

gowrings
celebrating **50** years
mobility

OWNER'S MANUAL

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Welcome

Thank you for purchasing your new Gowrings Mobility wheelchair passenger vehicle.

Gowrings Mobility pioneered the first wheelchair accessible vehicle over 50 years ago. We have a long standing reputation for providing quality vehicles and supporting them strongly with great levels of aftercare. There are now thousands of people - both families and business users - who are travelling using one of our vehicles and 98% of them are happy to recommend us for the service that we provide.

Our customers purchase our vehicles for their reliability, space and practicality. We hope that your new vehicle provides you with the means to get out and about more easily, giving you more freedom and making life a little simpler.

In conjunction with the original vehicle manufacturers manual, this owner manual will serve as a reference for you and your local garage and ensure you get to know your vehicle and each aspect of its operation.

Please do not hesitate to contact us at any time and if in the future you decide to sell or replace this car, do get in touch with us.

Happy motoring!



Please note that it can be very dangerous to travel in your wheelchair without the chair being secured correctly. In addition to reading and understanding this manual, it is vital that you have undergone a full demonstration from a Gowrings Mobility representative and received proper training before using your Gowrings Mobility converted vehicle safely and effectively.

Operating instructions

Securing the wheelchair in the vehicle

The wheelchair is secured using electric inertia belts for the front of the wheelchair and either ratchet or retractor style restraints for the rear of the wheelchair.

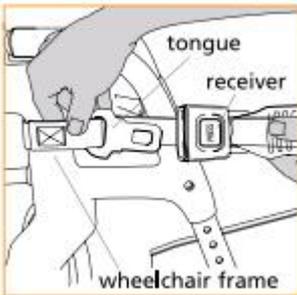
1. Wherever possible, park on a flat surface, allowing plenty of room behind the vehicle.
2. Open the rear tailgate or both doors.



3. Release the ramp from its upright position and start to lower it down to the ground.

4. If your ramp is fitted with a second piece, flip out to complete the full ramp and lower to the floor.

5. Bring the wheelchair to the bottom of the ramp and apply the wheelchair brakes. Place the seat belt stalks out of the way by attaching them to the stowage hooks just inside the rear door.



6. Press the button located just inside the back of the vehicle into the 'on' position. The front inertia belts will then be released and will roll freely in and out of the housing.

7. Take hold of the left-hand side inertia belt and press the orange 'PRESS' button on the receiver to unlock the tongue. Pull the inertia belt out to the wheelchair and attach the belt to the same side of the wheelchair main frame as high as possible, i.e. left-hand side inertia belt to left-hand side of the wheelchair main frame. Click the tongue back into the receiver to lock the belt. Ensure that the belt webbing remains straight and is not twisted.

 **Do not attach restraint belts to the wheelchair footplates or cross belts over to the opposite sides of the wheelchair.**

8. Repeat for the right inertia belt.

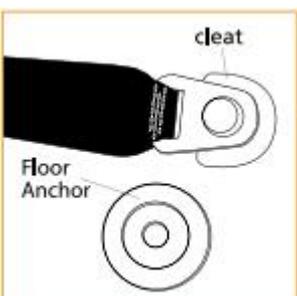
9. Once the inertia belts are attached to both sides of the wheelchair frame, press the button to the 'off' position. The belts can then be retrieved safely back into the housing and the wheelchair cannot roll backwards.

10. Release the wheelchair brakes and gently push the wheelchair up the ramp and into the vehicle, to a point that is comfortable for the wheelchair passenger.

11. Should you need to stop at any point whilst pushing the wheelchair into the vehicle, then just pull the wheelchair back and it will lock into place, the belts preventing the wheelchair from rolling backwards.

12. Once the wheelchair passenger is in place, pull the wheelchair back and forth to remove any slack from the inertia belts. At this stage, do not apply the wheelchair brakes.

13. Using rear restraints (retractor style)



To fit the restraint, slide onto the floor anchor point. Ensure that the strap is then facing the back of the wheelchair. Press the pink lever and pull the strap to extend.

14. Attach the hook to the left-hand side of the wheelchair main frame as high as possible. Do not cross the restraint belts, keep them straight.

