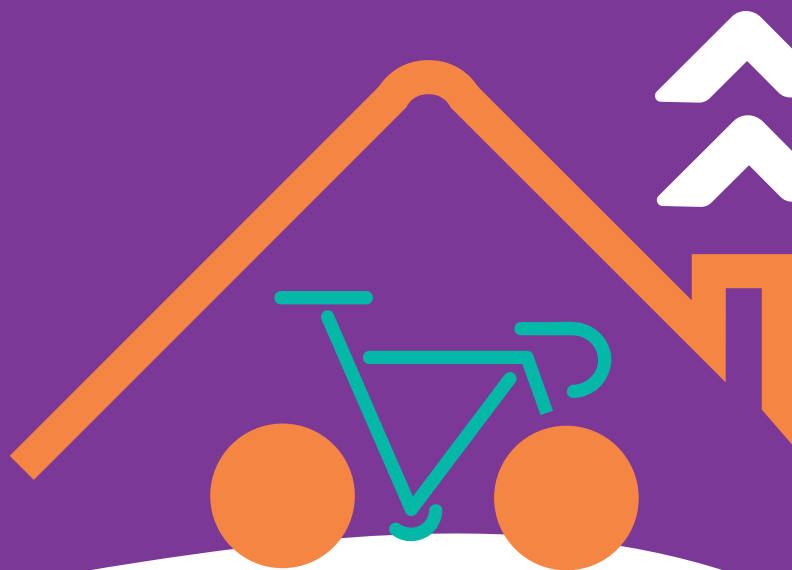


# Guide to Fire Safety for E-bikes and E-scooters



E-bikes and e-scooters are becoming more and more popular. Charging e-bikes and e-scooters safely is very important. If not done right, it could start a fire.

## Tips for charging safely:

- Always use the charger that came with your product.
- Follow the manufacturer's instructions to charge batteries and unplug immediately when the charge is complete.
- Don't leave anything to charge overnight, while you're asleep or away from home. Only charge batteries when you are awake and alert so you can respond quickly and safely if a fire should occur.
- When buying an e-bike, e-scooter, e-bike conversion kit, or replacement charger and batteries, only choose a branded, genuine product from a reputable retailer you can trust. There are lots of fakes, and it can be difficult to spot the difference.
- Avoid storing, using or charging batteries at very high or low temperatures.
- Don't charge your e-bike or e-scooter if it has travelled through deep water.
- Don't overload your sockets.
- Regularly check batteries for signs of damage and if you notice any damage then don't charge or use the battery.

- If a battery is not holding charge or seems slow to charge then it should be replaced. If it gets hot, bulges or you hear hissing noises when charging, unplug and don't use it.
- Always charge e-bikes clear of exits and your escape routes so you can easily escape in the event of a fire.
- Never cover chargers or battery packs when charging as this could lead to overheating or even a fire.

If there are any evident signs of fire such as the battery smoking or flames, raise the alarm immediately, get out and call **999**.

For any enquiries, please contact us

**T: 0800 131 3348**    **E: [contactus@sanctuary.co.uk](mailto:contactus@sanctuary.co.uk)**

Text facility for those with hearing impairments: **07800 006781**

You can also use our online enquiry form at:

**[www.sanctuary-supported-living.co.uk](http://www.sanctuary-supported-living.co.uk)**

