

EVO

VT5 E-SCOOTER

INSTRUCTION MANUAL



 **Please read and understand this entire manual before assembly or use**

IMPORTANT:

Please contact our customer service number if any enquiries:

www.htigroup.co.uk

evo-support@htigroup.co.uk

0300 303 5544

Save all packaging material until assembly is completed.

Scan the QR code
to learn more
about this
lithium scooter



HTI Group, Eastham House,
Copse Road, Fleetwood,
FY7 7NY, UK



HTI EU Authorised Representative
The Merrion Buildings -
Iconic Offices, 18-20 Merrion Street,
Dublin 2, D02 XH98, Ireland



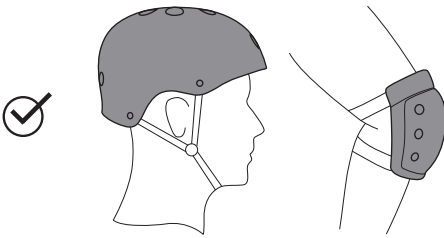
TABLE OF CONTENTS

P. 1-3	SAFETY NOTICE
P. 4	ABOUT YOUR SCOOTER, PARTS LIST & OPERATING RANGE
P. 5	GENERAL WARNINGS & PRODUCT DIAGRAM
P. 6	ASSEMBLY & SET UP
P. 7	FOLDING INSTRUCTION
P. 8	CHARGING YOUR LITHIUM SCOOTER
P. 9	HOW TO OPERATE YOUR LITHIUM SCOOTER
P. 10	LCD CONTROL PANEL INSTRUCTION
P. 11-12	WARNING
P. 13	MAINTENANCE & DISPOSAL OF BATTERY
P. 14	TROUBLE SHOOTING GUIDE
P. 15	WARRANTY STATEMENT

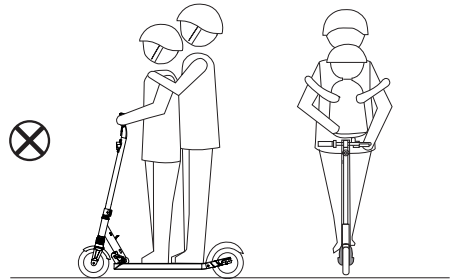
SAFETY NOTICE

WARNING! IT IS ILLEGAL TO USE THIS VEHICLE ON PUBLIC HIGHWAYS (ROADS/PAVEMENTS): ONLY TO BE USED ON PRIVATE PROPERTY WITH THE OWNER'S CONSENT. APPROPRIATE PROTECTIVE EQUIPMENT TO BE WORN AT ALL TIMES AND CHILDREN MUST BE SUPERVISED BY AN ADULT. .

NOTE: PLEASE READ THE FOLLOWING IMPORTANT SAFETY INFORMATION CAREFULLY BEFORE USE AND FOLLOW IT.

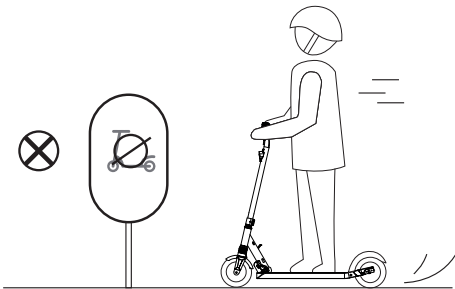


The correct way to ride

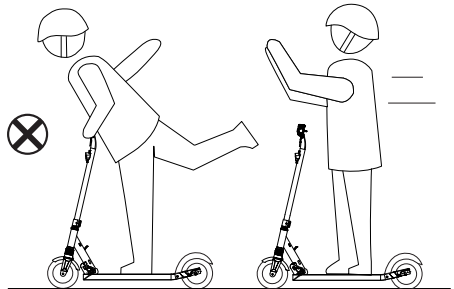


1. When riding the scooter, please wear a safety helmet and other protective equipment, as well as fitting sports shoes.

2. This product is an electric scooter for adults. Usage is limited to one person. Do not carry others at the same time.

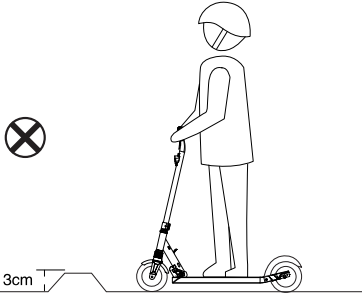


3. Do not ride this product in unsafe or illegal places. Only use the product in accordance with local regulation.

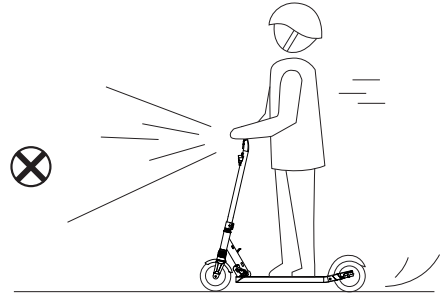


5. Do not take dangerous actions such as riding with one hand while operating the scooter. Always hold the handlebars with both hands and keep both feet on the scooter.

SAFETY NOTICE



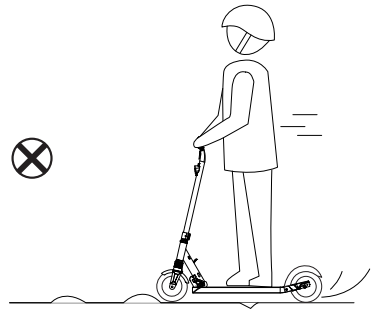
6. Do not go over bumps that are steeper than 3 cm. This may cause the scooter to overturn and cause injury to the user or damage the scooter. Bumps or potholes less than 3cm should also be avoided as much as possible.



