

Important update: safety measure for Lovens Explorer 1

Dear Lovens rider,

At Lovens, your safety is always our top priority. That is why we are implementing a preventive safety measure for the Lovens Explorer 1. We want to eliminate any potential risk – no matter how small.

What is the issue?

Extensive testing has shown that the seat post and saddle bolts of the Lovens Explorer 1 are safe when used correctly and properly installed.

When installing and adjusting the saddle, two bolts are used which must be tightened to the correct torque. These tasks are carried out during delivery or servicing of the bicycle via a Lovens dealer.

It has been found that in some cases, the installation was not fully carried out according to the guidelines. As a precaution, we are therefore initiating this preventive safety measure.

If the bolts are not installed correctly, the following situations may occur:

- Not tightened enough: the saddle may shift
- Over-tightened: in rare cases, a bolt may become damaged or break

What does this mean for you?

Have you ever adjusted the saddle yourself or tightened the bolts? If so, we advise you to visit a Lovens dealer for a free inspection and replacement if necessary.

We have also asked our dealers to proactively contact customers and invite them to have the saddle bolts checked, replaced and correctly adjusted free of charge. You may therefore receive, or may already have received, a message from your dealer about this.

If your original dealer is no longer operating, you can visit any authorised Lovens dealer.

How long will it take?

Replacing the bolts only takes a few minutes.

Good to know

- The seat post and bolts meet all quality standards and are safe when correctly installed
- You can continue cycling, but we recommend having the check/replacement carried out as a precaution
- This measure applies only to the Lovens Explorer 1 with this specific seat post



Questions?

Please feel free to contact your dealer or email our customer service at info@lovensbikes.com.

Kind regards,
The Lovens Team