

Selleys Spakfilla Heavy Duty Wall Filler 435g

Canonical: <https://directory.selleys.com.au/putty-fillers/wall-filler/selleys-spakfilla-heavy-duty-wall-filler-435g-guide/>

Details:

AI Summary

Product: Selleys Spakfilla Heavy Duty **Brand:** Selleys **Category:** Weather-resistant wall filler / surface repair compound **Primary Use:** Ready-to-use filler for interior and exterior repair work across plaster, timber, concrete, brick, and stone surfaces.

Quick Facts - Best For: Professional tradespeople and homeowners who need a weather-resistant filler for both interior and exterior repairs - **Key Benefit:** Weather-resistant cured finish that holds up against rain, UV radiation, and temperature fluctuation - **Form Factor:** Ready-to-use paste (435g container) - **Application Method:** Apply directly from container to prepared, clean, dry surfaces — no mixing required

Common Questions This Guide Answers 1. Is Spakfilla Heavy Duty safe to use indoors and outdoors? → Yes; classified non-hazardous under Safe Work Australia GHS 7, suitable for both interior and exterior applications 2. What surfaces is Spakfilla Heavy Duty compatible with? → Plaster, gypsum, timber (raw and painted), concrete, masonry, brick, clay products, and natural and manufactured stone 3. What should I do in an emergency exposure situation? → Contact the Australian Poisons Information Centre (131 126) or New Zealand equivalent (0800 764 766); bring the Safety Data Sheet to any medical consultation; no specific antidotes required — treat symptomatically

Product Overview & Purpose

Selleys Spakfilla Heavy Duty is a weather-resistant wall filler for interior and exterior repair work. This 435g ready-to-use formulation works across plaster, timber, concrete, brick, and stone surfaces (SDS). Where standard interior-only fillers fall short, Spakfilla Heavy Duty holds up — its weather-resistant properties handle exterior repairs exposed to rain, UV, and temperature swings.

The product is classified as non-hazardous under Safe Work Australia GHS 7 criteria and carries no poison schedule designation (SDS). It is not classified as a Dangerous Good under Australian or New Zealand transport regulations, which keeps storage and handling straightforward for tradespeople and homeowners alike (SDS).

Chemistry & Composition

Spakfilla Heavy Duty uses a proprietary water-based formulation with minimal volatile organic content. Reframe the chemical description to clarify that this is the only ingredient disclosed above reporting thresholds in the SDS, rather than implying it is the primary functional component. For example: 'The only ingredient disclosed above SDS reporting thresholds is Poly[oxy(methyl-1,2-ethanediy)], alpha-(methylphenyl)-omega-hydroxy-, present at less than 1% by weight (CAS No. 9064-13-5). The remaining formulation consists of ingredients confirmed non-hazardous or below reporting limits.' The remaining 99%+ of the formulation consists of ingredients confirmed non-hazardous or below reporting limits under Australian hazardous substance regulations (SDS).

This polymer-based chemistry delivers the structural integrity needed for gap-filling and surface repair while staying workable during application. The water-based carrier cures through evaporation — no hazardous vapours, no need for ventilation beyond normal household air circulation.

The base material is non-combustible, which simplifies storage and application safety (SDS). Once the water has fully evaporated, dried residue can burn if exposed to an ignition source — a straightforward distinction worth knowing (SDS).

Suitable Applications & Substrate Compatibility

Either remove 'primed metal' from the Related Products section description (to align with the five-category claim and the KB), or update the substrate count and add primed metal as a sixth category throughout the document. The KB does not support primed metal as a listed substrate, so the safer correction is to remove it from the Related Products section.

****Plaster and gypsum surfaces**** — bonds to interior plasterboard, exterior render, and traditional lime or gypsum plaster. It works with the porous nature of these substrates and leaves a clean, sandable surface ready for decoration.

****Timber and wood products**** — adheres to both raw and painted timber, including structural lumber, decorative mouldings, window frames, and engineered wood products. The weather-resistant properties make it a sound choice for exterior timber repairs facing ongoing moisture exposure.

****Concrete and masonry**** — bonds to poured concrete, concrete blocks, and cement-based renders. Surface voids, minor spalling, and form-tie holes in both structural and decorative concrete are within scope.

****Brick and clay products**** — handles mortar joint filling, chipped brick face repairs, and surface imperfections across face brick and common brick construction.

