

advanced CRYSTAL FREQUENTLY ASKED QUESTIONS

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ADVANCED CRYSTAL IN GENERAL

WHAT IS ADVANCED CRYSTAL?

ADVANCED CRYSTAL is a new, innovative and lead-free* crystal composition that has been patented by Swarovski in the US and 16 EU countries.

The ADVANCED CRYSTAL standard furthermore states that all forward-integrated solutions (e.g. settings, crystal mesh etc.) are lead-free*.

WHAT DOES IT MAKE SO SPECIAL?

ADVANCED CRYSTAL is a further fascinating example of Swarovski's boundless capacity to innovate.

ADVANCED CRYSTAL is a pioneering new crystal recipe.

If you haven't noticed a difference to the so long existing standard, that's likely because with ADVANCED CRYSTAL, it's what you don't see that matters: We have taken out the lead and carefully selected other raw materials to provide perfect peace of mind for business partners in the ever stricter international regulatory environment.

WHAT WAS THE REASON BEHIND THE DECISION FOR THE INTRODUCTION OF ADVANCED CRYSTAL?

Corporate Social Responsibility and sustainability are core values for Swarovski. It is important for Swarovski to be ahead of the curve when it comes to questions of sustainability. While meeting current laws and regulations is of course a minimum requirement, Swarovski always strives to be a step ahead and to push boundaries and anticipate future developments regarding sustainability and laws and regulations.

ARE SWAROVSKISTILL CLASSIFIED AS "CRYSTAL" OR ARE THEY NOW JUST GLASS?

SWAROVSKI with the new ADVANCED CRYSTAL fall in the category 3 "crystal glass" according to the European Directive 69/493/EEC (Crystal Directive). ADVANCED CRYSTAL provides the same visual and optical characteristics as full lead crystal.

PRODUCT, QUALITY, PRICE, COMPETITION

WHICH PRODUCTS ARE ALREADY AVAILABLE IN ADVANCED CRYSTAL STANDARD? WILL ALL ARTICLES BE TRANSITIONED TO THE NEW STANDARD?

Since September 2012, all SWAROVSKI (loose crystal elements and forward-integrated solutions) are solely shipped as ADVANCED CRYSTAL.

WHAT DOES ADVANCED CRYSTAL STANDARD MEAN?

This means that the crystal composition as well as other materials used in SWAROVSKI products do not contain intentionally added lead. The reason for mentioning the limitation of 0.009% or less lead is that there are traces of lead in the environment that cannot be controlled by our production process and thus 0 % is not possible.

IS THERE A DIFFERENCE IN THE WAY THE PRODUCTS LOOK WHEN COMPARED TO THE CORRESPONDING FORMER SWAROVSKI CRYSTALS? WILL THEY HAVE THE SAME SPARKLE ACROSS ALL PRODUCT CATEGORIES?

There is no optical or visual difference. In contrast: ADVANCED CRYSTAL – like all SWAROVSKI – stands for highest brilliance and quality.

Brilliance, light dispersion etc. are not solely defined through the crystal composition but also determined by precision cutting, polishing and purity of raw materials – all areas in which Swarovski takes a leading position.

SWAROVSKI stand for consistent and reliable quality and this is also true for the ADVANCED CRYSTAL standard – across all product categories.

IS THERE ANY NOTICEABLE DIFFERENCE WHEN COMPARING THE DIFFERENT CRYSTAL COMPOSITIONS?

The only noticeable difference is about the weight of the products as the new composition results in a 15-20 % less heavy products.

ARE THERE ANY DISADVANTAGES IN PRODUCT QUALITY (E.G. REGARDING HARDNESS)?

No, there are no disadvantages. The hardness even has gradually increased with the new ADVANCED CRYSTAL standard.

DOES ANYTHING CHANGE REGARDING TOLERANCES, APPLICATION, HANDLING OR CLEANING THE PRODUCTS?

No. Quality, tolerances, application, handling and cleaning parameters remain the same.

ARE SOME COLORS GOING TO CHANGE?

The majority of colors stay exactly the same. Even though the color in ADVANCED CRYSTAL standard might slightly differ from the former “standard” color, consistency within one standard will not change.

DOES THE USE OF ADVANCED CRYSTAL REQUIRE ANY CHANGES IN MANUFACTURING PROCESSES?

No. ADVANCED CRYSTAL can be used in the manufacturing process as usual.

LEGAL AND COMPLIANCE

WHAT DOES “COMPLIANT” MEAN?

