

NOVA Chemicals is a leader in expandable polystyrene (EPS) technology and applications development. We work closely with our customers to help them develop the innovative products that consumers demand—products that provide convenience, safety and value.

Our product line encompasses the full range of EPS applications, including construction, protective packaging, and cup and container. Learn more about our products at [www.novachemicals.com/eps](http://www.novachemicals.com/eps).

NOVA Chemicals develops and manufactures chemicals, plastic resins and end-products that make everyday life safer, healthier and easier. Our employees work to ensure health, safety, security and environmental stewardship through our commitment to Responsible Care.<sup>®</sup>

Learn more about NOVA Chemicals and its commitment to Responsible Care and sustainability at [www.novachemicals.com/socialresp](http://www.novachemicals.com/socialresp).



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RESPONSIBLE CARE is a registered trademark of the Canadian Chemical Producers' Association in Canada and is a registered service mark of the American Chemistry Council, Inc. in the United States.

FM APPROVED is a registered trademark of FM Approvals LLC.

EP-0811-1

# NOVA Chemicals Performance Styrenics



HELPING  
CUSTOMERS  
SUCCEED



## CODE COMPLIANCE AND PRODUCT REGULATORY CONSULTATION

Customers can work with our technical representatives for answers regarding the diverse construction and component listings that NOVA Chemicals maintains for our modified product line. These include ICC Evaluation Services, Inc., Underwriters Laboratories Inc., Underwriters Laboratories of Canada and FM Approvals LLC (FM APPROVED®). We can help customers navigate the various requirements that they must meet when using our approved resins in construction applications or when using our materials as components of other consumer products.



NOVA Chemicals' Product Integrity group tracks regulations that apply to EPS products in all jurisdictions where they are sold and provides timely and comprehensive answers to regulatory questions. Typical regulations include food contact (e.g., US Food & Drug Administration, EU Food Contact legislation), chemical control laws (e.g., US Toxic Substances Control Act; EU Registration, Evaluation, Authorization and Restriction of Chemicals) and end-use requirements (e.g., Restriction of Hazardous Substances; Packaging and Packaging Waste; Model Toxics legislation). We also address questions regarding the safety and suitability of EPS.

## ANALYTICAL AND PHYSICAL TESTING LABORATORIES

Our analytical and physical testing services save our customers time and money by allowing them to learn about their products relative to various standards and requirements.

- Analytical testing capabilities include pentane, volatile organic compounds, molecular weight and lubricant (coatings) analyses, as well as the ability to identify water and surface contaminants.
- Physical testing laboratory capabilities include flexural strength, compressive resistance, specimen density, thermal resistance (R-value), water vapor permeance, geofoam compression and oxygen index testing.

## TECHNICAL AND CUSTOMER SERVICES

Our Customer Service team is available to assist with customers' needs such as the placement of orders, order status updates, shipping/quality documents and invoicing. We can be reached via email at [Care527@novachem.com](mailto:Care527@novachem.com) or by phone at 866-Buy-NOVA. Our Customer Care website provides secure access to orders, and to account and shipping information—adding value to the service we provide by supplying accurate and up-to-date information. To learn more, contact your Customer Service Representative or visit [www.novachemicals.com/customercaresweb](http://www.novachemicals.com/customercaresweb).

In addition, NOVA Chemicals' Technical Service Team provides on-site assistance with pre-expansion and molding of NOVA Chemicals resins, and training sessions for pre-expander and mold operators.



# EPS