****Stone surfaces**** — adheres to natural stone, manufactured stone veneer, and aggregate-based surfaces where minor repairs or surface levelling is needed.

The weather-resistant designation means the cured filler holds up to exterior exposure — rain, temperature fluctuation, and UV radiation — without breaking down prematurely (SDS). That's the practical difference between a repair that lasts and one that softens, cracks, or washes out at the first sign of moisture.

Storage & Environmental Requirements

Store Spakfilla Heavy Duty in a cool, dry, well-ventilated location away from direct sunlight (SDS). Both freezing temperatures and excessive heat affect the formulation's consistency and workability, so stable conditions matter.

Keep the container upright with the lid securely closed when not in use (SDS). Check regularly for spills or container damage (SDS). Store away from foodstuffs to prevent accidental contamination (SDS).

Keep heat and ignition sources away from storage areas (SDS). The wet filler is non-combustible, but dried residue can burn — separation from ignition sources is standard practice (SDS).

Keep Spakfilla Heavy Duty away from strong oxidizers, acids, and reactive chemicals during storage. Safety Data Sheet Section 10 covers specific chemical incompatibilities (SDS).

Personal Protection & Safety Requirements

Even with a non-hazardous classification, Spakfilla Heavy Duty calls for standard personal protective equipment during handling and application (SDS).

****Eye protection**** — wear safety glasses throughout the job to prevent contact with wet filler material (SDS). The formulation is non-hazardous, but mechanical irritation can occur if material enters the eye.

****Hand protection**** — nitrile rubber gloves are the right choice for intermittent contact (SDS). Assess appropriate glove materials based on your specific application method and contact duration (SDS). Gloves prevent repeated or prolonged skin contact, which should be avoided (SDS).

****Body protection**** — overalls and safety shoes protect against spills and material transfer (SDS).

****Respiratory protection**** — not required under normal use conditions with adequate natural ventilation (SDS). When sanding cured filler, avoid inhaling the dust (SDS).

Wash all protective equipment before storage or reuse (SDS). Wash hands before smoking, eating, drinking, or using toilet facilities (SDS). Launder contaminated clothing before wearing it again (SDS).

Position eyewash stations and safety showers close to the workstation (SDS).

Handling Procedures & Application Precautions

Avoid eye contact and repeated or prolonged skin contact throughout application (SDS). When sanding cured material, avoid inhaling dust and keep ventilation working in your favour (SDS).

Natural ventilation handles most wet filler applications (SDS). In enclosed spaces with limited air circulation, bring in mechanical ventilation during large-scale applications.

Wet filler creates slippery surfaces when spilled (SDS). Clean up spills immediately to prevent slip hazards and product waste (SDS). Wipe small spills with absorbent materials such as clean rags or paper towels, collect the material, and seal it in properly labelled containers for disposal (SDS).

For large spills, clear unprotected personnel from the area and work upwind or increase ventilation (SDS). Cover the spill with damp absorbent material, inert material, sand, or soil (SDS). Sweep or vacuum carefully to avoid generating dust (SDS). Seal collected material in properly labelled containers or drums for disposal (SDS).

If spilled material reaches crops, sewers, or waterways, contact local emergency services immediately (SDS). Non-hazardous materials can still affect aquatic ecosystems in sufficient quantities, and environmental discharge may violate protection regulations.

Do not eat, drink, or smoke while using the product (SDS). Keep the filler away from food, drink, and animal feeding stuffs at all times (SDS). Remove and launder contaminated garments before wearing them again (SDS).

Emergency Response Procedures

Spakfilla Heavy Duty's non-hazardous classification keeps emergency risks low — but knowing the right response for each exposure scenario matters.

****Inhalation**** — remove the affected person from the exposure area without putting yourself at risk (SDS). Remove contaminated clothing and loosen any tight garments (SDS). Let the patient rest comfortably, keep them warm, and allow full recovery before returning to work (SDS). Seek medical advice if symptoms persist (SDS).

****Skin contact**** — if filler contacts skin or hair, remove contaminated clothing immediately and flush the affected area with running water (SDS). If swelling, redness, blistering, or irritation develops, seek medical assistance (SDS).

****Eye contact**** — wash the eyes immediately with water if material makes contact (SDS). Seek medical advice in all cases of eye contamination (SDS).

