



User Manual

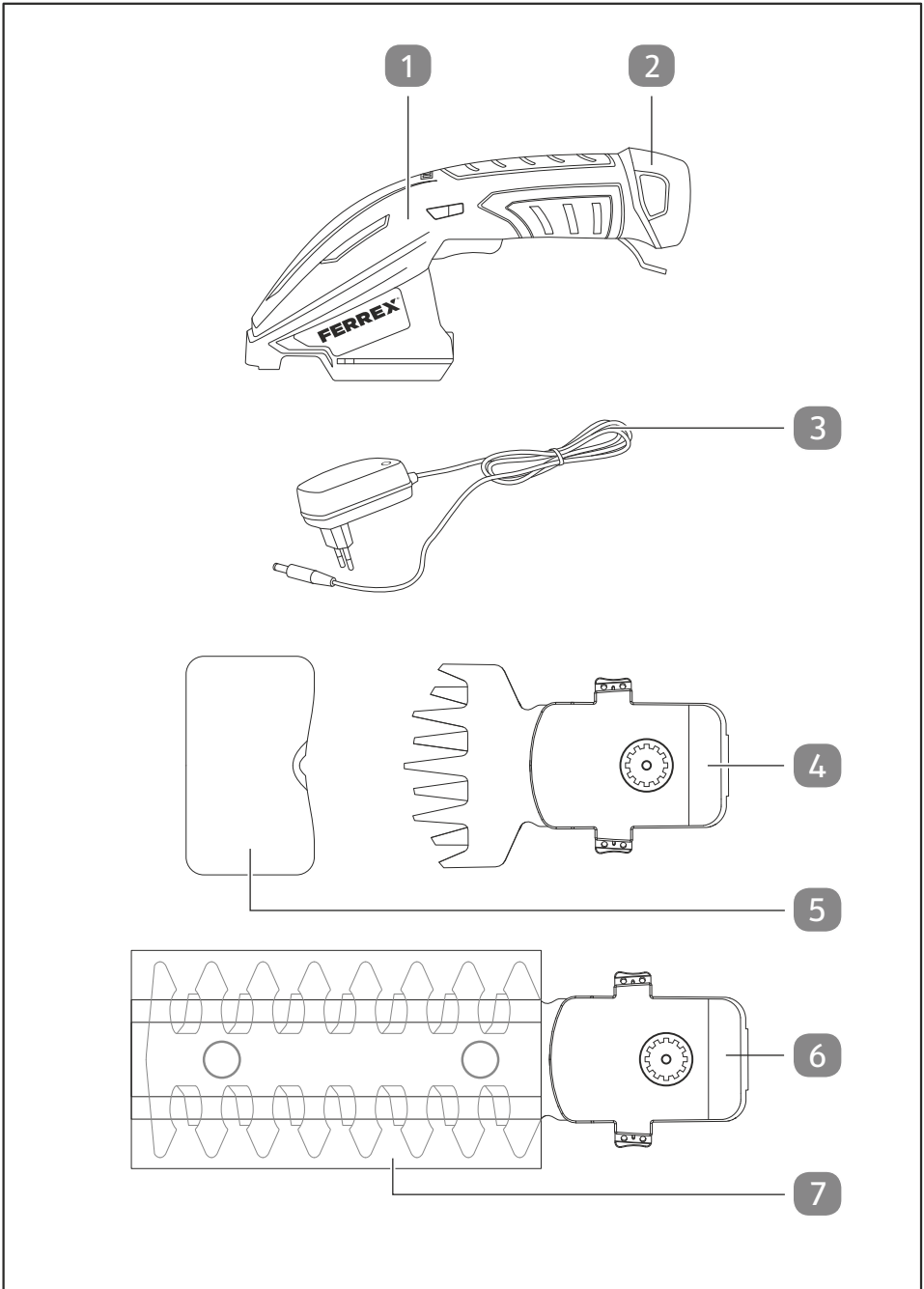
FERREX[®]