7. For your driving safety, always keep safe speed. Avoid using the scooter at night.



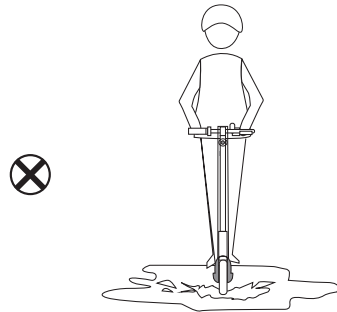
8. Do not use in wet or icy weather.



9. In the event of bumps or poor road conditions, please operate the scooter slowly or get off the scooter and manually push until conditions improve.

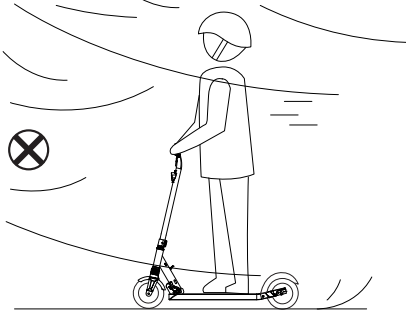


11. Do not immerse the product in water to avoid damage to the electrical parts of the vehicle.

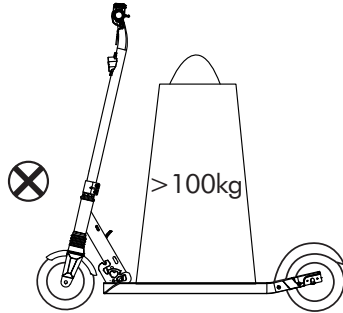


10. Do not ride the scooter on oily terrains or icy surfaces.

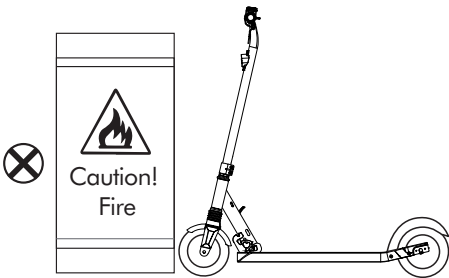
SAFETY NOTICE



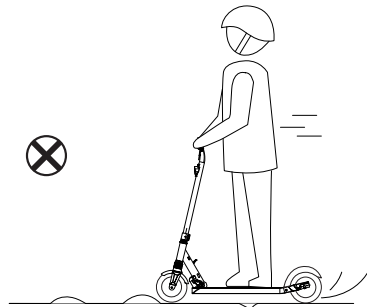
12. In severe weather such as rain, snow, or strong winds, please avoid riding as much as possible to avoid possible damage. During wet weather, extension of braking distance should be reserved.



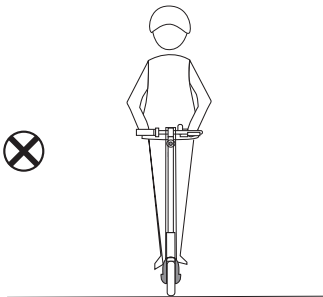
13. The user should use this product in accordance with the relevant instructions in this product manual, and not exceed the load that the scooter can bear (Maximum weight: 100kg).



14. Please avoid using or placing or store the scooter in an extremely high or low temperature environment.



15. Ride on a smooth road. Don't ride on a road with pits.



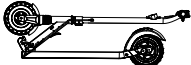

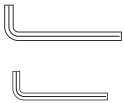
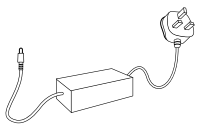

16. Ride legally in strict accordance with the local laws and regulations.

ABOUT YOUR NEW ELECTRIC LITHIUM SCOOTER

Thank you for purchasing our product. Keep these points in mind as you read this guide:

Materials & Size:	Material: Steel & Alu. Folded Size(mm): 1070*435*350mm Unfolded Size(mm): 1070*435*1040mm	Motor:	Rated Power(W): 350W Front Wheel Size: 8inch Rear Wheel Size: 8inch
Weight:	Net Weight: 11.5kg Max Load: 100kg	Battery:	Rated Voltage: 36V Capacity(Ah): 5.0Ah
Scooter:	Max Speed(km/h): 25km/h Max Range(km): 15km Max Incline: 12° Using Temperature: 0°C - 45°C IP Grade: IPX4	Charger:	Rated Input (V/A): 100-240VAC 50/60Hz 2.5A Rated Output Voltage: 42V Current: 2.0A Charging Time(H): 4-5 Hours Model No.: FY-4202000 Plug: Type G

PARTS LIST

PART NO.	PART NAME	PICTURE	QTY (pcs)	REMARKS	PART NO.	PART NAME	PICTURE	QTY (pcs)	REMARKS
1	Body		1		2	Handlebar		1 pair	Left & right
3	Hex Key		2	5mm	4	Charger		1	
			1	3mm					
5	Instruction Manual		1						

OPERATING RANGE

Please notice the scooter can travel a distance of 15km on a fully charged battery in ideal conditions. The following are some of the major factors that will affect the operating range of your scooter.

TERRAIN: A smooth, flat surface will increase your driving distance, while driving uphill, as well as rough or uneven terrain will reduce your distance significantly.

WEIGHT: The weight of the user can affect driving distance, a lighter user will have further range than a heavier user.

AMBIENT TEMPERATURE: Please ride and store the scooter under recommended temperatures, which will increase driving distance, battery life, and overall performance of your scooter.

