Pinion GmbH | 08.2018 | V1.0

WORKSHOP CHECKLIST

"SLIPPING"

Very rarely, a Pinion drive may skip or slip. The cause of this phenomenon is not easy to identify and generally lies with following drive components and their settings. When troubleshooting, please observe all of the points in the following checklist.

1

1. LOAD-INDEPENDENT

Rarely occurring slippage of the crank by 10-30 degrees after shifting – accompanied by a metallic banging noise (may also not occur until a few crank turns after shifting).
The cause is an incompletely engaged gear which, after skipping, is then securely engaged.
This effect is promoted by overly timid operation of the rotary shifter and/or greater shifting force.
This effect cannot be eliminated 100%, but does not cause any damage to the transmission.
Check the following points:

1. Check the ease of motion of the rotary shifter (gap to handle)
2. Check the correct cable tension (1-2 mm backlash on the rotary shifter)
3. Check cables and cable housings for wear (do not use metal end caps)

Tip: Do not shift a Pinion transmission too timidly. Shift quickly and directly to the desired gear.

DOES THE DESCRIPTION NOT APPLY? → CONTINUE WITH CHECK 2

☐ CHECKED

2. UNDER HIGH LOAD

Reproducible slipping under high load, primarily in lower gears. This error is not caused by the Pinion transmission.
The cause often lies with the following drive components:

Shift into first gear, pull rear brake.
Place foot on pedal and push hard.
→ Belt/chain tends to skip.

A: Belt/chain tension too low.

1. Check and set belt tension according to manufacturer's specifications (set the tension on the upper end of the permissible range)
2. Check chain tension (see: Pinion user manual)

B: Check for wear on sprockets, pulleys, chain and belt.

1. Check the chain wear with a wear indicator (recommendation: Rohloff, Caliber 2)
2. Check the belt and pulleys for wear (according to manufacturer's specifications)
3. In case of chain or belt wear, always replace all drivetrain components.

Please turn

"SLIPPING"

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2. UNDER HIGH LOAD

C: Check all retaining elements

1. Check bolts in the dropouts
2. Check Pinion retaining screws (10 Nm)
3. Check special Pinion installation situations (e.g.: Tout Terrain TBA)
4. Check chainring bolts

PROBLEM NOT RECTIFIED → CONTINUE WITH CHECK 3

☐ CHECKED

3. WHEN STARTING

Random slipping when recommencing pedalling after rolling or when starting to pedal from a stopped position. This error is not caused by the Pinion transmission. The cause often lies with the freehub of a rear hub from third-party suppliers.

1. Replace the rear wheel to localize the error source
2. Observe the points from check 2: → **UNDER FULL LOAD**

☐ CHECKED

If none of the listed points apply or the error of this type cannot be rectified, please provide the following information on the transmission and contact our technical support.

IMPORTANT INFORMATION FOR THE SERVICE REQUEST

Transmission serial number: ☐☐☐☐☐☐

Transmission model: ☐

Bicycle brand: ☐ Model designation: ☐

Brand of rear hub: ☐ Model designation: ☐

Does slipping occur repeatedly when riding in the same gear?
(without shifting in between occurrences of slipping) ☐yes ☐no

In which gears does slipping occur repeatedly? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

Slipping occurs _____ times every _____ kilometres.

TECHNICAL SUPPORT

FOR SERVICE REQUESTS, ALWAYS HAVE THE TRANSMISSION SERIAL NUMBER

READY!SUPPORT@PINION.EU TEL.: +49 (0)711/217 491-590