

streetwize

GPS Tracker

SWTRACK1

Information For Use



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Intention For Use

Thank you for purchasing the Streetwize GPS Tracker. This product is intended to help you track the location of your vehicle, which includes cars, motorcycles, caravans and vans directly to your smartphone. It is ideal for helping you track and find your vehicle if your vehicle is lost or stolen.

The device can also be used for tracking the location of children & pets and it can also be used by companies with small fleets and as well as one van businesses.

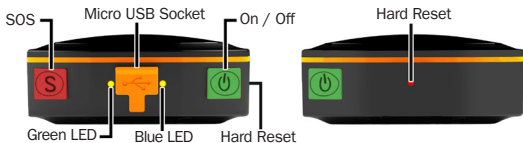
To get best use of this GPS tracker, we advise that you read all the information in this document.

Product Elements

1. Streetwize GPS Tracker
2. USB - Type-C Charging Cable
3. USB Type-C 12V Battery Connector Cable
4. 1P Mobile Data-Enabled SIM Card
5. Screwdriver
6. Carry pouch



GPS Tracker Components



On / Off Button

Turns GPS Tracker on / off.

SOS Button

Send an emergency SOS message to your assigned emergency contact. See 'Using the GPS Tracker's SOS Feature' for more info.

Micro USB Socket

For connecting the supplied 5V USB cable for charging the device. And for connecting the supplied 12V USB battery connector cable.

Hard Reset Button

Resets the device back to its original settings. See 'Hard Resetting'.

LED Indicator Definitions

GPRS LED Indication (Green LED)

LED Light	Meaning
Flashing Green	GPRS is active.
Static Green	Device is looking for a GPRS signal.

GPS/Battery Level (Blue/Red LED)

LED Light	Meaning
Static Blue	Device is searching for a GPS signal.
Intermittent Blue	Device has GPS signal.
Static Red	Device is charging.
Red Light Off	Fully Charged

Installing The Sim Card

This device comes supplied with a 1P Mobile data-enabled SIM that is currently eligible to work in over 46 countries (excluding ROI). Please see 1P Mobile website for a full list of eligible countries. (www.1pmobile.com).

Important: Roaming charges will be applied if used outside of the eligible countries. Please refer to 1p mobile terms and conditions.

This tracker comes with the APN settings pre-set for 1p mobile sim

If you decide to use another SIM, you need to set up the APN settings (see [Configuring APN Settings](#)).

Important: Prior to installing the SIM, please charge the GPS Tracker for 1 hour and ensure you take note of the supplied SIM's mobile number found on the SIM's packaging (see figure1).

For all queries in regards to 1pMobile SIM activation or top-ups please contact 1pMobile direct at www.1pmobile.com or on 033 3344 2278.

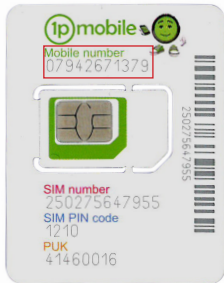


Figure 1

1. Remove the 4 screws from the back panel of the device using the provided screwdriver.
2. Gently slide the SIM card tray downward to unlock it. Then place the SIM card into the tray, with the gold chip facing downwards.
3. Once the SIM card is in place, slide the SIM card cover upwards and lock it into place.
4. Place the back panel onto the device and screw back the four screws that were previously removed.
5. Turn on your tracker by pressing and holding the green "On/Off" button until both LED indicator lights turn on.

The GPRS LED indicator should show a flashing Green light and the GPS/ Battery LED indicator should show an intermittent Blue light. If the GPS/ Battery LED indicator is showing a static blue light, then the device is not receiving a strong GPS signal. To resolve this, try moving to an open area so that it can receive a signal.

Using The 1P Mobile SIM

Your Streetwize GPS tracker has been pre-installed or supplied with a SIM card from 1pMobile, the UK's cheapest Pay As You Go mobile provider* The SIM is live and has a small amount of credit available for you to set up and configure your tracker.

