

Lifespan Package for Splinter Bike

1. Lifespan Package Terms

Thank you for choosing Splinter's lifespan package. The lifespan package is designed to keep the Splinter on the road for as long as possible. On one hand, we stand for a sustainable form of mobility, which is best achieved by using your belongings for as long as possible, and on the other hand, the Splinter is a beautiful, timeless work of art that you don't want to part with. In short, the lifespan package includes the following:

- **Annual maintenance:** Inspection and adjustment of all important components such as tires, brakes, drivetrain, and safety check. Wear parts are replaced if necessary (costs for new parts are charged separately). An annual maintenance service is also mandatory to maintain the warranty.
- **Five-yearly stripping and coating:** Every five years, the Splinter Bike is completely stripped, with all components removed from the frame. The wooden frame is thoroughly cleaned, inspected, and given a new protective coating to maintain the durability and appearance of the wood.
- **Costs:** The cost of the lifespan package is EUR 250 per year.
- **Costs for wear parts and new components:** Wear parts (such as brake pads, chain, sprockets, etc.) and new components are charged separately. During the annual maintenance, these parts are checked and replaced if necessary.

2. Work to be carried out per maintenance service

Annual Maintenance

- **Tires and wheels:**
 - Check tire pressure and wear.
 - Balancing and alignment of the wheels.
- **Brake system:**
 - Inspection of brake pads and brake line for wear.
 - Replacement of worn brake pads if necessary (costs for new brake pads charged separately).
 - Adjustment of brakes for optimal performance.
- **Drivetrain and gears:**
 - Cleaning and lubricating the chain.
 - Check chain and sprockets for wear; replacement if necessary (costs for chain and sprockets are calculated separately).
- **Frame and handlebars:**
 - Inspection of the wooden frame for damage.
 - Check and possibly adjust the headset and lubricate moving parts.
- **General safety check:**
 - Check all bolts and screws for tightness and wear.
 - Inspection of lighting for proper operation.
 - Check pedal system and bottom bracket for play.
- **Electrical components:**
 - Check electrical wiring and connections.
 - Possible firmware updates for motor and display.

Note: During the annual maintenance, worn parts are identified and, if necessary, replaced. The costs for new parts and wear items are not included in the standard maintenance costs and are charged separately.

3. Complete Stripping and Wood Coating (once every 5 years)

- **Complete disassembly of the bicycle:**
 - All components, such as wheels, drivetrain, handlebars, and brakes, are removed from the frame.
 - Thorough cleaning of each individual component.
- **Inspection of the wooden frame:**
 - Check the frame for damage or wear.
 - Clean and sand the old protective layer.
- **Application of new coating:**
 - The wooden frame is given a new protective coating to protect it against weather conditions and wear.
- **Reassembly and adjustment:**
 - All components are reassembled, and the bicycle is fully adjusted.
 - After assembly, the bicycle is thoroughly tested for safety and performance.