MAINTENANCE: Reasonable battery charging and maintenance will increase the distance. Overcharging the battery can reduce range.

SPEED AND DRIVING STYLE: Maintaining a moderate speed will increase your distance; while travelling at high speeds for extended periods, frequent starts, stop, idling, along with frequent acceleration and deceleration will reduce your overall distance.

WARNING!

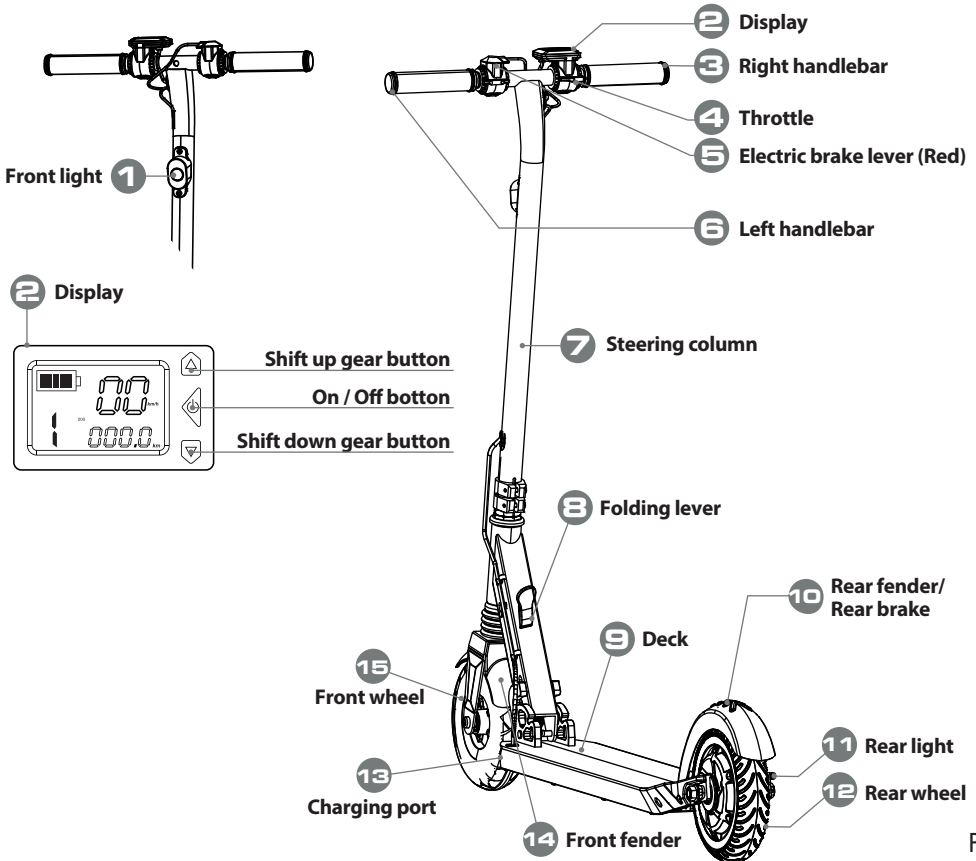
**FOR SAFETY, PLEASE READ ALL WARNINGS AND ASSEMBLY/USE INSTRUCTIONS.
KEEP THIS GUIDE FOR FUTURE REFERENCE. ADULT ASSEMBLY REQUIRED**

The product contains small parts, which are for adult assembly only. Keep children away when assembling.

PREVENT FIRE AND ELECTRIC SHOCK:

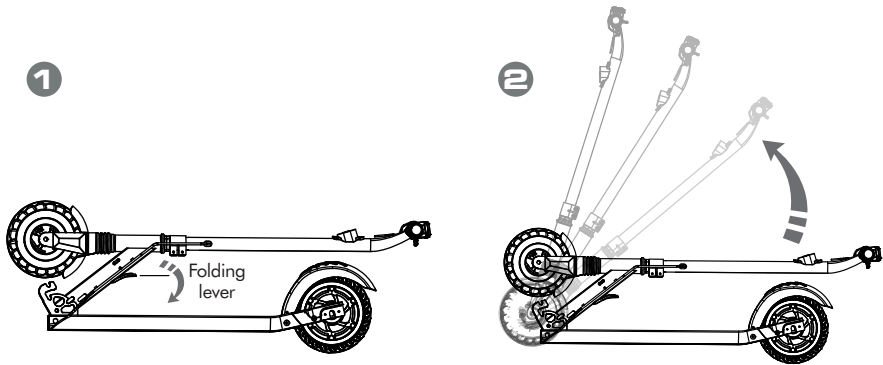
- Do not charge near heat or flammable materials. Charge the battery in a well-ventilated area ONLY.
- Do not over charge the lithium battery.
- Charge the battery in a dry area indoor only.
- The charger is not a toy.
- Do not open the charger. Exposed wiring and circuitry inside case may cause electric shock. Only adults may handle or charge the battery. NEVER allow child to handle or charge the battery.
- Before charging the battery, check for wear or damage to the battery, charger, its supply cord and the connectors. DO NOT charge the battery if any damage to parts has occurred.
- Do not allow the battery to drain completely. Recharge the battery after each use or once a month if not used regularly.
- The electric lithium scooter is not intended for use by persons (including children) with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the electric lithium scooter by a person responsible for their safety.
- Do not allow children under 14 years old to use this product.
- IF the supply cord of charger is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The output cord of charger cannot be replaced. If the cord is damaged, the charger should be scrapped. Use only with FY-4202000 supply (The charger supplied with the scooter).
- **WARNING:** For the purposes of recharging the battery, only use the detachable supply unit provided with this electric lithium scooter.
- This electric lithium scooter contains batteries that are non-replaceable. The battery should be replaced by a competent person. Please contact helpline for assistance.

