ECARPAT

BICYCLE
owners manual

Congratulations on purchasing your new Totem bicycle! Great care has been taken to produce this high-quality bicycle to ensure maximum safety, reliability and bicycle riding pleasure.

ECARPAT

Please keep your serial number and have it ready in case you ever have to call our service centre:

WRITE YOUR SERIAL NUMBER HERE

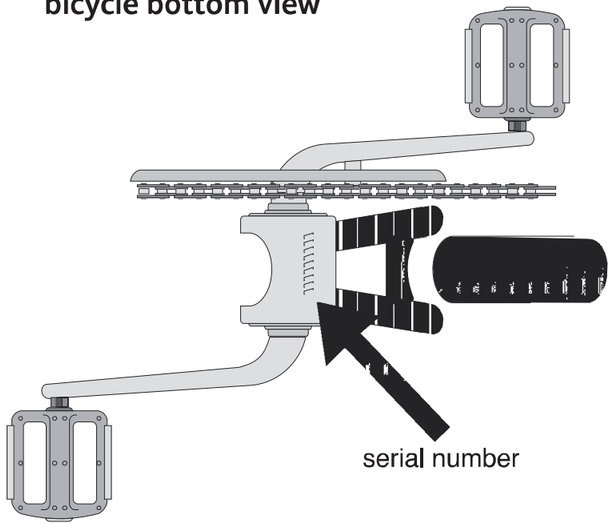
SERVICE CENTRE NUMBER

For immediate help with assembly or for additional product information, please call our service centre:

Website:service@carpatsport.cn

please have your serial number ready when you call us.

SERIAL NUMBER LOCATION
bicycle bottom view



PLEASE NOTE:
The following manual is a guide only. A bicycle is a complex object and we recommend that you consult a bicycle specialist if you have doubts or concerns as to your experience or ability to properly assemble, repair or maintain your bicycle.

CONTENTS

IMPORTANT
This manual contains important safety, performance and service information. Read it before you take the first ride on your new bicycle, and keep it for your reference

INTRODUCTION - RIDING SAFELY AND RESPONSIBLY

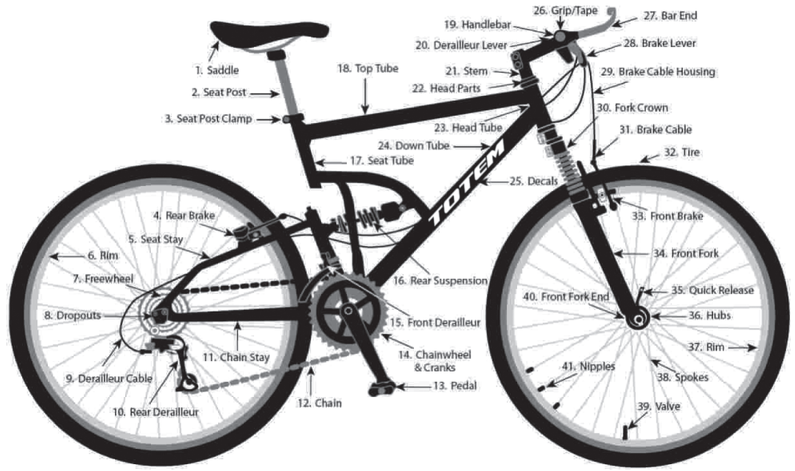
This manual was written to help you understand and enjoy your new bike, and to help you ride it safely and responsibly. It is important for you to understand all features and operations of your new bike and to follow all assembly and adjustment instructions exactly as written in this manual and any special instructions supplied with the bicycle. Like any sport, cycling involves risk of injury and damage. By choosing to ride a bicycle, you assume responsibility for that risk. So you need to know – and to practice – the rules of safe and responsible riding. The owner must make sure that all components are securely attached and performing the simple **Mechanical Safety Check** before each use is recommended.

WARNINGS AND PRECAUTIONS

This bicycle is made to be ridden by one rider at a time for general transportation and recreational use. It is not made to withstand the abuse of stunting and jumping.

