

# TOPEX

SKU:TXHD20V032

TX032




## OWNER'S MANUAL

**20V Cordless Drill & Impact Driver Set**



Thank you for buying this **20V Cordless Drill & Impact Driver Set**  
Please read this manual carefully before using the product.

## DESCRIPTION OF SYMBOLS

V	Volts	Hz	Hertz
~	Alternating current	mm	millimeters
/min	Revolutions per minute	n <sub>0</sub>	No load speed
—	Direct current	∅	Diameter
Nm	Newton metres	Ah	Ampere hours
	Regulatory Compliance Mark (RCM)	bpm	Beats per minute
	Read Instruction Manual		Warning

## GENERAL POWER TOOL SAFETY WARNINGS

### WARNING

#### **Read all safety warnings and all instructions.**

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

#### **Save all warnings and instructions for future reference**

The term "power tool" in the warnings refers to your mains-operated (corded) power tool or battery-operated (cordless) power tool.

### **1. WORK AREA SAFETY**

**a. Keep the work area clean and well lit.** Cluttered or dark areas invite accidents.

**b. Do not operate power tools in explosive atmospheres, such as in the presence of flammable liquids, gases or dust.** Power tools create sparks which may ignite the dust or fumes.

**c. Keep children and bystanders away while operating a power tool.** Distractions can cause you to lose control.

### **2. ELECTRICAL SAFETY**

**a. Power tool plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) power tools.** Unmodified plugs and matching outlets will reduce risk of electric shock.

**b. Avoid body contact with earthed or grounded surfaces, such as pipes, radiators, ranges and refrigerators.** There is an increased risk of electric shock if your body is earthed or grounded.

**c. Do not expose power tools to rain or wet conditions.** Water entering a power tool will increase the risk of electric shock.

**d. Do not abuse the cord. Never use the cord for carrying, pulling or unplugging the power tool. Keep cord away from heat, oil, sharp edges or moving parts.** Damaged or entangled cords increase the risk of electric shock.

**e. When operating a power tool outdoors, use an extension cord suitable for outdoor use.** Use of a cord suitable for outdoor use reduces the risk of electric shock.

**f. If operating a power tool in a damp location is unavoidable, use a residual current device (RCD) protected supply.** Use of an RCD reduces the risk of electric shock.



### 3. PERSONAL SAFETY

a. Stay alert, watch what you are doing and use common sense when operating a power tool. **Do not** use a power tool while you are tired or under the influence of drugs, alcohol or medication. A moment of inattention while operating power tools may result in serious personal injury.

b. Use personal protective equipment. Always wear eye protection. Protective equipment such as dust mask, non-skid safety shoes, hard hat or hearing protection used for appropriate conditions will reduce personal injuries.

c. Prevent unintentional starting. Ensure the switch is in the off-position before connecting to power source and/or battery pack, picking up or carrying the tool. Carrying power tools with your finger on the switch or energising power tools that have the switch on invites accidents.

d. Remove any adjusting key or wrench before turning the power tool on. A wrench or a key left attached to a rotating part of the power tool may result in personal injury.

e. Do not overreach. Keep proper footing and balance at all times. This enables better control of the power tool in unexpected situations.

f. Dress properly. Do not wear loose clothing or jewellery. Keep your hair, clothing and gloves away from moving parts. Loose clothes, jewellery or long hair can be caught in moving parts.

g. If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used. Use of dust collection can reduce dust-related hazards.

#### Drill safety Warnings

- Wear ear protectors when impact drilling.

Exposure to noise can cause hearing loss.

### 4. POWER TOOL USE AND CARE

a. Do not force the power tool. Use the correct power tool for your application. The correct power tool will do the job better and safer at the rate for which it was designed.

b. Do not use the power tool if the switch does not turn it on and off. Any power tool that cannot be controlled with the switch is dangerous and must be repaired.

c. Disconnect the plug from the power source and/or the battery pack from the power tool before making any adjustments, changing accessories or storing power tools. Such preventive safety measures reduce the risk of starting the power tool accidentally.

d. Store idle power tools out of the reach of children and do not allow persons unfamiliar with the power tool or these instructions to operate the power tool. Power tools are dangerous in the hands of untrained users.

e. Maintain power tools. Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the power tool's operation. If damaged, have the power tool repaired before use. Many accidents are caused by poorly maintained power tools.

f. Keep cutting tools sharp and clean. Properly maintained cutting tools with sharp cutting edges

**G. Use the power tool, accessories and tool bits etc. in accordance with these instructions, taking into account the working conditions and the work to be performed. Use of the power tool for operations different from those intended could result in a hazardous situation.**

### 5. Battery tool use and care

a. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.

b. Use power tools only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.

c. **When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another.** Shorting the battery terminals together may cause burns or a fire.

d. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.

