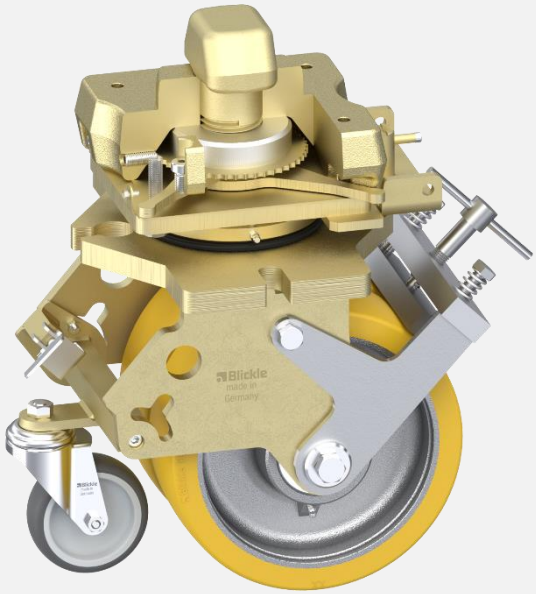
User manual and maintenance instructions

For the welded steel heavy-duty container castors with Twistlock
of the bracket series LSC and LSDC



This manual must be read thoroughly before commissioning the system.

Errors and technical modifications are subject to change without notice.
Blickle Räder+Rollen GmbH & Co. KG accepts no liability for misuse or operation outside the intended purpose of the products.
Warranty is effected under the legal requirements respectively contractual arrangements.
Blickle Räder+Rollen GmbH & Co. KG is happy to assist with any questions or specific customer requests.

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1 Scope of application, general information and manufacturer´s address

1.1 Scope of application

This operating and user manual applies exclusively to the heavy-duty castors with container locking mechanism listed below, including the accessories specified herein, which will be described in more detail in the following sections:

- # 1005157 – LSC-GB 150x80K-RI4
- # 1005158 – LSC-GB 150x80K-ST-RI4
- # 1005182 – LSDC-GTH 250x60K-RI4-SU
- # 1005186 – LSDC-GTH 250x60K-RAH-RI4-SU
- # 1005294 – LSDC-GTH 250x80K-RI4-SU-02
- # 1005295 – LSDC-GTH 250x80K-RAH-RI4-SU-02
- # 1005296 – LSDC-GTH 250x90K-RI4-SU-01
- # 1005297 – LSDC-GTH 250x90K-RAH-RI4-SU-01
- # 1005379 – LSDC-GTH 250x90K-RI4-SU-02
- # 1005380 – LSDC-GTH 250x90K-RAH-RI4-SU-02
- # 1005938 – LSDC-STEERING BAR

1.2 General information and explanation of symbols and warnings

The safety instructions in this manual must be strictly observed. Improper operation of the system may pose risks to both people and property.
Before installing, commissioning or handling the container castors, the operating and maintenance manual must be read carefully. The manual should be kept close to the castors for reference.

In case of any questions or uncertainties, please contact the manufacturer. The full manufacturer's address can be found on the cover page and in section 1.5 of this manual.

The following symbol and warning explanations must be observed.

DANGER

Indicates an immediate danger.
Failure to follow this instruction will result in death or serious injury (disability).

WARNING

Indicates a potentially hazardous situation.
Failure to follow this instruction may result in death or serious injury (disability).

ATTENTION

Indicates a potentially hazardous situation.
Failure to follow this instruction may result in property damage or minor to moderate injuries.

NOTE
Indicates general information, useful user tips and work recommendations that do not affect the safety or health of personnel.

1.3 Target groups and prior knowledge

The container castors must not be used by individuals under the age of 18 years or by persons with limited physical, sensory or mental capabilities.
The container castors are intended for commercial and industrial use only.
Before using the container castors, the end user must have read and understood the operating and maintenance manual.