15. The belt is self-tensioning, however, if you need to tighten the belt, turn the handle on the side of the restraint.

16. Repeat for the right restraining belt.

17. You may apply the wheelchair brakes at this stage if you wish.

18. Using rear restraints (ratchet style)

Locate the left hand restraints and slide the cleat onto the fitting. Release the Velcro end of the loose webbing strap. Ensure that the strap is then facing the back of the wheelchair. Pull the strap out straight and release the ratchet locking mechanism by pushing the silver bar release forward.

 **Do not pull the strap out too far otherwise it will unthread. If this happens, please refer to the Troubleshooting section.**



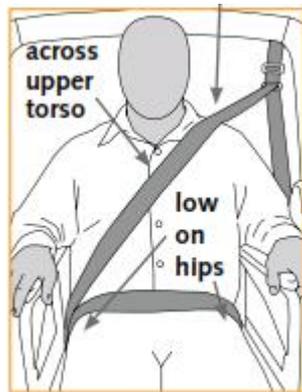
19. Press the orange 'PRESS' button on the receiver to unlock the tongue. Attach the strap to the left-hand side of the wheelchair main frame as high as possible. Click the tongue back into the receiver to lock the belt. Do not cross the restraint belts, keep them straight.

20. To tighten the belt, pull and hold the Velcro end of the loose webbing strap towards you so it is tight and pull the ratchet down steadily, increasing the tension, until it clicks into place.

21. Repeat for the right restraining belt. As the wheelchair straightens, you may need to tighten the left and right restraining belts again until the wheelchair feels secure.

22. You may apply the wheelchair brakes at this stage if you wish.

Securing the wheelchair passenger lap and diagonal belts



23. Adjust the height of the seat belt by lifting the buckle and adjusting the strap so that the diagonal belt fits comfortably over the top of the wheelchair passenger's shoulder and across the upper torso.

24. Unhook the receiver stalk from its stowage point on the right hand side of the vehicle. Pull the belt across the passenger diagonally and pass it down through the gap between the side panel and armrest and the seat. Click the tongue into the receiver on the wheelchair passenger's left hand side.

25. Pass the belt under the side panel of the wheelchair and secure back into the receiver on the wheelchair passenger's right hand side.

 **You should always ensure that the belt is as low on the hips as possible, as with all other seatbelts in the vehicle.**



26. Take hold of the side of the ramp and raise it until it clicks into the locked position. If you have a folding ramp, take hold of the second piece of the ramp and fold back.

27. Fold the entire ramp back into its vertical transit position until you hear it click into place, or fold flat if fitted with this feature.

28. Bring the tailgate down or close both doors. Air pressure can sometimes prevent the tailgate from closing - if this happens, please refer to the Troubleshooting section.

Unlocking the wheelchair from the vehicle

1. Unlock the ramp from its secured position. If you have a folding ramp, unfold the front section of the ramp.

2. Release the seat belt from around the wheelchair passenger and stow.

3. Rear restraints: Undo the rear belts from the wheelchair by pressing the pink lever on the receiver and unhooking from the wheelchair (retractor style) or releasing the locking system (ratchet style). Slide the restraint off the floor anchor. Store the belts so they do not become a hazard when removing the wheelchair passenger.

4. Press the button located just inside the back of the vehicle on the left-hand side to the 'on' position. The belts will then roll freely in and out.
5. If applied, release the brakes on the wheelchair then gently push the wheelchair forward slightly (to unlock the belts) and then carefully reverse out of the vehicle, until the wheelchair passenger is off the ramp. Apply the wheelchair brakes.
6. Undo the front inertia belts from the wheelchair by pressing the orange 'PRESS' button on the receiver. Do not let go of the belts as they will fully retract into their housing, potentially damaging the belts and making it difficult to use the next time. It is important to attach them to the stowage hooks on either side of the vehicle for ease of use the next time.
7. Press the front belts button to the 'off' position again.

 **Be careful not to leave the button on, as it will flatten the battery.**

8. Lift the ramp up and stow the folding section. Click the ramp in place.
9. Bring the rear tailgate down or close the doors.

Using the emergency tyre inflation kit

The vehicle is provided with a tyre inflation kit. This is located underneath the driver's seat and accessible from the rear passenger seat. Follow instructions provided.

Using the tyre protection product (in place of the spare wheel)

If you have a tyre protection product installed in your tyres, you will have been given an information leaflet and details of the warranty when purchasing the vehicle.