To register your 1P Mobile SIM and top-up to add more credit as required for the tracker to function, go to the web address shown and follow the on-screen instructions. www.1pmobile.com/streetwize

The mobile number that you are asked to insert on screen is printed on the attached SIM carrier (see figure 1). Please keep this SIM carrier in a safe place for future reference.

SIM must be topped up with £10 every 120 days. (8.2p per day) OR £30 to keep the SIM activated for 12 months.

Heavy use may require additional top up. Auto top up available.

Balance check available by checking online at www.1pmobile.com

**correct according to 1p Mobile at time of printing*

SMS Tracking Set Up

Before using the device to track location directly onto your smartphone via SMS. You first need to assign **your smartphone's number with the country code** (eg. +44) as the main admin. For this, you will need the following information (please complete the table below for reference):

Tracker's Mobile (A):	
Your Smartphone Device's Mobile (B):	

Feel free to use the above table to make note of the tracker's number and your smartphone's number.

The SIM card's number is found on the packaging (see Figure 1).

Please follow the instructions below to set your smartphone's number as the admin.

1. Save the Tracker's mobile to your phone's contact.
2. Then, send the following command from your smartphone:

Admin123456 [Your Mobile Number B] * **see overleaf & page 24**

For example: Admin123456 +447777888999.

When entering your number with the country code, you need to replace the “0” at the beginning of your number with the country code (e.g. +44)

IMPORTANT: the ‘123456’ is the device’s PIN code.

3. The Tracker should respond by saying:

‘admin ok’

4. As default, this GPS Tracker is set to Movement Activated, which means this device will automatically turn off when the vehicle is stationary for 5 minutes and it will go into Sleep mode.

When the GPS tracker begins to sense any movement, it will turn on. It will NOT send an SMS message to inform you that the tracker has sensed any movement.

If you want to enable the device to send SMS messages on sensing movement, send the SMS command ‘shock123456’ to the device. To disable this, send the SMS command ‘noshock123456’.

If you’d like to turn off the default Movement Activated mode, send this command to the tracker.

‘Sleep123456 off’

In the sending the above command, you should receive the following response:

‘sleep off ok’”

5. You’re now ready to test the SMS tracking feature. To track the device to your smartphone, simply send the following command:

‘G123456#’

In sending this command, you will receive an SMS message with a link to Google Maps that shows the tracker’s location.

See Figure 1 for the screenshot of the SMS exchange between your phone and the tracker. Figure 2 shows the Google Map of the tracker’s locations

****IMPORTANT: When entering your mobile number, please do NOT include brackets. Just enter the admin code and your mobile number with the country code, with a space in between the admin code and mobile number.***

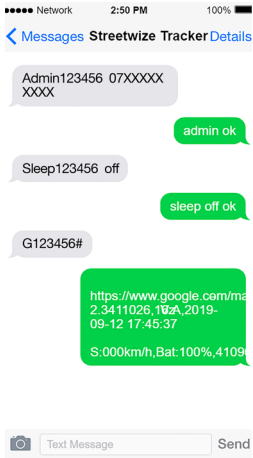


Figure 2

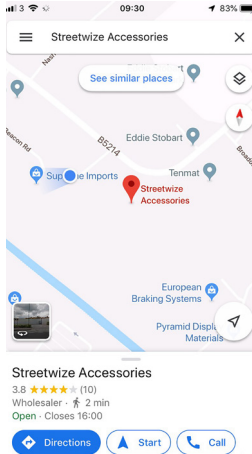


Figure 3

Setting The TKStar GPS Smartphone App

Please note that due to scheduled maintenance, the TKSTAR app will be down until further notice.

Please use the Winnes APP with the same login details. If you are still experiencing issues, please email support@streetwize.co.uk along with your ID number.

You can use the Streetwize GPS Tracker via the TKStar GPS smartphone app where you can access a whole host of features, in particularly the Real-Time location tracking and Geo-Fencing.

The TKStar GPS app can be downloaded from the Google Play Store or the Apple App Store.

Configuring the APN Settings - In order to use the TKStar GPS app, you need to configure the Access Point Name (APN), as this will allow the SIM card inside the tracker to use its data for live tracking.