AN IMPORTANT NOTE TO PARENTS

It is a tragic fact that most bicycle accidents involve children. As a parent or guardian, you bear the responsibility for the activities and safety of your child, and that includes making sure that the bicycle is properly fitted to the child, that it is in good repair and safe operating condition; that you and your child have learned and understand the safe operation of the bicycle; and that you and your child have learned, understand and obey not only the applicable local motor vehicle, bicycle and traffic laws, but also common sense rules of safe and responsible cycling. As a parent, you should read this manual, as well as review its warnings and the bicycle's functions and operating procedures with your child, before letting your child ride the bicycle.



BICYCLE PARTS DIAGRAM:

1. SADDLE
2. SEAT POST
3. SEAT POST CLAMP
4. REAR BRAKE
5. SEAT STAY
6. RIM
7. FREEWHEEL
8. DROPOUTS
9. DERAILLEUR CABLE
10. REAR DERAILLEUR
11. CHAIN STAY
12. CHAIN
13. PEDAL
14. CHAINWHEEL & CRANKS
15. FRONT DERAILLEUR
16. REAR SUSPENSION
17. SEAT TUBE
18. TOP TUBE
19. HANDLEBAR
20. DERAILLEUR LEVER
21. STEM
22. HEAD PARTS
23. HEAD TUBE
24. DOWN TUBE
25. DECALS
26. GRIP TAPE
27. BAR END
28. BRAKE LEVER
29. BRAKE CABLE HOUSING
30. FORK CROWN
31. BRAKE CABLE
32. TYRE
33. FRONT BRAKE
34. FRONT FORK
35. QUICK RELEASE
36. HUBS
37. RIM
38. SPOKES
39. VALVE
40. FRONT END FORK
41. NIPPLES

BICYCLE FIT

Correct fit is an essential part of bicycling safety, performance and comfort. Making the adjustments to your bicycle which result in correct fit for your body and riding experience may require special skills and tools. Below are some adjustments you can make yourself but always have your dealer check any adjustments you have done and if in doubt you should ask you dealer to make these adjustments for you.

- Is your bike the right size? If your bicycle is too large or too small for you, you may lose control and fall. The first check for correct size is standover height.

- Is the saddle at the right height? If not adjust your saddle height, remembering to follow the minimum insertion instructions covered in the bicycle assembly section.

- Are the stem and handlebars at the right height for you? If not adjust them as per the instructions in the bicycle assembly section

- Can you comfortably operate the brakes? If not, you may be able to adjust their angle and reach. See assembly instructions for information on Brake control position adjustments and on brake reach.

STANDOVER HEIGHT

Standover height is the basic element of bike fit. It is the distance from the ground to the top of the bicycles frame at the point where your crotch is when straddling the bike. To check for correct standover height, straddle the bike while wearing the type of shoes you will be riding in, and bounce vigorously on your heels, if your crotch touches the frame, the bike is too big for you.
If you ride your bike on paved surfaces you should have a minimum standover clearance of 5cm. On un-paved surfaces you should have a minimum standover clearance of 7.5cm and on a bike that you will use off road you should have a 10cm minimum standover clearance.

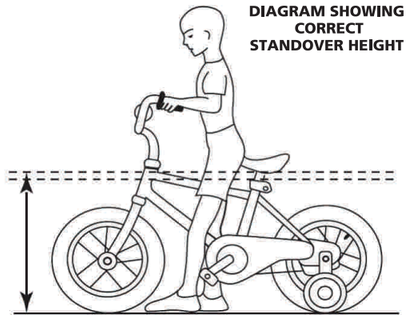


DIAGRAM SHOWING CORRECT STANDOVER HEIGHT

SAFETY EQUIPMENT

1.Helmet
Common sense, if not the law, requires that you wear approved protective headgear. Most serious cycling injuries involve head injuries, which might have been avoided if the rider had worn a helmet. Dunlop offers a variety of quality manufactured helmets to suit the individuals requirements.

NOTE: Your helmet must fit correctly, be worn correctly and be properly secured.

2.Reflectors
Reflectors are important safety devices which are designed as an integral part of your bicycle. They are designed to pick up and reflect car lights in a way that helps you to be seen and recognized as a moving cyclist.

