

TECHNICAL WEBINAR

CAUSE

- Incompetence in mounting operation, in this specific case the fixing screws were not shortened and remain protruding excessively and dangerously.

REASON FOR NON-COVERAGE

- Mounting operation not carried out in a proper manner, or in any case not following the directives given by Roll-Line, can jeopardize the functioning of the skate and cause damage to wheels and moving parts.

PREVENTION

- Rely only on the official sales network.
- Check the quality of the mounting operation by checking that there are no excessively protruding screws.
- Avoid home or artisanal mounting operation.

REMEDY

- Make sure that the mounting screws (in this specific case: traditional “through” mounting) are cut correctly (at the height of the fixing nut).
- Use a cutter of the appropriate size to carry out the operation.



TECHNICAL WEBINAR

CAUSA

- Incompetence in mounting operation, in this specific case two fixing screws are missing. Roll-Line requires that all holes are used. It is mandatory that only original screws supplied by Roll-Line or the shoe manufacturers are used.

MOTIVO DI NON COPERTURA

- Mounting operation not carried out in a proper manner, or in any case not following the directives given by Roll-Line, can jeopardize the functioning of the skate and cause damage to wheels and moving parts.

PREVENZIONE

- Rely only on the official sales network.
- Check the quality of the mounting operation by checking that all the required screws are used and that they are not excessively protruding.
- Avoid home or artisanal mounting operation.

RIMEDIO

- Integrate the missing screws with other compatible ones and complete the assembly according to the required standards.



TECHNICAL WEBINAR

CAUSE

- Use of inappropriate mounting screws.
- Enlarged housing hole during mounting operation.
- Prolonged use of the skate with a missing mounting nut.
- Prolonged use of a loose mounting screw or whose head has blown off.

REASON FOR NON-COVERAGE

- Using screws not supplied by Roll-Line or major skating boot manufacturers.
- The prolonged use of one or more loose mounting screws or whose head has fallen off (quick mounting operation) or the prolonged use of the skate in the absence of the fixing nut (traditional "through" mounting operation) represents an evident lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Periodically check the tightness of the fixing nuts or the good condition of the mounting screws to prevent the excessive vibrations produced by an imperfect anchoring from causing damage to the plate as highlighted in the example photo.

REMEDY

- In this case you can intervene by creating a new hole on the rear part of the frame, close to the original one.
- Use the 4.5mm bit normally used to make "through" mountings to create the new housing and proceed with the traditional mounting.
- On the Evo, this hole is already present and can therefore be used as a reference.



TECHNICAL WEBINAR

CAUSE

- Excessive tightening of the toestop screw.
- Incorrect use of the Allen key.
- Lack of grease on the toestop screw and stem.
- Excessively worn toestop which leads to having to unscrew it too much with consequent lack of support for adequate tightening.

REASON FOR NON-COVERAGE

- Using the toestop screw or the toestop itself without the presence of lubricating grease is a clear lack of maintenance which automatically invalidates the warranty coverage.
- In fact, this leads to having to overtighten the screw which ends up being ruined.

PREVENTION

- Use Teflon grease (commonly available at hardware stores) and periodically be sure to apply it to the screw and toestop housing on the frame.
- Use the Allen key correctly, inserting it exactly into its seat.
- Do not tighten further once you are sure the toestop is stable.

REMEDY

- In this case it is advisable to replace the toestop screw (code STVTBFR2)
- If the head is excessively worn such that it cannot be unscrewed with an Allen key, it is necessary to contact an expert dealer.
- Alternatively, you can “blow out” the screw head with a 5mm drill bit. (⚠ The operation requires some experience and manual skills).



TECHNICAL WEBINAR

CAUSE

- Failure to replace the part despite it being a consumable part.
- Loose pivot pin which if not adjusted for a long time caused wear of the pivot cup.
- Excessively soft cushions with a lot of play causing abnormal vibrations and excessive wear of the part.

REASON FOR NON-COVERAGE

- The pivot cup is a consumable part that must be periodically checked and, if necessary, replaced.
- Cushions and other moving parts must be properly adjusted at all times.
- The omission of these precautions represents a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Carry out a periodic check of all the components of the skate at an authorized dealer and replace any worn parts.

REMEDY

- In this case it is necessary to remove the damaged pivot cup(code STSFN) and replace it with a new one.