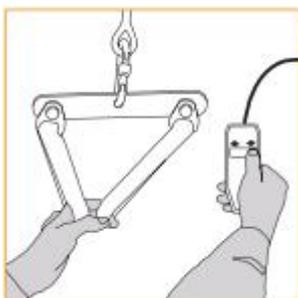
To activate the tyre protection solution, drive your vehicle at a maximum speed of 30 miles per hour for a distance of 6 miles, gently accelerating and de-accelerating to distribute the solution evenly. Please note that during this time if you have needed to brake suddenly, this process will need to be repeated.

If at any time your vehicle is left standing for longer than 2 weeks, please follow this procedure again.

Operating the winch (optional)

 **When handling the winch webbing it is important to maintain constant tension so that the straps do not become tangled or over-wound on the spool. There is a risk of jamming or twisting if tension is not maintained.**

 **The winch must always be used at the same time as the front inertia belts. The winch is not to be used as front restraints for the wheelchair, only to take the weight of the wheelchair and passenger.**



In

1. First, secure the front inertia belts to the front of the wheelchair.
2. Switch the winch handset on. Holding the handset in one hand and the winch restraint straps in the other, pull the straps towards you as you press and hold the 'down' arrow on the handset to bring the straps to the rear of the vehicle.
3. Attach the winch straps to the wheelchair when it is stationary at the base of the ramp with the front inertia belts already attached. **Do not try to bring the winch straps beyond the base of the ramp.** Secure the straps to the wheelchair in a similar position to the front inertia belts, using the same technique.
4. Switch off the front inertia belts. Press and hold the 'up' arrow on the handset to allow the winch to pull the wheelchair passenger into the vehicle **with your guidance**. Use the winch to take the wheelchair in until it clears the top of the ramp and is safely within the vehicle. Stop using the winch about 6 inches from the desired final position and then manually push the wheelchair the rest of the way.

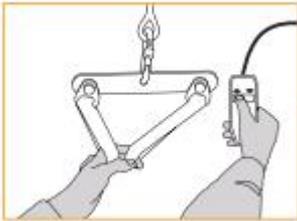
5. Once the wheelchair passenger is in place, attach the rear restraint belts. The winch straps can now be removed, or may remain attached if desired (i.e. for removing the wheelchair passenger again). However, the front inertia belts must **always** be attached to the wheelchair before driving the vehicle.

6. Ensuring the wheelchair is now in the desired position, pull the wheelchair back slightly to lock the front inertia belts.

Out

7. Connect the winch straps to the front of the wheelchair and switch off the inertia belts to get tension on the winch straps.

8. Undo the rear restraint belts and turn the front inertia belts on to allow them to roll in and out freely. Gently push the wheelchair forward to unlock the belts, then, pressing the 'down' arrow on the winch handset, carefully guide the wheelchair passenger out of the vehicle.



9. Once at the base of the ramp, apply the wheelchair brakes then remove the winch straps and front inertia belts.

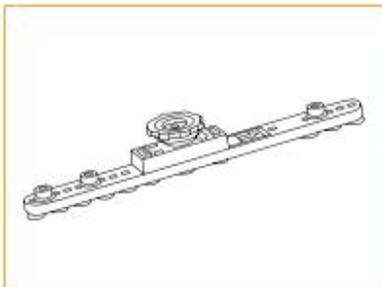
10. Holding the winch handset in one hand, with the other hand take hold of the winch restraint straps. Pull the straps towards you (to ensure tension) as you press and hold the 'up' arrow on the handset to return the straps to the winch housing. Switch winch handset off.

Using the removable seats (optional)

⚠ Please take care when moving or storing the seats and they are very heavy. Do not drop them as this may damage the seat mechanism.

1. Removing the seat (plate style)

Underneath the removable seat, locate the hand wheels. Turn the wheels anti-clockwise until they stop turning. Lift the wheels and turn through 90° to raise the plunger.



2. Lift the seat out of the tracking with a slight backward or forward movement to allow the seat fixture feet to clear the tracking cut-outs.