Compliance as used in this document refers to substance limits of selected laws and regulations that are considered important for our (and our customers’) fields of business. The ADVANCED CRYSTAL composition complies with current laws and regulations governing the use of certain substances in finished products for a number of segments. For further information, please refer to FAQ “[WHICH LAWS AND REGULATIONS DOES ADVANCED CRYSTAL CONFORM TO?](#)” and “[FOR WHICH KIND OF PRODUCTS CAN ADVANCED CRYSTAL BE USED THEN?](#)”. Nevertheless, it is in the responsibility of each manufacturer of finished goods to ensure his finished products are compliant with all relevant laws and regulations.

WHICH LAWS AND REGULATIONS DOES ADVANCED CRYSTAL CONFORM TO?

The composition of ADVANCED CRYSTAL and forward-integrated solutions in the ADVANCED CRYSTAL standard is compliant with regulatory industry norms and laws regarding the restriction or prohibition of certain substances for finished products in the most relevant segments of our customer’s business, that include:

General

- o Lead in surface coatings set forth in 16 CFR 1303

Regulations for Jewelry

- o European Lead content limits for jewelry as set out in Commission Regulation No 836/2012 amending REACH regulation 1907/2006/EC
- o European Nickel release limits for jewelry as set out in REACH regulation 1907/2006/EC
- o European Cadmium content limits for jewelry as set out in the REACH regulation 1907/2006/EC
- o China Industrial Standard QB/T 2997 – 2008 Adornment with Precious Metal Coating
- o China GB 28480-2012 adornment-provision for limit of baneful elements
- o Limits for lead in jewelry and surface coatings as set forth in California S.B. 646, amending California Health & Safety Code §25214.1 et. Seq. (commonly known as California Jewelry Law)

Regulations for Children's jewelry, textiles and accessories (3-14 years)

- o CPSIA, lead limit set forth in 16 CFR 1500 (U.S. Consumer Product Safety Improvement Act), US 74 Fed. Reg. 43031
- o Heavy metal migration limits according to ASTM F963-11, Safety of toys, section 4.3.5.2.
- o ASTM F 2923-11 Standard Specification for Consumer Product Safety for Children's Jewelry
- o Cadmium migration limits set forth in Illinois 430 ILCS 140 amended by H.B. 5040 – Cadmium Safe Kids Act
- o Cadmium migration limits set forth in Minnesota Statutes 325E.3891 – Cadmium in Children's Jewelry
- o California S.B. 929 amending the California Health & Safety Code §25241.1 et.seq.
- o Connecticut Gen. Stat. 21a Sec 21a-12d – Cadmium in Children's Products
- o Maryland Code §6-1402 – Cadmium in Children's Jewelry
- o Korean Quality Management and Safety Control of Industrial Products Act

Regulations for Electric and Electronic products

- o Limits of heavy metal content set forth in European RoHS (Directive 2011/65/EC), Korean Act for Resource Recycling of Electrical/Electronic Products and Automobiles and Japanese Industrial Standard (JIS)

Regulations for Packaging

- o Limits of heavy metal content set forth in European Packaging Directive 94/62/EC and Toxics in Packaging Regulation as adopted by certain of the United States (TPCH)

Regulations for Textile products

- Oekotex Standard 100 Product Class II (products in skin contact)

Although lead-free*, please note that the following colors are not compliant for use in selected segments: Citrine, Fireopal, Hyacinth, Light Siam, Palace Green Opal, Siam and Sun. Therefore they are specifically **not compliant** with the following set of laws and regulations:

Electric and Electronic Products

- Limits of heavy metal content set forth in European RoHS (Directive 2011/65/EC), Korean Act for Resource Recycling of Electrical/Electronic Products and Automobiles and Japanese Industrial Standard (JIS)

Packaging

- Limits of heavy metal content set forth in European Packaging Directive 94/62/EC and Toxics in Packaging Regulation as adopted by certain of the United States (TPCH)

Children's products in selected regions:

- California S.B. 929 amending the California Health & Safety Code §25241.1 et.seq.
- Connecticut Gen. Stat. 21a Sec 21a-12d – Cadmium in Children's Products
- Maryland Code §6-1402 – Cadmium in Children's Jewelry
- Korean Quality Management and Safety Control of Industrial Products Act

This refers to current regulations (as of May 2015), but it has to be considered that laws and regulations might underlie changes in the future and vary from country to country. Therefore we cannot guarantee to fulfill all regulations and the final responsibility regarding compliance for third party finished products lies with the manufacturers of the finished product.

FOR WHICH KIND OF PRODUCTS CAN ADVANCED CRYSTAL BE USED THEN?