To do this, you first have to search for your network's APN settings, then you need to sync this information to your GPS tracker.

Search For Your Network's APN Info

To set the APN, first you would need the following from your network provider*:

- APN address
- User info
- Password

You can obtain this information from a search engine like Google. All you need to do is type in the name of your network provider (e.g. 1P Mobile, O2, Vodafone, EE, GiffGaff, Sky Mobile) followed by 'APN settings'.

*This GPS tracker is not compatible with 3 network, please check with your SIM card provider to see which network is used

For example, to find the APN information for 1P Mobile, use the search term '1P mobile apn settings' as shown in Figure 4.

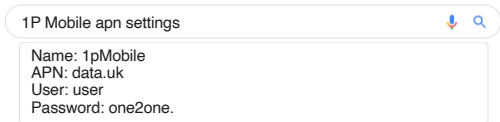


Figure 4

The same can be applied for O2 (Search 'O2 APN settings'), Vodafone (search 'Vodafone APN Setting'), EE (search 'EE APN settings') etc.

Syncing the APN Information To The GPS Tracker

Once you have obtained the APN information, now you need to sync this information to the GPS tracker. To do so, please follow the instructions below:

Please note, you would need to set the admin to your smartphone's mobile, as shown in the initial set up (see SMS Tracking Set Up), prior to configuring the APN settings.

1. Send SMS command:

'Apn123456 [APN of the network service provider for tracker's SIM]'

You should receive a response saying 'apn ok'.

2. Then, to sync the user info, send SMS command:

'Apnuser123456 [APN user of the network service provider for tracker's SIM]'

You should receive a response saying 'apnuser ok'.

3. Then enter the password by sending SMS command:

'Apnpasswd123456 [APN password of the network service provider for tracker's SIM]'.

You should receive a response saying 'apnpasswd ok'.

Please note the spelling of password in the above SMS command.

4. Then, we need to ensure the GPRS is enabled so the SIM card inside the tracker can start to use its data. To enable GPRS, send the SMS command:

'GPRS123456'

You should receive a response saying 'gprs ok'.

To see these commands in action, see Figure 5 that shows the 1P Mobile APN settings being synced to the device. For this synchronisation, the following APN information was used:

• APN: data.uk • User: user • Password: one2one

[Messages](#) Streetwise Tracker [Details](#)

Admin123456 07XXXXX
XXXX

admin ok

Apn123456 data.uk

apn ok

Apnuser123456 user

apnuser ok

Apnpasswd123456
one2one

apnpasswd ok

Gprs123456

gprs ok



Send

Figure 5

Logging Into The TKStar GPS Application

After installing the TKStar GPS app on your phone, open the app and select the option to log in with IMEI/ID. Here, you need to enter IMEI/ID, the server address and password.



Log in by IMEI/ID



Log in by username

For the ID, this can be found on the base of the tracker and will start with '41' or '10'



IMEI/ID



For server address, change it to www.mytkstar.net. This ensures the app is signed into the same server as the tracker.



mytkstar.net

Then insert the password. The password for this tracker is set to 123456 or the last four digits of the tracker ID number. This can be changed once you have logged in. When you have logged in, you will be taken to the Home Screen (see Figure 6).



Real-time



Historical route



Geofence



Issue



Device info



Device



Alarm setting



Logout



Change password

Figure 6

TKStar GPS Features

The TKStar GPS application comes with a host of features. In this section, we will be focusing on the Real-Time Tracking feature and the GeoFence feature as these are the primary functions.

If you like further information and support on how to use the app, please contact Streetwize's support team on support@streetwize.co.uk

Real-Time Live Tracking

Through the TKStar GPS application, you can get an instant live location of the tracker's device. All you need to do is select the Real Time icon found on the top left of the home screen. And you will be shown a Google Map with the live location of the tracker.

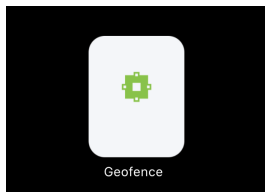
GeoFence

This feature, located on the top-right of the home screen, lets you set a geographical border that surrounds the Tracker's location. If the tracker leaves this geographical border (aka GeoFence), this will prompt the tracker to send a notification to the smartphone app.