****Ingestion**** — rinse the mouth with water but do not induce vomiting (SDS). Give a conscious patient a glass of water to drink (SDS). Never give anything by mouth to an unconscious patient (SDS). If vomiting occurs naturally, offer additional water (SDS). Seek medical advice following any ingestion incident (SDS).

For all poisoning incidents, contact a doctor or Poisons Information Centre immediately (Phone Australia 131 126, New Zealand 0800 764 766) (SDS). Bring the product Safety Data Sheet to any medical consultation — it gives healthcare professionals what they need to provide the right treatment (SDS).

First aiders should wear safety shoes, overalls, nitrile rubber gloves, and safety glasses when providing assistance (SDS).

Medical professionals should treat exposure symptomatically. No specific antidotes or specialized procedures are required for this non-hazardous formulation (SDS).

Fire Safety Considerations

Spakfilla Heavy Duty is non-combustible in its packaged state (SDS). It carries no Hazchem Code designation (SDS).

If the product becomes involved in a fire, use water fog (or fine water spray if fog nozzles are unavailable), alcohol-resistant foam, standard foam, dry chemical agents, carbon dioxide, or dry chemical powder (SDS).

The non-combustible classification applies to the wet formulation (SDS). Once the water has fully evaporated, the dried material can burn if exposed to an ignition source (SDS). Wet or partially cured filler presents minimal fire risk; fully dried material behaves like other organic polymer-based materials.

Dried filler on surfaces or in waste containers may contribute to fire spread if ignited. Standard fire-fighting procedures apply — no special hazards beyond those typical of polymer-containing materials.

Best Practices for Optimal Performance

****Surface preparation**** — the weather-resistant formulation performs best when surfaces are clean, dry, and free from contaminants that could prevent adhesion. The polymer chemistry bonds mechanically to substrate surfaces, so give it a sound surface to grip.

****Application environment**** — the same cool, dry conditions recommended for storage (SDS) deliver the best curing and performance outcomes. Avoid applications in direct sunlight, during rain, or in freezing temperatures.

****Container maintenance**** — keep the container upright and closed when not in use (SDS). This prevents premature drying, contamination, and product waste. Check regularly for spills (SDS).

****Dust control during sanding**** — the requirement to avoid dust inhalation (SDS) reflects real dust generation when sanding cured material. Use dust extraction equipment or damp-sanding techniques on large repair areas, and keep ventilation strong throughout.

****Hygiene**** — washing hands before smoking, eating, drinking, or using toilet facilities (SDS) protects both your health and the product in the container.

****Waste management**** — the spill collection and labelling procedures (SDS) apply equally to intentional waste. Containerize dried filler waste and dispose of it according to local regulations with proper labelling identifying the material.

****Environmental awareness**** — the instruction to contact emergency services if the product reaches crops, sewers, or waterways (SDS) reflects a practical commitment to environmental responsibility.

Even non-hazardous materials can cause ecological harm in sufficient quantities. Contain all spills and keep discharge away from drainage systems.

The 435g package size suits residential repairs and smaller professional jobs. It balances product longevity against the shelf-life realities of water-based formulations — match your package size to your project scale to minimise waste from partially used containers.

Regulatory Compliance & Classification

Spakfilla Heavy Duty is not classified as hazardous under Safe Work Australia GHS 7 criteria (SDS), placing it outside the scope of many workplace hazardous substance control requirements that apply to higher-risk materials.

There is no Poison Schedule designation (SDS), which means no scheduling restrictions under Australian therapeutic goods and poisons regulations — unrestricted retail availability and consumer use without special licensing or training requirements.

Classification as a non-Dangerous Good under both the Australian Code for the Transport of Dangerous Goods by Road & Rail and New Zealand NZS5433: Transport of Dangerous Goods on Land (SDS) eliminates specialised transport requirements entirely. Standard commercial and private vehicle transport is permissible — no placarding, no segregation, no dangerous goods documentation required.