CORDLESS GRASS AND HEDGE TRIMMING SHEARS

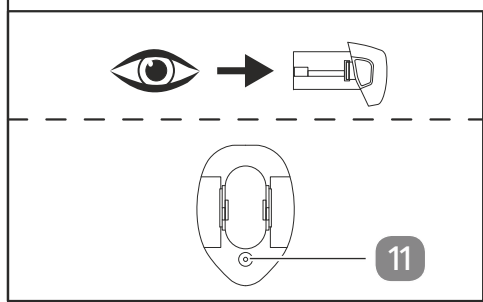
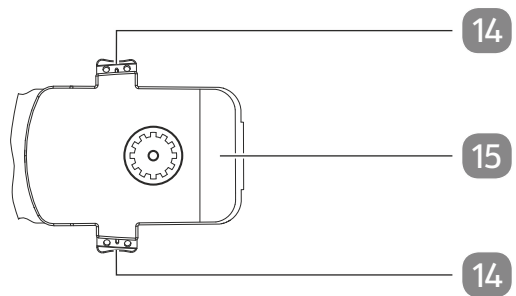
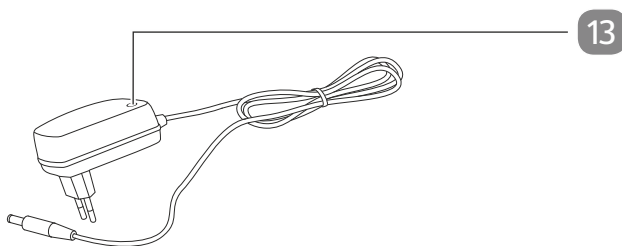
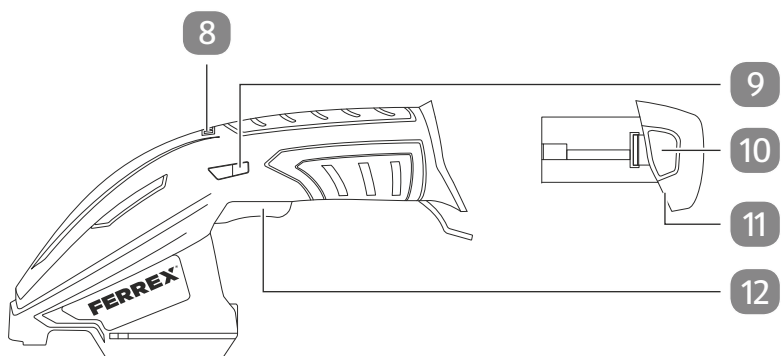


Original User Manual

Overview



A



Scope of delivery/device components

- 1 Motor unit
- 2 Rechargeable battery
- 3 Charger
- 4 Grass blade
- 5 Grass blade guard
- 6 Shrub blade
- 7 Shrub blade guard

Operating and indicator parts

- 8 Battery indicator
- 9 Switch lock
- 10 Battery pack release
- 11 Charger socket
- 12 On/off switch
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- 15 Blade cover

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General information

Reading and storing the operating manual



This operating manual belongs to this cordless grass and shrub cutter (referred to as the “device” below). It contains important information on how to set up and use the product.

Before using the device, read the operating manual carefully, in particular the safety instructions. Failure to follow this operating manual may lead to severe injuries or product damage.

This user manual is based on the standards and regulations that are valid within the European Union. Outside the EU, please also note the country-specific directives and laws.

Keep this operating manual for future reference. If you pass this device on to a third party, you must also supply this operating manual.

Proper use

The device is designed exclusively to cut small lawn areas and lawn edges, as well as to prune shrubs and bushes.

This device is intended for private use only and is not suitable for commercial use. Use the device only as described in this operating manual. Any other use is improper and may lead to product damage or even personal injury. This device is not a toy.

The manufacturer or retailer assume no liability for damage caused by improper or incorrect use.

Explanation of symbols

The following symbols and signal words are used in this user manual, on the device or on the packaging.



This symbol provides you with useful additional information on handling and use.



Declaration of conformity (see chapter “Declaration of conformity”): Products marked with this symbol meet all the applicable Community regulations of the European Economic Area.



Read the operating manual.



Wear hearing protection.



Wear protective goggles.



Wear safety shoes.



Wear protective gloves.



The symbol shows the maximum sound power level L_{WA} .



Cutting system runs on after motor is switched off.



General warning sign.



Warning! Cutting injuries.



Keep other people away.



Do not use the device in the rain.

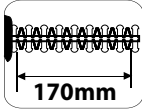
Explanation of symbols

IPX1

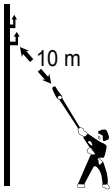
The device only is protected against dripping water.