This feature is ideal for use on caravans/motorhomes, small fleets, children & pets to make sure they stay within a designated area.

To set a GeoFence, follow the instructions below:

1. Select the GeoFence icon.
2. Tap the '+' symbol on the top-right of the screen.



3. Assign a name for the GeoFence, and tap the 'Radius' box.

<

Add geofence

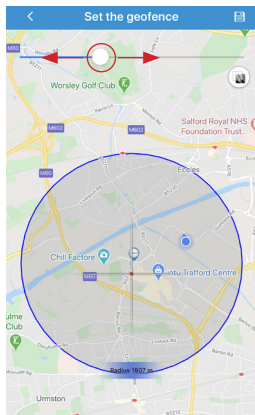
Name

Longitude

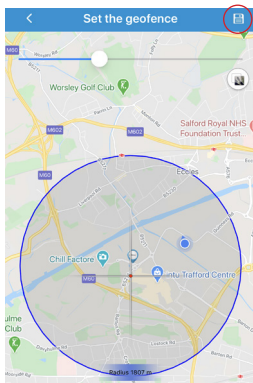
Latitude

Radius

4. When tapping the 'Radius' box, you will be taken to a Google Map with the tracker's location. Adjust the slider to set the GeoFence's radius. You can also adjust the position of the GeoFence but ensure the tracker is within the radius.



5. Once radius is set, tap the 'Save' icon on the top-right of the screen.



6. You will now see the saved GeoFence.



If you want to delete a stored GeoFence, simply tap & hold on the saved GeoFence which prompts an option to confirm delete.

Powering the GPS Tracker

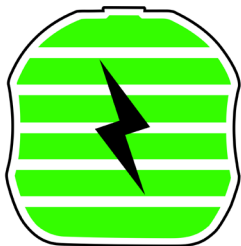
The GPS tracker can be powered via it's built-in rechargeable battery or directly by your vehicle's battery. When battery level is below 20%, you will receive an SMS message indicating low battery.

Rechargeable Battery

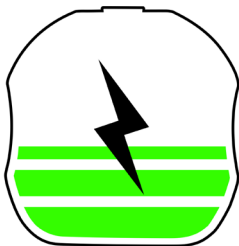
To recharge the battery on the device, simply connect the device to a power source using the supplied 5V USB charging cable.

The battery life of the tracker will depend on if sleep mode is on or off. If the tracker is in sleep mode (only active when messaged or called) it will have a battery life of 72 hours. If sleep mode is off (constantly active), then the battery life will only be 12 hours.

Sleep Mode On
(72 Hours)



Sleep Mode Off
(12 Hours)



Hardwiring the Tracker to Your Vehicle's Battery

When hardwiring the tracker to your vehicle's battery, you must have sufficient mechanical knowledge/experience otherwise we advise that you get assistance from a competent professional.

To hardwire the device to your vehicle's battery, please follow the instructions below:

1. Before installing, your vehicle should be fully switched off.
2. Open your vehicle's bonnet and locate the battery compartment, removing any outer casing if there is one.
3. With a suitable socket wrench, remove the bolts that are connecting the vehicle's battery cable to the battery. Depending on the make and model, loosening of the bolts may disconnect the battery cables from the terminal (see Figure 7)



Figure 7

4. Get the supplied USB Type-C 12V battery connector cable. Remove the outer black cable casing up to the point where both connecting cables can connect to its respective battery terminal. To remove the outer black cable casing, use a pair of pliers (see Figure 8) and a Stanley knife (see Figure 9)



Figure 8

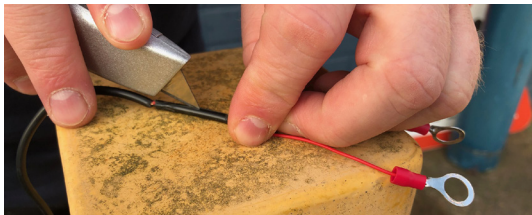


Figure 9

5. Then connect Tracker's connecting cables as shown in Figure 9. Then, secure the vehicle's battery cables back to its respective battery terminals.



