

## Front Quick Release Hub Maintenance Instructions

To ensure maximum life and performance from your Phil Wood quick release hub(s), periodic maintenance is required. If you are not comfortable with performing any of the following instructions, contact our sales or service department and we will do our best to find a bicycle shop in your area that will be able to assist you. (See Service Information at the end of these instructions)

On the bottom of this page you will find a diagram showing the assembly order and part names we will be using in these instructions.

In general, you should perform these basic maintenance tasks a minimum of every three months. Actual frequency may vary depending on riding conditions and the amount of use. Failure to maintain your hub could result in premature failure and will void the hub warranty. Please visit [www.philwood.com/support](http://www.philwood.com/support) for up to date product care instructions, warranty, service and return policy information. Thank you for your support.

### TOOLS NEEDED:

- (2) 5 mm Hex Wrench
- Torque Wrench (recommended, not required)
- Mild Degreaser (cleaning/rubbing alcohol)
- Small, soft brush
- Phil Wood Tenacious Oil (Phil Wood Part# LTO000)

### Part 1: Securing Quick Release End Caps

1. To tighten quick release end caps that have already been installed on your hub(s), insert a 5 mm hex wrench into both quick release end caps (Cb) and simultaneously turn clockwise, tightening them to 12 N-m.
2. If you are installing new quick release end caps onto your hub(s), it is best to first clean the threads on your axle. Do this by using a mild degreaser and a small, soft brush to clean grease, oil and dirt from the axle threads. (Avoid flushing degreaser into bearings.)
3. Using a clean, dry towel and mild degreaser, wipe down the axle threads and end caps.
4. After cleaning, let the parts dry completely before continuing.
5. Apply 1 drop of Phil Tenacious Oil to the axle threads and hand tighten the end caps back on to the axle.
6. Insert a 5 mm hex wrench into both end caps (Cb) and tighten them to 12 N-m.
7. Rotate the end cap clockwise and then counter-clockwise by hand to ensure the axle and bearings turn smoothly and are functioning normally.
8. When installing your Phil Wood quick release skewers make sure to follow our *Quick Release Installation Instructions*.

### Part 2: Additional Maintenance

1. Every few rides, make sure to check that your front and/or rear hub quick release end caps are torqued to 12 N-m. They may loosen over time.

### Quick Release Hub Overview

- Cb. Quick Release End Cap
- D. Hub Shell

**PLEASE NOTE: For an overview of all the quick release components in this diagram please see our *Quick Release Installation Instructions*.**

### Torque Specifications

- Cb. Quick Release End Cap (torque to 12 N-m)

