

Beta Test Emergency and Urgent Issues Procedures

In the event of an emergency, the User should carry out the following steps:

1. Turn off the Rasa Beta as soon as it is safe to do so by turning the ignition key one click in the anti-clockwise direction to the 'off' position.
2. Move well clear of the Rasa Beta.
3. In the event that a 3rd party is engaged in the emergency, refrain from any judgement of fault as it may compromise any subsequent and/or future investigations.
4. Do not attempt to restart or refuel the Rasa Beta without consulting a trained technician.
5. Contact the emergency services immediately by telephoning "999" in the event of the following:
 - **Fire.**
 - **Injury:** to Users, passengers or the general public which has been caused by the Rasa Beta and requires immediate medical attention.
 - **Serious accident and/or danger:** where the User needs to leave the Rasa Beta immediately, where the User and/or the Rasa Beta are in danger or present a danger to others and/or where the User has caused an accident to another vehicle or others' property.
6. Notify any assistance or emergency responders that the Rasa Beta is a hydrogen fuelled vehicle with a high voltage electrical system.
7. Direct all emergency services (Fire, Ambulance/A&E, Police) - to the Emergency Responder's Manual given in printed form in the file behind the driver's seat of the Rasa Beta and electronically [here](#).
8. Contact the Riversimple Service Team as soon as possible 24/7 on 01597 821 455.
9. Do not allow the Rasa Beta to be towed. If it needs to be moved contact the Service Team.
10. Complete an [Incident Report](#) within 24 hours of the incident or request to complete the report with the support of the Riversimple Service Team within the timeframe.

Emergency Services Please Read:

The service disconnect is located in the passenger footwell. Pull the handle upwards through 90 degrees and pull away from the bulkhead to release.

Please note: the Rasa Beta cannot be towed. Riversimple has a contract with a vehicle rescue firm who are trained to recover the Rasa Beta. Contact the Riversimple Service Team as soon as possible 24/7 on 01597 821 455.

Please see the digital versions of the [Emergency Procedure](#).

(www.riversimple.com/emergency-procedure) and the [Emergency Responder's Manual](#)

(www.riversimple.com/emergency-responders-manual). These documents are also available in

printed form in the file behind the driver's seat of the Rasa Beta.

For Drivers - Urgent issues and non-emergencies:

1. Ensure Your and Your passenger's safety first.
2. In the event that a 3rd party is engaged in the emergency, refrain from any judgement of fault as it may compromise any subsequent and/or future investigations.
3. Contact the Riversimple Service Team as soon as possible 24/7 on 01597 821 455 if the issue needs immediate attention but does not involve fire, injury, serious accident or danger.

Urgent issues and non-emergencies may include:

- Breakdown.
- Lost/stolen vehicle.
- Rasa Beta needs towing
- bonnet becomes loose
- red triangular 'H2' symbol on the dash and an audible warning sound
- stop '!' warning sign on the dash and an audible warning will also sound
- Rasa Beta becomes unstable and difficult to control.

Hydrogen-related issues:

- the light column has started to flash red
 - the emergency button has been pressed
4. The User must not allow anyone to tow and/or repair the vehicle that is not approved and authorised by Riversimple to do so. Under no circumstance should any User or any third party attempt to tow, fix/repair or otherwise meddle with the Rasa Beta.
 5. The User must complete an [Incident Report](#) within 24 hours of the incident or request to complete the report with the support of the Riversimple Service Team within the timeframe.

For any other issues contact the Riversimple Service Team during business hours (9am to 5pm) on 01597 821 455 or email us at any time at service@riversimple.com.