3. Fitting the seat (plate style)

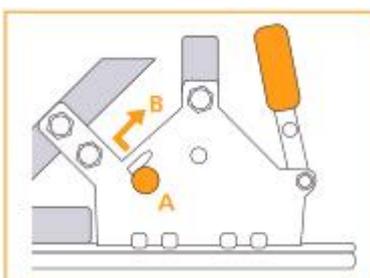
Underneath the removable seat, locate the hand wheels. Turn the wheels anti-clockwise until they stop turning. Lift the wheels and turn through 90° to raise the plunger.

4. Fix the seat fixtures into the tracking and turn the hand wheels so they drop into slots.

5. Push the seat backward and forward slightly until the plungers drop to the bottom of the slots, ensuring total engagement of both plungers in the tracking.

6. Turn the hand wheels clockwise to apply the 'anti-rattle' mechanism. **Tighten by hand only - do not use tools of any kind.**

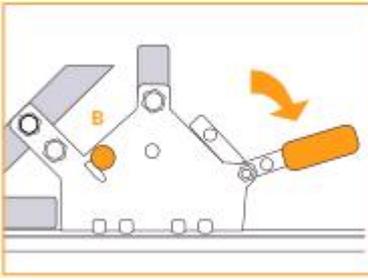
7. The seat is now locked into position



1. Removing the seat (tracking style)

To unlock the seat from the tracking, move the red safety locking pin along the slot in the fitting from the lower position to the upper position.

⚠ Avoid sliding within the tracking – this will cause unnecessary wear.



2. Whilst holding the pin in the upper position, pull back the red handle, away from the frame of the seat. The seat is now in the unlocked position and can be moved or removed.

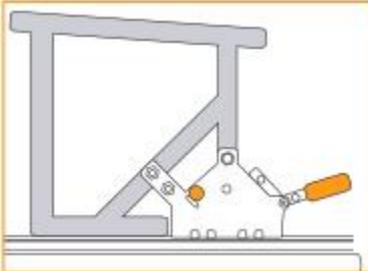
3. Fitting the seat (tracking style)

In order to place the seat into the floor tracking, you must pull the red handle back and align the seat in the circular holes in the tracking.

4. Once in the floor tracking, push the red handle up. The seat is now in the locked position.

⚠ When the seat is removed from the vehicle and stored, leave the seat fitting in the unlocked position.

In some vehicles, the rear seating is retained using the original fixings. Please follow the instructions in the original vehicle manufacturer's manual for use, including removing and fixing the additional seats.



Using the tip and turn seats (optional)

1. Pull the black fabric tag located on the seat by the side of the vehicle (against the bulkhead) upwards to release the mechanism with one hand and turn the seat 90 degrees with the other hand until it clicks into position.

2. Undo the clip located by the side of the seat / armrest (if applicable) to bring the seat down.

3. Fold the armrest down (if applicable).

Operating the on-board lift (optional)

To operate the lift

1. Before operating the lift, ensure that the space to the rear of the vehicle is level and sufficient.

2. Open the vehicle rear doors.



3. The lift isolator switch is located on the dashboard. Switch it 'on' (marked with a dash).

4. Take the handset located inside the vehicle on the left hand side

⚠ During lift operation, the handset can be stowed in a bracket on the left hand rear door, but must be replaced in the original position after use.

5. Press the 'Deploy' button and maintain pressing. The lift will unfold towards you and stop automatically when the platform reaches the level of the vehicle floor.

⚠ Ensure unfolding area is clear!

To lower the lift

6. Push the 'Down' button and maintain until the platform reaches ground level and the ramp opens fully.

7. Move the wheelchair passenger onto the platform with the carer standing behind. Apply the wheelchair brakes. Ensure that the wheelchair and staff are fully on the platform.

To raise the lift

8. On the handset, push the 'Up' button position and maintain until the platform stops automatically at the vehicle floor level.

9. Release the wheelchair brakes and board the vehicle.



To stow the lift

1. Raise the platform to vehicle floor level by pressing the 'Up' button. Press the 'Stow' button and maintain until the platform clicks into place and the lift is fully closed.



Ensure the stowing area is clear!

2. Close the vehicle rear doors.

3. Turn off the lift isolator switch located on the driver's dashboard area.

Using the side step (optional)

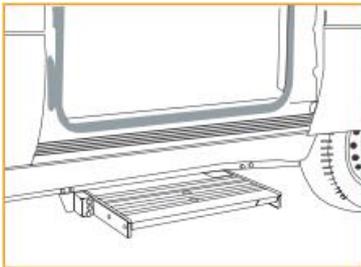


Electric side step

1. Park the vehicle and be careful not to obstruct the path of the step. Turn off the ignition then push the electric step button to the 'on' position (located on the right hand side below the dash). If you do not want the electric step to operate i.e. you are parking near a high curb, ensure that the electric step button is in the 'off' position.