CAUTION: Check reflectors and their mounting brackets regularly to make sure that they are clean, straight, unbroken and securely mounted. Replace damaged reflectors and straighten or tighten any that are bent or loose.

3.Lights
We strongly recommend that children not ride after dusk or before daylight. If you must ride your bike after dark or before full daylight, then your bicycle must be equipped with lights so that you can see the road and avoid road hazards and so that others can see you.

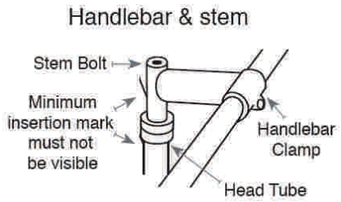
WARNING: Reflectors are not a substitute for proper lights. Riding at dawn, at dusk, at night or at other times of poor visibility without a bicycle lighting system is dangerous and may result in serious injury or death.

ADULT BICYLES - ASSEMBLY INSTRUCTIONS

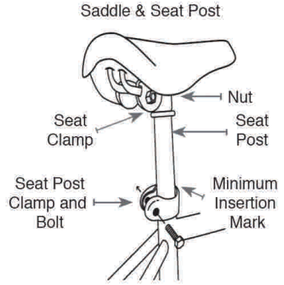
Your new bicycle has been assembled and tuned at the factory and then partially disassembled for shipping. The following instructions will help you prepare your bicycle for years of cycling pleasure.

1. Remove the straps holding the front wheel, handlebar assembly and the packaging containing the following components: saddle, seat post and pedals. Remove the protective paper wrapping from the bicycle.

2. HANDLEBARS:
Remove the protective cap from the handlebar stem and loosen the centre bolt in the head set using a 13mm spanner. Insert the handle bar stem into the head of the bike. Re-tighten the headset observing the minimum insertion mark, ensure both handlebars and forks are facing the front. To adjust the handle-bars to the correct angle loosen the clampbolt with a 13mm spanner and ensure that the clamp bolt is firmly re-tightened.

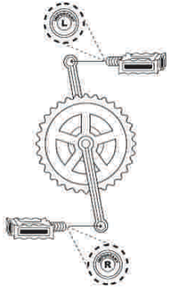


3. SADDLE
Insert the smaller end of the seat post into the saddle clamp and tighten, then insert the seat post assembly into the seat tube of the bicycle, observing the minimum insertion mark on the seat post. Tighten the seat tube clamping bolt using the quick release clamp.



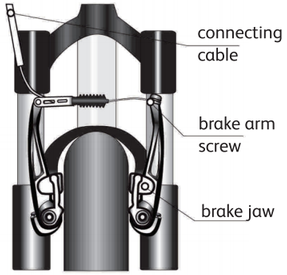
4. FRONT WHEEL
Turn the bicycle upside down and rest it on the seat and the handlebars. Insert the front wheel into the forks, ensure that the small tab on the washer under the wheel nut is located in the slot in the forks. This tab will ensure that the wheel will not fall out should the nuts become loose. Tighten the wheel nuts using a 14mm / 15mm spanner.

4. PEDALS
Attach the pedals carefully, engaging the thread initially by hand.
- The right hand pedal is attached to the right, or chainwheel, side crank and has a clockwise thread. The letter R is marked on the end of the right pedal axle.
- The left pedal, marked L is attached to the other crank arm and has a counter-clockwise thread. Tighten the pedals firmly using a 15mm open ended spanner.



NOTE: damage will occur if the pedals are not correctly and firmly attached. You are now ready to turn the bicycle upright.

5. BRAKES
- Rim brakes require occasional adjustment as the cables become stretched and the brake pads become worn. The brake pads should be at a distance of 2 - 4 mm from the rim. The rear brake lever is usuallyinstalled on the right-hand side of the handlebars while the front brake lever is on the left-hand side.
- To achieve better brake adjustment, loosen the adjustable barrel with a locking nut. In order to bring the rubber pads closer to the rim, turn the adjustable barrel outward. If the rubber pads rub against the rim, turn the adjustable barrel inward. Check the brake adjustment.



