ROWELL Chemical Corporation

1. Identification		
Product identifier		
Other means of identification Product code		
CAS number	SULPHURIC ACID	
Synonyms		
Decommended	920044	
Recommended use	7664-93-9	
Recommended restrictions	Dihydrogen Sulfate; Oil of vitriol; Vitriol E Technical; 93% Technical; 1.835 Electro	Brown Oil; Acide sulfurique; 60 Deg Technical; 66 Deg lyte; 98 % Technical; 99 % Technical; 100 % Technical
	Industrial use. Water treatment chemical Fertilizer.	. Manufacture of pulp, paper and paper products.
	-	
Distributed By:	Rowell Chemical Corporation	
	15 Salt Creek Lane, Suite 205	
	Hinsdale, IL 60521	
Website	www.rowellchemical.com	
Contact Point	Customer Service: 630-920-8833	
Supplier's Emergency Telepho	ne 1-760-476-3962	
Transportation Emergency Telephone	USA: 1-800-424-9300 CHEMTREC	
2. Hazard(s) identification	า	
Physical hazards	Not classified.	
Health hazards	Skin corrosion/irritation	Category 1A
	Serious eye damage/eye irritation	Category 1
OSHA defined hazards	Not classified.	
This SDS adheres to the reg	ulatory requirements of the US OSHA Haza	rd Communication Standard, 29CFR 1910.1200.

Label elements

Signal word Hazard statement



Danger

Causes severe skin burns and eye damage. Causes serious eye damage.

Chemical name	Common name and synonyms	CAS number	%	
Substances				
3. Composition/information	tion on ingredients			
Supplemental information	Not applicable.			
Hazard(s) not otherwise classified (HNOC)	None known.			
Disposal	Dispose of contents/container in accordance with local/regional/national/international regulations.			
Storage	Store in a well-ventilated place. Keep container tightly closed. Store locked up. Store in a corrosion resistant container with a resistant inner liner.			
Response	If swallowed: Rinse mouth. Do NOT induce vomiting. If on skin (or hair): Take off immediately all contaminated clothing. Rinse skin with water/shower. If inhaled: Remove person to fresh air and keep comfortable for breathing. If in eyes: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a poison center/doctor. Wash contaminated clothing before reuse. Absorb spillage to prevent material-damage.			
Prevention	Keep only in original packaging. Do not breathe mist or vapor. Wash thoroughly after handling. Do not eat, drink or smoke when using this product. Use only outdoors or in a well-ventilated area. Avoid release to the environment. Wear protective gloves/protective clothing/eye protection/face protection.			
Precautionary statement				

Sulfuric Acid 7664-93-9 All concentrations are in percent by weight. For more detailed chemical composition, refer to the **Composition comments** certificate of analysis. 4. First-aid measures Remove to fresh air and keep at rest in a position comfortable for breathing. Oxygen or artificial Inhalation respiration if needed. Induce artificial respiration with the aid of a pocket mask equipped with a one-way valve or other proper respiratory medical device. Call a physician or poison control center immediately. Skin contact Immediately flush with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Call a physician or poison control center immediately. Chemical burns must be treated by a physician. For minor skin contact, avoid spreading material on unaffected skin. Thoroughly wash (or discard) clothing and shoes before reuse. Immediately flush with plenty of water. Remove any contact lenses and open eyelids wide apart. Eye contact Call an ambulance and continue flushing during transportation to hospital taking along these instructions. Call a physician or poison control center immediately. Rinse mouth thoroughly with water and give Ingestion large amounts of milk or water, if person is conscious. Seek immediate medical attention. Do not induce vomiting. If vomiting occurs, keep head low so that stomach content doesn't get into the lungs. Do not use mouth-to-mouth method if victim ingested the substance. Induce artificial respiration with the aid of a pocket mask equipped with a one-way valve or other proper respiratory medical device. Burning pain and severe corrosive skin damage. Causes serious eye damage. Symptoms may Most important include stinging, tearing, redness, swelling, and blurred vision. Permanent eye damage including symptoms/effects, acute and blindness could result. May cause respiratory irritation. delayed Provide general supportive measures and treat symptomatically. Chemical burns: Flush with water Indication of immediate

immediately. While flushing, remove clothes which do not adhere to affected area. Call an medical attention and special ambulance. Continue flushing during transport to hospital. In case of shortness of breath, give treatment needed oxygen. Symptoms may be delayed. Keep the affected person warm and at rest.