Specifies the cutting width of the grass blade.



Specifies the cutting length of the shrub blade.



Risk of electric shock! Keep a distance of at least 10 m from live cables.



DC voltage



Do not expose the battery to a temperature over 45 °C.



Do not throw the battery into a fire. There is a risk of explosion.



Avoid getting the battery wet. Do not throw the battery into water.
Risk of explosion!



Do not damage the battery; fire hazard.



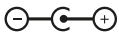
This symbol indicates that the charger complies with the protection class II.

IPX0

It offers no protection against the penetration of water for the charger.



Only operate the power supply unit indoors.



This symbol describes the power adaptor's polarity: negative (-), positive (+).

Safety

Explanation of instructions

The following signal words are used in this operating manual.

⚠ WARNING!

This signal symbol/word denotes a hazard with an average risk level that could lead to death or severe injury if it is not avoided.

⚠ CAUTION!

This signal symbol/word denotes a hazard with a low risk level that could lead to mild or moderate injury if it is not avoided.

NOTE!

This signal word provides a warning about potential material damage.

General safety notes for power tools

⚠ WARNING!

Read all safety notes, instructions, illustrations and technical data provided with this power tool. Failure to follow the instructions below may result in electric shock, fire and/or serious injury.

Keep all safety notes and instructions for future reference.

The term "power tool" used in the safety notes refers to both mains-operated power tools (with power cord) and battery-powered power tools (without power cord).

Workplace safety

- **Keep your work area tidy and well lit.** *Clutter or unlit work areas can lead to accidents.*
- **Do not work with the power tool in a potentially explosive environment containing flammable liquids, gases or dust.** *Power tools produce sparks that can ignite dust or vapours.*
- **Keep children and other persons away while using the power tool.** *If you get distracted, you may lose control of the power tool.*

Electrical safety

- **The mains plug of the electrical power tool must fit into the socket. The plug must not be modified in any way. Do not use adapter plugs together with earthed power tools.** *Unmodified plugs and matching sockets reduce the risk of electric shock.*
- **Avoid physical contact with earthed surfaces such as pipes, heaters, ovens and fridges.** *There is an increased risk of electric shock if your body is earthed.*
- **Keep power tools away from rain or moisture.** *If water penetrates into a power tool, there is an increased risk of electric shock.*

Personal safety

- **Stay alert, watch what you are doing and use common sense when operating power tools. Do not use power tools if you are tired or under the influence of drugs, alcohol or medication.** *A moment of carelessness while*

operating the power tool may result in serious personal injury.

- **Use personal protective equipment and always wear protective goggles.** *Wearing personal protective equipment, such as dust masks, non-skid safety shoes, safety helmets or hearing protection, depending on the type and use of the power tool, reduces the risk of injury.*
- **Prevent unintentional start-up. Make sure the power tool is switched off before picking it up, carrying it, or connecting it to the power supply and/or battery.** *Carrying power tools with your finger on the switch or plugging in power tools with their switch on the ON position can lead to accidents.*
- **Remove any adjustment tools or wrenches before switching on the power tool.** *A wrench or key left attached to a rotating part of the power tool can lead to injuries.*
- **Avoid uncomfortable working positions. Ensure secure footing and keep your balance at all times.** *This gives you better control over the power tool in unexpected situations.*
- **Wear appropriate clothing. Do not wear loose clothing or jewellery. Keep hair and clothing away from moving parts.** *Loose clothing, jewellery or long hair can get caught in moving parts.*
- **Do not lull yourself into a false sense of safety and do not ignore the safety rules for power tools, even if you have become familiar with the power tool after many uses.** *Careless action can lead to serious injuries within fractions of a second.*