### 6. Service

a. Have your power tool serviced by a qualified repair person using only identical replacement parts. This will ensure that the safety of the power tool is maintained.

## HAMMER DRILL SAFETY WARNINGS

### SAFETY INSTRUCTIONS FOR ALL OPERATIONS

■ **Wear ear protectors when impact drilling.** Exposure to noise can cause hearing loss.

■ **Hold the power tool by insulated gripping surfaces, when performing an operation where the cutting accessory or fasteners may contact hidden wiring.**

Cutting accessory or fasteners contacting a "live" wire may make exposed metal parts of the power tool "live" and could give the operator an electric shock.

### SAFETY INSTRUCTIONS WHEN USING LONG DRILL BITS

■ **Never operate at higher speed than the maximum speed rating of the drill bit.** At higher speeds, the bit is likely to bend if allowed to rotate freely without contacting the workpiece, resulting in personal injury.

■ **Always start drilling at low speed and with the bit tip in contact with the workpiece.** At higher speeds, the bit is likely to bend if allowed to rotate freely without contacting the workpiece, resulting in personal injury.

■ **Apply pressure only in direct line with the bit and do not apply excessive pressure.** Bits can bend causing breakage or loss of control, resulting in personal injury.

### ADDITIONAL SAFETY WARNINGS

■ The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.

■ Clamp workpiece with a clamping device. Unclamped workpieces can cause severe injury and damage.

■ Dust created by operating the product can cause respiratory injury. Wear appropriate dust control mask with filters suitable for protecting against particles from the material being worked on.

■ Injuries may be caused, or aggravated, by prolonged use of a tool. When using any tool for prolonged periods, ensure you take regular breaks.

■ Switch off the product immediately if the bit stalls. Do not switch on the product again while the bit is stalled, as doing so could trigger a sudden recoil with a high reactive force. Determine why the bit stalled and rectify this, paying heed to the safety instructions.

The possible causes may be:

- it is tilted in the workpiece
- it has pierced the workpiece
- the product is overloaded

■ Ambient temperature range for tool during operation is between 0 °C and 40° C.

■ Ambient temperature range for tool storage is between 0 °C and 40° C.

■ The recommended ambient temperature range for the charging system during charging is between 10 °C and 38° C.

## IMPACT DRIVER SAFETY WARNINGS

- The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.
- Hold the power tool by insulated gripping surfaces, when performing an operation where the fastener may contact hidden wiring. Fasteners contacting a "live" wire may make exposed metal parts of the power tool "live" and could give the operator an electric shock.
- Clamp workpiece with a clamping device. Unclamped workpieces can cause severe injury and damage.
- Dust created by operating the product can cause respiratory injury. Wear appropriate dust control mask with filters suitable for protecting against particles from the material being worked on.
- Injuries may be caused, or aggravated, by prolonged use of a tool. When using any tool for prolonged periods, ensure you take regular breaks.
- The product will restart automatically if stalled. Switch off the product immediately if it stalls. Do not switch on the product again while it is still stalled, as doing so could trigger a sudden recoil with a high reactive force. Determine why the product stalled and rectify this, paying heed to the safety instructions.
- Ambient temperature range for tool during operation is between 0°C and 40°C.
- Ambient temperature range for tool storage is between 0°C and 40°C.
- The recommended ambient temperature range for the charging system during charging is between 10°C and 38°C.

## BATTERY & CHARGER SAFETY WARNINGS

Before using the charger **or battery read** all instructions and cautionary markings on the charger, battery pack and the product using the battery pack. Do not lose these safety instructions.