1.4 Intended use

Modifications or alterations to the castors are prohibited or carried out at the user's own risk!
The specified container castors must not be operated near strong electromagnetic fields.
The recommended operating temperature range is between -20°C and +70°C. Above 40°C, the load capacity of the castors is reduced. Temperatures up to +70°C are acceptable for long-term use, and up to +90°C for short-term exposure.
High loads, high temperatures and/or prolonged stationary periods increase the risk of tread flattening, which may only partially recover. Environments with high salt content in the air, frequent water contact or aggressive chemicals will reduce the product's service life.
The performance characteristics and application notes for the castors and accessories (e.g. maximum loads) provided in the following chapters must be observed.
The maximum speed must not exceed 4 km/h.
All relevant standards and regulations applicable to the intended use must also be observed.
Please also refer to the product information and liability details available at www.blickle.de.

Areas of application:

Scope of application	**No scope of application**
For transporting and storing all types of containers with ISO 1161 container corners, as well as trolleys or frames equipped with ISO 1161 container corners. For commercial use. Possible industries/applications: ▪ Freight containers in logistics or port facilities ▪ Office containers ▪ Storage containers ▪ Residential and classroom containers / container-based tiny houses ▪ Event industry: catering, exhibition and sanitary containers ▪ Medical, disaster control and equipment containers (fire brigade, aid organisations) ▪ Mobile hospitals and operating rooms based on container systems ▪ Military containers (medical units, command centres, decontamination systems, etc.) ▪ Temporary refrigeration containers ▪ Container-based energy storage units and power generators ▪ Special containers with high-pressure cleaning systems ▪ … list not exhaustive	▪ Transport of persons ▪ Use by private individuals ▪ Areas where the Road Traffic Regulations apply / public road traffic ▪ Trolleys without ISO 1161 or equivalent fittings

1.5 Address of the manufacturer

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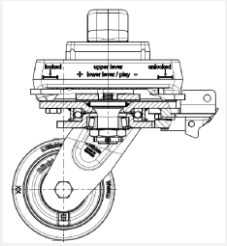
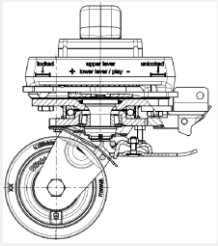
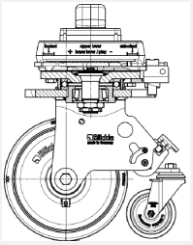
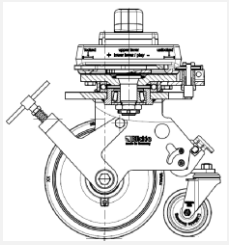
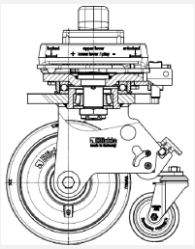
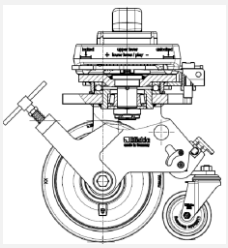
2 Product description

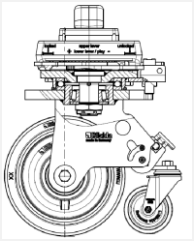
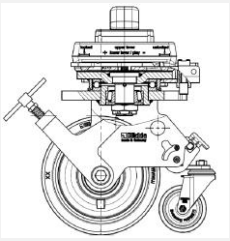
2.1 Performance characteristics

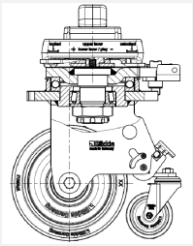
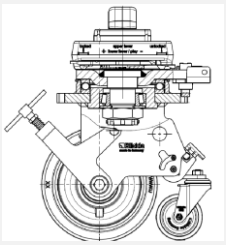
The following section outlines the performance characteristics of the container castors and their accessories. The dimensions provided are nominal values without tolerance. Exact tolerances can be found on the product drawings.
Further information and data sheets are available on our website at https://www.blickle.com.

