

Domino's | Rad Power Bikes SLA Documentation

eBike Service Guidelines & FAQ's

For service on the Rad Power Bikes delivery eBikes, you can contact Rad Power Bikes directly. Rad Power Bikes has cultivated a network of support partners across the country, and will coordinate repair service with local service providers on your behalf.

Contact info for Rad Power Bikes' Domino's system support team is listed below:

Email: DominosSupport@radpowerbikes.com

Tel: 800-939-0310 ext. 9 (M-F, 6 AM – 5 PM, Sat – Sun 9 AM – 5 PM. All times Pacific)

Service Scheduling Details

- ❖ In order to keep your delivery eBikes running smoothly and to ensure the longest possible service life, with daily usage Rad Power Bikes recommends regular safety checks and tune-ups, ideally scheduled every 2-3 weeks.
- ❖ Rad Power Bikes will publish a 4-week, forward-looking maintenance schedule at the beginning of every month. Rad Power Bikes will advise participating stores on their scheduled service appointments by email prior to the first of each month.
- ❖ Rad Power Bikes will work to schedule routine maintenance between Monday and Wednesday of each service week.

Regular Rad Power Bikes service appointments include:

- Frame & Fork Safety Inspection
- Drivetrain Component Wear Inspection
- Bearing Wear Inspection
- Drivetrain Clean
- Gear Adjust and Tune
- Brake Adjust



- Wheel True and Spoke Tension Check
- Headset/Bottom Check
- Brake Pad Replacement (as needed)
- Shift/Brake Cable Replacement (as needed)

Estimated tune-up time: 30 min per bike

Billing:

Service work will be billed by Rad Power Bikes at an hourly rate, rather than per-bike. Hourly rate varies by market. Rad Power Bikes will bill participating stores at a rate 10% below their current market mobile labor rate. No mileage charges will be assessed by Rad Power Bikes on regularly scheduled maintenance, subject to Rad Power Bikes' store/market minimum requirements*. Stores can contact Rad Power Bikes to coordinate all service needs. Rad Power Bikes will bill participating stores directly for all services provided and repair parts utilized.

* Rad Power Bikes' current minimum requirements to avoid its mileage charges are 4 eBikes in a store or 20 eBikes in a market.

Parts:

Rad Power Bikes' service techs will stock commonly used repair parts (Listed on the "Service Partner On-Hand Repair Parts List") in order to complete the most common repairs on-site. Specialty components will be shipped from Rad Power Bikes' Seattle shipping facility, for repair work to be completed the visit following initial diagnosis. Repair parts will be invoiced by Rad Power Bikes at an exclusive discount of 23.5% off MSRP.

Emergency Repair Service:

Emergency service will be provided by Rad Power Bikes within 3 business days of initial request. Mileage fees and 10% out-of-schedule service fees will be applied. For repairs requiring specialty components, service appointments will be scheduled within 3 business days of receipt of repair parts.

Participating stores can minimize wear and tear and maximize their bikes' time on the road by following the Rad Power Bikes Pre-Ride Checklist before each day's use.