TECHNICAL WEBINAR

CAUSE

- Trucks incorrectly adjusted that have worn out the pivot cup.
- Loose pivot pin, which not adjusted for a long time caused wear of the pivot cup.
- Failure to replace the pivot cup which had deteriorated (caused by the factors listed above).

REASON FOR NON-COVERAGE

- Using the skate without the pivot cup totally compromises the correct functionality of the product.
- Direct contact of the pivot pin on the frame causes no longer repairable damages.
- This represents a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Contact one of the official retailers when you notice excessively worn parts and/or anomalous behavior of the skate such as vibrations, oscillations, instability, etc.

REMEDY

- In this case it is necessary to insert a new pivot cup (code STSFN).
- If the frame is excessively worn or damaged, it may need to be replaced.



TECHNICAL WEBINAR

CAUSE

- Numerous falls.
- Wrong pick position before jumps.
- Pivot pin wrongly adjusted (excessively screwed inside the truck) that consequently does not touch the pivot cup.
- Too open steering block resulting in an excessive truck play.

REASON FOR NON-COVERAGE

- The pivot pin, like many other steering parts, is subject to significant wear and stress forces.
- Therefore it is to be considered as a consumable part and periodically changed even if it has no visible damage.

PREVENTION

- In the evolution of the skaters' skills there are some fundamental steps, one of them is the moment when they move from double to triple jumps. During this transition period, the number of falls generally increases considerably during training. In this phase the trucks are particularly stressed and despite their robustness it may be normal for some to be damaged. It is imperative to prevent critical situations by frequently checking for bent axles or bent pivot pins.

REMEDY

- In this case, you need to remove the pivot pin and replace it with a new one.
- Check that the housing on the truck is not damaged, in which case the entire truck need to be replaced.
- Be sure to secure the pivot pin with a drop of thread lock.
- If the athlete presents the problem several times, it may be useful/necessary to use a titanium pin (code PUTF).



TECHNICAL WEBINAR

CAUSE

- Numerous falls.
- Wrong pick position before jumps.
- Pivot pin wrongly adjusted (excessively screwed inside the truck) that consequently does not touch the pivot cup.
- Prolonged use of the skates with a loose pivot pin nut.

REASON FOR NON-COVERAGE

- Periodic checking of the pivot pin to verify its correct setting is one of the minimum and mandatory maintenance maneuvers provided for Roll-Line.
- Failure to carry out this operation is a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Periodically check and, if necessary, adjust the pivot pin and tighten the relative nut firmly.
- Follow the instructions on the site in the "Adjustments and maintenance" section of each plate, in the technical data sheets or in the [video tutorial](#) dedicated to the adjustment of the pivot pin published on the Roll-Line YouTube channel.

REMEDY

- In this case you need to replace the pivot pin and check the status of the truck.
- If, as expected, the thread of the pivot pin housing has also been damaged, it will need to be replaced.
- Check whether the necessary truck is the "standard" (code STCRAA) or the "lower" (code STCRASA).



TECHNICAL WEBINAR

CAUSE

- Prolonged use of the truck with a loose pivot pin nut, creates excessive oscillations of the pivot pin which, over time, damages the internal thread of the truck, making it impossible to fasten with the consequent loss of the component.

REASON FOR NON-COVERAGE

- Periodic checking of the pivot pin to verify its correct setting is one of the minimum and mandatory maintenance maneuvers provided for Roll-Line.
- Failure to carry out this operation and allowing this to lead to the consequence in question is a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Periodically check and, if necessary, adjust the pivot pin and tighten the relative nut firmly.
- Follow the instructions on the site in the "Adjustments and maintenance" section of each plate, in the technical data sheets or in the [video tutorial](#) dedicated to the adjustment of the pivot pin published on the Roll-Line YouTube channel.

REMEDY

- In this case you need to replace the pivot pin and check the status of the truck.
- If, as expected, the thread of the pivot pin housing has also been damaged, it will need to be replaced.
- Check whether the necessary truck is the "standard" (code STCRAA) or the "lower" (code STCRASA).