PRODUCT DIAGRAM



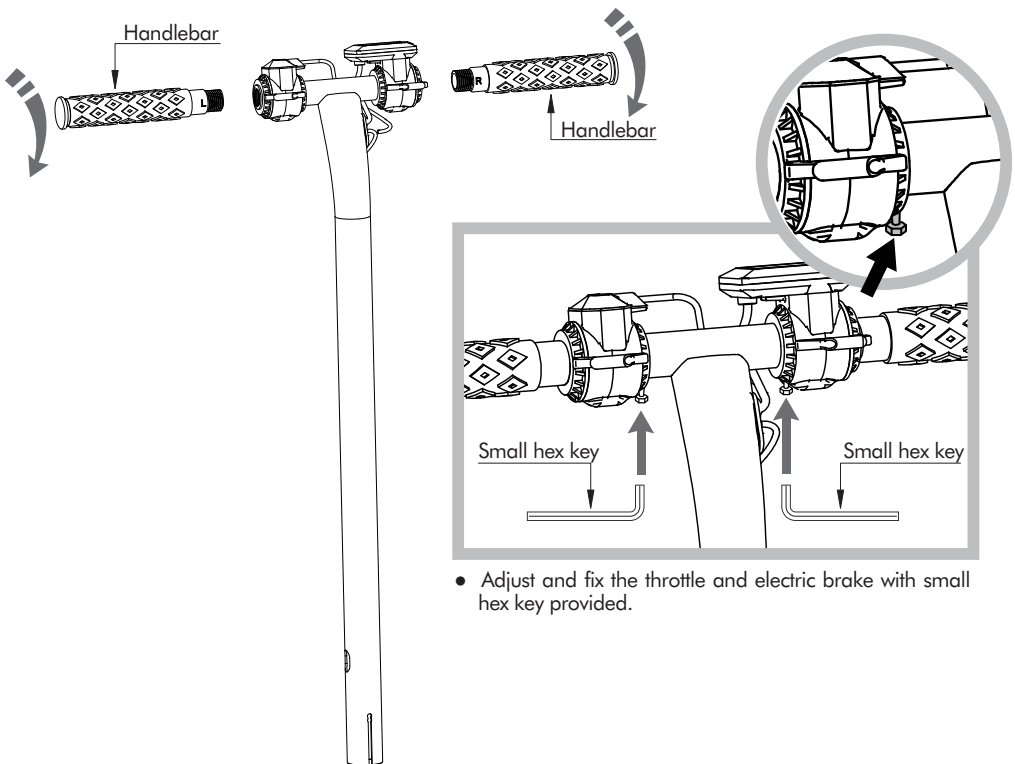
ASSEMBLY & SET UP

1. Unfold



- Lift up the folding lever. Push up the steering column until it locks.

2. Handlebars Assembly

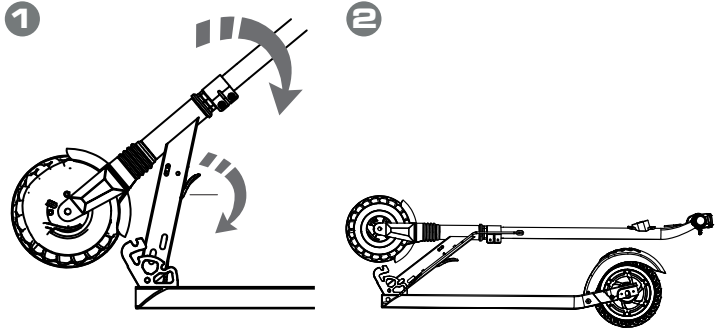
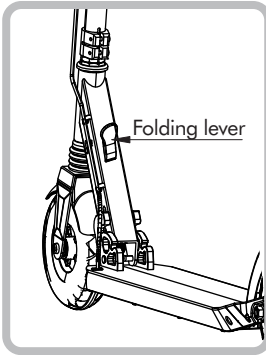


- Adjust and fix the throttle and electric brake with small hex key provided.

- Assemble handlebars in direction as shown.

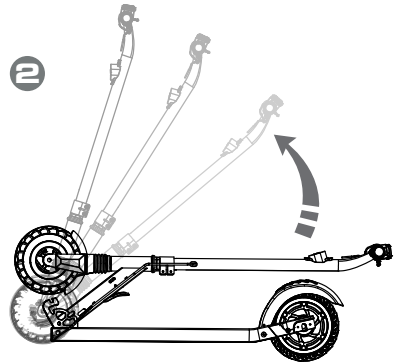
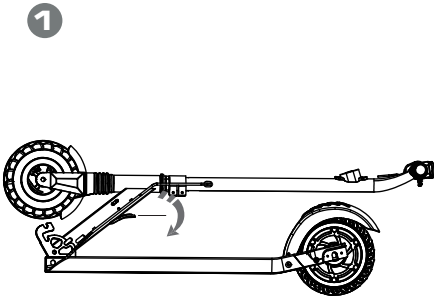
FOLDING INSTRUCTION

1. Fold



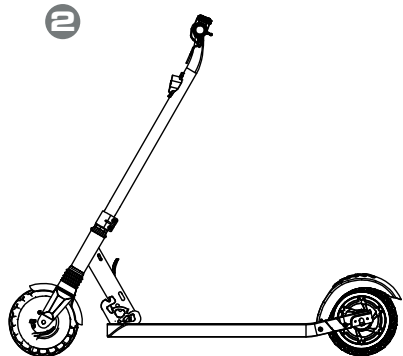
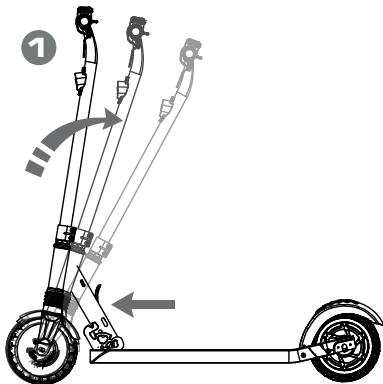
- Lift down the folding lever **BY HAND** only. Push down the steering column slowly and mind your head when folding up the scooter.

