



10 Year Custom Wheel Guarantee

If wheels are built correctly and used within the recommended conditions (type of riding, rider weight, etc), the spokes and nipples should outlast the rim and hub. If you buy a custom build wheel from Bicycles East that has been recommended to you by Bicycles East, and a spoke ever breaks that hasn't been impacted or damaged by the chain or foreign object getting caught in the spokes, we will replace the spoke free of charge. If the wheel ever needs truing we will true it for free.

It is common that wheels may need an initial retensioning after the first few rides. This **warranty requires** that your new wheel(s) be brought back to have the spoke tension checked. This is something that we can usually do while you wait and there is no charge for it. This is very important and your warranty will be voided if the wheel(s) are not brought back to Bicycles East for this **recheck within 30 days of purchase**.

Our warranty only applies to wheels built after 2010, and that have been designed and built for long-term durability. At times Bicycles East may be asked to build wheels that are light as possible rather than for long term durability. Because these lighter wheels are intended more for performance rather than durability, they will not warranted for 10 years.

Rims wear over time with use and can also be damaged. The sidewall of rims wear from abrasion from brake pads while braking. This is normal and will occur over time. As the sidewall thins the rim becomes more flexible which could result in cracks in the rim. In addition rims can be dented if you ride with low air pressure, too small a tire, or if you hit something large enough while riding on the road. It is recommended that you always ride with the tire air pressure at or near the maximum listed on the sidewall of the tire—never below the minimum pressure listed. This will greatly decrease the possibility of damaging your rim.

Hubs also can wear out or be damaged. Hubs have bearings inside of them that are packed with grease. Typically hubs need to be taken apart and overhauled. During an overhaul bearings and grease are typically replaced. This is normal wear and is not covered under the warranty. In general if you ride a lot you should have your hubs overhauled at least once a year. Be aware that rain and high-pressure water can get into the hubs and washout the grease. Take extra care when washing your bike to be sure you do not direct water toward the wheel hub bearings. If you get caught riding in a strong rainstorm it is advisable to have your wheels reviewed by Bicycles East to be ensure the hubs don't need to be taken apart, cleaned, and re-greased.

In summary, the spokes and nipples are warrantied for 10 years, however damage to the rims or hubs are not. In general, if the wheels are maintained and ridden according to their intended design, they should last 10 or more years trouble free.