

1. Intro to Quick Releases and Frame and Handlepost Levers

- A. Explain how to use and tighten the Quick Releases
- B. Show location of Frame and Handlepost Levers
- C. Explain that the Security Knob must be properly opened before opening the Levers
- D. Demonstrate how the Frame and Handlepost Levers should feel to close/open and that this can be adjusted
- E. Explain that an incorrectly adjusted Lever may cause Frame damage or result in rider injury
- F. Confirm that the customer knows how to close/open the Levers and how they feel to close/open
- G. For Telescopic Handleposts, explain the minimum insertion point
- H. For Seatposts, explain the minimum/maximum insertion points

2. Intro to folding and unfolding a Tern

A. Teach how to fold using the N-Fold, break into seven simple steps

1. Fold or remove pedals
2. Rotate cranks
3. Put seatpost down
4. Open Frame Joint and N-Fold
5. Adjust Stem or Handlepost so Handlebar is oriented upwards
6. Open Handlepost Joint and Fold
7. Tighten Handlepost Strap

B. Teach how to unfold using the N-Fold, break into seven simple steps

1. Unhook and stow Handlepost Strap
2. Fold out Handlepost and secure Handlepost Lever
3. Adjust Stem or Handlepost so Handlebar is in riding position
4. N-Fold and secure Frame Lever
5. Raise Seatpost
6. Unfold or insert Pedals
7. Check your bike is ready to ride, then ride

C. Now, allow the customer to try both and correct.

Note: This process is for N-Fold Bikes only, the Joe Series and Link C7 bikes fold slightly differently, please refer to their respective folding instructions for detailed information.

3. How to use Brakes

- A. Explain which is the Front and Rear Brake Lever
- B. Explain how to brake while riding downhill and on flat roads
- C. Explain when and how to adjust Brake Barrel Adjuster(s)

4. Daily Maintenance of Brakes

- A. Identify the wear line on a Brake Pad and advise of hazard and to replace once worn
- B. Explain interval period for servicing Brakes
- C. Teach how to check all Nuts and Bolts to ensure they are correctly adjusted

5. How to use Gears

- A. Teach how to properly shift Gears
- B. Explain when and how to adjust Gear Barrel Adjuster(s)

6. Daily Maintenance of Gears

- A. Teach how to identify a worn Sprocket or Chain
- B. Explain interval period for servicing Gears

7. Intro to Wheels, Tire and Rim Wear

- A. Identify the wear line on a Rim and advise of hazard and to replace once worn.
- B. Show minimum Tread on a Tire and advise of hazard and to replace once worn.
- C. Show how to check Wheels are true and Spokes are tensioned

Cont. on back...



8. How to Identify Metal Fatigue

- A. Explain that metal fatigue may be discoloration, stress lines, paint cracks or other visual cues, but is not always visible and to return bike to dealer for a check if concerned.
- B. Highlight key areas to check and potential hazard, these are, Frame Joint, Handlepost Joint, Handlepost Base, Quick Release Clamps, Frame Welds, including, Head Tube and Seat Tube, Handlepost Joint, Frame Joint Derailleur Hanger and Brake Mounts.

9. Daily Maintenance of your Bike

- A. Mention key areas to add lubricant or grease on a normal day or after rain
- B. Mention service periods for a bike

10. ABC Quick Drop

Show User Manual and go through the Quick Check

- A. Air: Check Tire Pressures, check Tires for wear, check Wheel is true and Spoke tension, check Axle Bearings aren't loose and check Rims for wear.
- B. Brakes and Bars: Check Brakes for function and Bars (Handlebar, Handlepost, Handlebar Extensions) are tight and undamaged, then check Headset for tightness.
- C. Chain, Cranks and Cable: Check for tight Links in Chain and that the Chain turns freely through the Gears, check Cranks for fatigue and Cables for smooth operation and damage.
- Q. Quick = Quick Releases: check Quick Releases, Handlepost and Frame Joints are securely closed
- D. Drop = Low Drop: Lift the Bicycle slightly and drop to test for shakes, rattles and Frame stability (especially Frame and Handlepost Joints).

For more info, check out www.bikeleague.org