

Who makes sure Trek products are safe?

Internally, Trek has strict standards for product safety. We have a dedicated compliance team to ensure Trek products meet or exceed recognised US and international safety standards.

During both design and production, this team works closely with internal product teams, suppliers, regulators and standards organisations to ensure we apply the latest safety knowledge to all Trek products.

Then, during product testing, the compliance team and third-party accredited laboratories ensure all Trek products meet and are certified to existing standards.

What steps does Trek take to ensure that its e-bikes are safe?

Trek sets the bar high for consumer safety. We test and certify all Trek and Electra e-bike models to strict product safety standards. For e-bikes in North America and Europe, there are two main standards: UL 2849 (North America) and EN 15194 (Europe).

- UL 2849 applies to the electrical system only.
- EN 15194 applies to the whole e-bike.

Interesting fact: Over the years, many countries outside of Europe have adopted EN 15194 as their national law and this same standard was the basis for developing the other one: UL 2849.

One more thing... Most testing is performed at certified third-party laboratories, such as ACT, UL and SGS. **But we go above and beyond.** Trek puts its bikes through extensive in-house testing above and beyond these standards.

Does Trek certify its e-bikes?

Yes, ALL OF THEM. We're pretty serious about this.

All of Trek's e-bikes have specific levels of certification. Note, this is about to get technical... Below is a brief overview of our current, applicable tests and certifications, and the associated e-bike systems:

- **Electrical System:** All e-systems that Trek currently uses, and will use in the future, have been tested to UL 2849 and EN 15194 as appropriate, and certified to UL 2849:
 - o **Bosch** – Certified by Intertek, see [ETL listing](#).
 - o **Hyena/Trek System (incl. motor and controller)** – certified by UL, File [E517627-vol1](#)
 - o **TQ** – certified by UL (all testing complete, certification being finalised), [File TBD](#)
 - o **Fazua/Porsche Designs** – Certified by SGS, File [SGSNA/20/SZ/00127](#)
- **Battery:** All of the batteries that Trek and Electra e-bikes use are also tested and certified to one or more of the following US battery safety standards: UL 2271, UL 2580, UL 62133 + UL 2849 requirements, or UL 2054 + UL 2849 requirements:
 - o **Bosch Batteries** – Certified by Intertek, see [ETL listing](#).
 - o **Hyena/Trek Batteries** – Certified by UL, [File E518304](#)
 - o **TQ Batteries** – Certified by UL, [File E523430](#)
 - o **Fazua/Porsche Designs Batteries** – Certified By SGS, [FI-44960](#), [FI-44960/A1](#), [FI-44960/A2](#), [FI-53962](#) and [SGSNA/20/SZ/00128](#).

- **Battery Chargers:** All of the battery chargers that Trek and Electra e-bikes use are also tested and certified to one or more of the following US battery charger safety standards: UL 1012, UL 1310, UL/IEC 60335-2-29, UL/IEC 60950-1 or UL/IEC 62368-1:
 - o **Bosch Charger** – Certified by Intertek, see [ETL listing](#).
 - o **TQ Charger** – Certified by TÜV Rhineland [JPTUV-130267-M1](#), [JPTUV-131541-M1](#),
 - o **Fazua/Porsche Designs Charger** – Certified by TÜV Rhineland [JPTUV-086537-M3](#)
 - o **Hyena/Trek Charger** – Certified by TÜV Rhineland ([CU 72204353 0001](#))

Which accredited laboratories do you use?

Currently, Trek uses Underwriters Laboratories, Intertek, ACT Labs and TÜV for product testing and certification.

Accredited laboratories are independent laboratories accredited by international review agencies as being able to perform testing – accurately and independently – to strict standards. Some of these accredited laboratories are also certifying agencies able to issue product certifications.

Can I tell if Trek’s products are certified by looking at them? Is there a special marking?

Yes, all Trek & Electra e-bikes will have certification markings. Depending on the e-system, these marks are found on the components: battery, charger, motor, display and remote. Examples of agency certification marks: UL, ETL, SGS, TÜV.

Sometimes markings can be hard to find and may not be visible. For example, a certification marking may be inside the bicycle frame. If you cannot find the certification marking on your product, contact Trek or your local Trek retailer.

What about recent media reports of e-bike fires?

Trek is aware of these reports. We pay close attention and learn from these incidents.

All Trek e-bikes are carefully designed, manufactured, tested and certified to rigorous safety standards. When properly used and maintained, Trek is confident its e-bikes are safe products that will greatly enhance your bicycle riding experience.

For more e-bike information, Trek recommends you read the printed or online e-bike owner’s manual, the online service manual for your bike model or contact Trek Customer Care directly:

- trekbikes.com/us/en_US/support/
- 1-800-585-8735 Mon – Fri, 8am – 7pm (CST)
- customerservice@trekbikes.com