NOTE: pay attention to the brake lever; squeezing up to the grip (handle) may not occur; the brake become ineffective in this case. Adjustment using the brake cables is then neccessary.

IMPORTANT BEFOER RIDING YOUR BIKE!
- Do not ride your bicycle until all the brakes are operating correctly.
- Ensure all nuts, bolts and fittings have been correctly tightened.
- Ensure the tyres are fully inflated.

Proper maintenance of your bicycle ensures that you will enjoy many years of happy riding. We recommend that you book your bike into a bike shop for regular services at no longer than six month intervals to ensure maximum performance.

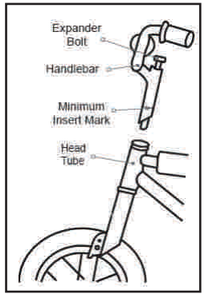
KIDS BICYLES - ASSEMBLY INSTRUCTIONS

Your new bicycle has been assembled and tuned at the factory and then partially disassembled for shipping. The following instructions will help you prepare your bicycle for years of cycling pleasure.

1. Open the carton from the top and remove the bicycle. Remove the straps holding the front wheel, handlebar assembly and the following components: training wheels, pedals and saddle. Remove the protective wrapping from the bicycle.

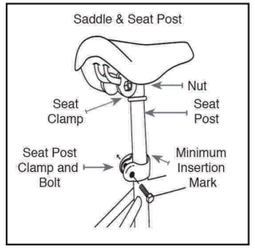
2. HANDLEBARS

Remove the protective cap from the handlebar set and Insert the handle bar into the head tube of the bike. Tighten the stem clamp with a 14mm spanner observing the minimum insertion mark, ensure both handle bars and forks are facing the front. Ensure the clamp bolt is firmly tightened.



3. SADDLE

Insert the saddle into the seat tube of the bicycle, observing the minimum insertion mark on the seat post. Tighten the seat tube clamping bolt using the quick release clamp.

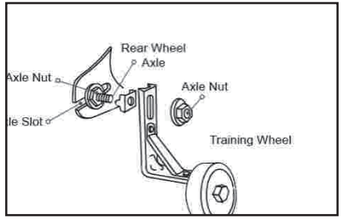


4. FRONT WHEEL

Turn the bicycle upside down and rest it on the seat and the handle bars. Insert the front wheel into the forks, where supplied, ensure that the small tab on the washer under the wheel nut is located in the slot in the forks. This tab will ensure that the wheel will not fall out should the nuts become loose. Tighten the wheel nuts using a 14mm spanner

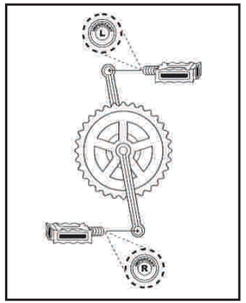
5.TRAINING WHEELS

Loosen the wheel nut using a 17mm spanner and insert the whole set of training wheels into the wheel bolt. If supplied, ensure that the small tab on the washer under the wheel nut is located in the slot in the dropout. Re-tighten the wheel nut.



6.PEDALS

Attach the pedals carefully, engaging the thread initially by hand. The right hand pedal is attached to the right, or chainwheel, side crank and has a clockwise thread. The letter R is marked on the end of the right pedal axle. The left pedal, marked L is attached to the other crank arm and has a counter-clockwise thread. Tighten the pedals firmly using a 15mm open ended spanner. **NOTE:** damage will occur if the pedals are not correctly and firmly attached. You are now ready to turn the bicycle upright.



7. BRAKES

Adjust the front brake caliper by standing on the left side of the bicycle facing the front and loosen the brake cable at the anchor bolt using a 10mm spanner. Fit the cable end button into the opening in the right hand brake lever and adjust the brake pads to sit squarely on the rim when squeezing the caliper by hand. Pull the cable tight and re-tighten the anchor bolt so that the brake pads are a maximum of 2mm from the rim. Fine tuning can be achieved using the cable barrel adjuster. Repeat procedure to adjust the rear brakes.

IMPORTANT!

- Do not ride your bicycle until all the brakes are operating correctly.
- Ensure the cable end protectors are fitted, crimping with a pair of pliers.
- Ensure all nuts, bolts and fittings have been correctly tightened.
- Ensure the tyres are fully inflated.

