



WARRANTY procedure & tire care

Challenge tires are handmade, providing incomparable performance. They are very special but can be somewhat delicate at the same time.

Warranty procedure:

If you think your tire has a defect that would fall under a warranty replacement, please follow these steps for approval.

If your tire was purchased in a shop, bring in (or send) a photo of the problem and the tire itself back to the shop with a proof of purchase. All returns should be sent postage prepaid.

Explain if brand new and unused or how long you have had the tire for, the approximate number of miles you have ridden and the conditions in which you have been riding on the tire.

The shop will send all information back to the Challenge distributor, who will recognize if it is an accepted warranty case or not. As soon as the distributor acknowledges it as a warranty case, the shop may proceed to grant you a replacement tire, for which they will in turn receive replacement.

In rare cases, you may also be asked to look for a production run number on the product. The open tubular clincher has a manufacturing number (or date) stamped on the inside of the product. A tubular will have to be cut open to read this number inside. But this is only when unexplainable situations occur, that require further investigation by the factory.

If you purchased the tire from an online retailer, mail order, Amazon, E-Bay or other please forward them all the above information and photo. They should be able to process it the same way. However, if they can't or will not handle the case, that will unfortunately be a risk you are taking when ordering cheaply online or from an unreliable source.

In most cases factory defect tires are replaced immediately, but it may take a few days determining whether it is a factory defect or the person mishandling the tire.

Read further for :

-'Factory warranted defects' and

-'Proper tire care and handling'.



Factory warranted defects:

Challenge is one of very few factories mastering an artisan handmade manufacturing process. Because we consider of primary importance maintaining the rubber's natural properties intact, we produce via this handmade process, rather than an industrial one, so avoiding extreme high heat treatments.

The majority of other tires are industrially produced using a prolonged high heat treatment called vulcanization which bonds the materials together. While on the one hand vulcanization produces a sturdy tire, on the other hand the consequence of this process dries and hardens the rubber, eliminating most of the rubber's natural properties. It reduces the rubber's grip, its shock-absorption, its ride quality and safety while cornering, all of which are of particular importance for a high performance tire.

Making handmade tires is a difficult process and we pay constant attention to each step and detail along the way. Nevertheless, rare situations may occur that are imperceptible during production and that may also pass the QC (quality control) inspection.

The tread is applied manually and as with any manual operation slight, involuntary human error may at times occur. These are rare cases that occur less than 1% of the time and we are constantly striving to bring that number to zero.

The most common case is when the side of the tread isn't properly adhered to the casing. This is a rare case of human error during the production process. If a worker touches the side of the tread improperly when applying it to the casing, his fingers may have taken off a spot of glue, causing adherence problems. In this event, the glue may appear well adhered in the QC check, but the problem becomes more perceptible later during use, because of that 'weak' spot.

Another rare possibility is that the inside of the tread may at times come improperly in contact with chemical agents, such as solvents, when cleaning the base tape and applying the glue to the cotton tape, or afterwards when cleaning the tread area after gluing it to the casing.

Proper tire care and handling:

Problems may however also occur when a user mishandles a totally perfect product. These high-end, special handmade products are somewhat delicate and require proper care more so than others.

High-pressure bike washes pointed for long directly at the side casing damage the delicate tire and must be avoided. Never point it directly at one spot for long, especially on the sides. Also avoid scrubbing sidewalls with stiff brushes. These improper actions may sooner or later cause delamination problems.

Bike cleaning agents that contain degreasers also damage handmade tires. Remove the wheels before using harsh cleaning and degreasing products on your frame. These products contain solvents which may weaken the glue on the hand glued parts of the tubular or tire.

To avoid potential damage, instruct your staff, dealers, media editors and teams about handmade products and their care, in order to get better longevity and the most out of top performance tires.

- Challenge Customer Service