General information Ensure that medical personnel are aware of the material(s) involved, and take precautions to protect themselves. Show this safety data sheet to the doctor in attendance. Immediate medical attention is required. In case of shortness of breath, give oxygen.

5. Fire-fighting measures	Foam. Powder. Carbon dioxide (CO2). Water fog.
Suitable extinguishing media	Do not use water jet as an extinguisher, as this will spread the fire.
Unsuitable extinguishing media	Not flammable, but reacts with most metals to form flammable hydrogen gas. The product reacts
Specific hazards arising from the chemical	with water and will generate heat. During fire, gases hazardous to health may be formed.
SULPHURIC ACID	SDS L

77-100

Special protective equipment and precautions for firefighters	Self-contained breathing apparatus, operated in positive pressure mode and full protective clothing must be worn in case of fire.
Fire fighting equipment/instructions	Cool containers exposed to heat with water spray and remove container, if no risk is involved. Do not allow run-off from firefighting to enter drains or water courses.
Specific methods	Use standard firefighting procedures and consider the hazards of other involved materials.
General fire hazards	Material may react violently with water. Contact with moisture or water may generate sufficient heat to ignite nearby combustible materials. Containers can burst violently when heated, due to excess pressure build-up. Cool containers exposed to heat with water spray and remove container, if no risk is involved.
6. Accidental release mea	sures
Personal precautions, protective equipment and emergency procedures	Ventilate closed spaces before entering them. Keep unnecessary personnel away. Wear protective clothing as described in Section 8 of this safety data sheet. Wear appropriate protective equipment and clothing during clean-up. Do not breathe mist or vapor. Do not touch damaged containers or spilled material unless wearing appropriate protective clothing. Local authorities should be advised if significant spillages cannot be contained. For personal protection, see section 8 of the SDS.
Methods and materials for containment and cleaning up	Stop the flow of material, if this is without risk. This product is miscible in water. Should not be released into the environment. Prevent entry into waterways, sewer, basements or confined areas. Clean up in accordance with all applicable regulations.
	Large Spills: Absorb spillage to prevent material damage. Use a non-combustible material like vermiculite, sand or earth to soak up the product and place into a container for later disposal. Following product recovery, flush area with water.
	Small Spills: Absorb or cover with dry earth, sand or other non-combustible material and transfer to containers. Clean surface thoroughly to remove residual contamination.
	Flush residual spill area with a large amount of water. Neutralize washings or spill area with soda ash or lime.
	Never return spills to original containers for re-use. Put material in suitable, covered, labeled containers. For waste disposal, see section 13 of the SDS.
Environmental precautions	Avoid release to the environment. Contact local authorities in case of spillage to drain/aquatic environment. Prevent further leakage or spillage if safe to do so. Do not contaminate water. Avoid discharge into drains, water courses or onto the ground.
7. Handling and storage	
Precautions for safe handling	Use only outdoors or in a well-ventilated area. Do not breathe mist or vapor. Do not get in eyes, on skin, or on clothing. Wash thoroughly after handling. Avoid release to the environment. Never pour water into acid/base. Dilute by slowly pouring the product into water while stirring. Never add water to this product. When using, do not eat, drink or smoke. Observe good industrial hygiene practices. Wear appropriate personal protective equipment (See Section 8).
Conditions for safe storage, including any incompatibilities	Store in a place accessible by authorized persons only. Store locked up. Store in a cool, dry place out of direct sunlight. Store in corrosive resistant container with a resistant inner liner. Keep only in the original container. 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. Store away from incompatible materials (see Section 10 of the SDS). Keep away from combustible material. Do not store in unlabelled containers. Never allow product to get in contact with water during storage. Keep away from food, drink and animal feedingstuffs.

8. Exposure controls/personal protection

Occupational exposure limits

US. OSHA Table Z-1 Limits for Air Contaminants (29 CFR 1910.1000)

Material	Туре	Value	
Sulfuric Acid (CAS 7664-93-9)	PEL	1 mg/m3	
US. ACGIH Threshold Limit Values			
Material	Туре	Value	Form
Sulfuric Acid (CAS 7664-93-9)	TWA	0.2 mg/m3	Thoracic fraction.