TECHNICAL WEBINAR

CAUSE

- The hexagonal nut that adjusts the suspension, if in this position, is in an incorrect state of adjustment.
- Prolonged use of the suspensions adjusted in this way can lead to damage to the kingpin and other components such as nuts, cushion cups, trucks and cushions as well as compromising the correct functioning of the skate.

REASON FOR NON-COVERAGE

- The steering mechanism must always be kept at maximum efficiency to ensure correct functioning.
- Incorrect adjustment of the steering jeopardizes the correct functioning of the skate, in this specific case the steering can be **EXCESSIVELY HARD** and create episodes of understeer and excessive stability.

PREVENTION

- Use the suspension hardness appropriate to your weight and needs.
- Follow the instructions on the site in the "Adjustments and maintenance" section or in the technical data sheets or in the [video tutorial](#) dedicated to suspension adjustment published on the Roll-Line YouTube channel.

REMEDY

- In this case, it is very likely that the skater **NEEDS HARDER SUSPENSIONS**.
- Contact a retailer to purchase the appropriate color set.
- In some cases, it may be useful to adopt only the lower (smaller) suspension of a higher hardness, keeping the upper (larger) one unchanged.
- Consult the [technical table](#) on the website.



TECHNICAL WEBINAR

CAUSE

- The click action washer cup got damaged by a prolonged use of too fastened suspensions. Unfortunately this type of adjustment inhibits the correct functioning of the steering system and causes unwanted breakages.

REASON FOR NON-COVERAGE

- The steering mechanism must always be kept at maximum efficiency to ensure correct functioning.
- An incorrect adjustment of the steering jeopardizes the correct functioning of the skate, in this specific case it may lead to the rupture of the internal struts as shown in the picture.

PREVENTION

- Use the suspension hardness appropriate to your weight and needs.
- Follow the instructions on the site in the "Adjustments and maintenance" section or in the technical data sheets or in the [video tutorial](#) dedicated to suspension adjustment published on the Roll-Line YouTube channel.

REMEDY

- In this case, it is very likely that the skater **NEEDS HARDER SUSPENSION**.
- Contact a retailer to purchase the appropriate color set.
- Adjust the steering so that the 8-clicks nut is in the so-called standard position.
- Consult the [technical table](#) on the website.



TECHNICAL WEBINAR

CAUSE

- The hexagonal nut that adjusts the suspension, if in this position, is in an incorrect state of adjustment.
- Prolonged use of the suspensions adjusted in this way can lead to damage to the kingpin and other components such as nuts, cushion cups, trucks and cushions as well as compromising the correct functioning of the skate.

REASON FOR NON-COVERAGE

- The steering mechanism must always be kept at maximum efficiency to ensure correct functioning.
- An incorrect adjustment of the steering jeopardizes the correct functioning of the skate, in this specific case the steering can be **EXCESSIVELY SOFT** and create episodes of oversteer and instability.

PREVENTION

- Use the suspension hardness appropriate to your weight and needs.
- Follow the instructions on the site in the "Adjustments and maintenance" section or in the technical data sheets or in the [video tutorial](#) dedicated to suspension adjustment published on the Roll-Line YouTube channel.

REMEDY

- In this case, it is very likely that the skater **NEEDS SOFTER SUSPENSION**.
- Contact a retailer to purchase the appropriate color set.
- Adjust the steering so that the 8-clicks nut is in the so-called standard position.
- Consult the [technical table](#) on the website.



TECHNICAL WEBINAR

CAUSE

- This type of damage generally occurs with the prolonged use of the skate with an incorrect steering adjustment.
- Typically, this occurs due to an excessively open steering.
- The excessive play created by this incorrect adjustment causes damage to the thread of the kingpin over time, making it very difficult (when not impossible) to reinsert the nut after changing the cushions.

REASON FOR NON-COVERAGE

- This damage can be avoided by using the correct color of cushions and consequently positioning the adjustment nut within the intended limits of use.
- Incorrect adjustments of the steering jeopardizes the correct functioning of the skate and leads to damage to the parts involved.

PREVENTION

- Use the appropriate hardness of cushions for your weight and needs.
- Follow the instructions on the website in the "Adjustments and maintenance" section, in the technical data sheets or in the [video tutorial](#) dedicated to suspension adjustment published on the Roll-Line YouTube channel.

REMEDY

- In this case it is necessary to replace the kingpin.
- Use a 16mm or 17mm wrench according to the model of plate.
- Check the required kingpin model.