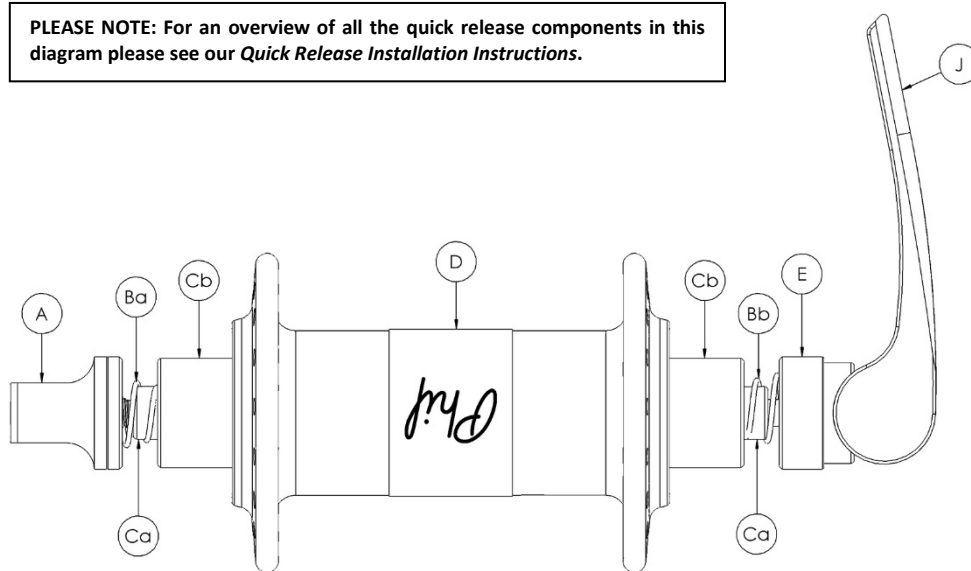
### Limited Warranty

Phil Wood & Co. provides a limited lifetime warranty against manufacturing defects. This means that we offer a guarantee on material and production thereof for the life of the product to the original owner. In order to be considered for warranty, original proof of purchase from an Authorized Phil Wood & Co. Retailer/Dealer showing date of purchase must be provided. We also offer a one-year guarantee on all our bearings from the date of purchase. Bearings that fail due to contamination, misuse, improper tampering, or improper maintenance are not covered under warranty even if failure occurs within one year from date of purchase. **Please Note:** Our *Classic*, stainless steel cassette bodies have a one-year guarantee and our *Pro*, aluminum cassette bodies and all other *Pro*, aluminum parts have a one-year guarantee. All Phil Wood & Co. products have an intended purpose. Products used outside of that purpose will not be warranted and Phil Wood cannot be held responsible for any damage that may occur due to misuse. It is the end user's responsibility to examine the product on a regular basis to determine if it requires service and or replacement. (See included maintenance instructions for further information.)

### NOT COVERED UNDER THIS LIMITED WARRANTY ARE THE FOLLOWING:

1. Normal wear of parts that are subject to wear (e.g. bearings and ratchet mechanisms)
2. Incorrect re-assembly
3. Use in combination with other products that are not compatible (e.g. threading a FW onto the fixed side of a track hub)
4. Insufficient maintenance, tampering, misuse, and neglect.

\*Phil Wood & Co. does not cover the cost of shipping on repair or warranty items back to us beyond 90 days from the original purchase date.



## Return Policy

All returns, regardless of reason or cause, must have a return authorization number (RA#). We will not accept or process any item(s) without an RA#. Please contact us for RA# information via email at sales@philwood.com or call us at (408) 298-1540.

- RA#s are good for up to 60 days from the day they are issued.
- Items returned for credit are subject to a 15% restocking fee unless the item is returned due to our mis-shipment.
- Product and parts can be returned for credit (less restocking fee) if the product was never installed, used, altered, or damaged in any way. The return must be within 90 days of the original date of purchase.
- Items returned for exchange due to an ordering error are subject to a 15% restocking fee and all shipping fees for up to 30 days from the date of purchase.
- Product and parts returned more than 30 days after date of purchase can be returned for credit (less a 30% restocking fee) for up to 90 days from the day of purchase.
- After 90 days, item(s) may not be returned for credit or exchange.
- Customer is responsible for properly packaging the returning item(s).
- Customer is responsible for any damages incurred due to improper packaging. Customer is also responsible for shipping fees.
- Partial credit may be given for returned item(s) that suffered cosmetic damages resulting from installation or shipping. Eligibility for credit will be determined by Phil Wood & Co.'s warranty and technical personnel. Any damage to a product that may compromise the integrity of the part will void any applicable credit.

## Service Information

All services must have a return authorization number (RA#). We will not accept or process any item(s) without an RA#. Your issued RA# should be clearly written on the outside of your package so our service department can match your item(s) to the service information on file. Items sent to Phil Wood & Co. for service without a valid and legible RA# on the outside of the package will be REFUSED and returned to sender at their cost. (Depending on how busy our service department is, standard services can take 1-2 days to complete. Standard services can take longer to complete depending on service department workload and part availability.) Once issued, an RA# is valid for 60 days.

**PLEASE NOTE:** Items sent to Phil Wood & Co. for service without a valid and legible RA# placed on the outside of the package will be REFUSED and returned to sender at their cost. Phil Wood & Co. does not cover the cost of shipping on repair or warranty items sent back to us beyond 90 days from the original purchase date.