KIDS ASSEMBLY

MAINTAINING YOUR BICYCLE

Some service and maintenance can and should be performed by the owner, and require no special tools or knowledge beyond what is presented in this manual. The following are examples of the type of service you should perform yourself. All other service, maintenance and repair should be performed in a properly equipped facility by a qualified bicycle mechanic using the correct tools and procedures specified by the manufacturer.

1. Break-in Period:
Your bike will last longer and work better if you break it in before riding it hard. Control cables and wheel spokes may stretch or "seat" when a new bike is first used and may require re-adjustment by your dealer. Dealers typically suggest you bring the bike in for a 30 day checkup. Another way to judge when it's time for the first checkup is to bring the bike in after 3-5 hours of hard off-road use, or about 10-20 hours of on-road or more casual off-road use. But if you think something is wrong with the bike, take it to your dealer before riding it again.

2. Before every ride: go through the safety check list on page 18

3. Cleaning
To keep your bicycle running smoothly it is essential to keep all moving parts free from dirt. Use warm soapy water to wash off any dirt or grit and then finish with a soft dry cloth. For cleaning detailed components such as derailleurs you may find that a small stiff paintbrush or toothbrush will be useful. You can also use parafin to clean your chain and derailleurs. Do not clean rims with any form of solvent. This may leave an oily film that can render the brakes useless. Use a clean, dry cloth or wash with soap and water.

4. Lubrication
Every 6 months put one drop of oil on the pivot point of each brake lever, each caliper brake and on each roller of the chain. Every 6 months put four drops of oil into both ends of each cable and where each pedal axle goes into the pedal.
Warning: Do not over lubricate. If oil gets on the wheel rims or the brake shoes, it will reduce brake performance and a longer distance to stop the bicycle will be necessary. Injury to the rider

or to others can occur. The chain can throw excess oil onto the wheel rim. Wipe excess oil off the chain. Keep all oil off the surfaces of the pedals where your feet rest. Using soap and hot water, wash all oil off the wheel rims, the brake shoes, the pedals, and tyres. Rinse with clean water and dry completely before you ride the bicycle.

5. Every 25 (hard off-road) to 50 (on-road) hours of riding: Take your bike to your dealer for a complete checkup.

6. If your bicycle sustains an impact:
After any crash, take your bike to your dealer for a thorough check.

7. Changing Components or Adding Accessories
There are many components and accessories available to enhance the comfort, performance and appearance of your bicycle. However, if you change components or add accessories, you do so at your own risk. The bicycle's manufacturer may not have tested that component or accessory for compatibility, reliability or safety on your bicycle. Before installing any component or accessory, including a different size tyre, make sure that it is compatible with your bicycle by checking with your dealer. Be sure to read, understand and follow the instructions that accompany the products you purchase for your bicycle.

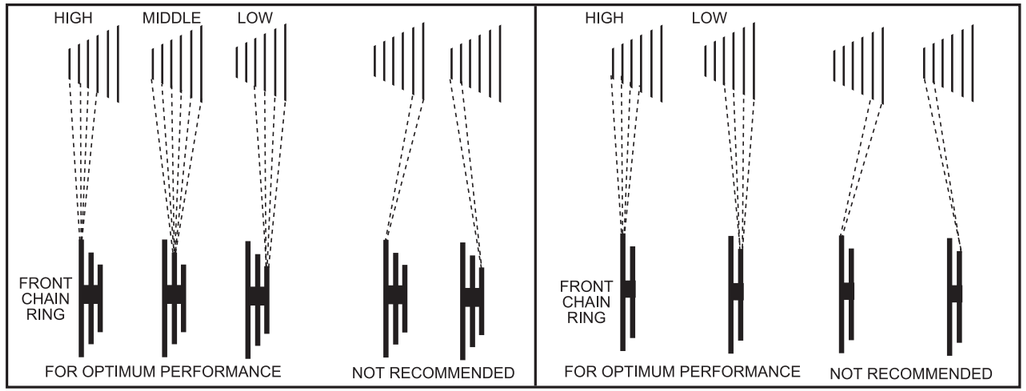
WHEELS
Wheel inspection – it is most important that wheels are kept in top condition. Properly maintaining your bicycle's wheels will help braking performance and stability when riding. Be aware of the following potential problems:
• **Dirty or greasy rims:** These can render your brakes ineffective. Do not clean them with oily or greasy materials. When cleaning, use a clean rage or wash with soapy water, rinse and air dry. Don't ride while they are wet. When lubricating don't get oil on the rim braking surfaces.
Wheels not straight: Lift each wheel off the ground and spin them to see if they are crooked or out of round.
Broken or loose spokes: Check that all spokes are tight and that none are missing or damaged.
Loose hub bearings: Lift each wheel off the ground and try to move the wheel from side to side.
Axle nuts: Check that these are tight before each ride.