US. NIOSH: Pocket Guide to Chemical Hazards

Material	Туре	Value		
Sulfuric Acid (CAS 7664-93-9)	TWA	1 mg/m3		
Biological limit values	No biological exposure limits noted	for the ingredient(s).		
Appropriate engineering controls	Good general ventilation (typically should be matched to conditions. If or other engineering controls to ma exposure limits have not been esta wash facilities and emergency sho	Good general ventilation (typically 10 air changes per hour) should be used. Ventilation rates should be matched to conditions. If applicable, use process enclosures, local exhaust ventilation, or other engineering controls to maintain airborne levels below recommended exposure limits. If exposure limits have not been established, maintain airborne levels to an acceptable level. Eye wash facilities and emergency shower must be available when handling this product.		
Individual protection measure Eye/face protection	es, such as personal protective equip Wear safety glasses with side shie	ment ds (or goggles) and a face shield.		
Skin protection				
Hand protection	Wear appropriate chemical resistant recommended. Be aware that the I Suitable gloves can be recommend	nt gloves. Neoprene, butyl rubber, nitrile or Viton gloves are quid may penetrate the gloves. Frequent change is advisable. led by the glove supplier.		
Skin protection				
Other	Do not get this material in contact of an impervious apron is recommend	vith skin. Wear appropriate chemical resistant clothing. Use of led.		
Respiratory protection	Use a NIOSH/MSHA approved air respirator manufacturer to determin pressure, air-supplied respirator for limitations may be exceeded. Follo and ANSI Z88.2) for all respirator u (SCBA).	burifying respirator as needed to control exposure. Consult with ne respirator selection, use, and limitations. Use positive or uncontrolled releases or when air purifying respirator w respirator protection program requirements (OSHA 1910.134 use. Wear positive pressure self-contained breathing apparatus		
Thermal hazards	Wear appropriate thermal protectiv	e clothing, when necessary.		
General hygiene considerations	Handle in accordance with good in personal hygiene measures, such drinking, and/or smoking. Routinely contaminants. When using, do not requirements.	dustrial hygiene and safety practice. Always observe good as washing after handling the material and before eating, v wash work clothing and protective equipment to remove eat, drink or smoke. Follow up on any medical surveillance		

9. Physical and chemical properties

Appearance	
Physical state	Liquid.
Form	Oily liquid. Clear to slightly turbid.
Color	Colorless to gray.
Odor	Odorless.
Odor threshold	Not available.
рН	< 1 (1% soln/water)
Melting point/freezing point	-31 - 52 °F (-35 - 11.11 °C)
Initial boiling point and boiling range	379 - 621 °F (192.78 - 327.22 °C)
Flash point	Not available.
Evaporation rate	< 1 (Butyl Acetate = 1)
Flammability (solid, gas)	Not applicable.
Upper/lower flammability or expl	osive limits
Flammability limit - lower (%)	Not applicable.
Flammability limit - upper (%)	Not applicable.
Vapor pressure	< 0.3 mm Hg (77°F/25°C) < 0.6 mm Hg (100°F/38°C)
Vapor density	3.4 (Air = 1)
Relative density	1.76 - 1.84

Solubility(ies)	
Solubility (water)	Miscible
Partition coefficient (n-octanol/water)	Not applicable.
Auto-ignition temperature	Not applicable.
Decomposition temperature	644 °F (340 °C)
Viscosity	13.6 mm²/s (25 °C / 77 °F)
Other information	
Bulk density	Not applicable.
Dynamic viscosity	22.5 cP (20 °C / 68 °F)
Explosive properties	Not explosive.
Oxidizing properties	Oxidizing agent.
Percent volatile	15 % (Estimated)
10. Stability and reactivity	
Reactivity	Reacts violently with strong alkaline substances. This product may react with reducing agents. May be corrosive to metals. The product reacts with water and will generate heat.
Chemical stability	Stable at normal conditions.
Possibility of hazardous reactions	Hazardous polymerization does not occur.
Conditions to avoid	Excessive heat. Moisture. Do not mix with other chemicals. Contact with incompatible materials.
Incompatible materials	Water. Never add water to this product. Bases. Strong oxidizing agents. Strong reducing agents. Metals. Organic material.
Hazardous decomposition products	Sulfur oxides (SOx.).