Using and handling the power tool

- **Do not overload the power tool. Use the appropriate power tool for your work.** *The right power tool allows you to work better and safer in the specified power range.*
- **Do not use any power tool that has a defective switch.** *Power tools that can no longer be switched on or off are dangerous and must be repaired.*
- **Disconnect the plug from the socket and/or remove any removable batteries before making adjustments to the device, changing any insert tool parts, or putting the power tool away.** *This precaution helps prevent unintentional starting of the power tool.*
- **Keep power tools out of the reach of children when not in use. Whoever is not familiar with the power tool or who has not read these instructions should not be allowed to use it.** *Power tools are dangerous if used by inexperienced persons.*
- **Power tools and insert tools must be subject to careful maintenance. Check whether moving parts function properly without jamming, and whether parts are broken or damaged to such an extent that they impair the functions of the power tool. Have damaged parts repaired before using the power tool.** *Many accidents happen due to poorly maintained power tools.*
- **Keep cutting tools sharp and clean.** *Carefully maintained cutting tools with sharp blades tend to jam less and are easier to guide.*
- **Use power tools, insert tools, insert tool parts, etc. according to these instructions. While doing so, take into account the working conditions and the activity to be**

performed. *The use of power tools for applications other than those intended can lead to dangerous situations.*

- **Keep handles and grip surfaces dry, clean and free of oil and grease.** *Slippery handles and grip surfaces hinder safe operation and control of the power tool in unforeseen situations.*

Using and handling the cordless tool

- **Only charge the batteries using chargers recommended by the manufacturer.** *Chargers suitable for a particular type of battery may present a fire hazard if used with other batteries.*
- **Only use purposely provided batteries in the power tools.** *The use of other batteries may lead to injuries and present a fire hazard.*
- **Keep unused batteries away from paper clips, coins, keys, nails, screws, or other small metal objects that could short the contacts.** *A short circuit between the battery contacts can cause burns or fire.*
- **If used incorrectly, fluid may leak from the battery. Avoid touching it. In case of accidental contact, rinse with water. If the fluid gets into your eyes, seek additional medical attention.** *Leaking battery fluid may cause skin irritation or burns.*
- **Do not use a damaged or modified battery.** *Damaged or modified batteries may behave unpredictably and cause fire, explosion or injury.*
- **Do not expose batteries to fire or excessive temperatures.** *Fire or temperatures above 130 °C may cause an explosion.*
- **Follow all charging instructions and never charge the battery or cordless tool outside the temperature range**

specified in the operating manual. *Incorrect charging or charging outside the permitted temperature range can destroy the battery and aggravate the fire hazard.*

Service

- **Have your power tool repaired only by qualified personnel using original spare parts.** *This ensures that the power tool remains safe to use.*
- **Never service damaged batteries.** *All battery maintenance should only be carried out by the manufacturer or by an authorised customer service centre.*

Additional safety notes for chargers

⚠ WARNING!

Risk of injury!

Faulty operation due to improper handling may cause injuries. This poses a risk to children and persons with reduced physical, sensory or mental abilities (such as partially disabled or older persons with restricted physical and mental abilities) or a lack of experience and knowledge (such as older children).

- Children must not play with the device or the connection cable.
- Do not let children carry out cleaning or user maintenance.
- Children must not operate the device.
- Do not leave the device unattended when in use.

Using and handling the charger

- Only connect the charger if the mains voltage of the socket matches the information shown on the rating plate.
- Only connect the charger to an easily accessible socket so that you can quickly disconnect it from the mains power in the event of a malfunction.

-
- Always allow sufficient ventilation when charging the battery; gases may develop.
 - Only use the charger to charge batteries authorised by the manufacturer.
 - Do not charge non-rechargeable batteries.
 - Do not connect a burst or otherwise damaged battery to the charger.
 - Keep the charger away from any type of moisture.
 - Never use the charger in environments where there are explosive or flammable materials. There is a risk of fire and explosion.
 - Do not place objects on top of the charger and do not cover the charger.
 - Keep the charger away from heat sources.
 - Regularly check the charger for damage.
 - Properly repair damaged chargers before using them again.
 - The charger must not be disassembled. Repairs must only be undertaken by an approved technical customer service department.
 - Do not use the charger if it has been subjected to knocks or blows or if it has been dropped.
 - Always unplug the charger from the power supply after use.
 - Unplug the charger from the power supply before cleaning, servicing, storage and transport and allow it to completely cool down.

Safety notes for grass shears

- Never let children or persons with impaired physical, sensory or mental abilities, or lack of experience or knowledge, or persons unfamiliar with the device's operating instructions use the device. Local regulations may impose age limits on users.

