

VEILIGHEID EN GARANTIE

SAFETY AND WARRANTY

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BIKERS FIRST

UNION[®]

Congratulations on your new Union bike! As you can expect from us, your bike has been designed and produced with the utmost care. Union therefore provides you with a long-term guarantee, the terms of which can be found in the manual and on our website under the section *“support”*.

Read the manual carefully and if you have any further questions, your Union dealer will be happy to provide you with advice and assistance.

Off you go, Bikers First!

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1 SAFETY INSTRUCTIONS

The safety of the cyclists is of the utmost importance for Union. Therefore Union bicycles are designed to assure the user a carefree ride. For your safety it is important to read the following safety instructions carefully before using your bicycle. If you are in possession of an electric bicycle you will need to read the user manual for the electrical system too. The fact is that additional safety instructions and warranty conditions apply to electric bicycles. You will be supplied with a quickstart manual which contains all essential information about your electric Union bike. A more detailed manual and additional information can be accessed digitally on our website.

1.1 GENERAL SAFETY INSTRUCTIONS

- Observe the local and national traffic regulations of the country where you use your bicycle.
- Use the bicycle only as a personal means of transportation in traffic. Make sure that your bicycle is not overloaded or exposed to sudden heavy impacts.
- Only ride on a bicycle that is adjusted to your personal size and preferences. For the adjustment of your bicycle we refer you to your Union specialist, who can adjust your bicycle exactly to your body and cycling preferences. Should you wish to make adjustments to your bike with the passage of time, we would refer you to our general user manual on our website, in which you will find comprehensive information on setting up your bike (www.union.nl)
- Never adjust your saddle or handlebar while you are cycling!
- Union bicycles are developed conform to the requirements for use as personal means of transport. In some countries special legislation may exist for the use of bicycles on public roads. Inform yourself at your Union specialist or local government.
- Sport models in the Union assortment do need some special measures before they are suitable for public roads. Sport models must be equipped with lights in case you would like to cycle in low visibility conditions, e.g. fog, rain, dusk or darkness.

1.2 BEFORE CYCLING

- When you sit on a new (electric) bicycle for the first time, begin with caution. An electric system or a different of type of brakes will feel different to ride, and you will need to get accustomed to it.
- Wear well-fitting shoes with profiled soles, this because your pedals may be slippery under bad weather conditions.
- Wear closely fit clothing in order to prevent that clothing can get into the moving parts of your bicycle.
- Be sure you are always visible, and wear appropriate clothing in this respect.

- Be sure to carry front and rear lighting at low visibility conditions like dusk, fog or darkness.
- Pay attention that your reflectors and lights are clean.
- It is strongly advised to wear a helmet while cycling, which is conform to the NEN-EN 1078 norm. There are also countries where wearing a helmet when cycling is obligatory. Be sure to check whether this helmet obligation applies to the country where you will use the bicycle. Your Union specialist can advise you on the purchase of a good helmet.
- Check the lighting on your bike to ensure it is working.
- Check the tyre pressure regularly. Depending on the type and size of the tyre the requisite pressure is imprinted on the tyre itself.
- Check the brakes before your trip. Check if the bolts are properly tightened and the brake cables are not frayed or buckled.
- Check that your handlebar grips are properly fixed.
- Before you start cycling, fold in the stand completely.

1.3 WHILE CYCLING

- Stay alert while cycling and don't be distracted.
- Keep both hands on the handlebar.
- Apply generally valid hand signals for changing direction. Don't make any movements with the bicycle which can endanger yourself or others.
- Don't cycle when under the influence of drugs, medicines, alcohol or other agents which can influence your cycling skills.
- Slow down and brake earlier when riding downhill.
- When braking, always use both brakes. While only using the front brake, the front wheel can easily block.
- The brakes can become very hot while using. The brakes may not be touched during use or immediately afterwards.
- Don't transport any objects that impair your vision or the stability of the bicycle.
- Make sure the transport of objects do not exceed the maximum transportable weight of the carrier. Often, the precise maximum capacity of the carrier is indicated on the carrier itself. None of the carriers are suitable for the transport of persons!
- Do not let yourself be pulled or pushed by other vehicles.
- If you crash with your bicycle then check your bicycle thoroughly for damage. The handlebar must always be replaced after a fall, even when no damage is visible. We strongly recommend that you have your bicycle checked by a Union specialist after a crash.

