

# ROLF PRIMA SERVICE DECISION TREE

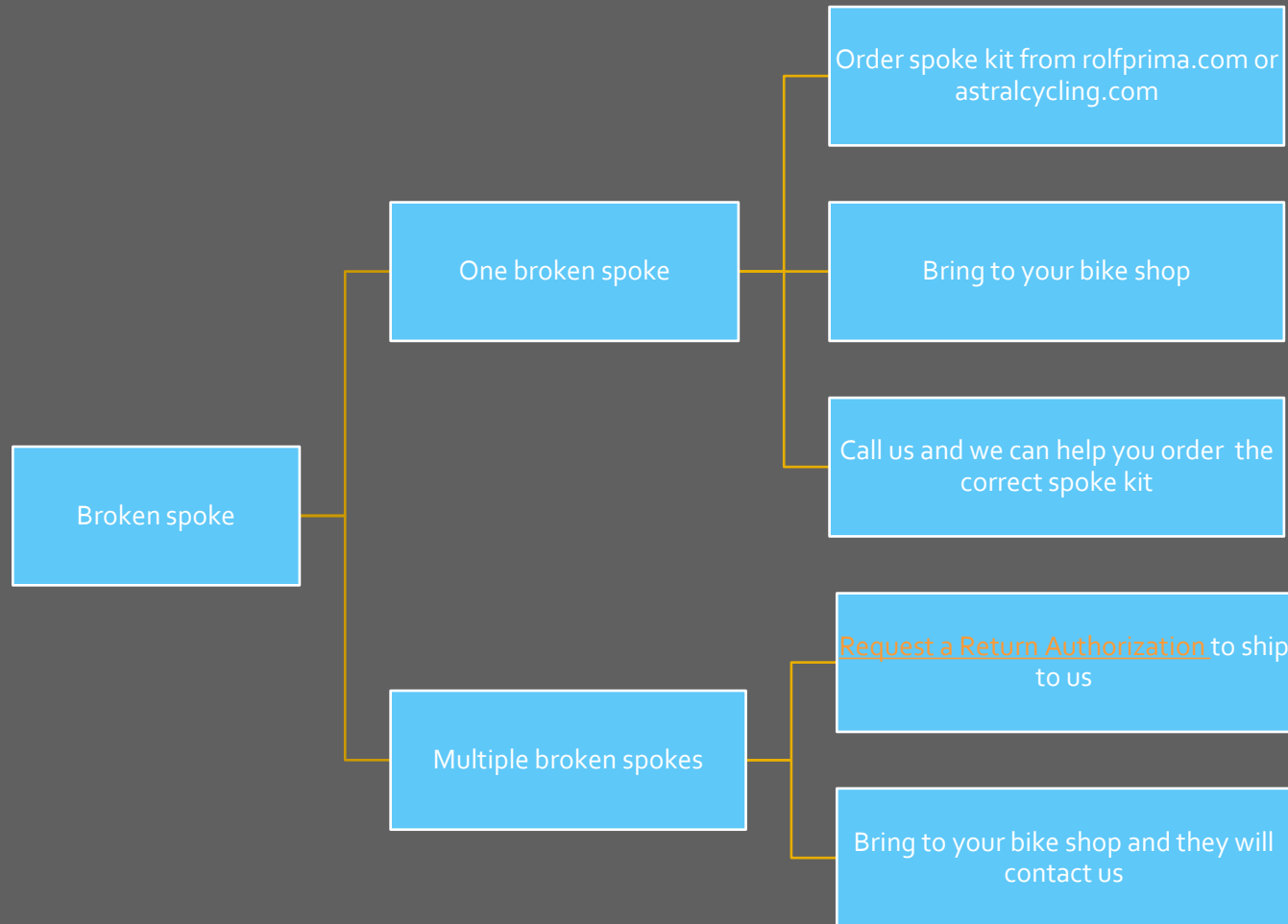
# HOW TO USE

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

# BROKEN SPOKE



## Signs and Symptoms of a broken spoke:

1. You can see one or more broken spokes
2. You caught something in your wheel and now wheel is out of true
3. Wheel is suddenly out of true
4. You can hear a metal rattle or clicking sound
5. Spoke appears out of place