2. Opening the side sliding door will cause the step to spring automatically out from beneath the door. Please wait until the step is fully extended out before use. Once you have finished using the step, ensure that the electric step button is in the 'on' position and then firmly shut the door. This will cause the step to automatically retract back underneath the door.

3. The electric step button also acts as an isolation switch and has a buzzer which will sound if you try to drive with the step still out. Ensure that the electric step button is in the 'off' position (up) before you begin to drive.



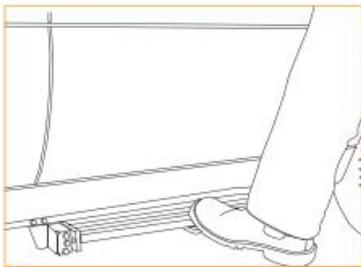
Manual side step

1. Push the step back towards the vehicle with your foot.

2. This will release the step from its transit position and the step will spring out from beneath the side sliding door.

3. To return the step back to its transit position, press down on the small black plate just below the step and push the step towards the vehicle.

4. Ensure that the step locks back into the transit position and does not remain projecting from underneath the side sliding door.



Using the foldaway hand rails (optional)

1. When passengers are entering via the side sliding door, fold out the handrail to provide extra support.

2. Fold up the hand rail until the magnetic tabs connect before shutting the sliding door. Failure to do this will cause damage to the hand rail(s).



Internal lighting

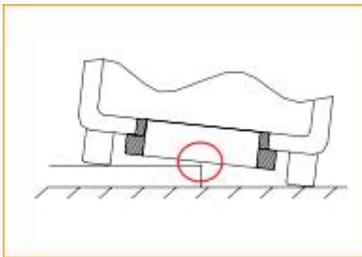
As well as the standard internal lights operated by the opening/closing of doors, additional lighting is located just inside the rear door(s). These lights are operated by flicking a switch on the light itself and are not connected to the doors.



Failure to switch the lights off may result in a flat battery.

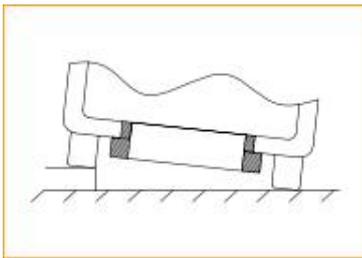
Caring for your Gowrings Mobility WAV

During the design stage of our conversions, all steps have been taken to give the wheelchair passenger maximum headroom and best visibility. We also work hard to ensure that the converted vehicle retains as many as possible original features as the manufacturer's base vehicle.



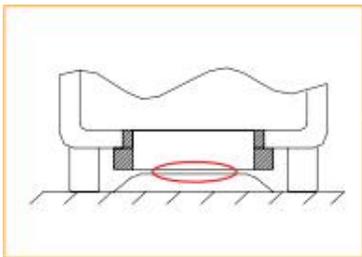
Lowered floors & ground clearance

A lowered floor conversion is regarded as best practice within the industry. It creates the internal space and height needed for a wheelchair user. However, the lowered floor conversion reduces the ground clearance for components on the vehicle underside (such as exhaust system, fuel tank, steps & rear frame) in comparison to a standard unconverted vehicle. As a consequence, the driver's driving style must be adapted accordingly. The diagrams below demonstrate some potentially hazardous situations and advice on how to cope with them.



Driving/parking on the kerb

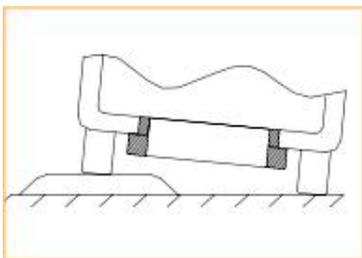
1. Avoid driving or parking on the kerb completely, as the vehicle can become grounded on the edge of the kerb.
2. If you have to, then drive or park as close the kerb edge as possible to avoid any chance of grounding.



