High Performance Bicycle Wheels

For several decades now, we have been proud of what we do here at XLR8wheels. We put in an unparalleled attention to detail – whether helping you select components, engineering our carbon products, or building our wheels. Our sub-contractors use the latest technologies and manufacturing procedures and moulds.

Continuous improvement is applied to all our products and processes. Any failure (though rare) is an opportunity to improve, and as such our carbon products do see minor changes and improvements over time.

Our wheel building facility in rural Northern NSW uses a documented process for wheel assembly, and detailed records are kept for every wheel built.

We've partnered with the best hub and spoke manufacturers to produce the finest wheels at very fair pricing.

XLR8 Carbon Warranty Information – All wheelbuilds

We offer a two year warranty to all our wheelbuilds (return & pick up from us). The only exception is bearings, where we can only offer a six month warranty as we cannot be sure you will be remiss in the way you clean/degrease your hubs.

We offer a lifetime warranty on broken spokes - regardless of the cause. Just get the wheel to us and we'll sort it out.

XLR8 will facilitate the manufacturer's warranty for any supplied products (see details of specific XLR8 Carbon rims below).

In the case of a warranty claim, the customer is responsible for shipping to and from XLR8.

If you have repeated warranty incidents, we reserve the right to replace the product with one better suited for your needs.

What is not covered by warranty?

1. Permanent deformation of the rim and/or spoke (non-reversible changes of shape in response to applied forces). Examples are:

    - you had a big a crash,
    - hitting a pothole,

- over-inflation or under-inflation of tyres, and
- rim brake surface wear.

These are not manufacturing or assembly faults, and therefore not covered by our warranty.

2. Oxidization of materials (corrosion and/or rusting).

- Many metals undergo a chemical reaction called oxidization. This reaction produces corrosion, and hence it is important to make sure your wheels are kept clean and dry when not riding them.
- Frequently use a weak car wash and water solution to wash the dirt, road grime, salt and (most importantly) sweat off your wheels, using a soft brush or sponge.
- Don't high-pressure wash hubs – it forces water into the bearings and they will go kaput in short order!

3. Wheel being adjusted, trued, re-tensioned, disassembled or otherwise monkeyed with by yourself or a third party (without prior consultation with us).

XLR8 Carbon Warranty Information – Tailwind, Silk and TrailX Carbon rims

We offer a two year warranty to all our carbon rims:

- This warranty can be extended for up to two additional years if you purchase additional warranty protection within one month of the initial purchase, at an additional cost of:
  - 15% of the rim price, for one additional year, OR
  - 25% of the rim price, for two additional years.
- The balance of the original two year warranty is transferrable to a new owner of the rims, as long as the new owner contacts us when the rims are purchased, for us to verify the product is appropriate for them, and update our records.
- Warranty commences when the rims ship from us, or two weeks after shipping (for bare rims only).

Crash Replacement Program – Tailwind, Silk and TrailX Carbon rims

If you damage your rims because of a crash, or other own fault circumstances (like melting your wheels from being too close to your car's exhaust, delaminating rim brake surfaces from improper braking technique, or driving into the underground car park with your steed on the roof) – we can supply you with a 33% discounted replacement rim.