2. Unfold



- Lift up the folding lever. Push up the steering column until it locks.

3. Rest

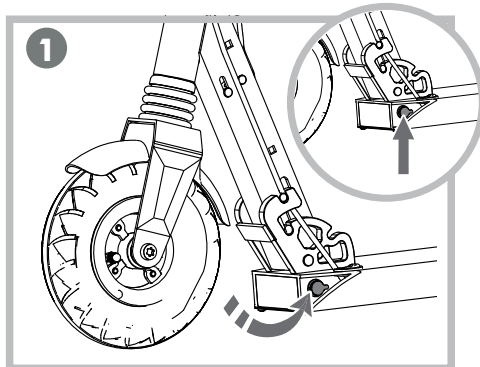
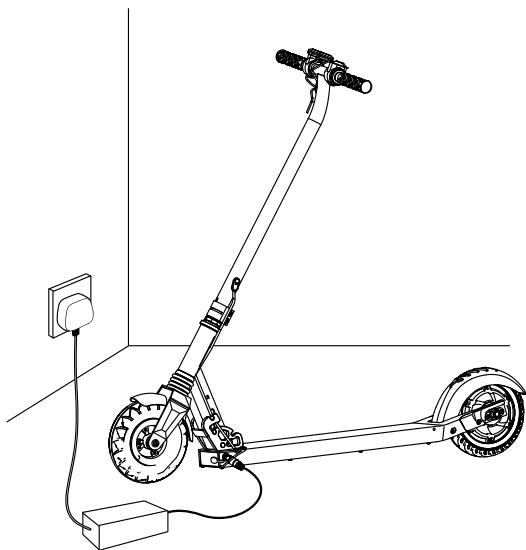


- Lift down the folding lever. Push down the steering column slowly until the deck reaches the ground. Then, it can rest on ground stably.

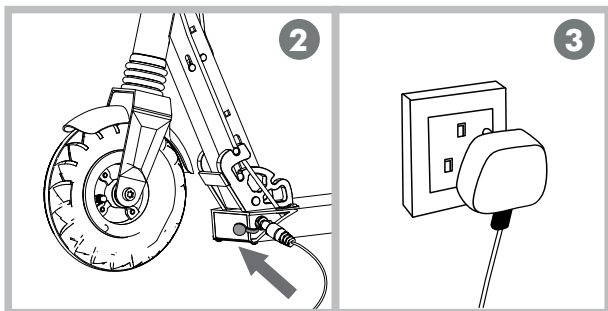
CHARGING YOUR LITHIUM SCOOTER

⚠ WARNING!

- This product has **CHARGING PROTECTION**: When charging, all the functions will be cut off!



- Power off the scooter. Set up the scooter in rest mode and let it rest on ground and open charging port cover.



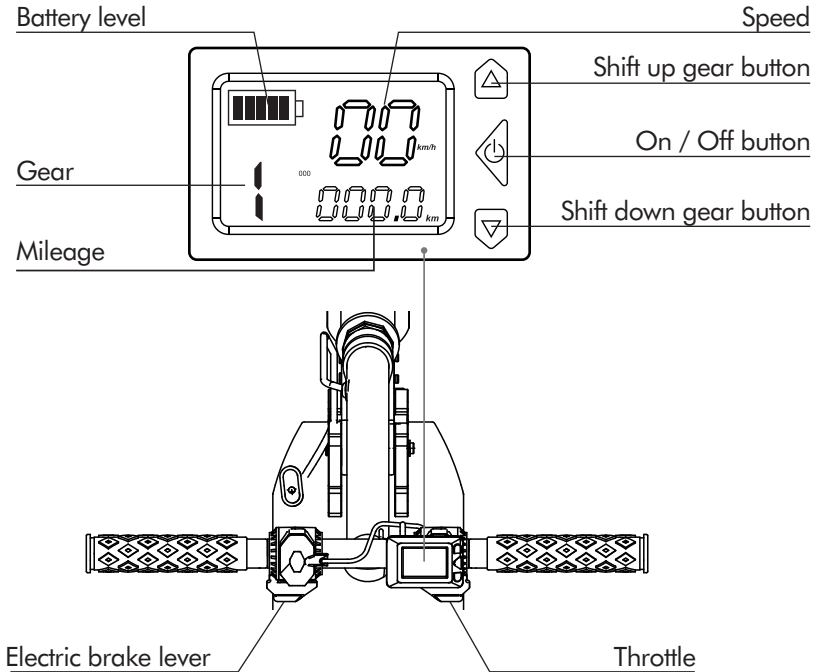
- Plug-in the charging plug of battery charger to charging port of lithium scooter.
- Plug-in the power plug of battery charger in socket.

