



### **Important Information for returning:**

Please read the trouble shooting pages of the *Rohloff* SPEEDHUB 500/14 owners manual and attempt to resolve the persistent problem by the means explained before claiming warranty and returning the wheel for inspection.

If the particular problem cannot be resolved, please copy and complete the formula found on the reverse of this page. Return this to us:

**FAX: +49 – (0)561-510 80 15**

**EMAIL: [service@rohloff.de](mailto:service@rohloff.de)**

We will then get in contact with you. If the problem can only be resolved by methods which are not able to be carried out by yourselves in your workshop, then the complete wheel will have to be returned here for servicing.

Should the service not be covered by warranty, we will inform you of the incurring costs prior to completion of any service. The wheel/hub will be returned following payment of invoice.

**We only accept wire transfers - We cannot accept credit card payment.**

### **Please pay attention to following:**

- **The Serial No. of the SPEEDHUB must be identifiable.**
- **Pack the wheel with mounted tyre filled with air (serves as rim protection).**
- **Remove brake disc, quick release skewer or axle nuts before transportation (these should remain with the dealer/customer).**
- **Sprocket, gear mech (internal or external) and axle plate must remain. We are otherwise unable to carry out any service (there is a danger of complete oil loss).**
- **The external gear mech should be wrapped carefully to protect it from possible transport damage.**
- **Make sure that the carton is not over dimensioned in comparison to the wheel.**
- **When sending more than one wheel, make sure to sufficiently protect them against damage, packing them in separate cartons and then simply taping the cartons together.**
- **The Rohloff AG will not be held responsible for damages to brake discs, external gear mech housings or other components due to insufficient or irresponsible packaging.**

### **Please enclose with the parcel:**

- **Warranty card, correctly filled-out with the serial number**
- **Completed returns formula**

The wheel should find its way back to you in approximately 1-2 weeks. **Please acknowledge our annual holiday dates ([www.rohloff.de](http://www.rohloff.de)).** Service and/or repair work is not possible during these periods.

Please try to fit the service/repair period in a time that is most convenient for the customer and where they do not rely upon their bicycle so heavily.

Only in cases of extreme safety risks (refer to the owners manual “Safety Information”) is it not possible that the customer to ride further, and the problem must be immediately resolved.

**Thank you for your co-operation, your Rohloff Service Team.**



## Returns formula

Date:

**Retailer:**   
**Street/Town:**   
**Post code:**   
**Tel/Fax:**   
**Employee:**   
**E-Mail:**   
**Opening times:**   
  
**Days closed:**   
**Customer:**   
**Street/Town:**   
**Post code:**   
**Tel/Fax:**   
**E-Mail:**   
**Serial Number:**   
**Date of Purchase:**   
**Brand and model of bicycle:**

**Warrantee claim**  
 The diagnosed problem has been dealt with as suggested in the Owners Manual. The problem has not been resolved.

**Conversion to Soft Indexing Spring**  
 possible at hubs under No. 18100

**Conversion to DB**  
 Please deliver the following disk:  
 Brake type   
 Diameter   
 Other:

Return hub to:  
 Retailer address  
 Customer address

**VAT number:**

Hub Type:  Q/R axle  Threaded Axle  Disc Brake Version (DB) [remove disk before shipping]  
 Internal Gear Mech  External Gear Mech  Gates Carbon Drive  
 Distance ridden:  approx. (km)

### The following problems have been diagnosed (mark the corresponding boxes):

**Loss of drive in the following gears [mark the corresponding number(s)]**

1	2	3	4	5	6	7	8	9	10	11	12	13	14
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please thoroughly check to determine exactly which gears have lost drive (important in order to identify the origin of failures).

- Loss of drive can be reproduced
- Loss of drive cannot be reproduced (random)

Loss of drive occurs:

- Directly after changing gear
- Under minimal pressure
- Whilst riding, without changing gear
- Under extreme pressure

Loss of drive occurs in:

- Less than 1/4 crank turn
- More than 1/4 crank turn

Which type of oil was found to be in the hub?

- Summer oil
- Winter oil
- All season oil
- Uncertain

**Oil leaks:** Has the hub been transported by car or aeroplane?  Yes  No

### Oil leaks:

Is the hub shell is covered with oil

- On the Axle Plate side?
- On the Sprocket side?

Where is the oil to be found?

- Oil leaks out of the Q/R Axle
- Oil leaks out from the Axle Plate
- Oil leaks out from under the Sprocket

**Does the hub freewheel smoothly?**  Yes  No

Please list other problems or complaints: