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 recognized US and international safety standards.

During both design and production, this team works closely with internal product teams, suppliers, regulators, and standards organizations 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/or 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 ebike.

*If you are looking up US certifications online for your e-bike, you will often need to search by the e-system manufacturer and model number noted on your e-bike. You can also use the certification or file numbers listed below to find your system/component in the databases (see **Does Trek certify their e-bikes?**). Typically not listed: "Trek", "Electra", bike model number, bike model name.

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 their bikes through extensive in-house testing that exceeds these standards.

Does Trek certify their 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:
    - **Bosch** – certified by Intertek, see ETL listing
    - **Hyena/Trek System (includes motor and controller)** – certified by UL, File E517627-vol1
    - **TQ** – certified by UL File E523431
    - **Fazua/Porsche Designs –** certified by SGS - File SGSNA/20/SZ/00127
    - **Bike e+ (BEP) System [used on Electra Ponto Go!]** – certified by UL, File E534183

- **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:
    - **Bosch Batteries** – certified by Intertek, see ETL listing
    - **Hyena/Trek Batteries** – certified by UL, File E518304
    - **TQ Batteries** – certified by UL, File E523430
    - **Fazua/Porsche Designs Batteries** – certified by SGS, FI-44960, FI-44960/A1, FI-44960/A2, FI-53962, and SGSNA/20/SZ/00128.
    - **Bike e+ (BEP) Battery [used on Electra Ponto Go!]** – certified by UL File MH65188
- **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:
    - **Bosch Charger** – certified by Intertek, see ETL listing
    - **TQ Charger** – certified by TUV Rhineland JPTUV-130267-M1, JPTUV-131541-M1, and UL File E190414
    - **Fazua/Porsche Designs Charger** – certified by TUV Rhineland JPTUV-086537-M3
    - **Hyena/Trek Charger** – certified by TUV Rhineland (CU 72204353 0001)
    - **Bike e+ (BEP) Charger [used on Electra Ponto Go!]** – certified by UL File E131881

Which accredited laboratories do you use?

Currently Trek uses Underwriters Laboratories, Intertek, SGS, ACT labs, and TUV 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.

Links to Certification Databases:

- Intertek – ETL Database: https://ramuk.intertekconnect.com/WebClients/ITS/DLP/products.nsf/$$Search?OpenForm
- UL Certification Database: https://iq.ulprospector.com/en
- SGS Certification Database: https://www.sgsgroup.cz/en/vr/certified-client-directory
- TUV Certification Database: https://www.certipedia.com/

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, TUV.

Sometimes markings can be hard to find and may not be visible. For example, a certification marking may be on a battery or controller 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 Monday – Friday, 8am – 7pm (CST)
- customerservice@trekbikes.com