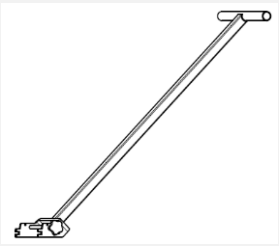
Castor ID-number	1005157	1005158
Designation	LSC-GB 150x80K-RI4	LSC-GB 150x80K-ST-RI4
Product illustration		
Cross-section (drawing excerpt)		
Directional lock available?	Yes, 4 positions (each 90°)	Yes, 4 positions (each 90°)
Wheel brake available?	No	Yes, leading brake. Foot-operated
Surface treatment of essential components	Zinc-plated, yellow-passivated	Zinc-plated, yellow-passivated
Wheel-Ø [mm]	150	150
Wheel width [mm]	80	80
Tread	Polyurethan-Tread Blickle Besthane®	Polyurethan-Tread Blickle Besthane®
Tread hardness	92 Shore A	92 Shore A
Load capacity at 4 km/h acc. to DIN EN 12532 / ISO 22883	1,200 kg	1,200 kg
Static load capacity [kg]	2,160 kg	2,160 kg
Load capacity per set (4 castors) (smooth, even industrial floor)	4,000 kg	4,000 kg
Load capacity per set (4 castors) (outdoor area)	2,500 kg	2,500 kg
Bearing type	Ball bearing	Ball bearing
Mounting type	Twistlock container-locking for ISO 1161 container corners	Twistlock container-locking for ISO 1161 container corners
Installation height (up to the contact surface with the container corner) [mm]	267	267
Offset [mm]	65	65
Temperature resistance	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C

Castor ID-number	1005182	1005186
Designation	LSDC-GTH 250x60K-RI4-SU	LSDC-GTH 250x60K-RAH-RI4-SU
Product illustration		
Cross-section (drawing excerpt)		
Directional lock available?	Yes, 4 positions (each 90°)	Yes, 4 positions (each 90°)
Wheel brake available?	No	Yes, trailing brake. Hand-operated
Surface treatment of essential components	Zinc-plated, yellow-passivated	Zinc-plated, yellow-passivated
Wheel-Ø [mm]	250	250
Wheel width [mm]	2 x 60	2 x 60
Tread	Polyurethan-Tread Blickle Extrathane®	Polyurethan-Tread Blickle Extrathane®
Tread hardness	92 Shore A	92 Shore A
Load capacity at 4 km/h acc. to DIN EN 12532 / ISO 22883	2,700 kg	2,700 kg
Static load capacity [kg]	4,860 kg	4,860 kg
Load capacity per set (4 castors) (smooth, even industrial floor)	8,000 kg	8,000 kg
Load capacity per set (4 castors) (outdoor area)	5,500 kg	5,500 kg
Bearing type	Ball bearing	Ball bearing
Mounting type	Twistlock container-locking for ISO 1161 container corners	Twistlock container-locking for ISO 1161 container corners
Installation height (up to the contact surface with the container corner) [mm]	405	405
Offset [mm]	50	50
Temperature resistance	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C

Castor ID-number	1005294	1005295
Designation	LSDC-GTH 250x80K-RI4-SU-02	LSDC-GTH 250x80K-RAH-RI4-SU-02
Product illustration		
Cross-section (drawing excerpt)		
Directional lock available?	Yes, 4 positions (each 90°)	Yes, 4 positions (each 90°)
Wheel brake available?	No	Yes, trailing brake. Hand-operated
Surface treatment of essential components	Zinc-plated, yellow-passivated	Zinc-plated, yellow-passivated
Wheel-Ø [mm]	250	250
Wheel width [mm]	2 x 80	2 x 80
Tread	Polyurethan-Tread Blickle Extrathane®	Polyurethan-Tread Blickle Extrathane®
Tread hardness	92 Shore A	92 Shore A
Load capacity at 4 km/h acc. to DIN EN 12532 / ISO 22883	3,700 kg	3,700 kg
Static load capacity [kg]	6,660 kg	6,660 kg
Load capacity per set (4 castors) (smooth, even industrial floor)	12,000 kg	12,000 kg
Load capacity per set (4 castors) (outdoor area)	7,500 kg	7,500 kg
Bearing type	Ball bearing	Ball bearing
Mounting type	Twistlock container-locking for ISO 1161 container corners	Twistlock container-locking for ISO 1161 container corners
Installation height (up to the contact surface with the container corner) [mm]	405	405
Offset [mm]	50	50
Temperature resistance	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C