- Do not operate the device when other people (especially children) or pets are nearby.
- Do not use the device if there is a risk of lightning.
- Never operate the device with faulty safety devices/covers or without safety devices.
- Always disconnect the device from the power supply (remove the plug from the socket and/or detach the removable battery) if:
 - the device will be left unattended.
 - a blockage is removed.
 - the device is inspected, cleaned or serviced.
 - the device came in contact with a foreign object.
 - the device begins to vibrate abnormally.
- Do not touch any dangerous moving parts before the unit has been disconnected from the power supply and the dangerous moving parts have come to a complete stop.
- Wear sturdy shoes and long trousers at all times during operation.
- Do not run with the device – just walk.
- In the event of an accident or malfunction, switch off the device immediately, remove the battery and contact a physician if necessary.

Safety notes for hedge trimmers

- **Keep all parts of the body away from the blade. Do not remove cut material or hold material to be cut when blades are moving.** Blades continue to move after the switch is turned off. A moment of inattention while operating the hedge trimmer may result in serious personal injury.

-
- **Carry the hedge trimmer by the handle with the blade stopped and fingers away from all power switches.** Proper carrying of the hedge trimmer will decrease the risk of inadvertent starting and resultant personal injury from the blades.
 - **When transporting or storing the hedge trimmer, always fit the blade cover.** Proper handling of the hedge trimmer will decrease the risk of personal injury from the blades.
 - **Make sure the switch is off and the battery pack is removed or disconnected. Follow all instructions when clearing jammed material or servicing the unit.** Unexpected actuation of the hedge trimmer while clearing jammed material or servicing may result in serious personal injury.
 - **Only hold the power tool on the insulated gripping surfaces, because the blade may come into contact with concealed power cables.** If the blade accidentally makes contact with a live cable, it can put metal device parts under voltage or lead to an electric shock.
 - **Keep all power cords and cables away from cutting area.** Power cords or cables may be hidden in hedges or bushes and can be accidentally cut by the blade.
 - **Do not use the hedge trimmer in bad weather conditions, especially when there is a risk of lightning.** This decreases the risk of being struck by lightning.
 - **Before starting work, search the hedge for hidden objects, e.g. wire, etc.** This will prevent damage to the equipment.
 - **Hold the hedge trimmer correctly, e.g. with both hands on the hand grips if it has two of them.** Injuries may occur if you lose control over the device.
-

- **Wear suitable clothing and work gloves when working with the device. Never touch or pick up the device by the cutting blade.** Injuries may occur from contact with the cutting blade.

Residual risks

Despite proper use, hidden residual risks cannot be completely excluded.

Depending on the type of device, the following risks may occur: Health risks which may result from vibration emissions if the device is used for a long period of time or is not properly used or maintained.

Injuries and material damage, which are caused by the moving blade or breaking tool heads.

Before first use

Check the device and scope of delivery

⚠ WARNING!

Danger of suffocation!

Children may become tangled up in the packaging film when playing with it and suffocate.

- Do not let children play with the packaging film.

NOTE!

Risk of damage!

If opening the packaging with a sharp knife or other pointed objects, careless handling can damage the device.

- Therefore, be very careful when opening.
 1. Take the device out of the packaging.
 2. Check that the delivery is complete (see chapter “Scope of delivery/device components”).

3. Inspect the device and individual parts for damage. Do not operate a damaged device; instead contact the manufacturer via the service centre listed on the warranty card.

Cleaning the device and accessories

1. Remove the packaging and all protective film.
2. Clean the device and accessories before using them for the first time (see “Cleaning”).

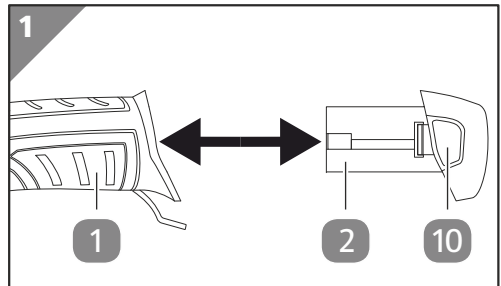
Operation

Battery

Inserting the battery

1. Slide the battery **2** into the hand grip in the motor unit **1** until it clicks audibly.
2. Make sure that the battery **2** is firmly seated.

The battery has been inserted.



Removing the battery

1. Press and hold the battery pack release button **10**.
2. Pull the battery **2** out of the hand grip in the motor unit **1**.

The battery has been removed.

Check the charge level

1. Briefly switch on the device (see “Switch on device”).

The battery indicator is activated.

