

### WHAT IS YOUR RETURN POLICY?

We work hard to ensure that Steadyrack is manufactured to the highest standard. However if you find a fault or you are dissatisfied with your Steadyrack for any reasons, please contact us on [returns@steadyrack.com](mailto:returns@steadyrack.com) for further details.

### IS THERE A WARRANTY ON THE STEADYRACK?

Yes - view our warranty information.

### I HAVE PROBLEMS INSTALLING/OPERATING THE STEADYRACK.

Check our user guide for installation instructions.

### HOW CLOSE TOGETHER CAN I INSTALL MULTIPLE STEADYRACKS?

You can install the racks as close together as your bikes will allow, make sure you check the width of the handlebars first so they don't clash when mounted at right angles to the wall.

TIP: You can install them closer together if you stagger the height along the wall so that the handlebars and pedals don't clash when the bike is mounted at right angles to the wall. Remember the higher the bike is off the ground the more difficult it is to mount in the rack.

### CAN I INSTALL THE RACK AT THE SAME HEIGHT FOR MULTIPLE BIKES?

It is better to set the height to suit the individual bike as this will make it easier to mount and dismount. If you choose to install multiple racks you must check each bike using the template provided first to ensure you do not install the racks too low on the wall.

### CAN I FIX MY NEW BIKE RACK TO A TIMBER FRAME OR STEEL FRAME WALL?

Yes your Bike Rack can be fixed to a stud wall (either timber or steel). You must locate the framing first and check with your local hardware supplier for advice on the correct type of fixings for your wall type.

### DO I HAVE TO USE ALL 6 FIXING BOLTS PROVIDED?

YES, we recommend you use all fixing bolts provided.

### MY STEADYRACK DOES NOT SWIVEL EASILY OR SWIVELS TOO EASILY FROM SIDE TO SIDE.

Your Steadyrack Bike Rack should be pre-tensioned correctly in the factory, but during handling, shipping or with constant use it may have worked loose or over tightened. To adjust the tension, remove the end caps from the rack and adjust the tension of the nylock nuts top and bottom using a suitable spanner or socket wrench. Do not overtighten the bolt or damage may occur. The ideal tension will allow you to rotate the rack side to side but will not move easily when mounting the bike.

### DOES THE BIKE RACK HAVE TO BE AT 95° TO THE WALL WHEN MOUNTING THE BIKE?

No, as long as you line the bike up to the same angle.

### MY BIKE IS HEAVY?

It is advisable to install the bike rack 50mm higher than recommended. See the installation guide on the user guide page for more details.