TECHNICAL WEBINAR

CAUSE

- Incorrect truck adjustment.
- Use of a too soft suspension set.
- Using the steering in an excessively open position.
- One or more concomitant factors among those listed above may determine irregular functioning of the steering, which causes anomalous friction between the cushion cap and the body of the truck, due to a steering geometry altered by an incorrect adjustment.

REASON FOR NON-COVERAGE

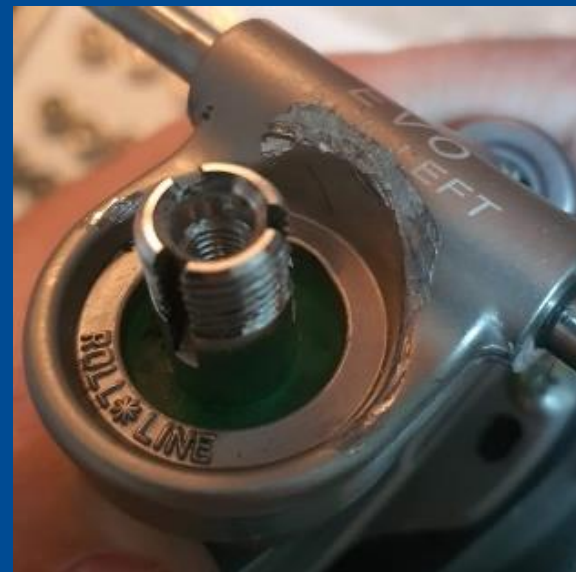
- This damage can be avoided by using the correct suspension set and consequently positioning the adjustment nut within the intended limits of use.
- Incorrect adjustment of the steering jeopardizes the correct functioning of the skate and leads to damage to the parts involved.

PREVENTION

- Use the appropriate hardness of cushions for your weight and needs.
- Follow the instructions on the website in the "Adjustments and maintenance" section, in the technical data sheets or in the [video tutorial](#) dedicated to suspension adjustment published on the Roll-Line YouTube channel.

REMEDY

- In this case, it is necessary to check the state of the truck making sure that one or both axles are not bent.
- If they are still intact, you can consider continuing to use the truck (but keeping in mind that it has already undergone a lot of stress).
- In some cases it may be useful to adopt the lower (smaller) suspension of a higher hardness, keeping the upper (larger) one unchanged.



TECHNICAL WEBINAR

CAUSE

- This damage is a direct consequence of what was analyzed in the previous case.
- An excessively soft lower suspension positioned in correspondance of the truck used for landing from the jumps is not suitable to withstand the stresses of the case.

REASON FOR NON-COVERAGE

- This damage can be avoided by using the correct suspension set and consequently positioning the adjustment nut within the intended limits of use.
- Incorrect adjustment of the steering jeopardizes the correct functioning of the skate and leads to damage to the parts involved.

PREVENTION

- Use the appropriate hardness of cushions for your weight and needs.
- Follow the instructions on the website in the "Adjustments and maintenance" section, in the technical data sheets or in the [video tutorial](#) dedicated to suspension adjustment published on the Roll-Line YouTube channel.

REMEDY

- Replace the damaged cushion.
- Follow the instructions in the [video tutorial](#) dedicated to the replacing of the cushions published on the Roll-Line YouTube channel.
- In some cases it may be useful to adopt the lower (smaller) suspension of a higher hardness, keeping the upper (larger) one unchanged.



TECHNICAL WEBINAR

CAUSE

- Numerous falls.

REASON FOR NON-COVERAGE

- Truck axles, as well as many other steering parts, are subject to significant wear and stress forces.
- Therefore, they are to be considered as consumable parts and periodically changed even if there is no visible damage.
- This applies in particular to skaters of the "free" specialty as their skates are more stressed by falls during landing from not correctly performed jumps.

PREVENTION

- In the evolution of the skaters' skills there are some fundamental steps, one of them is the moment when they move from double to triple jumps. During this transition period, the number of falls generally increases considerably during training. In this phase the trucks are particularly stressed and despite their robustness it may be normal for some to be damaged. It is imperative to prevent critical situations by frequently checking for bent axles or bent pivot pins.