2 OTHER POINTS OF ATTENTION

2.1 WEATHER CONDITIONS

- Adjust your speed to the weather conditions.
- Be aware that in bad weather conditions the braking distance can be longer.
- When cycling in slippery conditions (e.g. snow, frost or mud) it is preferable to get off your bicycle and walk.

2.2 LUGGAGE

- It is preferable to use bicycle bags on both sides of your bicycle to have a better balance.
- Use accessories exclusively in consultation with your Union specialist. Parts that do not fit properly can cause damage.
- Make sure that accessories or luggage never cover the lighting or reflectors. In addition, take care that your luggage doesn't malfunction the cables.
- Never attach a carrier or a basket at an aluminium handlebar.
- Make sure your luggage is attached in such a way that it is always clear of all rotating and moving parts.
- Do not transport heavy luggage on your bicycle. Often, the maximum capacity of the carrier is indicated on your carrier. Heavy luggage can impair the balance of your bicycle and it also causes a longer braking distance.

2.3 CHILDREN

- Transport children only in an approved EN 14344 child seat. Consult your Union specialist for advice.
- Before cycling, make sure that your child is sitting in the chair properly and that his or her feet cannot interfere with moving or rotating parts, such as the wheels.
- It is preferable to have a child seat on the back of the bicycle. Transporting a child in a child seat fixed at the handlebar is strongly advised against because of the negative influence on the steering function. If you have a preference for a child seat on the front side of the bicycle, be sure that the seat is fixed to the stem or the frame. Consult your Union specialist for advice.
- If you transport children on your bicycle you should keep in consideration a longer braking distance.
- Be aware that in unexpected circumstances you can lose balance when transporting children on the bicycle. Transporting two children simultaneously on both rear and front of the bicycle is therefore strongly advised against.

- Before folding out the kickstand of your bicycle, the child must be removed from the seat to prevent losing balance due to the weight of the child.
- Never attach a steel child seat on an aluminium handlebar or rear carrier!
- Make use of children's chairs that attach to the frame or handlebars.
- Never attach a child seat on a bicycle which has a carbon fibre front or rear fork!

2.4 FRAMES, FRONT FORKS AND PARTS

- If your bicycle has fallen and your frame or another part has been deformed by this, it may never be bent back to its original shape. The material may already be invisibly damaged in such a way that there is a large risk that it will fracture at some moment. In case of deformation, replacement of the frame therefore is essential. Consult your Union specialist for advice.
- Make sure when mounting accessories, there is always a soft material between the accessory and the bike component to protect the latter against damage. Deep scratches can lead to fracturing.

2.5 TRANSPORT OF THE BICYCLE BY CAR

- Always use an approved bicycle carrier in order to prevent damage to your bicycle during transport. Consult your Union specialist for advice.
- Before departing, always check if there are no parts that can become loose during the trip, e.g. a pump, drinking bottle or bags. Always remove these parts before placing the bicycle on the carrier.
- If you have an electric bicycle you will also need to remove the battery and (if possible) the display before transporting the bike.
- Upon arrival, check that there are no loose or possibly damaged parts.
- Use a bicycle carrier on which the frame of the bike is fixed, because this guarantees more stability during transport than when the cranks of your bicycle are fixed on the carrier.

2.6 MAINTENANCE

On the Union website you can find the general user manual with an extensive description of how to properly maintain your Union bicycle. A number of important safety regulations must be observed.

- Make sure that the bicycle does not obscure the car's compulsory lights.
- Do not use a high pressure cleaner to clean your bicycle. The power of the water jet can possibly remove oil and lubricant from moving parts, such as crankshaft and springs. Also, the bicycle must not go through a car wash, and electrical parts must not come in contact with water.

- If you use oil or lubricant make sure these do not reach the brake disks or the rims in case of rim brakes. This can have a negative influence on their effectiveness.

2.7 ELECTRICAL BICYCLES

Always refer to the electrical system user manual before you are about to use the bike. It contains important safety instructions and warranty conditions relating to the system that is specific to your bike. You can access the manual digitally on our website.

2.8 THEFT PREVENTION

Nearly all Union bicycle models are supplied with an ART-approved safety. In addition the frame of every bicycle has a unique frame number. You find this number on the purchase invoice that you receive from your Union specialist. In this you can find the unique key number as well, which you need when you have lost your key. By means of this number your Union specialist can provide a new key. In case your bicycle has been stolen and you would like to report this to the police you can provide the frame number. This is the unique characteristic of your bicycle. However, to prevent theft always lock your bicycle and safely store the (spare) key.