4. Charge for 3 to 4 hours until the light indicator changes from Red to Green.
5. During charging, all function of the lithium scooter is disabled.
6. During the charging, the RED indicator of battery charger will light up.
7. Once the charging is completed or disconnected from the lithium scooter, the GREEN indicator will light up.
8. Unplug charger from lithium scooter and place charging cover back to the charging port.
9. There is CHARGING PROTECTION and the lithium battery will not be charged when the temperature of lithium battery is hot (e.g. 50 degrees or after extended period of riding.). If this happens, switch off the lithium scooter, wait for 30 minutes and let the temperature of lithium battery cool down. Then plug-in the charging plug for charging again.

SCOOTER SHOULD ONLY BE CHARGED UNDER SUPERVISION OF ADULT!

HOW TO OPERATE YOUR LITHIUM SCOOTER

Lcd Control Panel Display



POWER ON / OFF

Press and hold the On / Off button for 2 seconds to POWER ON the scooter.
Press and hold the On / Off button for 2 seconds again to POWER OFF the scooter.

SPEED CONTROL

Press and hold the right Throttle to accelerate.
Release the Throttle to decelerate.
The deeper the Throttle is pressed down the faster the scooter will move.

GEAR SWITCH

Tap the Shift up/ Shift down button to switch gears

The gear can be set to:

Level 1 (Eco mode) at max. 6km/h

Level 2 at max. 15km/h

and Level 3 at max. 25km/h

HANDBRAKE

Press the left Electric brake lever to stop the scooter or use the foot to press the rear brake on rear fender.

HEADLIGHT ON / OFF








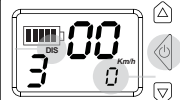



When the scooter is powered on, press and hold "Shift up gear button" for 2 seconds to TURN ON the headlight.

When the headlight is on, press and hold "shift up gear button" for 2 seconds to TURN OFF the headlight.



Note: Kick start until the scooter is moving, then press throttle. The motor will engage only if the scooter gains momentum.

LCD CONTROL PANEL INSTRUCTION

1	POWER ON	Press and hold the power button for 2 seconds to TURN ON the control panel.	
2	POWER OFF	Press and hold the power button for 2 seconds to TURN OFF the control panel.	
3	HEADLIGHT ON	When the scooter is powered on, press and hold "Shift up gear" button for 2 seconds to TURN ON the light.	
4	HEADLIGHT OFF	When headlight is on, press and hold "Shift up gear" button for 2 seconds to TURN OFF the light.	
5	GEAR UP	Press the "Shift up" button to gear up. The gear can be set to Level 1 (Eco mode) at max. 6km/h, Level 2 at max. 15km/h and Level 3 at max. 25km/h	
6	GEAR DOWN	Press the "Shift down" button to gear down. The gear can be set to Level 1 (Eco mode) at max. 6km/h, Level 2 at max. 15km/h and Level 3 at max. 25km/h	
7	OPERATING TIME	When the scooter is powered on, press the "On/Off button" repeatedly until the timer indicator is displayed. It shows the operating time after each power on. The timer will reset to zero once the scooter is powered off.	
8	SINGLE RIDE MILEAGE	Press "On/Off button" once when the display is in "Operating Time" mode to display the single ride mileage. "DIS" icon displays and it shows the mileage of the recent single ride.	
9	ACCUMULATED MILEAGE (ODOGRAPH)	Press "On/ Off button" once when the display is in "Single ride mileage" mode to display the accumulated mileage. "ODO" icon displays and it shows the accumulated mileage of the electric scooter.	
10	REVOLUTION PER MINUTE (RPM) OF MOTOR	Press "On/ Off button" once when the display is in "Accumulated mileage" mode to display the RPM of motor. "RPM" icon displays.	
11	BATTERY VOLTAGE	Press "On/Off button" once when the display is in "RPM" mode to display the battery voltage, "VOL" icon displays and the voltage of battery will also display. If "On/Off button" is pressed when the display is in "Battery Voltage" mode, it will switch to "Operating Time" mode. If the voltage reaches 33V, it is time to re-charge the battery.	

WARNING!

A GUIDE TO SAFE SCOOTING:

1. This is an electric lithium scooter designed for a single rider only.
2. Ensure all locking devices are engaged before using the scooter, EN14619, Class A.
3. Please add oil for lubrication periodically and replace bearings (centre of front wheel) when worn.
4. Use a few drops of light machine oil to lubricate wheel bearings. Clean bearings (centre of front wheel) after use.
5. Make sure that the user is capable of riding this scooter.
6. Always give pedestrians right of way, and don't ride too close to them.
7. Never park your electric lithium scooter where it can cause a nuisance.
8. Avoid hazards that may cause you to lose control of your electric lithium scooter such as pot holes, uneven pavements and manhole covers.
9. Leave plenty of room when passing parked vehicles and watch out for doors being opened in your path.
10. Remember the braking distance will increase in wet weather, checks of the brake and steering should be made.
11. Never carry packages in your hands while scootering, or fix anything to your scooter that could obstruct your visibility or control.
12. Don't wear very loose clothing, which could hang down and become caught in the wheels.
13. We recommend that light-coloured or fluorescent clothing should be worn which helps others to see you in daylight and poor light.
14. Always wear personal protective equipment. We recommend a helmet, long-sleeved shirt, long trousers, sport shoes (not open toed) , elbow pads and knee pads. Gloves and eye protection also make good sense.
15. Cover your handlebars, steering column and top tube with safety pads for extra protection.