REMEDY

- In this case you need to replace the truck.
- Check whether the necessary truck is the "standard" (code STCRAA) or the "lower" (code STCRASA).
- The use of the spacer (code STDI92) reinforces the axle of the truck and helps prevent damage of this type.



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PREVENTION

- In the evolution of the skaters' skills there are some fundamental steps, one of them is the moment when they move from double to triple jumps. During this transition period, the number of falls generally increases considerably during training. In this phase the trucks are particularly stressed and despite their robustness it may be normal for some to be damaged. It is imperative to prevent critical situations by frequently checking for bent axles or bent pivot pins.

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TECHNICAL WEBINAR

CAUSE

- Wheel usage limit reached.

REASON FOR NON-COVERAGE

- This level of consumption is normal.
- The signal that the usage limit has been reached is given by the conical shape of the wheel.
- Further use of the wheel in these conditions is highly discouraged.

PREVENTION

- Follow the instructions for each wheel on the website in the "Periodic change" section.
- To prolong the life of the wheels it is advisable to use different wheels depending on the position on the skate.
- See the specific technical data sheet. [HERE](#)
- It is also possible to swap the position of the wheels so that a wheel positioned on the outside finds an internal position and vice versa.

REMEDY

- Replace the excessively worn wheel.
- To extend the life of your wheels, it may be helpful to move the wheel from an internal to an external position and vice versa.
- Follow the instructions on the website in the "Periodic change" section of each wheel or the specific [technical table](#).



TECHNICAL WEBINAR

CAUSE

- Using an excessively soft wheel on hard and uneven surfaces.

REASON FOR NON-COVERAGE

- Roll-Line produces a wide range of wheels for every type of surface and discipline and provides guidance for choosing the most appropriate wheel based on these factors.
- Not following these suggestions and using a too soft wheel in inappropriate situations is a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Follow the instructions for each wheel on the website in the "indications for use" section of each wheel.
- Pay particular attention to external surfaces, which are generally much rougher and more abrasive.
- Do not use the same wheels as used indoors and on smooth surfaces.

REMEDY

- Use a harder wheel (e.g. hardness 60) for hard and rough concrete tracks.
- For road use, the [Helium](#) wheel is recommended.



TECHNICAL WEBINAR

CAUSE

- Irregularity of the surface, especially in the case of parquet floors with planks that are not perfectly aligned.
- Lateral braking and without using the pad performed on very rough and/or irregular surfaces using wheels that are too soft for the circumstances.

REASON FOR NON-COVERAGE

- This type of damage is mainly due to unevenness in the floor.
- In particular, misaligned parquet strips act like blades on the wheels, especially on polyurethane wheels, causing damage like the one in the photo.
- Unfortunately this is an external cause and cannot be traced back to Roll-Line.

PREVENTION

- Periodically check the surface of the training track to promptly locate damaged areas, splinters or protruding blocks.

REMEDY

- Sand and/or repair the floor where necessary to make the entire surface as homogeneous as possible. Evitare quanto più possibile le frenate laterali, specialmente durante gli allenamenti, in fase di avvicinamento alla balaustra e/o al bordo pista.



TECHNICAL WEBINAR

CAUSE

- Using the wheel beyond its limit.

REASON FOR NON-COVERAGE

- The wheels are a fundamental part of the skate and must always be clean, worn evenly (all 8 at the same time) and used within their limits.
- A wheel in these conditions does not comply with any of the manufacturer's instructions and significantly compromises the quality of the skating, making it totally ineffective.

PREVENTION

- The wheels, as well as many other parts of the skate, are subject to significant wear forces.
- Therefore they are to be considered as consumables and periodically changed when they reach their usage limit.
- Follow the instructions for each wheel on the website in the "Periodic change" section.

REMEDY

- Avoid such obvious material consumption as much as possible.
- Follow the instructions in the "Periodic change" section of each wheel or the specific [technical table](#).



TECHNICAL WEBINAR

CAUSE

- Use of excessively worn or unsuitable diameter wheels.
- Use of indoor wheels with 57/55 diameter on external and rough surfaces such as road asphalt.

REASON FOR NON-COVERAGE

- The use of wheels with a diameter designed for "free" (Ø57/55) or any other excessively worn type may result in the lower part of the cross scraping against the surface and causing the damage visible in the photo.
- Roll-Line produces specific wheels for road use, the use of different or excessively worn wheels automatically voids the warranty coverage.

