant to the digestive system; burning sensation, nausea.
Respiratory or skin sensitisation	No data available.
Chronic effects (carcinogenicity, mutagenicity, reproductive toxicity, STOT, aspiration)	No data available.

SECTION 12 ECOLOGICAL INFORMATION

Ecotoxicity	No product specific data. Alkaline; may raise the pH of receiving waters. Tetrasodium EDTA is a chelating agent and is poorly biodegradable.
Persistence and degradability	Surfactant is expected to be biodegradable. EDTA is persistent.
Bioaccumulative potential	Not expected to bioaccumulate.
Mobility in soil	Completely miscible with water.
Other adverse effects	Do not allow to enter oceans, rivers, creeks or streams.

SECTION 13 DISPOSAL CONSIDERATIONS

Disposal methods and precautions	Neutralise with a mild acid to pH 7 before disposal. Dispose of in accordance with local, state and federal regulations. Do not allow product to enter drains, sewers or waterways. Do not reuse empty containers.
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SECTION 14 TRANSPORT INFORMATION

	Road and rail (ADG Code)	Sea (IMDG Code)	Air (IATA DGR)
UN number	Not applicable	Not applicable	Not applicable
Proper shipping name	Not classified as dangerous goods by the manufacturer	Not classified as dangerous goods by the manufacturer	Not classified as dangerous goods by the manufacturer
Transport hazard class	Not applicable	Not applicable	Not applicable
Subsidiary risk	Not applicable	Not applicable	Not applicable
Packing group	Not applicable	Not applicable	Not applicable
Hazchem code	Not applicable	-	-
Environmental hazards	Not a marine pollutant	Not a marine pollutant	Not a marine pollutant

Label(s) required	None
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Special precautions for user	The manufacturer states the product is not regulated for transport. Note that the product has a pH of 12.5 and is classified as skin corrosive in Section 2 on the basis of pH; under the ADG Code, Class 8 assignment for mixtures is determined by skin corrosion test data. In the absence of such data from the manufacturer, consignors may elect to transport the product as UN1760 CORROSIVE LIQUID, N.O.S. (contains sodium metasilicate), Class 8, PG III, Hazchem 2X.
Transport in bulk (IMO instruments)	Not applicable. Not transported in bulk.

SECTION 15 REGULATORY INFORMATION

Poisons Schedule (SUSMP)	Not scheduled. None of the ingredients is listed in the Poisons Standard (June 2026).
Australian Inventory of Industrial Chemicals (AIIC)	The identified ingredients are listed on the AIIC. The phosphate ester is a proprietary mixture; its AIIC status is the manufacturer's representation.
Other regulatory information	Hazardous chemical under the Work Health and Safety Regulations.

SECTION 16 OTHER INFORMATION

Date of issue / revision	15 August 2026 (Version 2.0)
Supersedes	Restoration Innovations SDS dated 18 June 2023
Basis of preparation	Prepared by Restoration Innovations Pty Ltd as Australian importer from the manufacturer's Safety Data Sheet (Serum Products, LLC, revised 7 July 2021), with hazard classification determined under GHS Revision 7 as adopted by the Work Health and Safety Regulations, using the harmonised classifications and specific concentration limits of the ingredients, the manufacturer's stated composition and physical data (including product pH), and the Safe Work Australia Workplace Exposure Standards for Airborne Contaminants (November 2025). Transport information is given under the Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG Code).
Key to abbreviations	ADG Code: Australian Code for the Transport of Dangerous Goods by Road and Rail. AIIC: Australian Inventory of Industrial Chemicals. ATE: acute toxicity estimate. CAS: Chemical Abstracts Service registry number. EC50/LC50/LD50: median effective / lethal concentration / dose. GHS: Globally Harmonized System of Classification and Labelling of Chemicals. IATA DGR: International Air Transport Association Dangerous Goods Regulations. IMDG Code: International Maritime Dangerous Goods Code. PG: packing group. STEL: short term exposure limit. STOT: specific target organ toxicity. SUSMP: Standard for the Uniform Scheduling of Medicines and Poisons (Poisons Standard). TWA: time weighted average. WHS: work health and safety.
References	Work Health and Safety Regulations (Commonwealth and harmonised jurisdictions). Safe Work Australia, Code of Practice: Preparation of Safety Data Sheets for Hazardous Chemicals. Safe Work Australia, Workplace Exposure Standards for Airborne Contaminants (November 2025). Australian Dangerous Goods Code, Edition 7.9. Standard for the Uniform Scheduling of Medicines and Poisons (current edition). AS-IICRC S520 Standard for Professional Mold Remediation. AS 3780 The storage and handling of corrosive substances. AS 4326 The storage and handling of oxidizing agents. Manufacturer's Safety Data Sheet, Serum Products, LLC.



Training advice

Users should be trained in the safe handling of hazardous chemicals and in the specific application methods for this product, including the personal protective equipment and engineering controls described in Section 8. Restoration technicians should hold appropriate IICRC certification for the work being undertaken.

This Safety Data Sheet has been prepared by Restoration Innovations Pty Ltd in good faith from information provided by the manufacturer and from published sources believed to be accurate at the date of issue. It is intended as a guide to the safe handling, storage, transport and disposal of the product and should not be taken as a specification or a guarantee of properties. Users must satisfy themselves that the product is suitable for their intended use and must comply with all applicable legislation. Restoration Innovations Pty Ltd accepts no liability for any loss, injury or damage arising from reliance on this document, to the extent permitted by law. This SDS should be reviewed at least every five years or earlier if new information becomes available.

End of Safety Data Sheet