## BATTERY WARNINGS

1. The battery pack is not fully charged out of the carton. First read the safety instructions and then follow the charging notes and procedures.
2. For optimum battery **performance avoid** low discharge cycles. Charge the battery pack frequently.
3. Use and store the battery pack in dry conditions with low humidity between 0-50°C, ideally at 15°C. Avoid exposing battery pack and charger to direct sunlight.
4. Do not keep battery pack in places where temperatures are liable to reach over 50°C, such as in a car, metal shed or similar that is in direct sunlight.
5. Do not ignite the battery pack or expose it to fire. There is a risk of explosion!
6. Do not exhaustively discharge batteries. Exhaustive discharge will damage the battery cells. The most common cause of exhaustive discharge is long-term storage and continued use of low-charge batteries. Always store the battery with some charge. Charge the batteries every 2-3 months to restore charge. Stop working as soon as the performance of the battery falls noticeably or the electronic protection system triggers.
7. Protect batteries and the tool from overloads. Overloads will quickly result in overheating and cell damage inside the battery **housing without** this overheating being apparent externally.
8. Avoid damage and shocks. Do not use batteries which have been dropped from a height of more than one meter or strong external impact, even if the housing of the battery pack appears to be undamaged. The battery cells inside the battery may have suffered serious damage.
9. If the battery pack suffers overloading and overheating, the integrated protective cut-off will switch off the equipment. Do not press the ON/OFF switch on the tool if the protective cut-off has actuated. This may damage the battery pack. Allow the battery to cool to room temperature before use.
10. Use only original battery packs. The use of other batteries may result in injuries, explosion and a fire risk.
11. Protect your rechargeable battery against moisture, rain and high humidity. Moisture, rain and high humidity can cause dangerous cell damage. Never charge or use batteries which have been exposed to moisture, rain or high humidity.

12. Never attempt to open the battery pack for any reason. If the plastic housing of the battery pack is damaged, do not use the battery.

13. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.

14. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If accidental contact occurs, flush with water and seek medical help immediately. Liquid ejected from the battery may cause irritation or burns.

15. Do not use a battery pack or tool that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury.

16. Do not expose a battery pack or tool to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.

17. Never service damaged battery packs. Service of battery packs should only be performed by the manufacturer.

18. Do not **disassemble Battery**. This may result in a risk of electric shock, electrocution or fire.

## CHARGER WARNINGS

19. Please check the data marked on the rating plate of the battery charger. Ensure to only connect the battery charger to a power supply with the voltage marked on the rating plate.

20. Protect the battery charger and its cable from damage and sharp edges. Have damaged cables repaired by an authorised service agent before use.

21. Keep the battery charger, batteries and the cordless tool out of children's reach.

22. Do not use damaged battery chargers.

23. Do not use the supplied battery charger to charge other cordless tools. Only charge TOPEX rechargeable batteries with an TOPEX Charger.

24. The battery pack may become warm during use. Allow the battery pack to cool to room temperature before commencing with the charging.

25. Do not over-charge batteries. Do not exceed the maximum charging times. These charging times only apply to discharged batteries. Frequent insertion of a charged or partly charged battery pack will result in over-charging and cell damage. Do not leave fully charged batteries in the charger.

26. Charge the battery pack in dry conditions with low humidity between 10-40°C. Avoid exposing battery pack and charger to direct sunlight.

27. Do not use batteries which have suffered deformation during the charging process or shows any other signs of abnormalities including, excessive curvature of the housing, gassing, hissing or cracking.

28. Never fully discharge the battery pack. A complete discharge of the battery pack will lead to premature ageing of the battery cells.

29. Never charge the batteries unsupervised.

30. Do not cover or place any object on top of the charger, place the charger away from heat sources.

31. To reduce risk of damage to the electric plug and cord, pull by the plug rather than the cord when disconnecting the charger.

32. Make sure the cord is located so that it will not be stepped on, tripped over, or otherwise subjected to damage or stress.

33. An extension cord should not be used unless necessary. Use of an improper extension cord could result in the risk of fire, electric shock or electrocution.

34. Do not disassemble charger. This may result in a risk of electric shock, electrocution or fire.

35. To reduce risk of electric shock, unplug the charger from the outlet before attempting any cleaning. Removing the battery pack will not reduce this risk.

36. Do not use the cordless tool or the battery charger near vapours and inflammable liquids.

## CORDLESS HAMMER DRILL



- 1 Keyless Chuck
- 2 Torque Adjustment Collar
- 3 Function Collar
- 4 Variable Speed Trigger
- 5 Forward / Reverse Lever
- 6 Soft Grip Handle
- 7 LED Light
- 8 Battery Seating
- 9 Belt Clip
- 10 Gear Selector

## SPECIFICATIONS

Torque ( N.m)	30
Max Voltage ( v=)	20
Battery type	Lithium-ion
No-load speed ( rpm )	0-350/0-1400
Max Chuck Size ( mm )	13
Torque Setting	21+1+1
Charger input ( V )	100-240
Frequency ( Hz)	50-60
Allowable temperature (°c )	0-50
Charge time ( h )	3.5

