

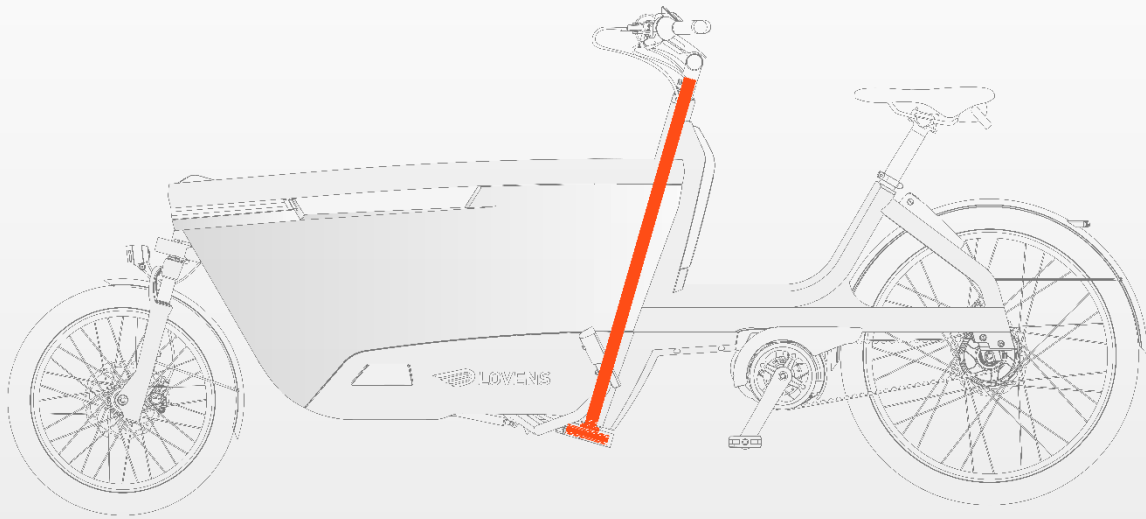
## **Important: Call inspection and service intervention Lovens Explorer**

Dear Lovens rider,

Your safety and that of your most precious possession is our highest priority. At Lovens, safety comes first. If we identify something that could potentially limit this safety, we take immediate action as a precaution. That is why we inform you with this message, about a possible technical defect that could occur in exceptional cases with Lovens Explorers that have been outdoors for a long time in the heavy rain and freezing cold.

What's wrong?

Rainwater could end up in the steerer tube with a small chance that the water will not drain. If the steerer tube is full of water and this water freezes, the expanding ice could potentially cause damage to the steering system. Of course, we want to prevent that at all costs. This is the steerer:



Even though this is a very exceptional situation, under specific circumstances, we do not want to take any risks. We are committed to the quality and optimum safety of our products. That is why we call on all Lovens drivers **for an inspection and service repair on their Lovens Explorer**, after which the chance of this problem is eliminated. Every official Lovens store offers this service repair. This is completely free of charge.

Important: Please contact your (nearest) Lovens store to make an appointment for this service procedure.

As you understand, it is important that you get this service repair done at short notice. Even though the weather reports show that the frost period is almost behind us and with it, this potential problem is also solved. If it is freezing, we advise you to be extremely careful with your Lovens Explorer. Check that no slack is noticeable in your steering system by steering the handlebar in its extreme position to the left and applying some force, then also to the right. No slack should be noticeable. **If you have any doubts, we advise you not to cycle.**

After the inspection and service repair at the store, you can safely enjoy your Lovens Explorer again.

Of course, we understand that this is incredibly inconvenient. You can understand that we don't want to take any risks. We sincerely apologise for

the inconvenience this may cause. Nevertheless, we do hope to have your understanding and trust.

Do you have any questions regarding this message? Please contact your Lovens store. Find a store near you via [this](#) link.

Sincerely,

The Lovens Team