

- 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**

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

You can also use our online enquiry form at:

www.sanctuary-supported-living.co.uk