## SETUP & PREPARATION

### 1. FITTING THE BATTERY

#### Installing The Battery Pack

1. Slide the battery into the tool base until it clicks into place.



#### Removing The Battery Pack

1. Hold down the battery release button.



2. Slide the battery out.



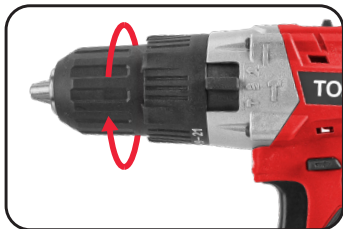
## 2. FITTING ACCESSORIES

### ⚠ WARNING

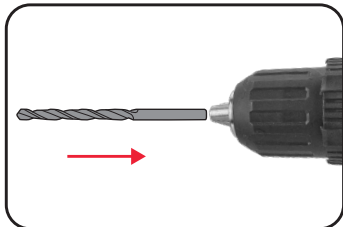
**WARNING!** Ensure the tool is switched off and the battery is removed before performing any of the following tasks.

### Installing A Drill Bit

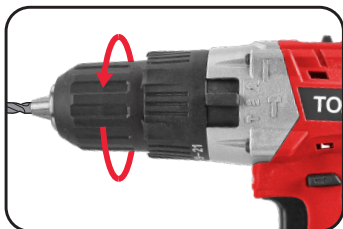
1. Rotate the chuck collar anti-clockwise to open the chuck



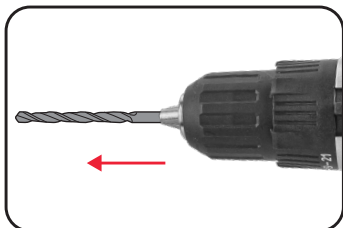
2. Insert the drill bit, making sure it is centred in the chuck.



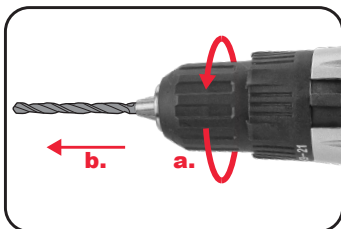
3. Tighten the chuck by turning the chuck collar clockwise.



4. Pull on the bit to ensure it is firmly secured.



### Removing A Drill Bit



### ⚠ WARNING

**WARNING!** Do not handle accessories without gloves as they are sharp & can become hot after use, potentially causing injury.

### OPERATION

### 3. CONTROLS

#### Forward/Reverse Lever

1. To drill or drive screws, push the forward/reverse button towards the left of the drill.
2. Push the button towards the right of the tool to reverse the rotation.



#### Variable Speed Trigger

1. Squeeze the variable speed trigger to start the tool.



**Note:** The more the variable speed trigger is depressed, the faster the drill bit will rotate.



2. Release the trigger to stop drilling.



## Speed Control

The gear selector controls the speed of the drill. First gear allows slower drilling with more torque, while second gear is suitable when less torque but higher speed is required.

1. Slide the switch forward to select first gear.



2. Slide the switch backward to select second gear.

## Screwdriving

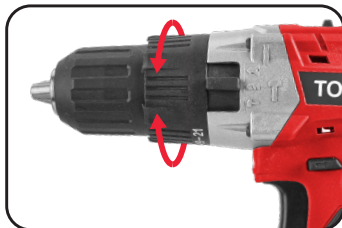
1. To screw into wood, metal or plastic, turn the function collar to align the arrow on the housing with the screw icon. The clutch is then enabled to adjust torque.



**Note:** 1st gear (low speed) is recommended for screwdriving.



2. Adjust the torque by rotating the torque collar to the desired setting.



**Note:** Selecting a higher torque setting will allow the drill to use more torque to drive the screw in or out. To prevent damaging the screw head, it is recommended to start at a low torque setting and increase when necessary.

## Drilling

1. To drill into wood, metal or plastic, turn the function collar and align the arrow on the housing with the drill icon.



## Hammer Drilling

1. To drill into concrete, brick or other masonry, turn the function collar to align the arrow on the housing with the hammer icon.



**Note:** 2nd gear (high speed) is recommended for hammer drilling.



## TROUBLESHOOTING

### Variable speed trigger is locked

Ensure that the forward/reverse button is in the correct position; pressed left for forwards direction, pressed right for backwards direction. If it is in between the two settings the variable speed trigger will be locked.

### The drill is stripping the screw head

Ensure you are starting with a low torque setting and holding the drill securely onto the screw head. Increase the torque setting as required.

