

SERVICE FORM (NON-EU) 2018

Dear Service Partner, please check our notices in the owner's manual or in our dealer-portal on our homepage at www.pinion.eu/dealer-portal whenever there is an error or customer complaint.

If you are unable to solve the issue, please contact our Pinion Service Center before you take any further action. We will help you to find the most convenient way to solve the matter at hand. **Do not ship the gearbox without first talking to our Service team. Please bear in mind that we do not accept any parcels, without prior agreement.**

I'm: Dealer User

Bike brand _____ Model _____

Gearbox serial number*

Approx. mileage _____

Dealer name* _____ Customer ID _____

Street, Number* (for returns) _____

Postal code, Town* _____ Country* _____

Phone* _____ E-mail* _____

Contact person* _____ Full name of gearbox owner _____

Reason for return*

Please describe why you are sending the gearbox with as much detail as possible. If a service at the owner's expense is required, please mark below.

Oil loss right-hand side (drivetrain) Oil loss left-hand side Skipping gears

Malfunction Noises Outer damage

Perform service (subject to a fee)

Discription of fault / Service request* _____

1 2 3 4 5 6 7 8 9 11 12 13 14 15 16 17 18

Gears affected _____

Important notice: In the case of skipping gears, please check if the skipping occurs occasionally after shifting. Don't worry. This is not a mistake and will not cause any damage. Skipping gears about ¼ turn of the crank directly after shifting can occur from time to time and does not represent grounds for a complaint.

*mandatory field

All parts which are replaced during a service remain the property of Pinion GmbH and are not returned.

pinion



pinion.eu/en/in-case-of-service

If you are asked to ship the gearbox, please use the following address:

Pinion GmbH
Technical Service
Heerweg 15 A
D-73770 Denkendorf

Fax +49 711 217 491 790

support@pinion.eu