Driving over speed bumps that fit between the wheels

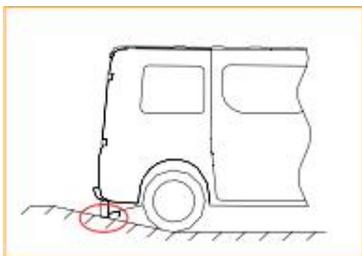
This also applies for mini-roundabouts

1. The vehicle has been designed to cope with such speed bumps, but there is a chance that some unusually high bumps could cause grounding. Therefore, avoid driving over these completely.
2. If you must drive over the top, do so slowly to minimise any potential damage.
3. Ideally, drive over these bumps with one wheel to give maximum ground clearance.



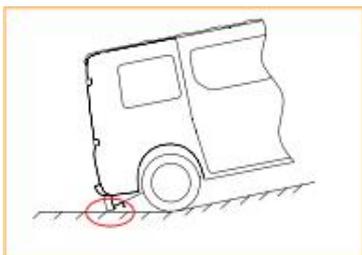
Driving over full-width speed bumps

1. You cannot avoid driving over these speed bumps, so drive over them slowly to a) reduce the amount of suspension bounce, and b) minimise any potential damage due to grounding.
2. Maximum recommended speed is 5mph



Low departure angle

1. Due to the rear of the vehicle being low to the ground, the vehicle has a low departure angle. This means a potential for grounding problems may arise when driving the vehicle onto or off ramps, e.g. service garage ramps, steep driveways, entrances to or exits from car-parks, ferry ramps and so on.
2. Avoid these ramps wherever possible (ensure a service garage is aware of this issue). If this is not possible, reduce the weight in the vehicle as much as possible and/or drive onto or off the ramp slowly to reduce the amount of suspension bounce, and to minimise any potential damage due to grounding.



Ensure best ground clearance

1. The more weight in the vehicle, the lower the vehicle will sit. All of the above situations can be helped if there is less weight within the vehicle.
2. Ensure the tyres are kept at the correct pressure at all times. Under pressurised tyres will squash down with the weight of the vehicle, causing the vehicle to sit lower.
3. Do not replace original wheels with those of smaller diameter. Do not replace original tyres with those of lower profile. Both of these will cause the vehicle to sit lower.

Troubleshooting

Tailgate

If you experience difficulty shutting the tailgate, the original manufacturers advise first opening a side door or window to alleviate the air pressure, and then shutting the tailgate.

Winch

To release the winch if it is stuck, press the winch button, which will re-activate it. The winch requires a 30A fuse.

Modified fuel tank

Please note that due to the fuel tank being modified in the conversion process, as a precaution against running out of fuel, we would recommend that you do not let the fuel gauge drop below 1/4 of a tank.

Electric inertia belts

If you find the belts are catching, release them slightly and then pull them smoothly along the floor. The belts are designed not to be released when pulled at an angle.

The belts work using the vehicle battery, therefore regular extended journeys are required to re-charge the battery.

Rethreading the ratchet rear restraint belts

- 1 Make sure the hinged ratchet locking mechanism is open. The cleat, which is attached to the unthreaded black belt, should be on your right with the Velcro end close to the metal ratchet mechanism.
- 2 With the Velcro side of the black belt facing to the right, thread this away from you, through the first hole in the mechanism (from front to back).
- 3 Thread the Velcro end of the belt back towards you through the last hole in the mechanism, between the roller and the fixed black strap (from back to front).
- 4 The Velcro end is now at the front and you are ready to thread this through the hinged part of the mechanism. Thread the Velcro end through the hole closest to the silver coloured ratchet locking mechanism.
- 5 Open the hinged part wide so you can see the roller. Thread the Velcro end through the hole to the left of the roller and out in front of the rest of the belt (from front to back).
- 6 Thread the Velcro end behind the remaining vertical metal bar and out towards the cleat. You can check that the belt has been correctly rethreaded by locking the ratchet mechanism and pulling both ends of the belt. If the belt moves through the mechanism, the rethreading has not been done correctly.

Electric side step

If you experience problems with the manual or electric step, please refer to the AVS owner manual for details on trouble shooting and problem solving.

Lift

If you experience problems with the lift, please refer to the Ricon owner manual for details on troubleshooting and problem solving.

If you notice anything else concerning in the operation of your Gowrings Mobility vehicle, or if you have tried the above troubleshooting steps but they have failed to rectify the problem, please do not hesitate to contact the Customer Care team on 0845 608 8030.