Castor ID-number	1005296	1005297
Designation	LSDC-GTH 250x90K-RI4-SU-01	LSDC-GTH 250x90K-RAH-RI4-SU-01
Product illustration		
Cross-section (drawing excerpt)		
Directional lock available?	Yes, 4 positions (each 90°)	Yes, 4 positions (each 90°)
Wheel brake available?	No	Yes, trailing brake. Hand-operated
Surface treatment of essential components	Zinc-plated, yellow-passivated	Zinc-plated, yellow-passivated
Wheel-Ø [mm]	250	250
Wheel width [mm]	2 x 90	2 x 90
Tread	Polyurethan-Tread Blickle Extrathane®	Polyurethan-Tread Blickle Extrathane®
Tread hardness	92 Shore A	92 Shore A
Load capacity at 4 km/h acc. to DIN EN 12532 / ISO 22883	5,000 kg	5,000 kg
Static load capacity [kg]	9,000 kg	9,000 kg
Load capacity per set (4 castors) (smooth, even industrial floor)	14,000 kg	14,000 kg
Load capacity per set (4 castors) (outdoor area)	8,500 kg	8,500 kg
Bearing type	Ball bearing	Ball bearing
Mounting type	Twistlock container-locking for ISO 1161 container corners	Twistlock container-locking for ISO 1161 container corners
Installation height (up to the contact surface with the container corner) [mm]	405	405
Offset [mm]	50	50
Temperature resistance	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C

Castor ID-number	1005379	1005380
Designation	LSDC-GTH 250x90K-RI4-SU-02	LSDC-GTH 250x90K-RAH-RI4-SU-02
Product illustration		
Cross-section (drawing excerpt)		
Directional lock available?	Yes, 4 positions (each 90°)	Yes, 4 positions (each 90°)
Wheel brake available?	No	Yes, trailing brake. Hand-operated
Surface treatment of essential components	Zinc-plated, yellow-passivated	Zinc-plated, yellow-passivated
Wheel-Ø [mm]	250	250
Wheel width [mm]	2 x 90	2 x 90
Tread	Polyurethan-Tread Blickle Extrathane®	Polyurethan-Tread Blickle Extrathane®
Tread hardness	92 Shore A	92 Shore A
Load capacity at 4 km/h acc. to DIN EN 12532 / ISO 22883	5,000 kg	5,000 kg
Static load capacity [kg]	9,000 kg	9,000 kg
Load capacity per set (4 castors) (smooth, even industrial floor)	16,000 kg	16,000 kg
Load capacity per set (4 castors) (outdoor area)	10,000 kg	10,000 kg
Bearing type	Ball bearing	Ball bearing
Mounting type	Twistlock container-locking for ISO 1161 container corners	Twistlock container-locking for ISO 1161 container corners
Installation height (up to the contact surface with the container corner) [mm]	435	435
Offeset [mm]	50	50
Temperature resistance	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C	-20°C to +70°C, temporarily up to +90°C reduced load capacity over +40°C

Accessories ID-Nummer	1005938
Designation	LSDC-STEERING BAR
Product illustration	
drawing excerpt	
Length [mm] **(Centre of the handle to the beginning of the fork)**	985
Total width [mm] **(handle)**	350
Surface treatment of essential components	Zinc-plated, yellow-passivated
Suitable for	The previously mentioned container castors of the series LSC / LSDC.

2.2 Spare parts

Spare parts must be requested directly from the manufacturer.

