



FAQ



Carrier System



> What is Carry More?

Carry More is a carrier system that offers a simple and secure way of mounting useful accessories such as bags, baskets, luggage boxes, etc.

Instead of the traditional spring flap or tie down strap it uses a patented click-on system for mounting accessories quickly, securely and minimises vibrations.

> Do Carry More accessories fit on other system carriers such as Racktime, MIK, Pletscher, etc.?

No, at the moment there are no adapters that cover all brands. Brand-specific accessories can only be mounted using the corresponding adapter plates of the manufacturer.

However, XLC has a special bag range with a universal hole matrix for adapter plates, making it compatible with the brands Carry More, MIK, Racktime and Atran Velo. For more information, see XLC 5:1)

> Can I fasten a child's bike seat to my XLC Carry More?

No, under no circumstances; our carriers are not suitable for mounting children's bike seats and have not been tested. That is why we do not offer adapters for children's bike seats.

> Why can't I find the carrier mounted on my bike on your homepage?

XLC carriers are used by many reputable bike brands, such as Haibike, Winora, etc. However, they are often custom-made or exclusive products that we do not offer in our standard range. The best thing is to contact the bike manufacturer or the shop you bought it from.

> How can I tell if my carrier uses the Carry More I or the Carry More II system?

You can recognise the Carry More II system by the NEX stamp on the carrier itself.

› **Are the Carry More I and Carry More II systems compatible with each other?**

The Carry More II system is downwards compatible, i.e. the Carry More I adapter plate also fits the Carry More II carrier. However, the Carry More II adapter plate does not fit the Carry More I carrier; you can fit this plate with our replacement pin set

BA-X21, thus guaranteeing compatibility.

› **What is the difference between I-Rack and Carry More?**

I-Rack is the system from our competitors ZEG.

Essentially it is based, like our XLC carrier, on the Carry More System (a freely configurable OE system used by many reputable bike manufacturers); however, it uses special, exclusive locking mechanisms that are not always compatible with ours and which are only available via a ZEG dealer.

› **Is the blue switch button absolutely necessary?**

Yes, the switch button is necessary to ensure your luggage is properly secured and locked.

› **Can you lock the Carry More adapter?**

No, it does not have an integrated lock. We recommend our Scarface lock for individual additional protection of accessories or components.

› **How many kilos can my XLC carrier carry?**

The maximum load is 25 kg for carriers with rear end fastening and 10 kg for a seatpost mounted carrier rack. However, you should always check the maximum load approved for your bike before loading.

› **What is the difference between Carry More I and Carry More II?**

The Carry More II system has been optimised for easy use and functions more inductively than the Carry More I system. Vibrations between the adapter plate and the carrier have been minimised further.

› **Are Carry More Carriers suitable for universal mounting on any bike?**

Our Carry More carriers are supplied with mounting struts for rear end mounting. Due to the bewildering variety of different frame geometries you should always have the compatibility checked beforehand by a specialist dealer.

› **I've got a Carry More carrier but the side struts won't allow me to attach individual bags.**

We can recommend the XLC pannier sets RP-X15 or RP-X25. When combined with the adapter plate you have the option to mount a replacement strut, so to speak, for fastening your bag to if the ovalised carry struts don't allow you to do so.

> **Where can I buy Carry More products?**

They are sold exclusively through specialist retail outlets.

> **I've got a complaint, who can I speak to?**

If you have a complaint covered by product liability then you need to contact the original seller who is your contract partner in this case.

That is why you can lodge a complaint about the product with your specialist dealer/seller within the legal warranty period of 2 years.