The following charge levels are displayed:

- 3 LEDs illuminated (green-yellow-red): battery fully charged.
- 2 LEDs illuminated (yellow-red): battery charge decreased.
- 1 LED illuminated (red): battery is empty.
Stop working and charge the battery.

Charging the battery

⚠ WARNING!

Fire hazard!

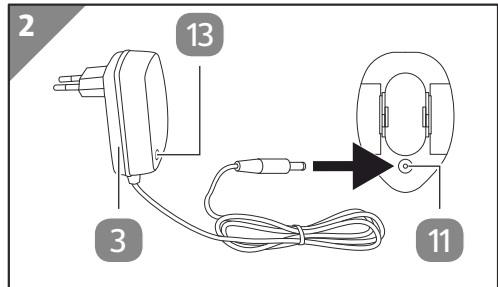
Charging at temperatures below 10°C leads to chemical damage of the cell and can cause a fire.

- Charge the battery at room temperature.



Allow the battery to cool down to room temperature before charging it. You can only charge the battery once it has been removed.

1. Remove the battery **2** (see “Removing the battery”).
2. Plug the charger’s **3** coaxial power connector into the battery’s **2** charger socket **11**.
3. Plug the charger **3** into a power socket.
4. The charger operation indicator **13** lights up red.



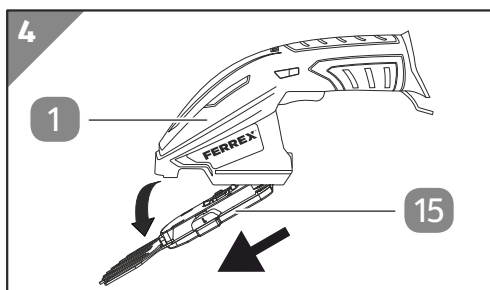
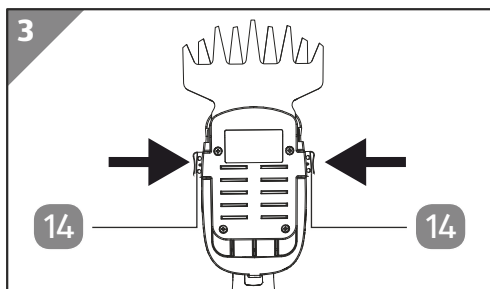
- The charger becomes warm when operated and may hum slightly. This is normal and does not constitute a fault.
5. When charging is completed, the charger’s operation indicator **13** lights up green.
 6. Unplug the charger **3** from the power socket.
 7. Unplug the charger’s **3** connector from the battery’s **2** charger socket **11**.
- The battery is charged.*

Removing/inserting the blade

Removing the blade

1. Put on the scissor blade guard (5) / (7).
2. Remove the battery (2) (see "Removing the battery").
3. Press both release buttons (14) at the same time and carefully remove the blade from the motor unit (1) holding the blade cover (15).

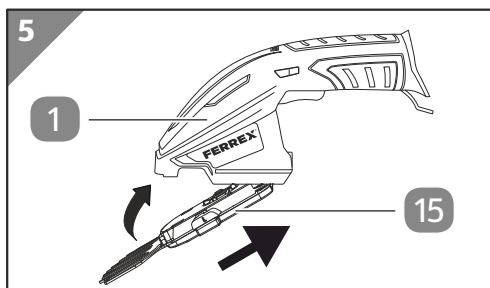
The blade has been removed.



Inserting the blade

1. Insert the blade so that the peg slides into the guide of motor unit (1).
2. Push the blade onto motor unit (1) until the lock clicks audibly into place.

The blade has been inserted.



Switching on/switching off the device

⚠ WARNING!

Risk of injury

Firmly hold the device until the blade stops.

NOTE!

Risk of injury

Remove the scissor blade guard before each use and replace it after use and during interruptions.

Switch on device

1. Hold the motor unit **1** by the hand grip in your hand.
2. Remove the scissor blade guard **5**/**7**.
Keep all parts away from the cutting blade so that the motor can start safely.
3. Firmly cover the hand grip and at the same time press the switch lock **9** with your thumb.
4. Now press the on/off switch **12** with your index finger.

The device is switched on!

Switch off device

1. Let the on/off switch **12** go.

The device is switched off!

