

With the aim to offer the best customer support in relation to Battery-powered Cleaners, we share our recommended aftersales service care and handling instructions of the products powered with lithium-ion batteries, that includes FREERIDER, FREEDOM, PIXEL and SPABOT battery-powered cleaners.

WAREHOUSE STORAGE

Each country may have its own regulations regarding warehouse storage of products containing lithium-ion batteries. The warehouse storing lithium batteries must create its own safe storage solutions based on best practices. The main concern is the risk of a thermal runaway event.

Although rare in unused devices, to minimize risks of any incident, best practices for storing this kind of batteries would be as follows:

- Recommended storage temperature should be between 5°C and 35°C.
- Keep them separated from other battery devices.
- Keep them away from combustible materials.

TRANSPORTATION

The Battery-powered Cleaners contain lithium-ion batteries that are classified as dangerous goods for shipping and are subject to specific regulations for packing, labelling and handling depending on the transportation mode and region. Failure to comply with global handling shipment regulations such as EU ADR, IATA/ICAO and IMDG Code can result in economic penalties.

AFTERSALES SERVICE CARE INSTRUCTIONS

In the event of a cleaner not working properly or presenting some errors, please follow these instructions:

1. If the error is not related to a Battery Error, and there are no damages on the battery block, the end user may contact the dealer for a first level diagnostic. The dealer may fix the relevant issue or open a service request to FLUIDRA Aftersales Department.
2. If it is a Battery Error (as defined in the Installation and User Manual) or the battery block is damaged, the end user should contact the dealer for instructions. The dealer should open a service request to FLUIDRA Aftersales Department without delay and FLUIDRA will give it proper indications of handling.
3. In case of any doubt, the end user should contact the dealer for instructions. The dealer should open a service request to FLUIDRA Aftersales Department without delay and FLUIDRA will give it proper indications of handling.

In case of points 2 or 3 above, it is particularly relevant to follow the warnings included in the Installation and User Manual. Please bear in mind that damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury:

- Never attempt to disassemble, replace or manipulate a battery block.
- Do not charge the Battery-powered Cleaner.
- Do not store the Battery-powered Cleaner at extreme temperatures.
- Do not store the Battery-powered Cleaner returned together or with other batteries or battery-powered devices.
- Keep away from combustible materials, in areas with fire suppression.