PREVENTION

- Follow the instructions on the website in the "Periodic change" section of each wheel or the specific [technical table](#).
- Be sure to use [outdoor wheels](#) if necessary.

• REMEDY

- In this case it is advisable to replace the steering lock screw (code STVTBDD) and the nut (code STDDRPS8T) if with 8 clicks; or (code STDDRPSAMR) if for Variant M/ Blaster.
- Follow the instructions in the [video tutorial](#) dedicated to replacing suspensions published on the Roll-Line YouTube channel.



TECHNICAL WEBINAR

CAUSE

Reached (and significantly exceeded!) toe stop use limit.

REASON FOR NON-COVERAGE

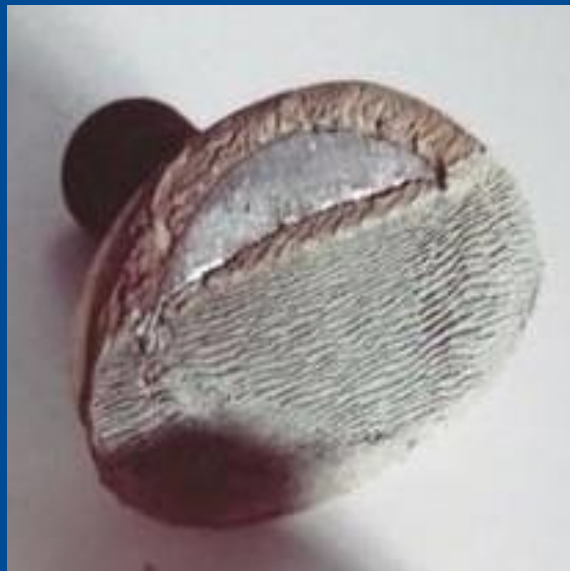
- The toe stop is a consumable part that must be changed periodically as clearly indicated on the site in the "Periodic change" section for each toe stop.
- Prolonged use of a toe stop beyond the maximum consumption limit is a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- Replace the toe stop promptly to always guarantee adequate execution of jumps or perfect braking.
- Follow the instructions on the website in the "Periodic change" section of each toe stop or the specific [technical table](#).

REMEDY

- Avoid such obvious material consumption as much as possible.
- Replace the toe stop with an equivalent one.
- Follow the instructions in the [video tutorial](#) dedicated to replacing the toe stop published on the Roll-Line YouTube channel.



TECHNICAL WEBINAR

CAUSE

- Bearing left in a humid environment such as a sports bag containing sweaty post-workout skates.
- Lack of lubrication and periodic cleaning.

REASON FOR NON-COVERAGE

- The bearings are a consumable part that must be periodically lubricated to guarantee maximum efficiency and regularly replaced as clearly indicated on the site in the "Periodic change" section in each bearing.
- Prolonged use of a bearing that is not properly lubricated and cleaned is a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- It is recommended to clean the bearings periodically.
- If used assiduously (frequent training and competition) the bearings should be replaced periodically (6 months) to guarantee excellent performance.
- It is advisable to always keep a spare set of bearings to use before or during competitions in order to increase the speed of execution.

• REMEDY

- Remove the bearings from the wheels using the related [bearing press](#).
- Use specific products from the Roll-Line® range for [cleaning](#) and [lubrication](#).
- Avoid aggressive products (alcohol, petrol, etc.)
- Follow the instructions in the [video tutorial](#) dedicated to bearings published on the Roll-Line YouTube channel.



TECHNICAL WEBINAR

CAUSE

- The lack of lubrication and periodic cleaning led to the formation of an oxidative patina which led to the internal ring of the bearing being blocked on the truck axle, causing it to break.

REASON FOR NON-COVERAGE

- The bearings are a consumable part that must be periodically lubricated to guarantee maximum efficiency and regularly replaced as clearly indicated on the site in the "Periodic change" section in each bearing.
- Prolonged use of a bearing that is not properly lubricated and cleaned is a clear lack of maintenance which automatically voids the warranty coverage.

PREVENTION

- It is recommended to clean the bearings periodically.
- If used assiduously (frequent training and competition) the bearings should be replaced periodically (6 months) to guarantee excellent performance.
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