Cutting

Always operate the blade pointing away from your body, never towards it.

Carefully examine the lawn area before cutting and remove any foreign objects such as stones, if necessary.

Search hedges and bushes before cutting for concealed objects, such as wire fences, and remove these if necessary.

Remove thick branches beforehand with pruning shears.

You can achieve the best cutting performance if you use the shrub blade so that the blade's teeth are directed towards the hedge at an angle of approx. 15°.

With the double-sided, opposing blade, you can cut in both directions with the shrub blade.

Inspection

⚠ WARNING!

Risk of injury from sharp blades

- Use protective gloves.

Before each use check that:

- The device is undamaged.
- The operating controls are undamaged.
- The accessories are in perfect condition.
- The vents are clear and clean.

Do not operate a damaged device or accessory. Instead, get it inspected and repaired by the manufacturer or their customer service or a similarly qualified person.

Maintenance

Clean and oil the gears under the blades as required.

Inspect the device regularly (see “Inspection”).

Use the following original spare parts only:

01951ZC0001 Grass blade

01951ZC0002 Shrub blade

Cleaning

WARNING!

Risk of injury from sharp blades

- Use protective gloves.



NOTE!

Risk of damage!

Improper handling can damage the device.

- Do not use any harsh cleaning products, brushes with metal or nylon bristles, or sharp or metallic cleaning materials such as knives, hard scrapers or similar. They may damage the surfaces.

Thoroughly clean the motor unit and accessories after each use and allow all parts to dry. Keep the protective guards, air vents and motor unit as clean from dust and dirt as possible.

1. Remove the battery  from the motor unit  (see “Removing the battery”).
2. Remove all plant remains with a hand broom or a brush.

Cleaning

3. Clean all smooth surfaces with a damp cloth.
4. Apply some oil (e.g. sewing machine oil or printer's oil) on the cutting blade to keep it running smoothly and let the device operate briefly to distribute the oil.

Storage

NOTE!

Risk of damage!

Improper storage of the device can result in damage.

- Allow the device to completely cool down.
- Place the device so that it can't fall into water.
- Store the device in a clean, dry, frost-protected place out of the reach of children.

1. Thoroughly clean the device (see "Cleaning").
2. Store the battery at 50–80% capacity. If the battery is stored for over 6 months, check the charge level after this period and recharge the battery if necessary.
3. If possible, pack the device in the original packaging.
4. Store the device in a location away from sunlight and other heat sources.
5. Store the device and accessories at a temperature between +10 °C and +30 °C.

Transport

Transport the device and its accessories in the original packaging and protect them from blows and vibrations..

Troubleshooting

| Problem | Possible cause | Remedy |
|---------------------|--|---|
| Motor does not run. | Battery empty. | Charge the battery. |
| | Battery faulty, on/off switch faulty. | Contact customer service. |
| | Motor's overload protection triggered because the motor is overloaded or overheated. | Allow the device to cool down for 15–20 minutes. |

| Problem | Possible cause | Remedy |
|---|--|---|
| Inadequate performance, uneven running. | Blade blocked by plant remains or foreign objects. | Check the blade and remove any foreign objects. |
| | Insufficient lubrication. | Oil the blade. |
| | Blunt or defect blade. | Sharpen or replace blade. |

If the problem persists, contact the customer service listed on the last page.

Technical data

Device

| | |
|---|------------|
| Model: | GDSS72N |
| Item number: | 90419 |
| Supply voltage: | 7.2 V === |
| Sound power level (L_{wa}) guaranteed | 81 dB(A) |
| IP rating: | IPX1 |
| Cutting speed: | 2200/min |
| Weight (incl. accessories) | 1.6 kg |
| Permitted ambient temperature | |
| during charging | 10-45 °C |
| during operation and storage | 5...+45 °C |

Charger

| | |
|-------------------|----------------------------|
| Model: | JLH120901000B |
| Mains voltage: | 100-240 V~; 50/60 Hz; 15 W |
| Output voltage: | 9.0 V ===; 1000 mA |
| Protection class: | II |
| IP rating: | IPX0 |

Rechargeable battery

| | |
|-----------|----------------------|
| Model: | ET-D0725 |
| Voltage: | 7.2 V === |
| Capacity: | 2500 mAh |
| Type: | Lithium-ion (Li-ion) |