6. Once the connection to the vehicle's battery has been secured, connect the tracker to the other end (USB-end) of the cable.

7. To thread the device to your glovebox, you will need to follow guidance from your vehicle's manufacturer handbook as this will be different for each make and model.

SMS Commands

SMS Tracking

This command is for getting the location of the GPS tracker. Simply send the command 'G123456#' as an SMS message to the tracker. The response will contain a link to a Google Map of the tracker's location.

Command:

G123456#

Reply:

Google Maps
google.com

Assigning Administrator (Setting an Authorised Number)

This command enables you to set an authorised number as an administrator. This command is ideal if you now have a different number and you want to change the administrator.

Simply send 'Admin123456# [Your Mobile Number]' to the tracker. The response will be 'Admin ok'. Please note, the mobile number should be entered with the country code.

Command:

Admin123456 (phone
number goes here
without brackets)

Reply:

Admin ok

Movement Activated

This command allows the GPS Tracker to go into sleep mode and turn on when it senses any movement.

To use this feature, send an SMS message to the tracker with the command 'Sleep123456 shock'. You should receive a response saying 'Sleep Shock Ok'.

If you want to receive a SMS message whenever the device senses any movement, send the SMS command 'shock123456' to the device. This feature is ideal if you need to be alerted of any movement and/or possible theft of the vehicle. To disable this, send the SMS command 'noshock123456'.

Command:

Reply:

Sleep123456 shock

Sleep shock ok

To turn off Movement Activated, send the command 'Sleep123456 off' to the GPS Tracker. You will receive a response saying "Sleep off ok" to confirm that movement activated feature has been turned off

Command:

Reply:

Sleep123456 off

Sleep off ok

Setting The Time Zone

This command is for when you are travelling abroad with this GPS Tracker and and you want to get a timestamp of when you received the message based on your geographical location.

To set a time zone, simply send the command 'Timezone123456 [Timezone]'. For GMT, The Time Zone would be '0' as shown below:

Command:

Reply:

Timezone123456 0

Time ok

When you set the Time Zone, you will receive a response saying 'Time ok'.

For Time Zones East of GMT (Europe/Asia), simply type in the Time Zone e.g. 1, 2, 3 etc.

As for Time Zones West of GMT (North/South America), add '-' in front of the Time Zone e.g. -1, -2, -3 etc.

Resetting The Device

In case of an error during the initial setup or you are experiencing an issue, you can reset the device by sending the command 'Begin123456'. You should receive a response saying 'Begin ok'.

Command:

Reply:

Begin123456

Begin ok

When you soft reset the device, you will have to go through the initial set up again.

Using the GPS Tracker's SOS Feature

This GPS Tracker comes with an SOS feature that allows you to send an alert message to an assigned contact asking for help.

This feature is suitable for children or any other emergency situations.

Assigning An SOS Contact

To assign a contact as your SOS contact, send the following SMS command:

SOS123456 [number of contact with the country code (e.g. +44)].

You should receive a response saying 'sos number ok'.

Command:

Reply:

SOS123456 07XXXXXXXXX

sos number ok

Using the SOS Feature

In an emergency situation and you need to send an SOS message, simply press and hold the RED SOS button for 3 seconds. This will send a 'Help Me' message along with a Google Maps' link of the tracker's location as shown below:

help me! [http://maps.google.com/
maps?q=53.47174%2c-002.34140](http://maps.google.com/maps?q=53.47174%2c-002.34140)
V:V,2020-09-14 13:22:36 S:000km/
h,Bat:80%,[4109172017](#)

Troubleshooting

Issue	Cause / Solution
Tracker Not Responding	<p>If the SIM card installed in the tracker is on a pay as you go plan, please ensure that it has sufficient credit on it.</p> <p>If the tracker is not responding to messages, please check that the phone number of the SIM card in the tracker is correct.</p> <p>Check battery level.</p>
Tracker not receiving GPS signal (solid blue light shown on GPS / Battery level LED indicator)	<p>If the blue light is lit solid, this means the tracker is not receiving GPS signal in its current location, this is often caused by trying to set up the tracker indoors.</p> <p>Check that the location you have chosen for the tracker is not obstructed too much for the tracker to receive a signal. Locations like these would be: inside the glove compartment, under the steering wheel or under a seat.</p>
Trouble logging onto the App.	<p>For any issues with the app, please contact support@streetwize.co.uk.</p>

Hard Resetting

In the unlikely event where you notice that your GPS Tracker is not functioning properly or is not receiving a GPS or GPRS signal, then there might be hardware issues. A hard reset may be required.

