



Warranty Card

*Congratulations on your purchase and welcome to DRAG!
To fully benefit from the support that DRAG offers,
register your product at www.dragbicycles.com/register-product.*

WARRANTY PERIOD

LIFETIME

- Aluminium and steel hardtail frames, excluding freeride and freestyle categories.

FIVE YEARS

- For carbon fiber frames
- COX components

TWO YEARS

- For all other bikes.
- For paint and decals

For custom-built bikes the warranty depends on that provided by the manufacturers of the components used. In the case of non warranty problems with a DRAG frame within the warranty period the customer has the option to purchase a new frame at 50% of the original price.

LIMITED WARRANTY

- DRAG bicycles reach customers via a network of authorized dealers. Only bikes purchased from authorized dealers, in possession of an original warranty card and registered on www.dragbicycles.com have the right to warranty services.
- The warranty applies only to the first owner of the bicycle and cannot be transferred to another person.
- The warranty covers any manufacturing defects for any of the components or any issues related to the quality of their factory assembly.
- Repairs related to normal wear and tear are not covered by the warranty.
- Warranty services on DRAG bicycles are provided only in authorized repair shops by qualified mechanics. All authorized repair shops provide warranty service for any DRAG bicycle no matter from which dealer the bike has been purchased.
- Any modifications, replacements of components and additional options not approved by the manufacturer or authorized dealer will not be subject to warranty.
- The rider weight is limited to:
 - up to 150 kg for hardtail aluminium and steel frames.
 - up to 130 kg for road bikes.
 - up to 100 kg for carbon fiber and full suspension frames.

For the warranty to be valid the following terms must be observed:

The manufacturer has the right to use all exceptions provided by the commercial law and the owner is obliged to accept them.

The warranty is valid in the following conditions:

- The bicycle must be presented to the dealer fully assembled, with its original components intact;
- The owner provides the warranty card to the authorized dealer of DRAG bicycles thereby verifying the date of purchase and ownership of the bike.
- The bicycle has been serviced properly and regularly.
- The bicycle has not been modified.

The warranty does not cover:

- Maintenance.
- Repairs due to the normal wear and tear of the components (tyres, tubes, brake pads, etc.).
- Inappropriate transportation.

For more information about categories, please visit dragbicycles.com or authorized dealer.

In case of non warranty problems with paint and stickers, please contact our dealer, we will be happy to assist.

- Corrosion.
- Faults due to improper usage of the bicycle, neglect and crash damage as well as use by a person exceeding the maximum weight given for the model.
- Faults due to misuse or abusive riding.

In those cases the owner takes full responsibility for any damage and injury.

This warranty is valid only for Drag bicycles and every type of agreement is valid only for the period of this warranty.

By registering your bicycle on our website www.dragbicycles.com you will validate your warranty and declare that you agree with the terms and conditions of it.

Set up of the bike and general tips for usage:

We strongly recommend you to have your bicycle set up and prepared for riding by a professional mechanic using appropriate tools. Inappropriate set up can cause damage to the bicycle and injury or death to the rider.

Pedal Mounting:

The right pedal axle is indicated by the "R" symbol. This pedal is made for the right side and should be screwed on clockwise. The left pedal is marked with an "L" and should be screwed on counter-clockwise. Both pedals should be perpendicular to the crank arms.

Warning: If the pedals are not screwed on properly you risk damaging the thread, which cannot subsequently be treated as a warranty defect.

The handlebar and the stem should never be set above the mark for minimum depth.

The tyres should be inflated according to the rider's weight, without exceeding the max pressure, which is indicated on side wall of the tyre.

You can check whether the correct pressure has been reached by making sure when the rider is sitting on the bike that both tyres lose not more than 1/3 of their height.

The wrong tyre pressure can cause problems while riding or damage to the tyres and wheel rims.

With time the bearings in the wheel can come loose and should be repaired only by a professional mechanic, because improper service can wear them down faster.

Gears must be changed only while moving and turning the pedals without picking up speed. Any other way can cause injury or damage to the components. The combination of gears should be chosen according to the terrain and the rider's ability.

Do not use the smallest chain rings from the front and back sets of gears at the same time. This subjects your chain to the stress of operating at opposite extremes and the components will wear down faster. If this happens the warranty will not be valid.



If the product is not registered on DRAG web (www.dragbicycles.com), within 14 days, this warranty will not be valid!

For more technical information and all support issues hesitate; on the DRAG website: tel: +359887276554

Email: support@dragbicycles.com

Sales department: +359 2 812 70 75

Gyueshevo Str. 83, Business Center "Serdika", Sofia, 1330, Bulgaria