### Drill has cut out during use

The battery charge could be completely depleted. Place the battery on the charging cradle for 3-5 hours.

### Battery protection system

The tool is equipped with the battery protection system, which helps to ensure a long service life. The output power automatically cuts off during operation when the tool and/or battery are placed under the following situations:

- **When the tool is overloaded:**

If this occurs, release the trigger switch and remove causes of overload, then pull the switch trigger again to restart.

- **When the remaining battery capacity becomes low:**

Recharge the battery pack.

**Note:** The battery protection system does not in any way damage the tool.

**Note:** The indicated capacity may be lower than the actual level during use or immediately after using the tool.

## MAINTENANCE

**WARNING! Before cleaning or carrying out any maintenance procedure, ensure that the batteries have been removed.**

### Cleaning

- Keep the ventilation slots of the tool clean at all times to ensure efficient operation.
- After each use, blow air through the tool housing to ensure it is free from all dust, dirt, etc. Build up of dust or dirt particles may cause the tool to overheat and shorten the life of the tool.
- If the housing of the tool requires cleaning, do not use solvents. Use of a cloth only is recommended.
- Never allow any liquid to get inside the tool, never immerse any part of the tool into liquid.

### Storage

When not in use, the tool should be stored in a dry, frost free location, keep out of children's reach.

**Note:** TOPEX will not be responsible for any damage or injuries caused by repair of the tool by an unauthorised person or by mishandling.

## IMPACT DRIVER



- 1 Quick Release Chuck
- 2 Tri-Beam LED Light
- 3 Variable Speed Trigger
- 4 Forward/ Reverse Lever
- 5 Belt Clip

## SPECIFICATIONS

Max torque( N.m)	180
Max Voltage ( v=)	20
Battery type	Lithium-ion
No-load speed ( rpm )	0-2300
Drive Size ( mm )	6.35
Impact Frequency ( bpm )	0-3200
Charger input ( V )	100-240
Frequency ( Hz)	50-60
Allowable temperature (°c )	0-50
Charge time ( h )	3.5

## SETUP & PREPARATION

### 1. FITTING THE BATTERY

#### Installing The Battery Pack

1. Slide the battery into the tool base until it clicks into place.



#### Removing The Battery Pack

1. Hold down the battery release button.



### 2. Slide the battery out.



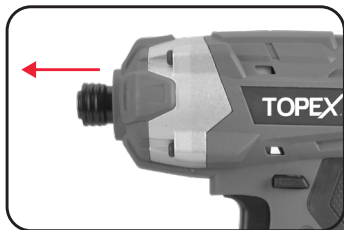
## 2. ATTACHING ACCESSORIES

### ⚠ WARNING

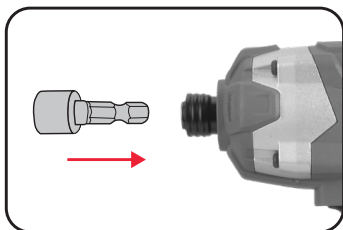
**WARNING!** Ensure the tool is switched off and the battery is removed before performing any of the following tasks.

### Inserting & Removing Accessories

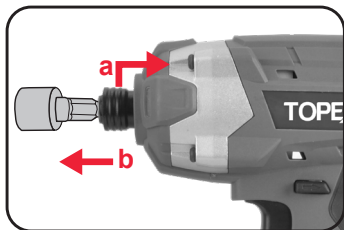
1. Pull the chuck sleeve forward



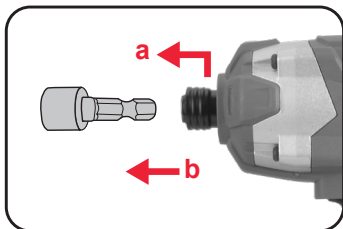
2. Insert the hex shank of the appropriate (1/4") driver bit



3. Release the drive bit chuck sleeve then pull on the bit to ensure it is firmly in place.



4. Pull on the bit to ensure it is firmly secured.



## OPERATION

### 3. CONTROLS

#### Variable Speed Trigger

1. To start the driver, squeeze the variable speed trigger.



2. Release the variable speed trigger to stop the driver.



3. Control the speed by adjusting the amount of pressure applied to the trigger.





**CAUTION:** the charger for this product should be protected by a residual current device (rated at 30ma or less).

The purchased battery will be shipped in a low charge condition, and requires charging prior to use. Allow several cycles of charging and discharging (through use of the tool) for the battery to reach its optimum performance / runtime.