Technical data

Charging time: approx. 3–4 hours

Grass blade

Sound pressure level (L_{pa}): 60.7 dB(A); $K_{pa}=3$ dB(A)

Sound power level (L_{wa}): 80.7 dB(A); $K_{wa}=0,6$ dB(A)

Vibration on hand grip: 1.4 m/s²; $K=1.5$ m/s²

Cutting width: 90 mm

Shrub blade

Sound pressure level (L_{pa}): 71,3 dB(A); $K_{pa}=3$ dB(A)

Sound power level (L_{wa}): 78,7 dB(A); $K_{wa}=0,7$ dB(A)

Vibration on hand grip: 1.9 m/s², $K=1.5$ m/s²

Min. cutting length: 170 mm

Distance between the teeth: ca. 8 mm

Total vibration value

The stated total vibration values and the stated noise emission values have been measured according to a standardised test procedure (EN 62841-1 / EN 50636-2-94 / EN 62841-4-2) and can be used to compare one power tool with another. They can also be used for a preliminary assessment of the exposure.

Warning

Vibration and noise emissions while actually using power tool may differ from the values given due to the manner in which the power tool is used and, in particular, the type of workpiece being machined.

It is necessary to establish safety measures that protect the operator based on an estimate of the vibration exposure during actual conditions of use (taking into account all parts of the operating cycle, such as periods when the power tool is switched off and periods when it is switched on but running without load).

Try to keep the exposure to vibrations and noise as low as possible. Examples of measures to reduce vibration include wearing gloves when using the tool, limiting the working time and using accessories in good condition.

Disposal

Disposing of packaging



Dispose of packaging according to type. Sort the paperboard and cardboard as waste paper and the film as recyclable material.

Dispose of old electrical device

(Applicable in the European Union and other European countries with systems for separate collections of recyclable waste.)



Old electrical devices may not be disposed of as household waste!

If the product cannot be used anymore, each consumer **is obligated by law to dispose of old devices separately from household waste**, e.g. at a municipal/city district collection point. It is thereby ensured that old devices are professionally recycled and negative effects on the

environment are avoided. Therefore, electrical devices are marked with the above symbol.



Batteries and rechargeable batteries must not be discarded with domestic waste!

As a consumer you are legally obliged to dispose of all batteries, irrespective of whether they contain harmful substances* or not, at a collection point in your community/district or at a retail outlet, so that they can be disposed of in an environmentally friendly manner. Batteries and rechargeable batteries must be disposed of separately from the device.

* marked with: Cd = Cadmium, Hg = Mercury, Pb = Lead, Li = Lithium

Declaration of conformity

Original EU Declaration of Conformity

We,

MEROTEC GmbH
Otto-Brenner-Str. 8, D-47877 Willich, Germany

herewith declare under our own, sole responsibility that our product

Gras and Hedge Shear
Model no. GDS572N

complies with the following directives:

2006/42/EC Machinery Directive
2014/30/EU EMC-Directive
2000/14/EC Outdoor Noise Directive, amended by 2005/88/EC
conformity assessment procedure: 2000/14/EC Annex V
Measured sound power level $L_{WA} = 80.7$ dB(A) ($K = 0,6$ dB(A))
Guaranteed sound power level $L_{WA} = 81$ dB(A)
2011/65/EU^{*)} RoHS-Directive

Applied harmonized standards:

EN 60335-1:2012+A11:2014+A13:2017, EN 50636-2-94:2014
EN 62233:2008
EN 55014-1:2006+A1:2009+A2:2011
EN 55014-2:1997+A1:2001+A2:2008
EN 61000-3-3:2013
EN 61000-3-2:2014
EN 50581:2012
EN 62841-1:2015
EN 62841-4-2:2019
EN ISO 12100:2010

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Place, date: Willich, 26.11.2019
Authorised Signature:


Ronald Menken
General Manager
MEROTEC GmbH

^{*)}The object of the declaration described above is in conformity with Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment.



Great care has gone into the manufacture of this product and it should therefore provide you with years of good service when used properly. In the event of product failure within its intended use over the course of the first 3 years after date of purchase, we will remedy the problem as quickly as possible once it has been brought to our attention. In the unlikely event of such an occurrence, or if you require any information about the product, please contact us via our helpline support services, details of which are to be found both in this manual and on the product itself.



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