In order to hard reset the tracker, press the provided screwdriver into the reset button on the device (the small circular red button found on the side). Once the tracker has been hard reset, it will need to be turned back on and the initial set up will need to be repeated in order to use it.

Product / Technical Support

If you are experiencing any issues with setting up your tracker, then send the diagnostic check command "Check123456" to the tracker where you will then receive a diagnosis message from the tracker.

To get support, please screenshot this message, send it to our technical team on support@streewize.co.uk with the subject line: SWTRACK1 Product Support. See example below.

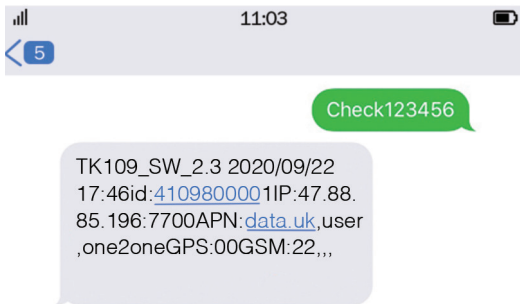
Our technical team will look into it and provide you with a solution to your problem.

To: support@streetwize.co.uk

Subject: SWTRACK1 Product Support

Hi Product Support,

I have an issue with my tracker. Please find attached a screen shot of the diagnosis message from my tracker.



SMS Command Glossary

Issue	Cause / Solution
Tracker Not Responding	G123456#
Assign Administrator	Admin123456 [your mobile number]
Movement Activated	Sleep123456 shock
Sleep Mode Off	Sleep123456 off
Rebooting Device	Begin123456
Time Zone	Timezone123456 [timezone]
Assign SOS Contact	SOS123456 [number of contact]
APN	Apn123456 [APN of the network service provider for tracker's sim]
APN User	Apnuser123456 [APN user of the network service provider for tracker's sim]
APN Password	Apnpasswd123456 [APN password of the network service provider for tracker's sim]
GPRS On	gprs123456
GPRS Off	Nogprs123456
Diagnostic Check	Check123456

Technical Specification

Technical Specification	
Input	DC 5V 1.0A
Battery	DC 3.7V 5000mAh
Pressure	86-106KPa
GPRS Class	12
Receive Frequency	1575MHz
Operating Temperature Range	-20°C to 45°C
Support Band	GSM 900 (EU Band), GSM 850 (U.S. Band), DCS 1800 (EU Band), PCS 1900 (U.S. Band)
Uplink	GSM 900: 880MHz ~ 915 MHz, DCS 1800: 1710MHz ~ 1785MHz

Technical Specification (continued)

Downlink	GSM 900: 925MHz ~ 960MHz, DCS 1800: 1805MHz ~ 1880MHz
Maximum Power Output	GSM900: 32.5dBm , PCS1800: 29.54dBm

***IMPORTANT: When entering your mobile number, please do NOT include brackets. Just enter the admin code and your mobile number with the country code, with a space in between the admin code and mobile number.**

For example: Admin123456 +447777888999.

FAQ

The SIM card that I am using (my own SIM) with the GPS tracker does not seem to work. What should I do? Do I have to use the SIM card that has been provided?

This GPS tracker will not work with 3 Mobile and other companies that use 3 Mobile as a signal provider.

The SIM provided is currently one of the best deals on the market and we include this to help you setup the tracker quickly at no extra cost.

The GPS tracker is not working correctly. There is always one light flashing. What should I do?

Both the green and blue lights need to be flashing on the device. These two lights indicate that the device is receiving both GPS and GPRS signals.