TYRES
Frequently check tyre inflation pressure because all tyres lose air slowly over time. For extended storage, keep the weight of the bicycle off the tyres.
Warning: Do not ride or sit on the bicycle if either inner tube is under inflated. This can damage the tyre and inner tube. Do not use unregulated air hoses to inflate the inner tubes. An unregulated hose can suddenly over inflate bicycle tyres and cause them to burst. Use a hand or foot pump to inflate inner tubes. Service station meter-regulated air hoses are also acceptable. The correct inflation pressure is shown on the tyre sidewall. Before adding air to any tyre, make sure the edge of the tyre (the bead) is the same distance from the rim, all around the rim, on both sides of the tyre. If the tyre does not appear to be seated correctly, release air from the inner tube until you can push the bead of the tyre into the rim where necessary. Add air slowly and stop frequently to check the tyre sealing and the pressure, until you reach the correct inflation pressure as indicated on the tyre sidewall. Replace worn or defective tyres and inner tubes.

INSPECTION OF BEARINGS
Frequently check the bearings of the bicycle. Have a bicycle service shop lubricate the bearings once a year or any time they do not pass the following tests:
Head Tube Bearings: The fork should turn freely and smoothly at all times. With the front wheel off the ground, you should not be able to move the fork up, down, or side-to-side in the head tube.
Crank Bearings: The crank should turn freely and smoothly at all times and the front sprockets should not be loose on the crank.You should not be able to move the pedal end of the crank from side-to-side.
Wheel Bearings: Lift each end of the bicycle off the ground and slowly spin the raised wheel by hand. The bearings are correctly adjusted if:
- The wheel spins freely and easily.
- The weight of the spoke reflector, when you put it toward the front or rear of the bicycle, causes the wheel to spin back and forth several times.
- There is no side-to-side movement at the wheel rim when you push it to the side.

GEAR RATIOS

THE FOLLOWING ILLUSTRATION IS A HELPFUL GUIDE FOR OPTIMUM PERFORMANCE WHEN SELECTING DIFFERENT GEAR RATIOS



ADJUSTMENT - REAR DERAILLEUR

The low limit screw determines how far the rear derailleur will travel toward the wheel of the bicycle, while the high limit screw determines how far the cage will travel toward the frame.

1. Shift the rear shifter to the largest number indicated, disconnect the rear derailleur cable from the cable anchor bolt and place the chain on the smallest sprocket.

2. Adjust the high limit screw so the chain and the smallest sprocket are lined up vertically. Remove any slack in the cable by pulling it taut, then re-connect the cable and tighten the cable anchor bolt securely.

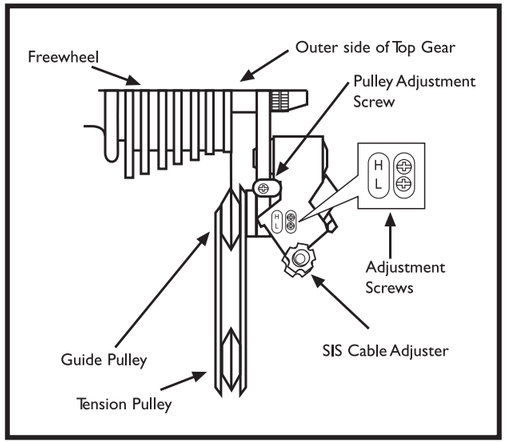
3. Some derailleurs have an adjusting barrel (see drawing on the right). Use the adjusting barrel to fine tune the adjustment of the chain location. Turning the adjusting barrel clockwise will move the derailleur outboard - away from the wheel - while turning it clockwise will direct the chain in board - towards the wheel.