3 General safety instructions

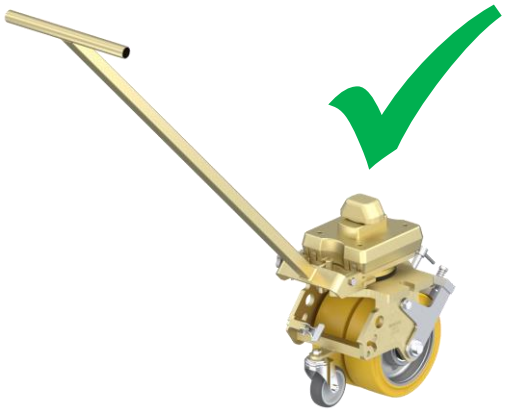
The following notes must be observed:

ATTENTION
Due to the high weight of the castors, it is recommended to wear safety shoes to minimise the risk of foot injuries in the event of the castors tipping over. Manual holding and lifting operations should only be carried out with a straight back and should be avoided wherever possible. Wearing work gloves is also recommended.

3.1 Notes for LSDC-STEERING BAR

The following notes must be observed:

WARNING
The LSDC-STEERING BAR is designed exclusively to enable ergonomic/back-friendly movement of a single castor over long distances. For easier and more precise movement, we recommend activating the directional lock. The LSDC-STEERING BAR is not designed to move a complete container!



3.2 Information on the Twistlock container locking system

The following notes must be observed:

WARNING
The Twistlock must not be unscrewed from the container castors and screwed onto other castors or applications. If used on other castors or in other applications, the technical properties cannot be guaranteed.

3.3 Notes on load capacity, load distribution & speed

The following notes must be observed:

WARNING
 The max. speed of 4 km/h must not be exceeded. The load capacity specifications from chapter 2.1 must be observed.

The load capacity at 4 km/h acc. to DIN EN 12532 / ISO 22883 was determined under the following conditions:

- Standard room temperature
- Hard, horizontal running surface
- 500 obstacle crossings
- 15.000 wheel revolutions
- Obstacle height of 2.5% of the wheel-Ø (Example.: 250 mm wheel-Ø → 6.25 mm high threshold)
- 3 min running time, 1 min break time

Provided that use takes place under comparable conditions, the dynamic load capacity specifications according to DIN EN 12532 from chapter 2.1 can be used. Continuous use is not recommended. A break is recommended after a few hundred metres of travel. Travel on surfaces that cause strong vibrations and/or shocks is not recommended.

The static load capacity refers solely to the static load applied to a castor. In cases of very long stationary periods, especially at higher ambient temperatures, minor flat spots may occur. These may only partially recover or may take a longer period to smooth out. However, functionality remains ensured.

The load capacity as a set (4 castors) is based on the assumption that the load is evenly distributed across the four castors.
The load capacity specification as a set (4 castors) «(smooth, level industrial floor)» assumes that the floor is smooth, level and free of obstacles. The load capacity specification as a set (4 castors) «(outdoor area)» assumes that, due to small thresholds (similar to the standard thresholds in DIN EN 12532) and/or bumps in the floor, the total load may briefly be distributed across only 3 castors. Do not drive over rough and very large obstacles such as kerbs.

3.4 Notes on floor conditions

The following note must be observed:

ATTENTION
 Ensure that floors are sufficiently pressure-resistant!

The surfaces on which the equipment is used should be solid and as level as possible. When polyurethane wheels with a hardness of 92 Shore A are loaded to their standard load capacity (4 km/h, dynamic load capacity), the average surface pressure is usually between 6.5 and 8 N/mm². The compressive strength of the floor must thus be greater. If the castors are loaded up to their static load capacity, higher pressures will occur. The structural strength of the floor and its substrate should be sufficient to withstand the load of the castor above.

Concrete floors generally have a compressive strength of at least 20 N/mm². Concrete floors with higher compressive strength are often at ~ 40 N/mm². The manufacturer's specifications must be observed.

The compressive strength of asphalt floors can vary greatly depending on their composition. Experience has shown that 92 Shore A polyurethane wheels work well on most asphalt floors, but here too, the floor manufacturer's specifications must be observed, especially with regard to the outside temperature.