If the green LED is solid there is no GPRS signal and if the blue LED is solid there is no GPS signal.

To resolve this issue, please move the track to an open area where it can receive both signals.

This SIM that comes with this product, does it have any credit on it?

The 1p Mobile SIM offers one of the best rates currently in the market. When loading the 1p Mobile SIM with £10 credit, it will last for 120 days. If you decide to load the SIM with £30 credit, it will last for the whole year. This is subject to usage levels.

I used to receive messages from my tracker when it was moving but recently it has stopped. Why has this happened?

If the tracker has been stationary for a while or for a prolonged period of time, it will set itself to sleep mode. To get the GPS tracker out of sleep mode, just send an SMS command to your tracker. To get the tracker to continue as before simply send the command "shock123456". Should you wish to turn this feature off for any reason simply send the command "noshock123456".

Declaration of Conformity

Product: GPS Tracker

Model No: SWTRACK1

Manufacturer: The Ace Supply Company Ltd T/A Streetwize

Address: Suite GA, Marsland House, Marsland Road, Sale M33 3AQ

EU Authorized Representative: Ace Supply Co (Europe) Ltd.

Address: 25 Herbert Place, Dublin 2. D02 A098 Republic of Ireland

This declaration is issued under the sole responsibility of the manufacturer.

Audio, Video, Information and Communication Technology Equipment

EBS EN IEC 62368-1:2020+A11:2020

2016 No. 1091 Electromagnetic Compatibility Regulations 2016

BS EN55032:2015+A11:2020

BS EN55035:2017 + A11:2020

BS EN IEC 61000-3-2:2019

BS EN 61000-3-2:2013 + A1:2019

2017 No. 1206 The Radio Equipment Regulations 2017

ETSI EN 301 489-19 V2.2.3

ETSI EN 301 489-52 V1.1.0

ETSI EN 301 511 V12.5.1

ETSI EN 303 413 V1.1.1

BS EN62209:2019

BS EN50566:2017

BS EN50663:2017

Transport of Dangerous Goods

UN38.3

Signed for and on behalf of: The Ace Supply Company Ltd T/A Streetwize

Accessories Place of Issue: Manchester

Date of Issue: 19/10/2023

Name: Lesley Cooper

Position: QC Manager

Signature:



EU Declaration of Conformity



Product: GPS Tracker

Model No: SWTRACK1

Manufacturer: The Ace Supply Company Ltd T/A Streetwize

Address: Suite GA, Marsland House, Marsland Road, Sale M33 3AQ

EU Authorized Representative: Ace Supply Co (Europe) Ltd.

Address: 25 Herbert Place, Dublin 2. D02 A098

This declaration is issued under the sole responsibility of the manufacturer.

Audio, Video, Information and Communication Technology Equipment

EN IEC 62368-1:2020+A11:2020

2014/30/EU EMC (Electromagnetic Compatibility)

EN55032:2015+A11:2020

EN55035:2017 + A11:2020

EN IEC 61000-3-2:2019

EN 61000-3-2:2013 + A1:2019

2014/53/EU RED (Radio Equipment Directive)

ETSI EN 301 489-19 V2.2.3

ETSI EN 301 489-52 V1.1.0

ETSI EN 301 511 V12.5.1

ETSI EN 303 413 V1.1.1

EN62209:2019

EN50566:2017

EN50663:2017

Transport of Dangerous Goods

UN38.3

Signed for and on behalf of: The Ace Supply Company Ltd T/A Streetwize

Accessories Place of Issue: Manchester

Date of Issue: 19/10/2023

Name: Lesley Cooper

Position: QC Manager

Signature:

Streetwize: Suite GA, Marsland House, Marsland Road, Sale M33 3AQ

For Product Support:

E: support@streetwize.co.uk

T: +44 (0)161 447 8597

For Trade Enquiries:

E: sales@streetwize.co.uk

T: +44 (0)161 447 8580

www.streetwize.co.uk

EU Registered Address: Ace Supply Co (Europe) Ltd.
25 Herbert Place, Dublin 2, D02 A098 Republic of Ireland.