4. Shift the chain onto the largest sprocket; adjust the low limit screw so the chain and the largest cog are lined up vertically. If you are unable to get the chain to the largest cog, turning the low limit screw counter-clockwise will enable the chain to move towards the wheel.

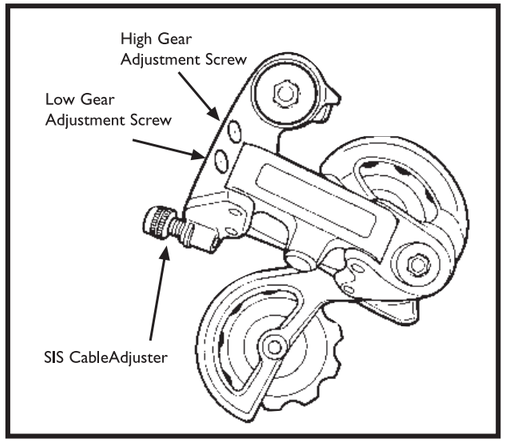
5. Shift through the gears ensuring each gear is achieved quietly and without difficulty.

NOTE: It may take several adjustments to achieve the desired positioning.

REAR DERAILLEUR REAR VIEW



REAR DERAILLEUR SIDE VIEW



LUBRICATION:

All the pivoting points of the front and rear derailleurs should be lubricated with light oil at least every month. Be sure to wipe off any excess oil to prevent attraction of dirt into the mechanisms.

The shifting cables should be cleaned and re-coated with a thin layer of grease every six months, or whenever new cables are being installed.

BASIC PROBLEM SOLVING

Your bicycle meets todays highest standards of quality, but it still needs care and maintenance on a regular basis. On the next page are some examples of minor problems and how you can go about fixing them. Remember many bicycle services and repair tasks require special knowledge and tools. Improper adjustment or service may result in damage to the bicycle or in an accident which can cause serious injury or death. If you have questions or concerns about your bicycle, consult your dealer immediately. All major repairs and adjustments to your bicycle should be done by a professional cycling dealer.

PROBLEM	SOLUTION
BRAKES (canti-lever bikes): calipers not centralized	Tighten the caliper screw on the side that is touching the rim
BRAKES (BMX bikes): calipers not centralized	Adjust the nut at the rear of the caliper
GEARS: not changing up	Adjust cable tension on the barrel bolt
CHAIN: falling into spokes	Adjust the limit screw marked “L” (low gear)
CHAIN: falling into frame	Adjust the limit screw marked “H” (high gear)

SAFETY CHECK LIST

Please follow this safety check list to ensure safe cycling:

HANDLEBARS AND STEM
- Align handlebars squarely to frame.
- The stem ‘minimum’ marking must not be visible.
- The stem bolt must be tightened so that handlebars cannot turn.

HEADSET
- Must be tightened, but still allow handlebars to turn freely.

SADDLE AND SADDLE POST
- The saddle must be firmly tightened to the saddle post.
- The saddle post ‘minimum’ mark must not be visible.

PEDALS
- The left and right thread are different, if they are installed incorrectly, damage may be caused.

FRONT WHEEL:
- Both axle nuts must be securely tightened.
- If fitted with a quick release, adjust and close lever to ensure that it is securely tightened.

TYRES:
- Inflate to the correct pressure as stated on the sidewall of the tyre.

BRAKES:
- Ensure that the brake pads are secure and do not touch the tyre.

CORRECT ROUTINE MAINTENANCE CARRIED OUT REGULARLY BY OWNER, BEFORE RIDING YOUR NEW BIKE, WILL ENSURE: - Smooth running, longer lasting components, safer riding, lower running costs Every time you ride your bicycle, it's condition changes. The more you ride, the more frequently maintenance will be required. We recommend you spend a little on regular maintenance tasks. The following schedules are a useful guide.

