

Shimano Batteries – Important Information

Thank you for your purchase, please read the following information carefully before installing your battery:

1. All Shimano batteries should be installed by a registered Shimano Service Centre (information on your local service center can be found at <https://www.shimanoservicecenter.com/global/dealers/>). If you confirm that your battery was fitted by a Shimano Service Centre by providing us with receipt, then we will credit you £30 towards fitting fees.
2. Some batteries will require updates and set up based on your components on your bike
3. Should you come across any issues with your battery, it is important that:
 - a. You speak to a technician at your local Shimano Service Centre first, please call them first and they will advise you on the next steps.
 - b. If they are unable to assist you or deem the battery to be a warranty issue then please get in touch with us first - **DO NOT SEND YOUR BATTERY BACK**. We will email you a form that needs to be completed along with official diagnostics reports from the Shimano Service Centre.
 - c. On a successful warranty claim, we will advise you on the disposal of your battery and then rectify the problem with a new unit.



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