WARNING AND IMPORTANT SAFETY NOTICE:

- Read these instructions carefully before riding.
- This electric lithium scooter is only for a person of 14 years above. Maximum loading should not be exceed 100kg.
- This electric lithium scooter is not a toy and it is for leisure purpose.
- The user should check the limitation of use according to local regulations and law .
- The electric lithium scooter should not be used on any surface other than on flat even ground.
- The electric lithium scooter should be used on flat, dry and clean road. Do not ride public roads or slopes. Do not ride on surface with water, projecting pieces, sand, cracks or on uneven ground or roads with obstacles.
- The electric lithium scooter is not designed for riding on gravelled roads, on grass surface or any other uneven surface as this could cause damage to the electric lithium scooter.
- Not to be used in traffic.
- The rider should wear protective equipment consisting of gloves, wrist protectors, knee pads, helmet and elbow pads.
- The rider should check the steering system is correctly adjusted and that all connection components are firmly secured and not broken.
- The electric lithium scooter is not designed to be dropped when not in use. If the electric lithium scooter is dropped after use, the components (plastic, foam and tubing) of scooter will be damaged over a period of time. If there is any damage on the electric lithium scooter, please replace the damaged part as soon as possible to avoid any incident.
- Before riding, please check both hand brake and rear brake and make sure they work properly and lock components are in position. Check all parts, such as the left and right handlebars, the left electric hand brake, the right throttle, the LCD control panel, all nuts and bolts are secured and assembled correctly. Also check the function of rear light and it should function properly and light up when the left electric brake is pressed. Always keep fingers away from moving parts to avoid pinching and entrapment.
- Do not ride at night or in the darkness. Do not do acrobatics with the scooter.
- Mechanism to reduce speed will get hot from continuous use, do not touch after braking.

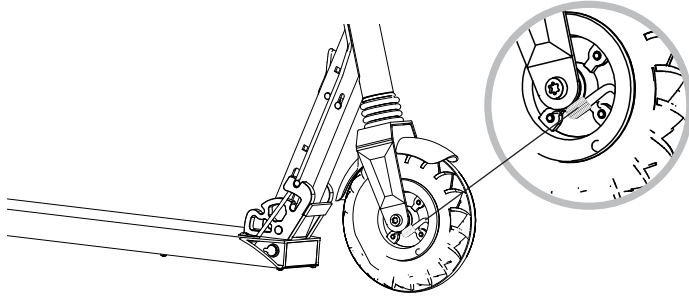
SERVICING AND MAINTENANCE INSTRUCTIONS:

- Regular maintenances on electric lithium scooter can enhance the safety of electric lithium scooter.
- Check the bearing (centre of front wheel) regularly, maintenance on bearing is important.
- Check the wheels regularly, replace of wheels if applicable.
- No modification other than to the manufacturer's instructions shall be made.
- Check the self-locking nuts and other self-locking fixings regularly, these self-locking nuts and self-locking fixings may lose their effectiveness if they are not fastened tight.
- Prior to any cleaning, disconnect the charger with the electric lithium scooter. Use the damp cloth to wipe clean.
- In case of any functional issues, please contact customer services number. Do not attempt to fix it yourself as this may invalidate your warranty.

WARNING!

1. Only use the product in accordance with local regulations.
2. It is designed for persons aged 14 or above.
3. Protective helmet is strongly recommended.
4. **WARNING!** Never use the product close to a water source.
5. **WARNING!** Stop using the product when damaged.
6. **WARNING!** Never use the product out of the spaces authorized by the regulations.
7. Max rider weight 100kg.
8. Maximum speed: 25km/h.
9. **IMPORTANT!** Read carefully and keep for future reference.
10. Any load attached to the handlebar will affect the stability of the electric lithium scooter.
11. The user should check the limits of use in accordance with the local regulations.
12. To brake the scooter, the user can use either the left hand brake or the rear foot brake or both at the same time. During wet weather, expect braking distances to be doubled.
13. Protective equipment should be worn such as hand/ wrist, knee, head and elbow protections.
14. It is necessary to check that the steering system is correctly adjusted and all connection elements (such as folding systems) are correctly tightened and not broken, and that the brakes and wheels are in good condition.
15. **WARNING!** As with any mechanical components, a vehicle is subject to high stresses and wear. The various materials and components may react differently to wear or fatigue. If the expected service life for a component has been exceeded, it may break suddenly, therefore risking causing injuries to the user. Cracks, scratches and discoloration in the areas subject to high stresses indicate that the component has exceeded its service life and should be replaced.
16. It is recommended to avoid obstacle jumps. It is recommended to get off of vehicle when these obstacles become dangerous due to their shape, height and slippage.
17. Take the time to learn the basics of the practice to avoid any serious accident that can take place in the first months.
18. Avoid overcrowded areas.
19. In all cases, take care of yourself and others.
20. This electric lithium scooter is not intended for acrobatic use.
21. Regularly check the tightening of the various bolted elements, in particular the wheel axles, the folding system and the steering system.
22. Eliminate any sharp edges caused by use.
23. Do not modify or transform the vehicle, including the steering tube and sleeve, steering column, folding mechanism and rear brake.
24. Do not use headphones or cell phone when riding the scooter.
25. Any user of this product should read and understand the instruction manual and warning prior to using this product.
26. Do not allow children under 14 years old to use this product.
27. Do not allow any person over 100kg including backpack or other belongings to use this product.
28. Do not ride at night.
29. Never use near motor vehicles.
30. Only one rider is permitted at a time.
31. To avoid risk of injury, do not use this product if you have difficulty in walking, standing or balancing.
32. Not to be used under the influence of alcohol or strong medication.
33. Protective helmet is strongly recommended. Wear personal protective equipment.

