

# 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

# HUB SERVICE

## [WHEEL FEELS “LOOSE” OR BEARINGS FEEL ROUGH]

If you feel like your wheel is “loose” in the frame or if you can grab the rim and rock it side to side and feel movement, it is possible your hub needs adjustment. Your bearings may also require service.

For purposes of this, we will assume you are checking here because you feel movement when you rock the wheel in the bike.

Step 1. Check the QR or Thru Axle to make sure they are tight. If it was loose, did tightening fix it? If not, go to Step 2

Step 2. Remove wheel from bike

Step 3. With the endcaps in each palm, push side to side on the endcaps. Do you feel movement? If yes, the hub needs adjustment. See instructions on our Support page. Also perform Step 4.

Step 4. With your fingers, push inward on each endcap and rotate. Does it feel smooth or does it feel dry, rough or gritty? If smooth, then your bearings are fine. If dry, rough or gritty then you need new bearings. Bring your wheels to you bike shop to get replacement bearings.

### Signs and Symptoms of a hub needing service:

1. Bearings feel rough or very dry when you spin axle in fingers
2. Bearings make noise
3. With wheel installed in bike, grab wheel and try to rock side to side. If it feels clunky, hub may need adjustment
4. With wheel out of the bike and Quick Release or Thru axle removed, place palms on both endcaps and push side to side. If you feel more than slight movement, hub needs adjustment.

See this [video](#) regarding hub adjustment