

# INNO RACKS FAQs

| Question  | Answer  |
|---|---|
| How easy is it to put the rack on and remove it?  | It's very simple to put the rack on the hitch and to remove it. <a href="#">Please see our installation video for more information.</a>   |
| Can I mount my ElliptiGO bike and any type of bicycle on the INNO hitch rack? Will this rack carry a child's bicycle? | The INNO rack can be used with all ElliptiGO bike models and most traditional seated bicycles, including electric bicycles. The INNO rack will accommodate bicycles with wheel sizes between 20" to 29". As some youth bicycles use 16" tires, please confirm the tire size of your child's bike before purchasing. Some accessories such as fenders and/or training wheels could also pose compatibility issues. |
| Can I transport two ElliptiGO elliptical bikes on the 2-bike rack?  | Yes, you can transport two elliptical bikes on the 2-bike rack, however, please use the included foam and straps to ensure the bikes don't rub when transporting. This foam is only required when transporting two elliptical bicycles and not necessary if the second bike is a stand up bike or traditional bike. <a href="#">Please see our installation video for more information.</a>                       |
| How easy is it to adjust the rack to work with different ElliptiGO bikes or traditional bicycles?                     | It's very easy to adjust the INNO rack to transport different ElliptiGO bikes or traditional bicycles. The adjustable wheel size adapter slides out and pops into various positions to accommodate different wheel sized bicycles. <a href="#">Please see our installation video for more information.</a>  |
| Do I have to remove my front wheel when using an INNO hitch rack?   | No, unlike our previous hitch racks you do not need to remove the front wheel of your ElliptiGO or traditional bicycle. The INNO rack uses a wheel clamp system that will accommodate 20" to 29" wheels.  |

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| What size hitch does this rack work with?              | The INNO rack is compatible with both 1 1/4" or 2" hitch inlets with an included adapter sleeve. No additional purchase is required. These racks are not compatible with European (circular) hitch inlets.   |
| Will this rack carry the weight of two E-Assist bikes? | Yes, the INNO racks have a maximum weight capacity of 60lbs per bike, which means customers are encouraged to remove the battery when transporting their electric ElliptiGO bikes. Please make sure each electric bicycle is 60lbs or less before placing on your rack. This weight limit applies to INNO's single and double racks. |
| Will the INNO Rack fit all vehicles?                   | There may or may not be enough clearance for cars with external spare tires. It is recommended to contact INNO support for these style vehicles prior to purchase. The INNO rack is not recommend to be used with RVs.   |
| How do the bikes lock on this rack?                    | The INNO rack has an included cable lock to secure your bikes to the rack.   |
| Does this rack fold up?                                | The INNO rack folds flat towards the vehicle when there are no bicycles mounted but the trays are stationary and do not fold inwards.  |
| How heavy are the INNO racks?                          | The INNO Single Rack is 30lbs and the Double Rack is 48lbs.  |

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| If I buy a 1-bike INNO rack now, can I add a second tray in the future and be able to transport two bikes? | No, the INNO rack is not a modular system so a second tray cannot be added to single rack at a future date. If you think you'll want to transport a second bike at some point in the future, we would recommend purchasing the double rack. |
| Can I purchase replacement parts through ElliptiGO or INNO?  | Yes, you can purchase replacement parts directly from ElliptiGO.  |
| Can I purchase the INNO rack elsewhere?  | The Inno INH 120-ElliptiGO 2-bike and the Inno INH 110-ElliptiGO model racks are specifically made to accommodate all ElliptiGO bicycles. Especially for the 3C/8S/8C/11R models.   |