2.9 BICYCLE INSURANCE

If in spite of all preventive measures your bicycle has been stolen, it is convenient if you can appeal to your insurance company. Your Union specialist can inform you about the insurance possibilities.

3 WARRANTY TERMS AND CONDITIONS

Union gives a warranty against possible construction, material and/or paintwork defects on your Union bicycle, based on the following terms and conditions.

3.1 ARTICLE 1 - DEADLINES

- 1.1 The warranty period starts on the purchase date of your bicycle.
- 1.2 During the valid warranty period(s) all parts, where it has been determined by Union that there is a material and construction defect, will be repaired or reimbursed at Union's discretion.
- 1.3 Union gives a 10-year warranty on material and construction defects on the frame and the fixed front fork.
- 1.4 All sprung front forks material and construction defects are covered by a 5-year warranty period.
- 1.5 Union gives a 5-year warranty on the paintwork on the frame and front fork, against rust formation from the inside.
- 1.6 Union gives a 2-year warranty on chrome parts and other painted parts, against rust formation.
- 1.7 Union gives a 2-year warranty on parts, against material and construction defects.
- 1.8 On a Union Ultimate frame the warranty period is 15 years, against material and construction defects on the frame.
- 1.9 Replacing parts during the warranty period is covered by the standard warranty period for the bicycle.
- 1.10 Union gives a 10-year warranty on the frame and fixed front fork on children's bicycles, against material and construction defects. A 2-year guarantee applies to all other matters.

3.2 TRANSFERABLE

- 2.1 The warranty only applies to the first owner and is not transferable.

3.3 BATTERY FOR THE ELECTRIC BICYCLE

- 3.1 Union gives a 2-year guarantee on the battery. The capacity of the battery will decrease depending on the number of charge cycles and battery life. This decrease in capacity is not covered by the warranty. Always visit your Union dealer if you encounter any problems with the battery. At the end of the battery's life, it must be returned to your Union dealer, who will follow the correct recycling procedure.

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3.4 EXCLUSIONS

- 4.1 The above warranty terms and conditions shall not apply if:
- The safety instructions or instructions for use are not adhered to;
 - There is normal wear and tear of parts, or incorrect adjustment of e.g. tyres, chain, brakes, cables, sprockets and/or derailleur set;
 - The bicycle is not regularly maintained and repaired by an authorised Union specialist;
 - Modifications are made to the original condition, such as the use of unauthorised Union parts and/or accessories;
 - The cycle is used incorrectly and/or carelessly or not in accordance with its intended use, for example for competitions and/or commercial activities;
 - There is damage that has been caused by climatological effects, such as weathering of paintwork, corrosion and/or rust formation;
 - Damage has been caused by failure to follow the user manual;
 - Damage has been caused by transportation on e.g. bicycle racks;
 - The bicycle continues to be used, despite damage and/or defects having been found, and this makes the damage worse.

3.5 WARRANTY CLAIMS

- 5.1 Complaints and warranty claims will be dealt with by your Union dealer. In the event of complaints or questions about the warranty, your Union dealer will always be your first point of contact, since this is where the contract of sale was concluded. Union will then make a definitive assessment on whether the warranty applies. The dealer must send the part in question, together with the purchase invoice, to Union, stating the complaint.
- 5.2 Your dealer may charge you for any assembly or dismantling costs.
- 5.3 Your dealer may charge you for the transport charges associated with getting the bicycle and/or parts from your dealer to Union.

3.6 LIABILITY

- 6.1 A claim honoured by Union under these warranty terms and conditions expressly does not constitute any admission of liability on the part of Union for any loss or damage suffered by the owner or third parties. Any liability on the part of Union for consequential damage is hereby expressly excluded. Union's liability is limited to whatever is set out in the warranty terms and conditions, unless otherwise arising from a mandatory legal provision.

3.7 DISCLAIMER

7.1 Naturally Union has taken great care in compiling these warranty terms and conditions. But liability as a consequence of printing or typographical errors is excluded.

CONTACT DETAILS

Do you have any further questions arising from this manual? Then please contact us using our contact form at www.union.nl/nl/service/contact/

Would you like a ride on one of our bikes? Then visit our Experience Center, where all our models are available for you to try. Of course, your local Union dealers also have the collection available to them, but ring them beforehand to check whether the model you want is there.

The address of our Experience Center is:

Union / Union Experience Center

Nijkerkerstraat 17, 3821 CD Amersfoort, T 033 - 253 35 70

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