11. Toxicological information

Information on likely routes of exposure

Inhalation	Corrosive. Inhalation produces damaging effects on the mucous membranes and upper respiratory tract. May cause irritation to the respiratory system. Inhalation of vapors may cause lung oedema.
Skin contact	Causes severe skin burns.
Eye contact	Causes serious eye damage.
Ingestion	Causes digestive tract burns.
Symptoms related to the physical, chemical and toxicological characteristics	Contact with this material will cause burns to the skin, eyes and mucous membranes. Burning pain and severe corrosive skin damage. Causes serious eye damage. Contact can cause corrosive burns, corneal damage, and blindness. Permanent eye damage including blindness could result. Symptoms may include stinging, tearing, redness, swelling, and blurred vision. May cause respiratory irritation.
Information on toxicological eff	fects

Acute toxicity	Causes severe burns. May be harmful if swallowed. Vapors are corrosive. After some hours, injured persons may develop serious shortness of breath and lung edema.	
Product	Species	Test Results
Sulfuric Acid (CAS 7664-93-9)		
Acute		
Inhalation		
Mist		
LC50	Rat	0.375 mg/l, 4 hours
Oral		
LD50	Rat	2140 mg/kg
Skin corrosion/irritation	Corrosive to skin and eyes. Causes severe skin burns and eye damage.	
Serious eye damage/eye irritation	Corrosive to skin and eyes. Causes serious eye damage. Effects of exposure on eye may include pain, redness, severe deep burns and loss of vision.	
Respiratory or skin sensitization		
Respiratory sensitization	Based on available data, the classification criteria are not met.	

Skin sensitization	Not a skin sensitizer.	
Germ cell mutagenicity	Test data conclusive but not sufficient for classification.	
Carcinogenicity	Exposure to strong inorganic acid mists containing sulfuric acid has been classified as carcinogenic to humans. The International Agency for Research on Cancer (IARC) has classified "strong inorganic acid mists containing sulfuric acid" as a known human carcinogen, (IARC category 1). This classification applies only to mists containing sulfuric acid and not to sulfuric acid or sulfuric acid solutions.	
IARC Monographs. Overall E	valuation of Carcinogenicity	
Not listed. NTP Report on Carcinogens		
Sulfuric Acid (CAS 7664-9 OSHA Specifically Regulated Not regulated.	3-9) Known To Be Human Carcinogen. I Substances (29 CFR 1910.1001-1050)	
Reproductive toxicity	Test data conclusive but not sufficient for classification.	
Specific target organ toxicity - single exposure	May cause respiratory irritation.	
Specific target organ toxicity - repeated exposure	Test data conclusive but not sufficient for classification.	
Aspiration hazard	Not classified.	
Chronic effects	Prolonged inhalation may be harmful. Sulfuric acid fumes: Prolonged, repeated exposure to acid fumes/mists may cause chronic bronchitis, irritation of skin, mucous membranes and gastrointestinal tract and erosion of the teeth.	
Further information	Be aware that symptoms of lung edema (shortness of breath) may develop up to 24 hours after exposure.	

12. Ecological information

Ecotoxicity

Because of the low pH of this product, it would be expected to produce significant ecotoxicity upon exposure to aquatic organisms and aquatic systems. The product may affect the acidity (pH-factor) in water with risk of harmful effects to aquatic organisms.

Product		Species	Test Results
Sulfuric Acid (CAS 7664-93-	·9)		
Aquatic			
Algae	EC50	Pseudokirchneriella subcapitata	> 100 mg/l, 72 hours
Crustacea	EC50	Daphnia magna	29 mg/l, 24 hours
Fish	LC50	Lepomis macrochirus	16 - 28 mg/l, 96 hours
Persistence and degradability	The produ	uct is not biodegradable.	
Bioaccumulative potential	The product is not bioaccumulating.		
Mobility in soil	This product is water soluble and may disperse in soil.		
Mobility in general	The product is water soluble and may spread in water systems.		
Other adverse effects	The product may affect the acidity (pH-factor) in water with risk of harmful effects to aquatic organisms.		