For very rough, coarse asphalt surfaces, it is recommended to apply load capacity reductions compared to the values stated in chapter 2.1.
In the case of sharp or small protruding surface elements, such as embedded gravel in asphalt, indentations and resulting cracks in the wheel tread over time cannot be completely ruled out.

3.5 Notes on the wheel brake

The wheel brakes are designed to secure the containers against rolling away from a stationary position on level ground. The wheel brakes are not designed for securing containers on inclined planes. When used on inclined planes, additional securing mechanisms such as wedges must be used. The same applies in areas with exceptionally high wind loads.

WARNING

The wheel brakes are not designed for securing on inclined or sloped surfaces.

On wet surfaces the holding force is reduced.

4 Installation and removal

4.1 General information

Please observe the notes listed below.

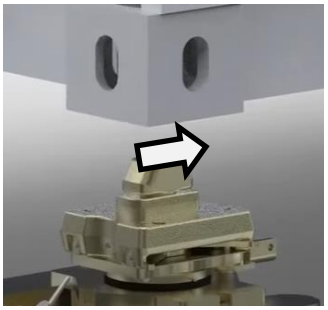
ATTENTION
The container castors mentioned are designed for ISO 1161 container corners or comparable fittings.

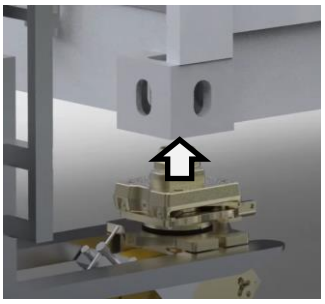
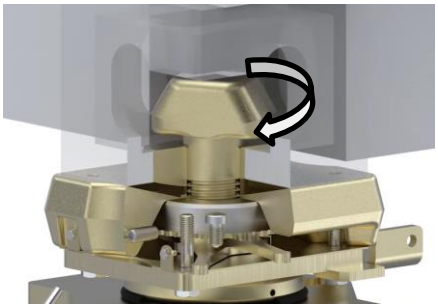
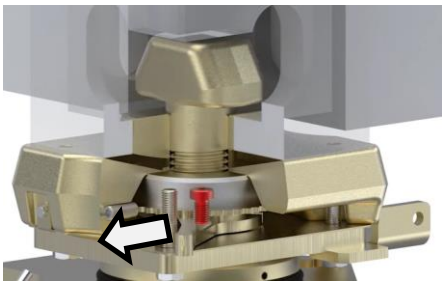
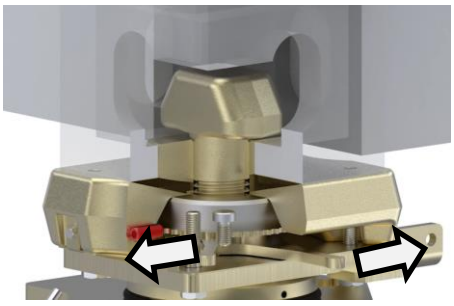
4.2 Installation

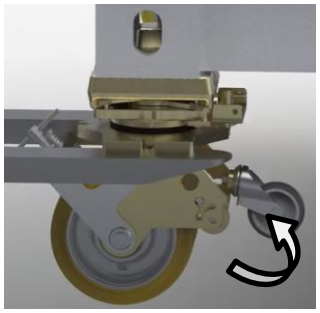
Note

Animated videos are available on YouTube in German and English to facilitate understanding of assembly and disassembly.
DE: Blickle Containerrollen Serie LSDC mit Twistlock
EN: Blickle Container Castor series LSDC with Twistlock

The installation procedure is as follows:

1. The container or the frame to be moved with ISO 1161 container corners is jacked up or lifted so that the container castors can be inserted into the container corners from below.	
2. First, check that the T-shaped locking bolt is facing in the direction of travel or parallel to the long opening of the container corner.	

