



Owner Briefing

A Quick Reference Guide for Tern Dealers

It's critical that Tern owners get to know their bikes before hitting the streets, especially since Tern bikes have unique folding technology. Use this guide to brief new owners at the time of purchase. Tern owners must receive this briefing to sign up for Tern Care and qualify for their 10-year warranty.

If you are an owner and are reading this document, please go to ternbicycles.com/support to view our Owner Briefing video.

1 Folding Joints & Quick Releases

- a. Demonstrate how to slide the Security Knob before opening the Levers on the Frame and Handlepost Joints.
- b. Explain how the Levers should feel stiff to open/close—but not too stiff. Show how to adjust the tension.
- c. Advise that an incorrectly adjusted Folding Joint may cause Frame damage or result in rider injury.
- d. Confirm that the owner knows how to open/close the Folding Joints, and understands how stiff the Levers should feel.
- e. Show how to use and tighten the Quick Releases on the Wheels, Seatpost Clamp and—for some models—Handlepost.
- f. Point out the min/max insertion points on the Seatpost, and explain why they are important.
- g. When applicable, point out the min insertion point for a Telescopic Handlepost. Explain why it's important.

2 Folding & Unfolding

Please use the steps below to teach the owner to fold/unfold the bike. These steps apply to all Tern bikes except the the Joe Series, Link C7 & Link B7. For those bikes, please refer to the folding instructions in the manual packet.

FOLDING

1. Rotate Cranks so that Left Crank extends downward
2. Fold or remove Pedals
3. Drop Seatpost down
4. Open Frame Joint and N-Fold
5. Adjust Stem and Handlebar so that Brake Levers point upwards
6. Open Handlepost Joint and fold
7. Secure Handlepost with Handlepost Strap

UNFOLDING

1. Unhook and stow Handlepost Strap
2. Unfold Handlepost and close Handlepost Lever
3. Adjust Stem and Handlebar so that Brake Levers are in riding position
4. N-Fold and close Frame Lever
5. Raise Seatpost
6. Unfold or insert Pedals
7. Check that bike is ready to ride using ABC Quick Drop test

After demonstrating the above steps, ask the owner to practice folding & unfolding in front of you so that you can check that they've got it right.

3 ABC Quick Drop Test

Explain that the owner should conduct this quick test before each ride to make sure their bike is ready to go. Using the User Manual as a reference, introduce them to the test:

- A** *AIR* - Check the tire air pressure.
- B** *BRAKES AND BARS* - Check the Brakes for function and make sure Bars (Handlebar, Handlepost, Handlebar Stem) are tightly in place and undamaged.
- C** *CHAIN AND CABLES* - Check that Chain turns freely through Gears, and make sure Cables are undamaged.
- Q** *QUICK* - Check that Quick Releases (Wheels, Seatpost Clamp, Handlepost, Handlebar Stem) and Joints (Frame, Handlepost) are closed securely.
- D** *DROP* - Lift the bicycle a few inches and drop it to the ground. If anything shakes or rattles, make adjustments before riding.

In addition to this test, owners should check the weld areas on the Frame, Fork and Handlepost for any cracks before each ride. To get more information about bicycle safety, owners can visit www.bikeleague.org.

4 Brakes & Gears

- a.** Indicate the Front and Rear Brake Levers.
- b.** Explain how to brake while riding downhill and on flat roads.
- c.** Demonstrate how to shift Gears.

5 Maintenance

- a.** Identify the key areas to lubricate and explain when this should be done.
- b.** Point out the wear lines on Brake Pads, Rims and Tires. Explain importance of replacing them once signs of wear appear.
- c.** Explain how to check that the Wheels are true, touching on spoke tension.
- d.** Advise how often to get a bike check up according to the usage indicated below:

Usage	Check-Up Frequency
Light	Annual
Recreational	Quarterly
Frequent	Bi-Monthly
Heavy	Monthly

Let the owner know that you're always available to answer questions or help with a problem.

Tern *Care*

Make sure the owner knows that they must sign up for Tern Care to qualify for a 10-year warranty. To sign up, they should go to ternbicycles.com/terncare.