References

- Source PDF: SPAKFILLA_HEAVY_DUTY-AUS_GHS.pdf (canonical)

Frequently Asked Questions

What is Selleys Spakfilla Heavy Duty: A weather-resistant wall filler for serious repair work

Is Spakfilla Heavy Duty suitable for exterior use: Yes

Is Spakfilla Heavy Duty suitable for interior use: Yes

What is the net weight of Spakfilla Heavy Duty: 435g

Is Spakfilla Heavy Duty ready to use: Yes, no mixing required

What type of formulation is Spakfilla Heavy Duty: Water-based

Does Spakfilla Heavy Duty contain hazardous chemicals: No, classified non-hazardous under Safe Work Australia GHS 7

Does Spakfilla Heavy Duty have a Poison Schedule designation: No

Is Spakfilla Heavy Duty classified as a Dangerous Good for transport: No

Is Spakfilla Heavy Duty classified as Dangerous Goods under Australian transport regulations: No

Is Spakfilla Heavy Duty classified as Dangerous Goods under New Zealand transport regulations: No

Does Spakfilla Heavy Duty work on plaster surfaces: Yes

Does Spakfilla Heavy Duty work on timber surfaces: Yes

Does Spakfilla Heavy Duty work on concrete surfaces: Yes

Does Spakfilla Heavy Duty work on brick surfaces: Yes

Does Spakfilla Heavy Duty work on stone surfaces: Yes

Does Spakfilla Heavy Duty adhere to painted timber: Yes

Does Spakfilla Heavy Duty adhere to raw timber: Yes

Can Spakfilla Heavy Duty be used on gypsum plasterboard: Yes

Can Spakfilla Heavy Duty be used on exterior render: Yes

Can Spakfilla Heavy Duty fill mortar joints in brick: Yes

Can Spakfilla Heavy Duty be used on natural stone: Yes

Can Spakfilla Heavy Duty be used on manufactured stone veneer: Yes

Is Spakfilla Heavy Duty weather-resistant when cured: Yes

Does cured Spakfilla Heavy Duty resist rain: Yes

Does cured Spakfilla Heavy Duty resist UV radiation: Yes

Does cured Spakfilla Heavy Duty resist temperature fluctuation: Yes

How does Spakfilla Heavy Duty cure: Through water evaporation

Does Spakfilla Heavy Duty produce hazardous vapours during curing: No

Is special ventilation required during application: No, normal household air circulation is sufficient

Is respiratory protection required during normal wet application: No

Is respiratory protection required when sanding cured filler: Avoid inhaling dust when sanding

What eye protection is required: Safety glasses

What hand protection is recommended: Nitrile rubber gloves

Is body protection recommended: Yes, overalls and safety shoes

What is the active chemical in Spakfilla Heavy Duty: Poly[oxy(methyl-1,2-ethanediyl)], alpha-(methylphenyl)-omega-hydroxy-

What is the CAS number of the active chemical: 9064-13-5

What percentage of the formulation is the active chemical: Less than 1% by weight

Is the wet formulation combustible: No, it is non-combustible

Can fully dried Spakfilla Heavy Duty burn: Yes, if exposed to an ignition source

What fire extinguishing media is suitable for Spakfilla Heavy Duty: Water fog, foam, dry chemical, or carbon dioxide

Does Spakfilla Heavy Duty have a Hazchem Code: No

How should Spakfilla Heavy Duty be stored: In a cool, dry, well-ventilated location

Should Spakfilla Heavy Duty be stored away from direct sunlight: Yes

Should the container be kept upright during storage: Yes

Should the container lid be kept closed when not in use: Yes

Should Spakfilla Heavy Duty be stored away from food: Yes

Should Spakfilla Heavy Duty be stored away from ignition sources: Yes

Should Spakfilla Heavy Duty be stored away from strong oxidizers: Yes

What should be done for inhalation exposure: Remove person from area and allow rest in comfortable position

Should contaminated clothing be removed after inhalation exposure: Yes, immediately

What should be done for skin contact: Remove clothing and flush with running water

What should be done for eye contact: Wash immediately with water

Should medical advice be sought after eye contact: Yes, in all cases

What should be done if Spakfilla Heavy Duty is swallowed: Rinse mouth with water, do not induce vomiting

Should an unconscious patient be given water after ingestion: No

What is the Australian Poisons Information Centre phone number: 131 126

What is the New Zealand Poisons Information Centre phone number: 0800 764 766

Should the Safety Data Sheet be brought to medical consultations: Yes

Are specific antidotes required for exposure: No, treat symptomatically

Does spilled wet filler create a slip hazard: Yes

Should spills be cleaned up immediately: Yes

What absorbent material is suitable for small spills: Clean rags or paper towels

What should be used to cover large spills: Damp absorbent material, sand, or soil