3. The container castor is inserted into the container corner from below with the T-shaped locking bolt, as shown on the right. The locking lever (top) is open/all the way to the right, and the play reduction lever (bottom) is all the way to the left.	
4. Once the container castor with its large contact surface rests against the underside of the container corner, the locking lever (top) is pulled to the left so that the T-shaped locking bolt rotates and the castor is secured.	
5. Ensure that the upper lever is pulled fully to the left past the spring-loaded ball. Only then can it be guaranteed that the lever remains in the locked position during vibrations	
6. Hold the upper lever in the utmost left position with your left hand and ensure that it stays past the spring-loaded ball. Pull the lower lever to the right with your right hand until the play between the container corner and castor is eliminated or significantly reduced. Clearance adjustment should be carried out manually without the use of tools, in order to avoid excessive stress and damage to the mechanism.	

7. The container castor is now locked. Fold the support wheel on the container castor upwards. The support wheel can only be folded upward if the side lever has been operated. Secure the support wheel in the folded-up position using the side lever.	
8. Repeat the process on the remaining corners of the container.	-
9. Lower the container or mobile frame to the ground once all castors have been securely fitted. Ensure that you lower the container or frame slowly and carefully to avoid excessive impact loads on the castors.	

WARNING

During installation, it is very important that the locking lever (top) is locked over the spring-loaded ball as described in points 5 and 6. This is the only way to ensure that the container castor is securely attached to the container corner. Installation may only be carried out by trained personnel.

ATTENTION

Ensure that the support castor is raised before lowering the container/rack. Otherwise, there is a risk that it will be damaged when the container is pulled.

ATTENTION

Recommendation: Wheel brakes (if available) should be engaged before installation. This ensures that the container does not roll away when lowered after the installation of all container castors. However, the brakes should be released again before driving.

ATTENTION

When all four directional locks are engaged, cornering is not possible. If necessary, two directional locks on a virtual axle (front/rear) must be released.
If all four directional locks are released, there is a risk that the container may break away. At least two directional locks on one axle should be engaged.

DANGER

During installation, no person may be located underneath the container. In the immediate vicinity, only personnel required for the assembly may be present.
The container or chassis must be continuously monitored. Appropriate care must be taken.
All people involved in the assembly must be trained in advance.

4.3 Removal

Disassembly is carried out in reverse order to the assembly described in section 4.2.

ATTENTION

Make sure that the container castor cannot fall down when the upper lever is released (by pulling it to the right), but is lifted gently and safely out of the fitting using appropriate measures.

DANGER

Do not open the Twistlock while the container is standing on the castors. The container could tip forward/downwards.

DANGER

During removal, no persons may be located underneath the container. In the immediate vicinity, only personnel required for the assembly may be present.
The container or chassis must be continuously monitored. Appropriate care must be taken.
All people involved in the assembly must be trained in advance.

5 Operating instructions

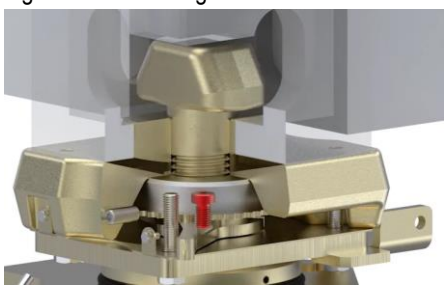
The following information should be noted in addition to the above:

ATTENTION

Do not loosen the support castors uninstalled container castors. The castor would tip forward. There is a risk of injury.

DANGER

Do not use the castor if the screw with spring-loaded ball (see red mark in illustration) no longer secures the locking lever or is damaged.



The screw with spring-loaded ball is essential to securing the container castor.

If the locking lever (top) is damaged or no longer guarantees secure locking, the castor must also not be used.

If there is obvious, severe damage to the twist lock or the castor itself, the castor must no longer be used.

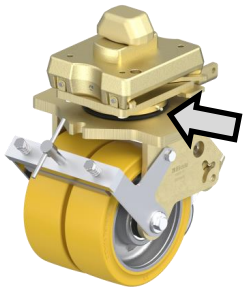
WARNING

Ensure that only authorised people have access to the container castors. No people are permitted to stand under the container/rack while it is being moved or when it is stationary.

