

SERVICE FORM (EU) 2021

Dear service partner, in the event of any faults or complaints, please first check the information that we provide for you clearly and up-to-date in the Pinion Dealer Portal on our homepage at www.pinion.eu/haendler-portal.

If you are unable to rectify the fault, please always contact us by telephone first. You can reach the technical support under: **+49 (0) 711 217 491 590**.

Please send the gearbox only after we have confirmed your issue. Send the gearbox individually, without accessories and securely packed. Please make sure to fill out the service form completely and enclose it with the shipment.

I'm: Dealer User

Bike brand

Gearbox serial number*

Model

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)

Description 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 19
D-73770 Denkdorf
Germany

Tel +49 (0) 711 217 491 590

support@pinion.eu