

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.

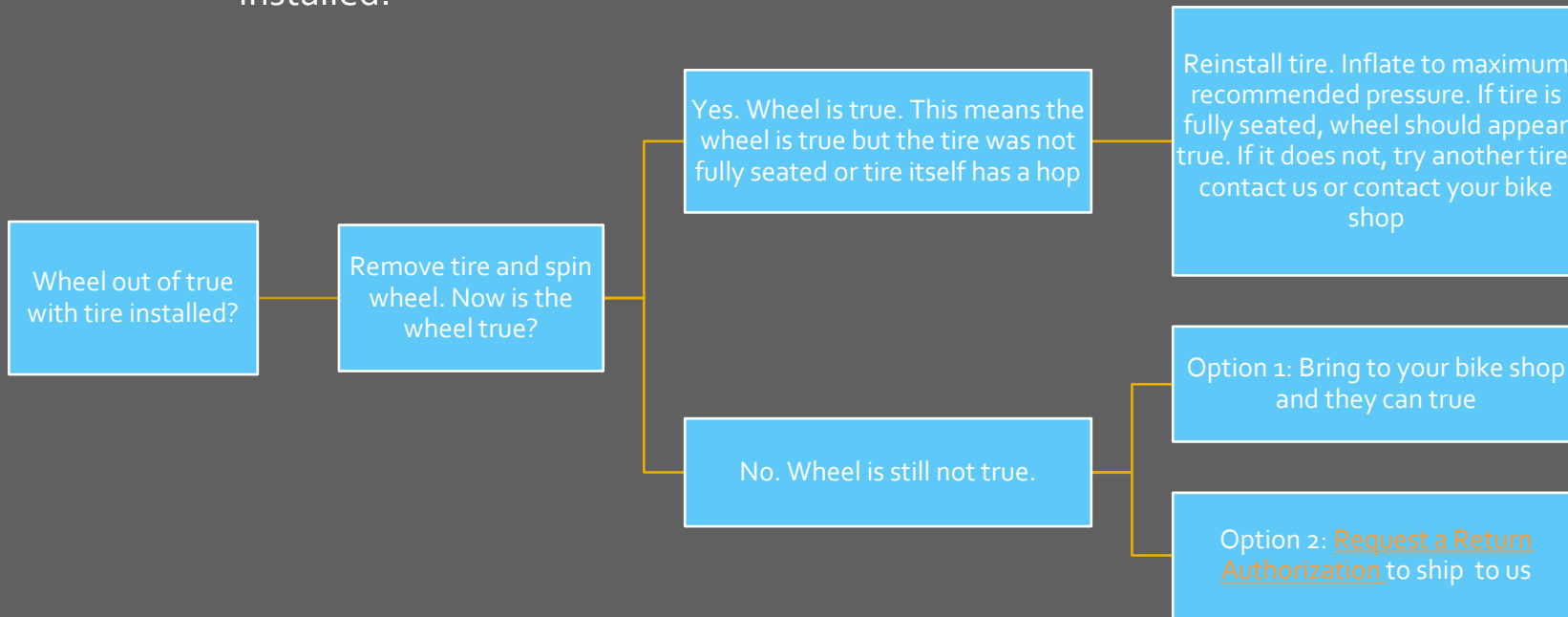
You can also always call or email us and we'd be happy to help

WHEEL OUT OF TRUE

[HOP OR WOBBLE WHEN SPUN]

With tubeless tires and rims, the tire can play a role in whether or not a wheel appears to be true. A tire not fully seated or one that has a hop may make the wheel appear out of true when the issue is the tire fit.

For purposes of this, we will assume you are checking here because the wheel appears out of true with tire installed.



Signs and Symptoms that a wheel is out of true:

1. When you spin wheel, distance between tire and frame changes
2. You can hear rubbing as in a tire rubbing frame or fork
3. Wheel is intermittently rubbing on brake pads (rim brake only)

Tubeless tires fit much tighter than old-school tires and incomplete tire installation can make a wheel appear out of true. See these [videos](#) for tips on tire installation