Among others:

- o Finished Jewelry, Textile and Accessories products for adults
- o Children's jewelry, textiles and accessories (3-14 years)
- o Architecture-, Interior and Decoration products
- o Packaging products
- o Electrical and Electronic Equipment

Although lead-free*, please note that the following colors are **not compliant** for use in packaging, electrical and electronic equipment, as well as children's products in selected regions: Citrine, Fireopal, Hyacinth, Light Siam, Palace Green Opal, Siam and Sun.

Please note that for specific product categories like toys, children's products, equipment and other products for use by a child in play, as well as tableware, additional requirements may exist which must be observed by the manufacturer of the finished products. The ultimate responsibility for granting compliance with respective laws and regulations for the finished products lies with the manufacturer of the finished goods (also regarding additionally required labeling and warning advices).

ARE ALL SWAROVSKI PRODUCTS COMPLIANT TO BE USED IN ALL SEGMENTS OF THEIR CUSTOMERS?

All articles declared as ADVANCED CRYSTAL standard incl. foilings, coatings, Hotfix glue, Crystal Pearls etc. comply with a specific set of laws and regulations applicable to a number of product segments relevant for our customers. With regard to these segments, please refer to FAQ "[FOR WHICH KIND OF PRODUCTS CAN ADVANCED CRYSTAL BE USED THEN?](#)". The whole assortment is transitioned to the new standard step by step.

We have also tested our non-crystal materials and can deliver all forward-integrated items according to the ADVANCED CRYSTAL Standard.

WHAT ABOUT THE OTHER MATERIALS PRODUCTS ARE MADE FROM – I.E. CUPCHAINS, SETTINGS, BACKPARTS.

ARE THESE COMPLIANT TOO?

Yes, they are available in the ADVANCED CRYSTAL standard on request.

WHAT HAS TO BE TAKEN INTO ACCOUNT WHEN DEALING WITH CHILDREN'S PRODUCTS?

Besides regulations regarding ingredients, the children's segment (esp. toys, baby products) is highly regulated. Specific regulations regarding "small parts hazard" (swallowing of little pieces) etc. and additional warning advices also have to be considered by us and the manufacturer of the finished product.

HOW DOES CPSIA COMPARE TO ROHS REGULATION? DO SWAROVSKIFULFIL BOTH REQUIREMENTS?

These two regulations refer to different segments.

CPSIA (Consumer product safety improvement act) = children's products in the US with focus on lead content

RoHS = European Directive on the restriction of 6 hazardous substances for electrical and electronic products

ADVANCED CRYSTAL standard fulfils the lead limits of both requirements. The following colors are not compliant with RoHS: Citrine, Fireopal, Hyacinth, Light Siam, Palace Green Opal, Siam and Sun.

WHAT CAN BE THE REASON THAT A TESTLAB MEASURES LEAD CONTENTS HIGHER THAN 90 PPM WHEN TESTING ADVANCED CRYSTALS?

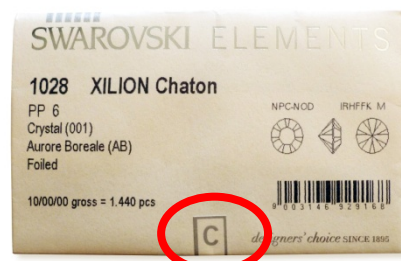
Unfortunately this may happen although the lead content of Advanced Crystal is always lower than 0.009 % (90 ppm). Very often, finished pieces of jewelry are tested, including the crystals. Even if we ship ADVANCED CRYSTAL to customers, it sometimes happens that they get accidentally mixed up with our legacy product (lead crystal), e.g. at jewelry manufacturers. Also, sometimes the test results are not correct due to the application of wrong test methods, e.g. scratching the foiling from leaded crystal products which creates a lead contamination with the foiling.

Please proceed according to the following checklist:

- a) Verification that the used product was indeed an ADVANCED CRYSTAL product: Verify that not our legacy product, but ADVANCED CRYSTAL was tested. (Check the “M” or “C” applied on current SWAROVSKI packaging and the “AC” imprint on Lighting specific packaging).



“M” mark (current packaging)



“C” mark (current packaging)



b) If ADVANCED CRYSTAL is confirmed at (a): Verification of the test laboratory's test result.

Measuring the lead content of glass is sophisticated, and many test laboratories unfortunately do not have experience in testing glass, as it is not their daily business. Therefore Swarovski already faced several cases of being confronted with test laboratory results even up to several hundred ppm lead content, that always turned out as a mistake when checking in detail. In case of doubts Swarovski can provide the lead content data of a production lot (standard quality inspection data) when you provide the production batch code printed on the packaging. We are also open anytime to get in contact with a test laboratory to clarify any open questions.