13. Disposal considerations

Disposal instructions	This material and its container must be disposed of as hazardous waste. Collect and reclaim or dispose in sealed containers at licensed waste disposal site. Do not allow this material to drain into sewers/water supplies. Do not contaminate ponds, waterways or ditches with chemical or used container. Dispose of contents/container in accordance with local/regional/national/international regulations.
Local disposal regulations	Dispose in accordance with all applicable regulations.
Hazardous waste code	D002: Waste Corrosive material [pH <=2 or =>12.5, or corrosive to steel] The waste code should be assigned in discussion between the user, the producer and the waste disposal company.
Waste from residues / unused products	Dispose of in accordance with local regulations. Empty containers or liners may retain some product residues. This material and its container must be disposed of in a safe manner (see: Disposal instructions).

Since emptied containers may retain product residue, follow label warnings even after container is emptied. Empty containers should be taken to an approved waste handling site for recycling or disposal. Since emptied containers retain product residue, follow label warnings even after container is emptied.

14. Transport information

DOT					
UN number	UN1830				
UN proper shipping name	Sulfuric acid				
Transport hazard class(es)					
Class	8				
Subsidiary risk					
Label(s)	8				
Packing group	II				
Special precautions for use	r Read safety instructions, SDS and emergency procedures before handling.				
Special provisions A3, A7, B3, B83, B84, IB2, N34, T8, TP2, TP12					
Packaging exceptions	154				
Packaging non bulk	202				
Packaging bulk	242				
DOT BULK					
BULK					
UN number	UN1830				
UN proper shipping name	Sulfuric acid				
Transport hazard class(es)					
Class	8				
Label(s)	8				
Packing group	II				
Special precautions for use	r Read safety instructions, SDS and emergency procedures before handling.				
Special provisions	A3, A7, B3, B83, B84, IB2, N34, T8, TP2, TP12				
Packaging exceptions	154				
Packaging non bulk	202				
Packaging bulk	242				
	UN1830 Sude burgin a sid				
UN proper snipping name	Sulphuric acid				
Transport hazard class(es)	0				
	8				
Subsidiary risk	-				
Facking group	II No				
Environmental hazards	81				
Special precautions for use	r Read safety instructions, SDS and emergency procedures before handling				
IMDG					
UN number	LIN1830				
UN proper shipping name	SUI PHURIC ACID				
Transport hazard class(es)					
Class	8				
Subsidiary risk	-				
Packing group	II.				
Environmental hazards					
Marine pollutant	No.				
EmS	F-A. S-B				
Special precautions for use	r Read safety instructions, SDS and emergency procedures before handling.				
Transport in bulk according to	This product is a liquid and when transported in bulk is covered under MARPOL 73/78 Annex II.				
Annex II of MARPOL 73/78 and	This product is listed in the IBC Code.				
the IBC Code	Ship type: 3				
	Poliution category: Y				