Schedule 1: Lubrication

Frequency	Component	Lubricant	How to lubricate
Weekly	Chain	Chain lube or light oil	Brush on or squirt
	Derailler Cables	Chain lube or light oil	Brush on or squirt
	Deraillers	Oil	Oil can
	Brake Calipers	Oil	3 drops from oil can
	Brake Levers	Oil	2 drops from oil can
Monthly	Shift Levers	Lithium Based Grease	Disassemble
	Brake Cable ends	Oil	1 drops from oil can
6 Monthly	Hubs	Lithium Based Grease	Disassemble
	Bottom Bracket	Lithium Based Grease	Disassemble
	Pedals	Lithium Based Grease	Disassemble
	Freewheel	Oil	2 squirts from oil can
	Brake Cables	Lithium Based Grease	Disassemble
	Derailler Cables	Lithium Based Grease	Disassemble
Yearly	Wheels Bearings	Lithium Based Grease	Disassemble
	Headset	Lithium Based Grease	Disassemble
	Seat Pillar	Lithium Based Grease	Disassemble

Note: The frequency of maintenance should increase with lots of usage and use in wet or dusty conditions. Do not over lubricate – remove excess lubricant to prevent dirt build up

Schedule 2: Service Checklist

Frequency	Task
Before every ride	Check tyre pressure
	Check brake operation
	Check wheels for loose spokes
	Make sure nothing is loose
After every ride	Quick wipe down with damp cloth
Weekly	Lubrication as per schedule 1
Monthly	Lubrication as per schedule 1
	Check derailleur adjustment
	Check brake adjustment
	Check brake and gear cable adjustment
	Check tyre wear and pressure
	Checks wheels are true and spokes tight
	Check hub, head set and crank bearings for looseness
	Checks pedals are tight
	Check handlebars are tight
	Check seat and seat post are tight and comfortably adjusted
	Check frame and fork for trueness
	Check all nuts and bolts are tight
6 Monthly	Lubrication as per schedule 1
	Check all points as per monthly service
	Check and replace brake pads if required
	Check chain for excess play or wear
Yearly	Lubrication as per schedule 1

LIMITED WARRANTY

Limited Warranty:
Massmart (Pty) Ltd ("the supplier") hereby provides a Limited Warranty to the original purchaser of this product ("the customer") that this bicycle will be free of manufacturing defects in material and workmanship which under normal, personal, family or household use, manifest themselves within the following periods with effect from the date of purchase:

FRAME: 3 years; FRONT FORK & OTHER NON-MOVING PARTS: 3 months; MOVING PARTS: 30 days.

Exclusions: The warranty does not include and will not be construed to cover:
Bicycles damaged as a result of: disaster, misuse, use not in accordance with the manual / written instructions included with the bicycle, abuse, any non-authorised modification of the bicycle, and/or negligent act or omission on the part of the customer. Bicycles used for commercial activities or preparing for or taking part in competitive events, including but not limited to: racing, stunt riding, ramp jumping, or similar activities. Bicycles not purchased from an authorised Totem dealer; and normal wear and tear.

Claiming under the Limited Warranty:
During the warranty period the bicycle must be taken to a service centre of the Supplier or one of its duly authorised service agents. The Supplier neither assumes nor authorises any other person to assume for it, any additional liability in connection with the sale or servicing of its bicycles.

Any claim in terms of the warranty must be supported by an original proof of purchase. If such proof is not available then not withstanding anything to the contrary herein, the Supplier's normal charge for service and/or spares, will be payable by the Customer upon collection of the repaired bicycle. If the bicycle is covered by the aforesaid warranty the Supplier may, in its sole discretion, either replace or repair the product.

Disclaimer:
The warranty and the obligations of the Supplier provided herein are in lieu of, and the Customer waives, all other warranties, guarantees, conditions or liabilities, express or implied, arising by law or otherwise, including without limitation, any obligation of the Supplier in respect of any injury, loss or damage (direct, indirect or consequential) arising out of the use of, inability to use, and/or assembly of this bicycle, and whether or not occasioned by the Supplier's negligence or any act or omission on its part.