

# *east-coasters*

## SERVICE DEPARTMENT

When we're assessing a bike for service needs, first and foremost we want to know what your concerns are. Have you noticed any particular issues and what are the absolutes that you'd like to have addressed?

Next we'll use a 10 point inspection to look for anything else going on that you may need or want to have repaired or replaced while you're here. A great example of why we do this is chain wear: if your chain wears too much it can actually wear out your cogs and your chainrings to the point that they all have to be replaced. If you replace the chain in time you can extend the life of those other parts by hundreds and maybe even thousands of miles.

It's of course up to you how you want to address anything we find, but we want to do the best job we can in making you aware of any potential issues and offering you the best solutions.

**Our goal as much as possible is to keep you on your bike and not in our store for repairs.**

Our checklist items:

- **Tires/tubes:** Are they holding air? It's normal for tubes to lose pressure over time so we'll inflate them and let them sit overnight to assess if they're losing pressure too quickly. How's the tread on the tires? Are they showing any signs of dry rot? With tubeless tire systems, is there working sealant?
- **Chain:** Is the chain within spec for wear? Is functionally clean and lubed properly, and are the links in good shape?
- **Frame/fork:** Are there any outward signs of problems? Is the derailleur hanger aligned properly so that the shifting can work as it should?
- **Handlebars/stem:** Any signs of a bend or damage? Is the stem straight and at its proper height range?  
Bearings: Are all the bearings on the bike working smoothly and adjusted properly?
- **Suspension:** On bikes with front and/or rear suspension, is the suspension working as it should? Is it time for the suspension to be serviced per the service interval recommendations?
- **Control cables:** Are the cables and housing related to the shifting and/or braking systems in good condition and working properly?
- **Drivetrain:** Are all crank and chainrings in good condition with no unacceptable wear? Are the derailleurs working properly without excessive play in the mechanisms? Are the shift levers operating as they should? On bikes with electronic shifting, is the software up to date and working?
- **Wheels:** Are the wheels laterally and radially true? Are the rims in good condition with good braking surfaces and no signs of excessive wear or damage? Are the spokes tensioned properly and in good shape, and are there any broken or bent spokes? Are the wheel fasteners attached properly and in good shape?
- **Braking system:** Are the brakes working as they were designed? Are the brake pads within spec or are they worn? If the brakes are hydraulic, are they showing signs of needing fresh fluid?
- **Rider contact points:** Are the pedals in good shape? Is the seat angled properly and in good condition? Are the grips or bar tape in good shape?