6 Maintenance and servicing

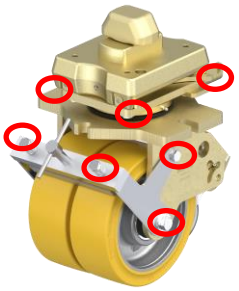
Under normal operating conditions (level ground, walking speed, ambient temperature -20°C to +40°C, dry, low dust, no harmful contact with chemical substances), wheels and castors from Blickle GmbH u. Co. KG are low-maintenance to maintenance-free. Nevertheless, regular functional testing at least once a year is recommended. The following points should be observed:

1. The bracket-swivel-head should be relubricated with grease at least once a year. An all-purpose grease based on calcium complex soap (e.g. Renolit CX-EP 2, Fuchs CX-FO 20, Kajo CA X2 or similar) with an operating temperature range of -30°C to +140°C is recommended. For intensive applications (e.g. high mileage, dirty environments), shorter lubrication intervals may be advisable.



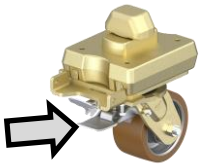
2. All bolt connections must be checked to ensure they are tight.

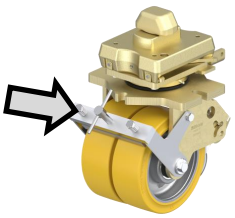
ATTENTION	
	Check both the axle bolt connection and the bolt connection between the actual castor and the Twistlock. The bolt connections on the directional lock and wheel brake must also be inspected.



3. Perform a functional check of the wheel and/or directional lock (if fitted).

ATTENTION	
	Check that the directional lock is complete and functional. Check that the wheel brake is complete and in good working order. Among other things: Does the wheel brake remain engaged even under impact loads? Can it be operated without excessive force? Does the wheel remain locked when the wheel brake is tightened/engaged?





4. Perform a functional check of the wheel.

ATTENTION

The wheel should be replaced in the following cases (among others):

- Wheel bearing clearance outside the standards DIN EN 12532 or ISO 228832
- Clattering noises from the ball bearings or obviously non-smooth running performance
- Severe rust damage to the ball bearings
- If other damage such as severe deformation, cracks or similar is visible.
- If the tread wear has become excessive. Depending on the application, different degrees of wear may be acceptable. Replacement of the wheel is recommended at the latest when the tread thickness has been reduced by half.

5. Perform a functional check of the bracket, including the Twistlock.

DANGER

The housing, including the Twistlock, should be replaced in the following cases (among others):

- Swivel head-play outside the standard DIN EN 12532 or ISO 228832
- Jamming swivel head
- The component must not be used if other types of damage such as severe deformations, cracks or similar are visible, especially on the locking lever.
- Missing or damaged screw with spring-loaded ball for locking the upper and lower levers

In addition to the annual inspection, the castors should also be checked for the above points during operation. In case of doubt, contact the manufacturer.

7 Transport and storage

To increase the service life of the container castors, storage and transport under the conditions specified below is recommended.

The container castors should be stored in as dry (humidity < 60%) and air-conditioned (approx. 20-25°C) conditions as possible. The castors should be stored in a location that is protected from light and weather conditions as far as possible.

ATTENTION
 Polyurethane wheels can generally be stored for several years (under the conditions mentioned above). After each period of storage or before each use, the tread should be checked for obvious brittleness. The wheel body should also be checked for heavy rust or detachment, especially in the transition area between the wheel body and the tread.

For complete wheels with ball bearings, it is advisable to limit the storage time to a maximum of two years due to the lubricating grease.

ATTENTION
 After prolonged storage, it is recommended to carry out a functional check on the castor.

8 Final remark

This manual has been written with the greatest care and diligence. Nonetheless, mistakes and obscurities cannot fully be excluded. Should you find inconsistencies or space for improvement, we are happy to receive your feedback. Please refer to us using the contact details specified in chapter 1.5.