Warranty terms

Gowrings Mobility Group Limited (hereinafter called “GMGL”) undertakes that each new conversion for wheelchair access including all accessories supplied by GMGL in the manufacture of each wheelchair accessible conversion (excluding the original manufacturer’s base vehicle) will be free from defect in material or workmanship under normal use and service.

GMGL obligations under this warranty are limited to repairing or replacing at its option, any parts which shall, within the terms of this warranty to the *original purchaser*, be agreed by GMGL to be defective. The repair or replacement of defective parts will be made by GMGL at either the customer’s own premises or appointed agent or that of GMGL, at GMGL’s discretion.

Provision for this undertaking shall not apply to any motor vehicle, which has been subject, in the opinion of GMGL, to misuse, user error, negligence, accident or alteration in any way so as to affect adversely the performance or reliability of the conversion. Conversion is defined as ‘any alteration carried out during the modification by GMGL, from that of the original base vehicle, as supplied to GMGL by the manufacturer.’

Those parts that are considered by GMGL to be defective due to fair wear and tear will not be covered by the conversion warranty. Items covered by warranty (if fitted during the manufacture of the new conversion) include:

- Seats
- Wheelchair restraints
- Seat belts
- All parts used in the manufacture of the conversion
- Flooring
- Ramps
- Grab handles

Every precaution is taken during the design and manufacture to ensure that each new conversion produced conforms to a high manufacturing standard. In the event of warranty repairs becoming necessary, owners must report and obtain authority for work to be carried out by a third party from GMGL *before* any warranty work is undertaken.

Please call the Customer Care Department on 0845 608 8030.

Please refer to your original order form for the length of this warranty. Please note, this warranty is not transferable should the original purchaser on-sell the car within the warranty period.

Service & maintenance



If your Gowrings Mobility converted vehicle has been purchased VAT exempt, all subsequent repairs, maintenance and parts relating to that vehicle are VAT free and an exemption form must be completed in each case.



Routine maintenance of your vehicle, according to the manufacturer's schedule (see original manufacturer's handbook) is essential for the smooth running of your vehicle.

Ramp

Ensure that the ramp and particularly the hinges and catch are kept clean and free from dirt and grit at all times. We suggest applying WD40 to the hinges every 3 months to keep them lubricated.

In the event of a repair, we will work closely with your local garage or dealer to ensure your vehicle is back on the road as quickly as possible. Some parts of the vehicle are specially made for our converted vehicles, such as elements of the fittings and we can supply these to your dealer, usually within 48 hours. We are contactable on Lo-Call 0845 608 8030.

Our Customer Care Department is very experienced and they are responsible for ensuring you have the finest possible service throughout the life of your vehicle.

Service & maintenance log

With reference to the instructions for maintenance on page 18, please keep a log of the checks you carry out on the following areas:

Ramp maintenance

Check your ramp every 3 months and note the dates below.

	Date checked				
Year 1					
Year 2					
Year 3					
Year 4					
Year 5					

Electric side step maintenance (if applicable)

Wash and lubricate your step every month and note the dates below.

	Year 1	Year 2	Year 3	Year 4	Year 5
Month 1					
Month 2					
Month 3					
Month 4					
Month 5					
Month 6					
Month 7					
Month 8					
Month 9					
Month 10					
Month 11					
Month 12					

Contact

Do not hesitate to call our Customer Care Department if you are having problems with your vehicle:

Customer Care Department: Lo-Call 0845 608 8030

Other reasons to call us:

If you have changed your name or address or you have sold the vehicle.

If you have purchased the vehicle privately, please call us to register yourself as the new owner. You will have access to specialist parts and after-sales care, and we will be able to keep you updated on new services, products, discounts and special offers.

If you are considering upgrading your vehicle, then please talk to one of our experienced Mobility Advisors about the possibility of part exchanging your old vehicle for a new model.

Alternatively, if you are considering selling your vehicle then please contact us, as we may be interested in purchasing your vehicle.

Mobility Advisors: Lo-Call 0845 608 8020



Lo-Call 0845 608 8030
www.gowringsmobility.co.uk
mail@gowringsmobility.co.uk
Daytona Drive, Thatcham, Berkshire RG19 4ZD

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