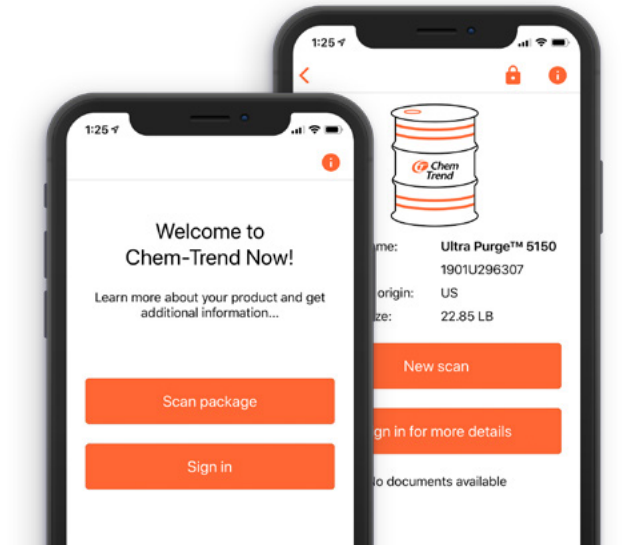




# Chem-Trend Now App FAQs



## GENERAL QUESTIONS

### Why was the Chem-Trend Now app created?

We created the Chem-Trend Now app to allow our customers to gain quick access to information about their products anytime and anywhere with their iOS and Android platform mobile devices. Product information can be conveniently accessed with a few simple clicks. Chem-Trend decided to develop this app as a way to extend our industry-leading customer support to an even higher level of convenience.

### Who can use Chem-Trend Now?

Chem-Trend Now is mainly designed for Chem-Trend's shop-floor customers. However, others can benefit from quick and easy access to our product information. People from purchasing, maintenance, and HSE departments — and even those in areas of shipping, transportation, and customs — may find that the app provides value to them in the course of their work.



### Which app stores are supported by our app?

Chem-Trend Now is available from the Google Play Store and the Apple App Store. The app can be found by searching the keyword "Chem-Trend" or clicking a link below.

### Does the app cost anything?

Chem-Trend Now is provided free of charge.

## APP REQUIREMENTS

### What are the minimum phone requirements to be able to use the app?

The minimum iOS version is 11.0. The minimum Android version is 6.0.0.

## APP FUNCTIONALITY/FEATURES

### What information is available through the app?

Without registration of the app, you can scan the product bar code and receive basic information, such as the product name, batch number, country of origin, package size, date of manufacture, expiration date of the product, and product shelf life. If the registration process has been successfully completed, you will have access to additional data, including the Product Data Sheet (for most products), Safety Data Sheet, and Certificate of Analysis for the scanned product.

### Are there plans to improve/expand the features of the app?

Chem-Trend intends to expand the features of the app in the future, possibly adding new capabilities, including how-to videos relating to product application, troubleshooting guides, and frequently asked questions.

## BAR CODE

### Chem-Trend product containers have multiple bar codes on them. Which bar code is the right one to scan?

The proper bar code to scan will almost always be indicated by the accompanying CT Now icon. They look like this:

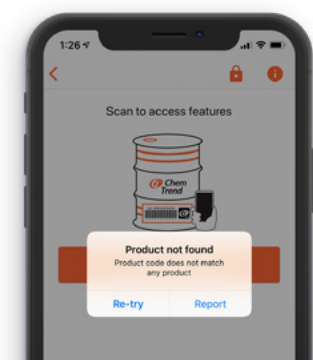




### What happens if I don't have a bar code with the CT Now icon?

Prior to February 1, 2019, Chem-Trend did not apply bar codes with the CT Now icon. If you cannot find a bar code with the icon, look for a bar code that uses numbers starting with 1810U to scan.



## What happens if I scan the wrong bar code?



If an incorrect bar code is scanned, a message that looks like the above will appear on the screen. If the correct bar code cannot be found on the package, then please send Chem-Trend “Feedback on App” , and someone from customer service will make contact with you to address the situation. The “Feedback” feature can be found in the app by pressing the information icon  in the upper right-hand corner of the app.

## What happens if the app won't scan the bar code?

This rarely happens, but it is possible. Sometimes the bar code is dirty and cannot be read properly. Try wiping the bar code sticker with a clean cloth, and try again. If the bar code still will not scan properly, report the failed scan to Chem-Trend. This can easily be done by selecting “Report” on the pop-up window that will appear after the failed scan. Chem-Trend customer service will make contact to assist you.

## Can any third-party apps be used for retrieving the information from the bar code?

The functions of providing specific product information and the accessing and downloading of specific documentation only work with the Chem-Trend Now app. General apps for bar code reading are not connected to the Chem-Trend Now network and, therefore, do not provide reliable or useful information.

## PRODUCT COVERAGE

### Which products can I find information on with the app?

All products with the logo on the bar code as well as some others that have been manufactured in our facilities in the United States are currently covered by the app, as long as they were manufactured after October 1, 2018.

### In which countries is Chem-Trend Now available?

Chem-Trend Now is currently intended for use only by those located in the United States and Canada. The app will become applicable in more parts of the world in the future.

## CUSTOMER REGISTRATION

### Why is it beneficial to register in the app?

Registering allows you to fully leverage the features of the app. With registration, you can have access to specific product-related materials, such as the PDS, SDS, or C of A.

### Which data is required for registration?

The registration process requires your name, company name, country, state or province, language, company/business email address, and phone number.


### Why do I need to use my business email address to register?

The simplest registration process is done with a company/business email address. A private email can be used to register; however, this will slow the registration process down, as it will require manual review of whether the email address has been provided by a real Chem-Trend customer. This manual verification can take several days.

### Do I have to put in my real information?

Yes. Without the correct data, the account cannot be properly verified, and you will be unable to take full advantage of the information available through the app.

### Can an account be deleted?


Yes. Simply click on the “User” button , then click on the “Delete Account” button.

### Can anyone in the world use the app?

Currently, only users who have mobile devices that are registered in the U.S. or Canada can use the app.

## GENERAL SUPPORT

### What if the bar code provides information that is different than what appears on the product labeling?

While extremely rare, this can happen. If it does, it should be reported to Chem-Trend through the “Feedback” feature found in the app by pressing the information icon  in the upper right-hand corner of the app.

### Is registering the account necessary?

No, users do not need to register to use the app. However, without registration the app user is limited in the amount of product data that they can access. Without registering the app a user cannot access a product PDS, SDS, or C of A.