

# SERVICE FORM (NORTH AMERICA) 2021

Dear north american Dealer, please check our notices in the owner's manual or in our dealer-portal on our homepage at [www.pinion.eu/dealer-portal](http://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

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)

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](http://pinion.eu/en/in-case-of-service)

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

**PINION NORTH AMERICA**  
**Gates Corporation**  
1144 Fifteenth St.  
Suite 1400  
Denver, CO 80202, USA

**Phone: 303-744-4478**

**[support-northamerica@pinion.eu](mailto:support-northamerica@pinion.eu)**