

# FREQUENTLY ASKED QUESTIONS



## Where can I find information on the Chemical Inventories?

This information can be found in the respective QRPI under the category „Chemical inventory listing“ or in the document „Chemical Inventory Listing“ itself.

## How do you know if products are suitable for use in natural cosmetics?

In the latest product brochure, the „Natural“ icons are used to distinguish whether the product is of natural origin or whether COSMOS conformity has also been attested. Alternatively, this information can also be found in the TDS and QRPI of the product.

## Is KahlWax a RSPO-certified company?

Yes, KahlWax has been an RSPO-certified company (Mass Balance) since 11.06.2019. The products converted to Mass Balance are indicated in the name by the letters MB.

## How do you know whether a raw material contains palm oil/palm kernel oil?

This information can be found in the QRPI of the product in the section „Raw material & manufacturing information“ under „Palm oil status“. If the raw material contains palm based components, they are listed accordingly.

## Does KahlWax provide information on ISO 16128?

Yes, KahlWax has drafted a statement („Natural Status Statement“) for all products concerned, in which the relevant values have been calculated accordingly. These will be made available to business partners if required.

## Why is BHT in microwaxes?

Most microwaxes are mixed with BHT (butylhydroxytoluene) to prevent autoxidation of the product during production. After production BHT can still be detected in traces. If BHT is not added, usually pentaerythrityl tetra-di-t-butyl hydroxyhydrocinnamate is used instead.

## Does KahlWax have microwaxes without BHT in its portfolio?

Yes, for example our KahlWax 6294, which contains pentaerythrityl tetra-di-t-butyl hydroxyhydrocinnamate as antioxidant instead of BHT.

## Are bees forced to produce beeswax?

No. The production of wax is a normal process in the natural life cycle of bees. They have wax glands on their abdomen, from which they produce pieces of wax to use it for the construction of honeycombs.

## What is the minimum order quantity for KahlWax products?

The minimum purchase quantity of pelletized products is usually 20 kg, for semi-solid and highly viscous products 10 kg and emulsions are filled in 120 kg drums.

## What is the standard sample quantity that is sent?

Usually 100 g of raw material is sent. Individual high-priced exceptions are shipped with 30 g as the standard quantity.

## What are the opening hours of KahlWax?

The opening hours of the office are Monday to Friday from 8.00-17.00. The warehouse is staffed Monday to Friday from 7.00-14.00.

## What certifications does KahlWax have?

KahlWax is certified according to ISO 9001-2015 and HACCP.

## Can you find KahlWax in social media?

Yes, besides the classic website [www.kahlwax.com](http://www.kahlwax.com), KahlWax can be found on Instagram (user name: kahlwax), Xing (Kahl GmbH & Co. KG) and LinkedIn (user name: Kahl GmbH & Co. KG).

## What determines the price of a KahlWax product?

The price of a product depends on various factors (including purchase quantity, product quality, availability etc.) and should therefore be requested individually.

## Who do you contact regarding price inquiries?

If you have any questions about orders, prices or similar, please send an e-mail to [customerservice@kahlwax.com](mailto:customerservice@kahlwax.com). If you contact us via social media, please tell us your company, name, country and your request so that we can answer your inquiry and/or forward it to our representatives if necessary.

## Who do you contact regarding technical questions?

If you have any questions about formulations, assistance or problems in the personal care area, please contact [customerservice@kahlwax.com](mailto:customerservice@kahlwax.com). The inquiry will be processed and answered internally.

If you contact us via social media, please tell us your company, name, country and your request so that we can answer your inquiry and/or forward it to our representatives if necessary.

## How many business locations does KahlWax have?

KahlWax has one location – office, production and warehouse are located in Trittau, near Hamburg (Germany).

## How many employees does KahlWax have?

At present KahlWax has around 70 employees.

## Is KahlWax looking for new/alternative sources of raw materials?

Yes, our Innovation Management is dedicated to finding new/alternative sources of raw materials, technologies, and production processes. In addition, KahlWax is open for new raw material ideas or tailor-made solutions.

## Does KahlWax follow „Green Chemistry“ principles?

„Green Chemistry“ mainly refers to chemical processes. Since we primarily use physical processes, these principles only apply to a limited extent. Of course, one of our main goals during production is to keep energy consumption as low as possible and to achieve maximum yield.