**Charging your lithium-ion battery - Fast Charger**

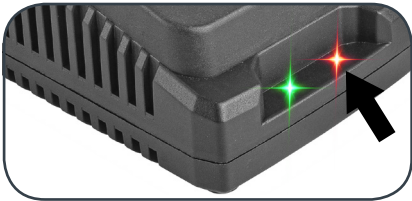
- 1 Connect the charger into a mains power outlet.
- 2 The charger LED will green showing power is being supplied to the charger.



- 3 With the charger sitting on a flat surface, align the raised ribs on the battery with the recess in the charger and slide onto the **charger ensuring** a firm connection.



- 4 The charger LED will illuminate red signifying that the battery is charging.



- 5 The charger LED will illuminate green once the battery is fully charged.



Charger LED Indicator	
LED Indicator	Situation
RED (Illuminated)	Battery is charging (mid charge)
GREEN (Illuminated)	Battery is fully charged

## TROUBLESHOOTING

### LED lights do not illuminate on charger

Check the charging adaptor is securely plugged into the wall outlet.

Check the battery is firmly connected to the charging cradle.

Check that the charging jack is securely connected to the charging cradle.

### The battery has a short run time

Ensure the battery is properly charged. It will take 4-5 charging cycles before the battery reaches optimum charge and run time. On the initial charge, the battery requires 5 hours of charging. Subsequent charging only requires 3-5 hours.

### Sparking visible through the housing vents

A small amount of sparking may be visible through the housing vents. This is normal and does not indicate a problem.

### Variable speed trigger is locked

Ensure that the forward / reverse lever is in the correct position; pressed left for forwards direction, pressed right for backwards direction. If it is in between the two settings the variable speed trigger will be locked.

### The Impact Driver is stripping the screw head

Ensure you are not applying too much force to the screw. Decrease the force by using a slower trigger speed.

### Battery protection system

The tool is equipped with the battery protection system, which helps to ensure a long service life.

The output power automatically cuts off during operation when the tool and/or battery are placed under the following situations:

- **When the tool is overloaded:**

If this occurs, release the trigger switch and remove causes of overload, then pull the switch trigger again to restart.

- **When the remaining battery capacity becomes low:**

Recharge the battery pack.

## MAINTENANCE

**WARNING! Always ensure the tool has completely stopped and the battery is removed prior to any maintenance.**

- After each use, blow air through the tool housing to ensure it is free from all dust, dirt, etc. Build up of dust, dirt particles may cause the tool to overheat and shorten the life of the tool.
- If the housing of the impact driver requires cleaning, do not use solvents but a moist soft cloth or soft brush only.
- Never let any liquid get inside the tool, never immerse any part of the tool into liquid.
- When not in use, the impact driver should be stored in a dry, frost free location not within the reach of children

## CARING FOR THE ENVIRONMENT



Power tools that are no longer usable should not be disposed of with household waste but in an environmentally friendly way. Please recycle where facilities exist. Check with your local council authority for recycling advice.



Recycling packaging reduces the need for landfill and raw materials. Reuse of recycled material decreases pollution in the environment. Please recycle packaging where facilities exist. Check with your local council authority for recycling advice.

## WARRANTY

Your warranty form should be retained by you at all times. **in order to** make a claim under **this warranty you** must return the product with your receipt of purchase. **prior to** returning your product for **warranty**. **please** contact us via our after sales support services.

**EMAIL: [support@topto.com.au](mailto:support@topto.com.au)**

### 1 YEAR REPLACEMENT WARRANTY

Your product is guaranteed for a period of 12 months from the original date of purchase and is intended for DIY (Do It Yourself) use only. If a product is **defective it** will be replaced in accordance with the terms of this warranty. Warranty excludes consumable parts, for example: driver bits.

### WARNING

1.The following actions will result in the warranty being void.

Professional, Industrial or high frequency use.

**2.If** the tool has been operated on a supply voltage other than that specified on the tool.

**3.If** the tool shows signs of damage or defects caused by or resulting from abuse, accidents or alterations.

**4.Failure** to perform maintenance as set out within the instruction manual.

5.If the tool is disassembled or tampered with in any way.

### How to get 1 extended year warranty?

This product comes with **1year replacement** warranty. However, you may get 1 extra year warranty with conditions. Please ask for detail by sending an email to **[support@topto.com.au](mailto:support@topto.com.au)**



CUSTOMER SERVICE  
& PARTS

Contact: [support@topto.com.au](mailto:support@topto.com.au)