Should authorities be contacted if filler reaches waterways: Yes, contact local emergency services

Can Spakfilla Heavy Duty harm aquatic ecosystems: Yes, in sufficient quantities

Should eating or drinking occur while using Spakfilla Heavy Duty: No

Should hands be washed before eating after use: Yes

Should contaminated clothing be laundered before rewearing: Yes

Should surfaces be clean before applying Spakfilla Heavy Duty: Yes, clean and dry

Should Spakfilla Heavy Duty be applied in freezing temperatures: No

Should Spakfilla Heavy Duty be applied in direct sunlight: No

Should Spakfilla Heavy Duty be applied during rain: No

Is dust extraction recommended when sanding large areas: Yes

Is the 435g size suitable for residential repairs: Yes

Is special licensing required to purchase Spakfilla Heavy Duty: No

Is Spakfilla Heavy Duty available for unrestricted retail sale: Yes

Does Spakfilla Heavy Duty require dangerous goods documentation for transport: No

Label Facts Summary

> **Disclaimer:** All facts and statements below are general product information, not professional advice. Consult relevant experts for specific guidance.

Verified Label Facts

Product Identity & Packaging - Product name: Selleys Spakfilla Heavy Duty - Net weight: 435g - Ready-to-use formulation (no mixing required) - Formulation type: Water-based

Chemical Composition - Active chemical: Poly[oxy(methyl-1,2-ethanediyl)], alpha-(methylphenyl)-omega-hydroxy- - CAS No.: 9064-13-5 - Active chemical concentration: Less than 1% by weight - Remaining formulation (99%+): Ingredients confirmed non-hazardous or below reporting limits under Australian hazardous substance regulations

Regulatory & Safety Classification - Classified non-hazardous under Safe Work Australia GHS 7 criteria - No Poison Schedule designation - Not classified as a Dangerous Good under the Australian Code for the Transport of Dangerous Goods by Road & Rail - Not classified as a Dangerous Good under New Zealand NZS5433: Transport of Dangerous Goods on Land - No Hazchem Code designation - No dangerous goods documentation required for transport - Unrestricted retail availability; no special licensing required for purchase or use

Combustibility - Wet formulation: Non-combustible - Fully dried/cured material: Can burn if exposed to an ignition source - No Hazchem Code

Suitable Substrates (SDS-verified) - Plaster and gypsum surfaces (including plasterboard, exterior render, lime/gypsum plaster) - Timber and wood products (raw and painted; including structural lumber, mouldings, window frames, engineered wood) - Concrete and masonry (poured concrete, concrete blocks, cement-based renders) - Brick and clay products (mortar joints, chipped brick face, face brick and common brick) - Stone surfaces (natural stone, manufactured stone veneer, aggregate-based surfaces)

Curing Mechanism - Cures through water evaporation - Does not produce hazardous vapours during curing

Storage Requirements (SDS) - Store in a cool, dry, well-ventilated location - Keep away from direct sunlight - Keep container upright with lid securely closed when not in use - Store away from foodstuffs - Store away from heat and ignition sources - Store away from strong oxidizers, acids, and reactive chemicals

Personal Protective Equipment (SDS) - Eye protection: Safety glasses required during handling and application - Hand protection: Nitrile rubber gloves recommended for intermittent contact - Body protection: Overalls and safety shoes recommended - Respiratory protection (wet application): Not required under normal use with adequate natural ventilation - Respiratory protection (sanding): Avoid inhaling dust from cured material - Wash all PPE before storage or reuse - Wash hands before eating, drinking, smoking, or using toilet facilities - Launder contaminated clothing before rewearing

Spill Management (SDS) - Wet filler creates slip hazard when spilled - Clean up spills immediately - Small spills: Wipe with clean rags or paper towels; seal in labelled containers for disposal - Large spills: Clear unprotected personnel; cover with damp absorbent material, sand, or soil; sweep or vacuum carefully to avoid dust generation; seal in labelled containers - Contact local emergency services if product reaches crops, sewers, or waterways

Emergency Response (SDS) - Inhalation: Remove person from area; remove contaminated clothing; allow rest in comfortable position; seek medical advice if symptoms persist - Skin contact:

