

## **SERVICE HANDBOOK**

Thank you for purchasing a quality bicycle from Giant Ancaster

Giant Ancaster offers a **One Year Limited Service** on all new bicycle purchases. This service covers adjustments due to the normal working in of new parts. In order to meet the requirements of the Warranty Policy, the following procedure **must be followed:**

Every new bicycle has a break-in period, regardless of the cost of the bicycle. It is the customer's responsibility, after purchasing a new bicycle to bring it back in for any adjustments or irregularities that impede the operations or function of the bicycle.

Each bicycle **must** receive one ***Warranty Check*** within a 90 day period from the date of purchase in order to continue the ***One Year Limited Service***.

The ***Warranty Check*** will cover any necessary adjustments and tightening of bicycle components in order for the bicycle to operate safely and properly.

An original bill of sale must be presented in order to cover the ***Warranty Check***.

Any adjustments or servicing which does not fall under the category of **TERMS AND CONDITIONS OF WARRANTY** will be null and void and appropriate service charges will be applied.

### **WARRANTY DOES NOT COVER**

- Tires, tubes, cables, cable housing, brake pads, grips, or handlebar tape.
- Damage or deterioration to the paint, finishes and overall appearance of the bike.
- Damage caused by crashing or jumping with the bicycle.
- Labour required to assemble, remove, repair or re-fit any parts. Service performed anywhere other than Giant Ancaster.

No refunds on new bicycle purchases (credit or exchange only within seven days of purchase). Bicycle must be in new and re-sellable condition for credit or exchange.

# **TERMS AND CONDITIONS OF LIMITED**

## **WARRANTY**

**This Warranty Service does not cover** normal wear and tear, modification, misuse, abuse, neglect, commercial use, competitive use, improper servicing, improper assembly in conjunction with non-compatible parts, or damage due to accident.

It is the customer's responsibility to properly maintain the bicycle.

**Warranties cover defects in materials and workmanship only.**

**Parts** are warranted for **one year** from the date of purchase.

**Suspension forks** are warranted for **one year** from the date of purchase.

**Frameset** warranties are for life excluding models intended for downhill purposes (Glory – three years).

All warranties are at the discretion of the manufacturer.

### **MAINTENANCE**

**Lubrication:** Chain and derailleurs must be kept adequately lubricated in order for the drive train system to function properly.

**Tires and Tubes:** Proper tire inflation will help to prevent damage to tires, tubes and wheel rims. Recommended inflation pressure is located on the sidewall of the tire.

**Wheels:** Stunting, jumping, staircase riding and general abuse will permanently damage wheels.

**Bearings:** Wheel, bottom bracket, pedal, and headset bearings need to be kept properly lubricated and adjusted in order to avoid excessive wear and permanent damage.

**General:** Proper care and servicing on a regular basis will help to keep your bicycle in good mechanical condition. Failure to do so will result in worn and damaged components. Ask your Giant Ancaster service representative for tips to keep your bicycle in top running condition.