MAINTENANCE



- If the tyres are underinflated, release the valve cap and use a pump to inflate the tyres to not more than 36PSI (250 Kpa).

WARNING!

- For the purpose of recharging the battery, only use the detachable supply unit provided with this product (Charger model: FY-4202000). NEVER substitute the battery or the charger with another brand. Using another battery or charger may cause a fire or explosion.
- Do not use the battery or charger for any other product.
- NEVER modify the electric circuit system. Tampering with the electric system may cause a shock, fire or explosion or may permanently damage the system.
- Charging: RED light
- Charging completed: Green light

DISPOSAL OF BATTERY

- Your lithium battery must be recycled or disposed of in an environmentally sound manner.
- Do not dispose of your lithium battery in a fire. The battery may explode or leak.
- Do not dispose of a lithium battery in your regular, household trash. The incineration, land filling or mixing of sealed lead-acid batteries with household trash is prohibited by law.
- Return an exhausted battery to your local approved lithium battery recycle, such as a local seller of automotive batteries.
- Contact your local waste management officials for other information regarding the environmentally sound recycling and disposal of lithium batteries.
- The battery must be charged only by adult. Please charge the product before using!
- Any rechargeable battery must only be charged under adult's supervision.
- The battery charger used with the scooter are to be regularly examined for damage to the cord, plug, enclosure and other parts, in the event of such damage, they must not be used until that damage has been repaired.



TROUBLESHOOTING GUIDE

Problem	Possible Cause	Solution
Scooter Will Not Start	Battery is not charged	Fully charge the battery. First charge for at least 4 hours prior to using the scooter for the first time.
	Wires or connectors are loose or unplugged	Check to ensure that charger is tightly plugged into the charging port.
	Charger is not working	Ensure power flow to the wall outlet is on.
	Without forward momentum before depressing the throttle	Kick start until the scooter is moving, then press throttle. The motor will engage only if the scooter gains momentum.
Scooter Run Time Is Short	Battery requires charging	Charge the battery for at least 4 hours for the first charge, and at least 4 hours for subsequent charges. Make sure charger plug is connected to 100-240V power supply.
	Battery will not full charge	Make sure power flow to the wall outlet is on. Battery may need to be replaced. Even with the proper care, rechargeable batteries do not last forever. The average rechargeable battery life is 1 to 2 years depending on scooter conditions and use. replace only with EVO replacement batteries
Scooter Runs Sluggishly	Scooter is overloaded	Make sure the scooter is not overloaded. This product is designed to sustain a maximum of 100kg. An excessive overload triggers off automatic protection and makes the scooter refuse to start. Do not ride uphill a steep slope or use the scooter to tow any carriage. Do not overload the scooter, which may cause the battery and the electronics to age prematurely and damage the power system.
	Unsuitable riding conditions	Only ride on solid, even clean and dry surfaces such as pavement or flat ground.
Sometimes the scooter doesn't run	Loose wires or connection	Check all wires around the motors and all connectors to make sure they are tight.
	Motor or electrical switch damage	Contact Customer Support Center at 0300 303 5544 for diagnosis and repair options.
The scooter motor cuts out after the scooter has been ridden up steep gradients or in situations where the maximum load has been exceeded on the scooter	Battery protection system	The battery incorporates a system that will automatically cut out the power. If these situations occur, the scooter will automatically reset and run as normal. Please do not run the scooter under these conditions as the system will continue to cut the power as the battery and motor are being overloaded.

Spare Parts

• Due to general wear and tear, occasionally you may need to purchase spare parts to keep your scooter in peak condition. It is important to use the correct spare parts for your particular model ie. VT5 E-SCOOTER, to purchase them directly from us.

WARRANTY STATEMENT

WARRANTY

Here at HTI Group, we offer a limited warranty for a period of 12 months from date of purchase. This Limited Warranty does not cover normal wear and tear, tyres and related parts, or any damage, failure or loss caused by improper assembly, maintenance, storage or mis-use.

WARRANTY WILL BE VOID IN THE FOLLOWING CIRCUMSTANCES:

- used in a manner other than for recreation or transportation;
- modified in any way;
- damage to the e-scooter caused by an accident or collision;
- damage to the e-scooter caused by improper use, overloading, or being placed near fire;
- improper battery maintenance due to being submerged in water, rained on heavily, etc;
- damage caused by flooding, storms, snow or other natural occurrences;
- the e-scooter has been left dormant after being in long-term storage for more than 3 months;
- damage caused by attempts to tamper with any of the electronic systems on the e-scooter;
- warranty will be void if product is rented.

Additionally, tyre parts and tyres are not covered by the warranty. If the pneumatic tyres are damaged due to driving over sharp objects, this will not be covered by the warranty.

PRODUCT WARRANTY INFORMATION:

Type	Warranty Content	Warranty Period
Controller	Controller and dashboard	12 months
Lithium battery	Lithium battery pack and protection board	12 months
Main body	Frame, wheel hub motor and rear-wheel hub	12 months

HTI is not liable for any incidental or consequential loss or damage due to the direct or indirect use of this product. For your records, we recommend to save your original sales receipt with your HTI product manual and batch code directly on your product manual for reference.

PRODUCTS MISSING PARTS

Any missing parts at the time of purchase are covered under warranty. Please keep your original sales receipt in a safe place. We will need a copy of it to process any warranty request.

You will also need the 7 digit product ID (1437712) together with the Batch Code, which are located on the bottom side of the deck when calling.

You can reach our Customer Support Center at 0300 303 5544.