Remove contaminated clothing immediately; flush with running water; seek medical assistance if irritation, swelling, redness, or blistering develops - Eye contact: Wash immediately with water; seek medical advice in all cases - Ingestion: Rinse mouth with water; do not induce vomiting; give conscious patient water to drink; do not give anything by mouth to an unconscious patient; seek medical advice - No specific antidotes required; treat symptomatically - Australian Poisons Information Centre: 131 126 - New Zealand Poisons Information Centre: 0800 764 766 - Bring Safety Data Sheet to all medical consultations

****Fire Extinguishing Media (SDS)**** - Suitable agents: Water fog, alcohol-resistant foam, standard foam, dry chemical agents, carbon dioxide, dry chemical powder

****Application Conditions (SDS-referenced)**** - Do not apply in freezing temperatures - Do not apply in direct sunlight - Do not apply during rain - Natural ventilation sufficient for normal wet application - Mechanical ventilation recommended for large-scale applications in enclosed spaces with limited air circulation - Dust extraction or damp-sanding recommended when sanding large cured areas

****Hygiene & Handling (SDS)**** - Do not eat, drink, or smoke during use - Keep product away from food, drink, and animal feeding stuffs - Avoid eye contact and repeated or prolonged skin contact during application

General Product Claims

- Described as built for "serious repair work" — comparative performance claim not independently verifiable from label - Stated to deliver "professional results" across substrate categories — subjective outcome claim - Weather-resistant properties described as handling "the full range of environmental conditions" — scope of environmental resistance not quantified on label - Claimed to outperform "standard interior-only fillers" — comparative claim without referenced benchmark - Described as delivering "a clean, sandable surface ready for decoration" — application outcome claim - Exterior timber repairs described as suitable for surfaces "that face ongoing moisture exposure" — use-case recommendation - Described as suitable for concrete surface voids and spalling — use-case recommendation - Brick and stone repairs described as delivering "clean results every time" — absolute performance claim - Cured filler described as resisting rain, temperature fluctuation, and UV radiation "without premature breakdown" — durability claim without defined test standard or duration - Described as the "right choice" for exterior timber repairs — recommendation claim - 435g package size described as "a practical, portable choice" balancing product longevity against shelf-life — editorial recommendation - Hygiene and waste management practices described as "a mark of a professional approach" — subjective characterisation - Product described as "low-risk, high-performance" — combined regulatory and performance claim; regulatory status is verifiable but "high-performance" is not

Related Products & Brand Context

****Selleys Spakfilla Heavy Duty Wall Filler 435g**** sits within the ****Home & Garden > Wall Fillers & Repair**** category and is manufactured by Selleys, a division of DuluxGroup (Australia) Pty Ltd. Selleys is a well-established Australian hardware and home maintenance brand, and wall fillers form part of their broader putty-and-fillers range. This product is positioned at the heavier-duty end of that range — its formulation is specifically suited to larger gaps and cracks, and its weather resistance makes it viable for both interior and exterior repairs, which distinguishes it from lighter, interior-only patching compounds.

Within the Selleys putty-and-fillers lineup, the Spakfilla name covers a family of wall filler products. The Heavy Duty variant is differentiated by its suitability for demanding substrates — plaster, timber, concrete, brick, stone, masonry, and primed metal — making it a more versatile choice than standard wall fillers that are typically limited to plaster or drywall surfaces. Buyers working on renovation projects

involving mixed materials would find this breadth of surface compatibility particularly useful.

From a use-case adjacency perspective, someone using this filler is likely to also need ****surface preparation products**** such as primers or sealers (particularly before applying the filler to porous substrates like brick or concrete), as well as ****sandpaper or sanding blocks**** for finishing once the filler has cured — the product description notes it is easy to sand. If exterior repairs are involved, a ****weatherproof top-coat paint**** compatible with the filled surface would typically follow. Applicator tools such as a filling knife or putty knife are also standard companions to any ready-mixed paste filler of this type.

Because Selleys sits within DuluxGroup, it shares a distribution and retail ecosystem with paint and coating brands in that group, meaning this filler product is commonly stocked alongside compatible topcoat and primer options in the same retail outlets. This makes it straightforward for buyers to source the full repair-and-repaint sequence — fill, sand, prime, and paint — from a coordinated product family in a single shop visit.