## To what extent is KahlWax committed to sustainable projects?

KahlWax is a participant in the Initiative for Sustainable Carnauba Wax (IRC). In cooperation with the NGO Self Help Africa, our Danish business partner Swienty, and local commercial partner Golden Bees Limited, we launched MORE-Honey (Market Oriented Rural Enterprises for Honey) in Uganda, a honey production project, to improve the income of local beekeepers and to improve the quality of wax and honey in the region. In Mexico we are engaged in improving working conditions for candelilla wax farmers, so-called „candelilleros“. The harvesting and processing of our myrica wax is monitored by the Union for Ethical Bio Trade. We also support smaller projects in Germany. Furthermore, we have set up a CSR team that is currently working on the development of our CSR strategy and its implementation.

## From which areas does KahlWax obtain raw materials?

KahlWax sources its raw materials worldwide. Depending on the raw material, availability is either limited to a specific region or provided from different continents.

## At which fairs does KahlWax usually exhibit?

Participation in trade fairs can be found on our website. At <https://www.kahlwax.com/library/events/> all trade fairs we participate in are listed.

## What is the difference between classic and organic beeswax?

Classic beeswax differs from organic beeswax mainly in its geographical location. For organic beeswax it must be ensured that no pesticides are sprayed within a radius of 50 km.

## What is the difference between classic and organic carnauba wax?

The origin for both types of carnauba wax is the same (Brazil). However, for organic wax it must be ensured that no pesticides are sprayed within a radius of 50 km.

## Can crystal clear systems be produced with waxes?

No. Due to the crystalline structure of waxes it is not possible to produce completely transparent systems. However, there are some raw materials in our portfolio that can produce a semi-transparent structure.

## Does it make sense to limit the wax content of anhydrous cosmetic formulations to only one wax?

Theoretically it is possible, but not recommended. The reason is the finer and more stable formation of crystal structure as well as the positive influence on the sensory/haptic properties when using several waxes. Each wax has a different crystal structure and therefore different properties. A combination of lower and higher melting waxes is recommended in order to achieve a proper balance between stability and sensory properties.

## What is the difference between KahlWax 6607LMB Sunflower and KahlWax 6607H Hydrolyzed Sunflower?

KahlWax 6607H Hydrolyzed Sunflower is much more hydrophilic than KahlWax 6607L MB due to the process of hydrolysis and therefore very suitable for use in emulsions.

## Which natural wax has the highest melting point?

Carnauba wax has the highest melting range with 80–86 °C and is also the hardest natural wax.

## Can waxes be used to add fragrance to formulations?

There are waxes that can be used for this purpose, e.g. KahlWax 6614 Tea, KahlWax 6684 Jasmine or KahlWax 6692 Rose.

## Are berry wax and japan wax identical?

Theoretically yes; japan wax is also called berry wax and is a mixture of free fatty acids and vegetable fat with practically identical properties. It is obtained from the fruits of different plants of the same family - e.g. the japanese wax tree (Rhus Succedanea) or the lacquer tree (Rhus Verniciflua).

## Do waxes protect against sunlight?

All natural waxes have a maximum sun protection factor of 3. The effect is based on a seamless wax bead film that reflects UV rays on the skin.

## Does KahlWax offer vegan alternatives to beeswax?

Yes, for example, KahlWax 2225 Phyto is a vegan natural alternative for beeswax. In addition, there is are KahlWax 6103 MB BW Substitute and KahlWax 6105 BW Substitute (CE 14-compliant) as more economical, vegan, but not natural alternatives.

## Is there a wax with a particularly good oil-binding capacity?

KahlWax 6607L MB Sunflower has a very high oil binding capacity and is therefore especially recommended for oleogels.

## Do waxes have an HLB value?

No, because waxes are usually not surface-active. The HLB value describes the hydrophilic and lipophilic part of a product and is determined for surface-active substances (e.g. emulsifiers, surfactants).

## Can I order from KahlWax as a private person?

In general, KahlWax is active in the B2B business, meaning business is conducted between different companies.

## Where can I find open job advertisements at KahlWax?

Open positions can be found on our website (<https://www.kahlwax.com/our-story/jobs/>) as well as at the common job portals. If you have any questions about jobs, apprenticeships or possible internships, please send us an e-mail to: [karriere\(at\)kahlwax.com](mailto:karriere(at)kahlwax.com)