

ROLF PRIMA SERVICE DECISION TREE

HOW TO USE

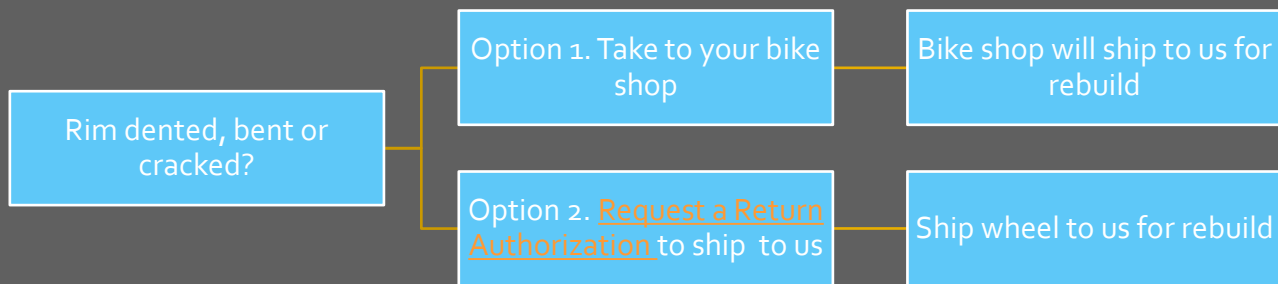
If you have a service issue, we want to get you back on the bike as soon as we can. This tool is designed to help you decide the next best steps. Can you do this yourself? Does it need to go to a bike shop? Or does it need to come back to us?

Each slide has a potential service issue and the best next steps.

You can also always call or email us and we'd be happy to help

RIM DAMAGE

Hit something extra hard and damage your rim? If the rim is dented, bent or cracked, it almost certainly requires a rebuild.



Signs and Symptoms of a damaged rim:

1. Inspect rim thoroughly. If you can see a dent, crack or bend in the rim
2. Wheel is out of true after a hard hit. Pinching the rim just below the tire, slide fingers all the way around the rim feeling for a dent.
3. Wheel is suddenly considerably out of true
4. Tire flatted on a hard hit. Does not mean rim damage but a good time to inspect.
5. You can feel feedback or thumping when you brake (rim brake only)
6. You heard something on a hard hit. Good time to inspect.