MIGHT SWAROVSKI FACE CHALLENGES IN THE FUTURE REGARDING OTHER CHEMICALS/MATERIALS USED IN THEIR ELEMENTS?

Nobody can precisely predict how regulations and market environments will develop in the future. Nevertheless Swarovski established a network to monitor, and – if possible – anticipate changes in regulations as soon as possible and to be able to react in the earliest stage.

HEALTH & SAFETY

WHAT HAS REPLACED LEAD IN ADVANCED CRYSTAL?

A variety of compounds – zinc and calcium oxide, titanium and zirconium for instance.

DOES THIS MEAN THAT THE OLD CRYSTALS CONTAINING LEAD ARE UNSAFE?

No, our products have always been safe. Changing regulatory requirements and best practice, however, meant that we decided to adapt our product accordingly. This is a major technological breakthrough for the crystal industry and represents a significant competitive advantage for Swarovski.

WHY DID YOU TAKE OUT THE LEAD?

The regulatory environment becomes stricter and stricter and forces manufacturers to adapt their production processes, used raw materials etc. to new and upcoming standards. So ADVANCED CRYSTAL is the answer to be compliant and even exceed today's industry standards, and to anticipate possible developments in the future.

DOES THIS MEAN THERE IS A PROBLEM WITH THE PRE-ADVANCED CRYSTAL PRODUCT?

No, absolutely not. This is a major technological breakthrough for the crystal industry and represents a significant competitive advantage for Swarovski.

WHAT ALLOWS US TO CALL ADVANCED CRYSTAL “LEAD-FREE*”?

Advanced Crystal is manufactured completely without the addition of lead or lead containing raw materials. Impurities, however, can never be precluded; a fact which is also acknowledged in various legislation. The stated level of “0.009 % lead or less” reflects the fact of possible trace contaminants. Our quality assurance in production ensures that the level of possible impurities is below the stated level of 0.009 % lead.

LOGISTICS

DO DELIVERY TIMES CHANGE WITH THE NEW CRYSTAL STANDARD?

No, delivery times are not affected in general.

WHEN WILL THE NEW STANDARD BE AVAILABLE?

Since September 2012 the complete assortment of loose crystal elements and forward-integrated solutions is shipped in ADVANCED CRYSTAL standard.

CAN WHOLESALE CUSTOMERS STILL USE OLD STOCK?

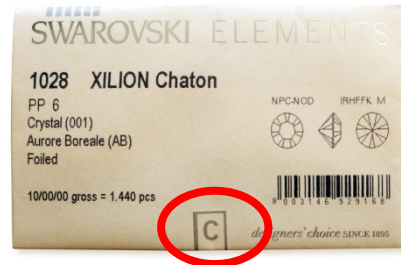
Yes, as long as this is not used for the incorporation into packaging and children’s products. Also, specific colors can still not be used in electrical and electronic equipment.

HOW CAN I IDENTIFY ADVANCED CRYSTAL ARTICLES ON THE PACKAGING?

The following versions of labels for ADVANCED CRYSTAL on product packaging are currently in circulation:



“M” mark (current packaging)



“C” mark (current packaging)



“AC” mark (current label for Lighting articles)



WHAT OTHER INFORMATION DISTINGUISHES ADVANCED CRYSTAL PRODUCTS FROM “NON-AC” ONES?

Currently ADVANCED CRYSTAL compliant products (in the new understanding as described in FAQ [“DID ANYTHING CHANGE IN THE SYSTEMATICS WHICH COLORS ARE ADVANCED CRYSTAL AND WHICH NOT?”](#)) and our legacy products are available under identical material numbers. So the quality of the present product can only be differentiated by checking the marks on packaging (see FAQ [“HOW CAN I IDENTIFY ADVANCED CRYSTAL ARTICLES ON THE PACKAGING?”](#)) or by laboratory tests.

HOW CAN I ORDER ADVANCED CRYSTAL? DO I NEED A SPECIAL ORDER FORM?

No special order form is needed, but at the moment it is necessary to indicate for each order position that you need it in ADVANCED CRYSTAL standard.

ARE THERE ANY SUBSTITUTES AVAILABLE FOR THE COLORS THAT ARE NOT COMPLIANT AT SPECIFIC MARKET SEGMENTS?

For the color Siam (208) customers can order Dark Siam (308). Sizes are available for Round Stones up to SS 18, for Flat Backs up to SS 20.

