

## Check your 2015 Best bar

Fellow Best rider,

Here at Best your safety always comes first! That is why we need you to check your 2015 RP or/and GP bar. Unfortunately we discovered a manufacturing issue in one batch of bars that causes a few of the produced Quick Releases (QR) not to open properly. Affected are a few single 2015 bars with the serial number starting with the letter 'E'. Please find below a document with a manual how to spot this serial number and how to test your bar. All owners of bars with a QR affected by this manufacturing issue will receive an appropriate replacement free of charge.

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### What to do in case your bar is affected?

Please get in touch with us so we can replace the faulty piece instantly – free of charge, of course! Make sure to check your bar properly though, as not all bars of the batch are affected. Please find the manual on the next page to find out how to test your bar and whom to contact in case your bar is affected. Do not use the faulty bar in any circumstances.

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### What is causing this issue?

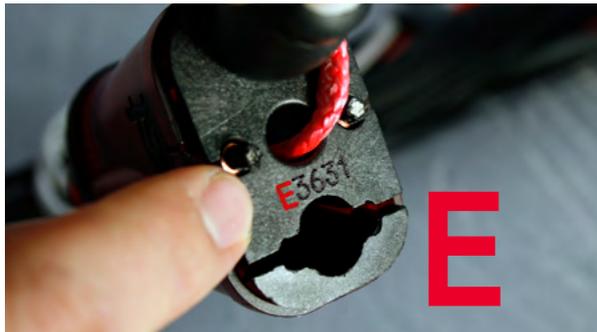
The chicken loop of our QR is hold by a metal piece inside of the inner hinge. As soon as the cuff is pushed upwards, the chicken loop's metal loop slides out of the QR and you are disconnected from your kite. Unfortunately we discovered that there were a few faulty metal pieces built into the QRs of a batch starting with the letter 'E' in the serial number. Those few metal pieces were not deburred according to our quality standards and therefore do not work properly. This issue could cause the chicken loop to not releasing correctly when the cuff is pushed upwards. Please check if your bar is affected! In case it doesn't release correctly when performing the provided test procedure, please do not use it under any circumstances and request warranty. If you have any questions or concerns, please don't hesitate to contact us at any time!

**Contact your dealer or Best Customer Service  
for replacement free of charge**

USA: toll-free: **1-866-700-2378**, 9:00 AM to 5:00 PM (PDT)  
EU: **00-800-1234-2378**, 9:00 AM to 6:00 PM (CET)  
[www.bestkiteboarding.com/issue-form](http://www.bestkiteboarding.com/issue-form)

## Check your 2015 Best bar

Your safety on the water always comes first! That's why Best Kiteboarding shares this document with you. As an owner of any 2015 Best Bar please follow the instructions below. In the unlikely case your Best bar would be affected by this critical manufacturing defect **Best offers an appropriate replacement for your Best bar free of charge!**



Check if your Quick Release's **serial number starts with the Letter "E"**. If yes, it might have problems releasing. Please check it!



In order to effectively test your Quick Release, it is important to try **releasing it under load**. Ask a friend or colleague to help you as shown on the picture. Try to apply a load of at least 15 kg. A release test without load on the system is not sufficient.



**GOOD**

Activate your Quick Release under load. The system should **open as shown** on the picture. Repeat this procedure a couple of times to ensure the proper functioning of your QR. If all good you are clear to go kite. Enjoy your session!



**BAD**

**Activate the Quick Release under load.** In case your QR system doesn't release or feels too hooked even though your cuff is completely pushed away, your quick-release is **not safe**. You might encounter a problem if trying to release under real circumstances!



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for a replacement free of charge

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# FIX!