



FAQ

Hitch

Is the 1.25" NV™ compatible with the NV Add-On™?

No. Since class I receivers are not rated to carry the weight of both the rack and the four bikes, it is not safe to use the NV Add-On™ with the 1.25" NV™.

Can the Trail Doc™ be added to the Sherpa™?

No. Again, The NV™ is the only product at present with the built-in Trail Doc™ repair stand.

Is there a 2 bike add-on for the Sherpa™?

No. The NV™ is the most fully-loaded product in the line, and is the only rack that is compatible with The NV Add-On™ option.

The pin hole on my 1.25" rack does not line up with my receiver?

General

Where are the racks made?

The racks are designed in Springfield, Missouri and assembled in Taiwan and China.

Can I use an extension?

We do not recommend it and we'd prefer it if you didn't. That said, for those of feel they have no choice and are going to do it anyway, a lesson for you: please use an extension that will tighten to your receiver. No matter the brand or model of the hitch rack you use, an extension can create a lot of extra movement. One that tightens in your receiver will reduce this movement, therefore making it safer to use. Excess movement is bad for bikes and increases the probability that something can go wrong.

Should I lubricate my locks?

Yes! The locks will arrive lubed from the factory. Each time you lube up your chain, squirt a drop or two in the lock. This will prolong their life and make them easier to use.

Should I lubricate my ratchet arms?

No. Any lubricant that makes contact with the anodized finish may cause damage. All moving parts for the ratchet arm are internal arrive greased from the factory.

Are the racks Class I rated?

Mostly! All Kuat™ 2-bike hitch racks are approved for use on Class I hitch receivers. Our 3-bike Transfer and NV with Add-On will not work on Class I hitches.

Do you make any ski/snowboard racks? Stay tuned!

Can I use a Bike Cover/Rain Cover with my rack?

Absolutely not! A cover would create a significant amount of wind resistance. The extra resistance

would increase the strain on your hitch rack.

Can I lock my Trail Doc™?

No. However, the Trail Doc™ is easily removable. It can be stowed in your trunk or the cabin of your car. If yours gets stolen, give us a call, we will replace it at no charge.

Do you sell direct?

We do sell directly through the store on our website. A third party service, Shopatron, hosts the store and actually gives your local Kuat™ dealer a chance to fulfill the order for us. If there are no dealers in your area that can promptly ship your item, we will promptly ship it to you.

Can I use a Küat rack on my RV?

No. Küat racks are not recommended for use on any recreational vehicle.

How do I determine what style of cam system is used on my rack?

The best way to determine the style of cam system that is used in your rack is to look at the lower end shank that is inserted into the hitch. The wedge style cam will have an angled wedge piece that is used for the cam mechanism, and the ball style cam will have a ball bearing for the cam mechanism.

Please take a look at the image below for more reference.

