

How to make the Arc inoperable

The following procedure outlines the process for breaking the derailleur hanger in order to disable your arc bike.

Before starting this procedure, we highly recommend watching the installation video located at: youtu.be/cG8WWBI073E. The instructions that follow are meant to be used in conjunction with the video.

Lay the bike on the ground on its left side.

1.1 Stand on the left side of the bike, grab the handlebars with your left hand.



1.2 Close the kickstand with your foot.

1.3 While still holding the handlebars with your left hand, grab the left foot platform with your right hand and rotate the whole drive arm to the highest upward position.



1.4 Gently lay the bike down on the left side while maintaining the orientation of the drive arm.

Break the derailleur hanger.

2.1 Place your left foot on the rear portion of frame of the bike where front of the wheel intersects the frame.



2.2 Grab the derailleur at the lower pulley wheel portion with both hands. Use a rag to protect your hands and keep them from getting dirty.

2.3 Pull the derailleur straight upward towards you until the top of the derailleur touches the wheel axle nut.



2.4 Now push the derailleur downward back to the original position.



2.5 Repeat steps 2.3 and 2.4 above until the derailleur hanger breaks. The ARC bike is now disabled.

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Document the broken derailleur hanger.

- 3.1 Stand the bike back up and place it on its kickstand.
- 3.2 Locate the serial number of the bike on top of the main tube directly behind the cranks.
- 3.3 Remove the chain from the rear sprocket and frame of the bike to allow for slack in the chain for the next step.
- 3.4 Place the derailleur with the broken hanger next to the serial number on the bike and take a picture as shown. Submit this picture to ElliptiGO at info@elliptigo.com to complete your recall claim.