For the non-compliant color Light Siam (227) customers can order Indian Siam (327). Sizes are available for Round Stones up to SS 18, for Flat Backs up to SS 20.

LIGHTING ARTICLES/SEGMENT SPECIFIC FAQs

Please also read through the general part of the FAQ document as relevant and useful information also for the Lighting segment is given there.

WHEN WILL THE COMPLETE LIGHTING ASSORTMENT OF SWAROVSKIBE SWITCHED TO ADVANCED CRYSTAL?

Due to the high stock level of non-ADVANCED CRYSTAL articles there will be a transition period. The final date is not yet defined.

WHY WAS NOT THE COMPLETE LIGHTING ASSORTMENT OF SWAROVSKISWITCHED TO ADVANCED CRYSTAL BY SEPTEMBER 2012?

Due to a high stock level of non-ADVANCED CRYSTAL articles it is indicated to sell off these first. If a customer insists to receive ADVANCED CRYSTAL, then it has to be stated in the order. Novelties will be produced in ADVANCED CRYSTAL solely.

IS STRASS® SWAROVSKI CRYSTAL NOW ADVANCED CRYSTAL?

At first you have to make a basic differentiation: STRASS® SWAROVSKI CRYSTAL was the brand of the first line lighting assortment. ADVANCED CRYSTAL is the material composition our first-line crystals are made of. STRASS® SWAROVSKI CRYSTAL was transitioned and integrated into SWAROVSKI in 2010. All novelties of the lighting assortment will be produced in the ADVANCED CRYSTAL standard. Since there is quite some stock of non-ADVANCED CRYSTAL products there will be a transition period where both standards are available for a specific product.

AS ADVANCED CRYSTAL IS LEAD-FREE*, IS IT NOW THE SAME AS SPECTRA® CRYSTAL?

Advanced Crystal is entirely made of carefully selected raw materials in outstanding purity, in order to reach its excellent quality standard. Advanced Crystal fulfills all optical and visual criteria of full lead crystal (category 1) according to the European Crystal Directive 69/493/EC. Advanced Crystal also fulfills the highest class “Ultra Clear” according to the standard ISO IWA08. This was confirmed by Fraunhofer ISC. So it is a perfect and sustainable alternative to full lead crystal.

In comparison to Advanced Crystal, SPECTRA® CRYSTAL has a different crystal composition and is made with less strict quality criteria for ingredients in comparison to Advanced Crystal, and using cost-saving production processes. This results in excellent value for money, but also a clear differentiation from the first line SWAROVSKI with its Advanced Crystal Standard.

WHAT ARE THE MAIN DIFFERENCES BETWEEN THE LIGHTING ASSORTMENT OF SWAROVSKI COMPARED TO SPECTRA® CRYSTAL?

SWAROVSKI is the premium brand for the highest quality loose cut crystals available on the market, and offers a vast assortment of shapes, colors, and effects. This assortment is constantly broadened by innovations based on extensive trend research. The patented, lead-free* ADVANCED CRYSTAL composition makes SWAROVSKI a sustainable choice, offering superior brilliance and light reflection. Advanced Crystal is entirely made of carefully selected raw materials in very high purity, in order to reach its outstanding quality standard.

SPECTRA® CRYSTAL has a different crystal composition, comes with a basic assortment of traditional shapes and is only available in crystal (i.e. no contemporary shapes, no colors/effects). SPECTRA® CRYSTAL is the perfect choice for the price-conscious consumer. Thanks to its crystal composition, SPECTRA® CRYSTAL offers above-average results regarding light reflection and brilliance while still delivering excellent value for money.

ACCORDING TO THE EUROPEAN DIRECTIVE 69/493/EEC (CRYSTAL DIRECTIVE), ADVANCED CRYSTAL FALLS IN THE CATEGORY 3 “CRYSTAL GLASS”. WHAT IS THEN FULL LEAD CRYSTAL?

“Full lead crystal” is the correct term to describe glass with a minimum lead content of 30 % and falling into category 1 of the European Crystal Directive. Advanced Crystal fulfills all optical and visual criteria of full lead crystal (category 1) according to the European Crystal Directive 69/493/EC. Advanced Crystal also fulfills the highest class “Ultra Clear” according to the standard ISO IWA08. This was confirmed by Fraunhofer ISC. It is a perfect alternative to traditional full lead crystal. However, the definition for category 1 includes the description of a minimum lead content of 30 %, therefore the sustainable lead-free* composition of Advanced Crystal falls out of category 1 of this Directive.