15. Regulatory information

US f	ederal regulations	This produc Standard, 2 All compone Additional ir	t is a "Hazardou 9 CFR 1910.12(ents are on the l oformation is giv	us Chemical" as defined 00. J.S. EPA TSCA Invento en in the Safety Data S	d by the OSHA Hazard ory List. Sheet.	Communication				
	TSCA Section 12(b) Expo	A Section 12(b) Export Notification (40 CFR 707, Subpt. D)								
	Not regulated.	· ·		. ,						
	OSHA Specifically Regul	lated Substance	s (29 CFR 1910	.1001-1050)						
	Not regulated.									
	CERCLA Hazardous Sub	stance List (40 (CFR 302.4)							
	Sulfuric Acid (CAS 76	64-93-9)		LISTED						
Sup	erfund Amendments and	Reauthorization	n Act of 1986 (S	SARA)						
	Hazard categories	Immediate I Delayed Ha Fire Hazard Pressure Ha	Hazard - Yes zard - No - No azard - No							
	SARA 202 Extremely ba-									
	Chomical name	CAS number	Poportable	Throshold	Throshold	Throshold				
		CAS number	quantity (pounds)	planning quantity (pounds)	planning quantity, lower value (pounds)	planning quantity, upper value (pounds)				
	Sulfuric Acid	7664-93-9	1000	1000						
	SARA 311/312 Hazardou chemical	s Yes								
	SARA 313 (TRI reporting)								
	Chemical name		C	AS number	% by wt.					
	Sulfuric Acid		76	64-93-9	77-100					
Othe	er federal regulations									
	Clean Air Act (CAA) Sect	tion 112 Hazardo	ous Air Pollutar	nts (HAPs) List						
	Not regulated. Clean Air Act (CAA) Sect	tion 112(r) Accid	ental Release I	Prevention (40 CFR 68	8.130)					
	Sulfuric Acid (CAS 76	64-93-9)								
Clean Water Act (CWA) Hazardous su Section 112(r) (40 CFR 68.130)		substance								
	Safe Drinking Water Act (SDWA)	Not regulate	ed.							
	Drug Enforcement A Chemical Code Num	dministration (D ber	EA). List 2, Es	sential Chemicals (21	CFR 1310.02(b) and 1	310.04(f)(2) and				
	Sulfuric Acid (CA	S 7664-93-9)		6552		- /				
	Drug Enforcement A	dministration (D	EA). List 1 & 2	Exempt Chemical Mi	xtures (21 CFR 1310.1	2(c))				
Sulfuric Acid (CAS 7664-93-9) DEA Exempt Chemical Mixtures Code			e Number	20 %WV						
		S 7664-93-9)		6552						
	Food and Drug Administration (FDA)	Total food a Direct food GRAS food	dditive additive additive							
US s	state regulations	WARNING:	This product co	ontains a chemical know	wn to the State of Califo	rnia to cause cancer.				
	US - California Prop	osition 65 - Carc	inogens & Rep	roductive Toxicity (C	RT): Listed substance)				
Sulfuric Acid (CAS 7664-93-9) US. Massachusetts RTK - Substance List										
Sulfuric Acid (CAS 7664-93-9)										
	US. New Jersey Wor	ker and Commu	nd Community Right-to-Know Act							
	Sulfuric Acid (CA	5 7664-93-9)	unity Diabt_to	Knowlaw						
	Sulfuric Acid (CA	S 7664-93-9)								

US. Rhode Island RTK

Sulfuric Acid (CAS 7664-93-9)

International Inventories

Country(s) or region	Inventory name	On inventory (yes/no)*
Australia	Australian Inventory of Chemical Substances (AICS)	Yes
Canada	Domestic Substances List (DSL)	Yes
Canada	Non-Domestic Substances List (NDSL)	No
China	Inventory of Existing Chemical Substances in China (IECSC)	Yes
Europe	European Inventory of Existing Commercial Chemical Substances (EINECS)	Yes
Europe	European List of Notified Chemical Substances (ELINCS)	No
Japan	Inventory of Existing and New Chemical Substances (ENCS)	Yes
Korea	Existing Chemicals List (ECL)	Yes
New Zealand	New Zealand Inventory	Yes
Philippines	Philippine Inventory of Chemicals and Chemical Substances (PICCS)	Yes
United States & Puerto Rico	Toxic Substances Control Act (TSCA) Inventory	Yes

*A "Yes" indicates this product complies with the inventory requirements administered by the governing country(s).

A "No" indicates that one or more components of the product are not listed or exempt from listing on the inventory administered by the governing country(s).

16. Other information, including date of preparation or last revision

Issue date	20-January-2017
Revision date	-
Version #	01
HMIS® ratings	Health: 3 Flammability: 0 Physical hazard: 4
List of abbreviations	LD50: Lethal Dose, 50%. LC50: Lethal Concentration, 50%. EC50: Effective Concentration, 50%. PEL: Permissible Exposure Limit. TWA: Time weighted average.
References	IUCLID EPA: AQUIRE database NLM: Hazardous Substances Data Base US. IARC Monographs on Occupational Exposures to Chemical Agents National Toxicology Program (NTP) Report on Carcinogens ACGIH Documentation of the Threshold Limit Values and Biological Exposure Indices HSDB® - Hazardous Substances Data Bank
Disclaimer	The information in the sheet was written based on the best knowledge and experience currently available. ROWELL CHEMICAL CORPORATION cannot anticipate all conditions under which this information and its product, or the products of other manufacturers in combination with its product, may be used. It is the user's responsibility to ensure safe conditions for handling, storage and disposal of the product, and to assume liability for loss, injury, damage or expense due to improper use.