

User manuals made by Zedler-Institut

User manuals – Basic

- » Cost effective option, prompt delivery
- » Small quantities can be delivered ex stock, minimum purchase of 50 pieces per bicycle type and language
- » Delivery of ready printed user manuals
- » No major stock holding costs for you
- » Compliant with all ISO and other applicable standards
- » Clear A5-format
- » Reliable and easily readable user manual with very good ratings, always up to date with respect to the latest developments in technology and legislation
- » Repeatedly passed examinations by German trade supervisory boards, Swiss market surveillance authorities and French state-authorized testing institutes



User manuals – Brand Basic

In addition to “Basic”

- » 8 cover pages can be designed freely according to your wishes: space for your branding, bicycles of your production, your warranty, tips etc.
- » Multi-coloured or black-white design of the cover pages, optional
- » 3 different languages per manual are possible, up to 6 languages in the case of pedelec manuals
- » Printing on FSC® certified paper, optional
- » Minimum purchase: 1,000 pieces or two times 500 pieces per bicycle type
- » Higher perceived value, as the customer recognizes your branding



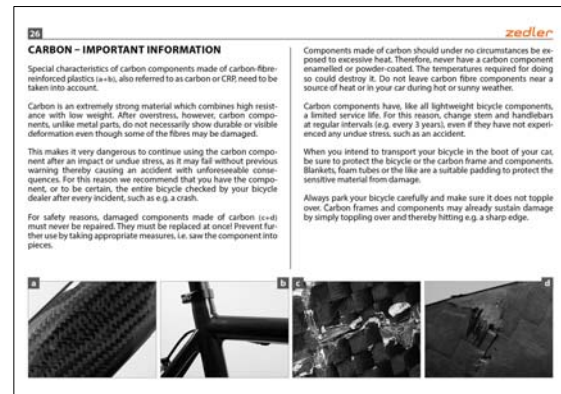
User manuals – Individual

In addition to “Basic“

- » 8 cover pages can be designed freely according to your wishes: space for your branding, bicycles of your production, your warranty, tips etc.
- » Multi-coloured or black-white design of the cover pages, optional
- » 3 different languages per manual are possible, up to 6 languages in the case of pedelec manuals
- » Printing on FSC® certified paper, optional

In addition to “Brand Basic“

- » Content pictures show your models (min. 20 pictures)
- » Your logo on every page inside the manual
- » The terms bicycle and distributor are customized with your brand name throughout the contents
- » Option to choose additional chapters, e.g. carbon wheels, crank system, singlespeed, packing the bicycle for transport by plane etc.
- » Double safety: printed version of the manual delivered with the bicycle and manual for download on your website
- » Even more liability security due to more contents, as all details of your product range are illustrated
- » Minimum purchase: 3,000 pieces or two times 1,500 pieces per bicycle type and language

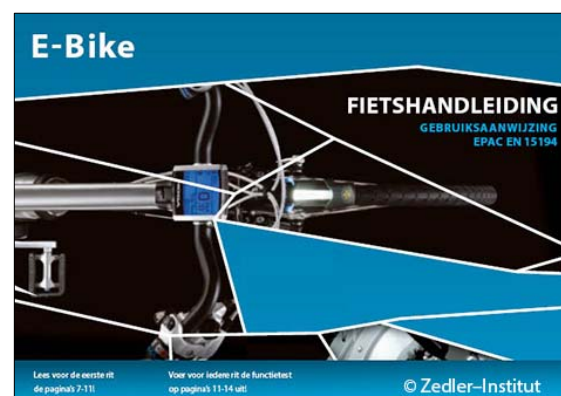


User manuals – Premium

No matter whether you need a German user manual for valve caps or one for your designer tandem pedelec in Chinese traditional, we create operating instructions for your products, **according to your demands** and layouted and designed **in compliance with your CI**.

Premium manuals are available in **more than 30 languages**.

Another concept is our **user manual system** consisting of a **printed short version** of the user manual accompanied by the **respective complete version of the user manual** in the same language.



This concept provides the opportunity to supplement a **CD-ROM** containing the **complete version of all languages** plus all **operating instructions of the component manufacturers**.

This **Premium option** is the ultimate in operating instructions, as it provides the **most detailed information**.

Various languages of the **short version** can be comprised in **one booklet** which is compact and easy to handle as well as **attractively priced** if ordered in the respective quantities.

The contents of your user manuals include the following subjects:

- » Intended use
- » Instructions for the first ride of the customer
- » Notes on the daily check of the operational safety
- » General advice on how to adjust the seating position
- » General instructions on how to adjust the suspension elements
- » General instructions on how to adjust the gear and brake systems
- » Necessary care and maintenance work
- » Service and maintenance schedule
- » Service schedule (to be stamped)
- » Regulations on add-on parts and frames
- » Tips for riding on public roads (Road Traffic Licensing Regulation)
- » Liability for material defects (European legislation)
- » Manufacturer's guarantee in the case of the brand version
- » Bicycle card
- » Handover report



All current manuals are based on the know-how of the entire Zedler-Institut

- » More than **25 years of industry affiliation**
- » More than **20 years of experience with several thousands of experts' reports** as expert in court and commercially
- » More than **20 years of technical journalism** for the leading special interest and popular magazines as well as several book publications
- » Almost **20 years of experience in the editing of user manuals** for bicycles and accessories
- » For almost 10 years editing of standardized user manuals for fully assembled bicycles

User manuals made by Zedler

- » have been **awarded test winner** continuously since their first publication, only recently again **by the German Foundation for Comparative Product Testing (Stiftung Warentest)**
- » have repeatedly **passed without criticism** the rigorous tests of the state-authorized test institute **in France**, where the **EN standards were converted into law**
- » are translated into more than **30 languages** by native translators who are also cyclists
- » have always been setting the **benchmark in terms of up-to-dateness, completeness, reader-friendliness, maximum customer service** as well as **high level of protection against claims of liability**