



FAQ

Choosing the Right Product

What kind of bike (type and weight) can be carried on my bike rack?

This bike rack is constructed to carry standard bike frames. It is not intended for use with tandem or recumbent bicycles. All bike carriers have maximum weight constraints which are listed in the rack's individual Instruction Manual.

Each bike must be secured properly with the rack's built-in hold-downs and adjusted for even load distribution, with the heaviest/biggest bike loaded first and closest to the car.

IMPORTANT: Do not exceed the maximum load capacity of the carrier.

I Have Fenders on My Bike, What Rack Should I Use?

If your bike has fenders that are not easily removed, you may want to check out our Freedom 2, Freedom 4, Freedom SuperClamp 2 or Freedom SuperClamp 4 rack.

Additionally, racks that hold your bike by the top tube will work with bikes with fenders.

Can I use my hitch rack on my RV/Camper/Trailer or Class B vehicles?

No, Saris products cannot be used on an RV, camper, trailer or Class B vehicle, and doing so will void the warranty. The leverage points on these vehicles are different than a standard vehicle and this will cause vibration and force beyond what our racks are designed to handle, which could cause the rack or its components to fail.

What Class Hitch Do I Need for My Hitch Rack?

1 ¼" hitches come in class 1 and class 2. Class 1 has a tongue weight rating of 200lbs and class 2 has a rating of 300lbs. You need a minimum 300 lb tongue weight rating, or class 2 hitch, to use to use the 4-bike Freedom or 4-bike Freedom SuperClamp racks. Most of our vehicle racks will work with a 200 lb tongue weight rating, or a class 1 hitch. If you are using a class 1 hitch, be sure to check the tongue weight limit before using your rack.

2" hitches typically come in a class 3 or higher, and will handle any of our hitch racks.

What Are Hatch Huggers?

Hatch Huggers are a required accessory used as a tool to allow our trunk racks to fit on certain vehicle models. The Saris fit guide indicates when hatch huggers are required for an approved fit.

I Have a Step-Through Bike/Full Suspension MTB/Comfort Cruiser—Do I Need to Use a Bike Beam?

For any bike that has a sloping top tube, we recommend the use of a Bike Beam. This will create a safe top tube to hang your bike from.

Why Isn't My Pickup Truck Listed?

Pickup trucks cannot support trunk racks. Saris does offer rack options for 1 ¼" and 2" hitch receivers, as well as Kool Rack and Traps, which mount in the bed of your truck.

The compatibility of our hitch racks will vary based on the installation of the receiver on the vehicle and tongue weight rating of the hitch.

I Have a Spare Tire. What Options Do I Have for Carrying My Bike?

Our Freedom Spare Tire rack works on most spare tires. Check the spare tire fit guide to see what mounting plate you need.

How Do I Know Which Rack Will Fit My Car?

Check out Fit Guide to determine which Saris bike rack will fit your vehicle.

Why Isn't There a Trunk Rack Fit Listed for My Car?

We do our best to make racks for every vehicle, but often we are restricted by the vehicles themselves. We do fit test every vehicle, and if the testing indicates that the trunk would possibly be damaged by the rack, we will not approve the fit.

If no racks are listed for your vehicle, your only option may be a hitch rack.

How to Safely Use Your Rack

What's the recommended maintenance for my bike rack?

Each use:

- Wipe down trunk rack feet.
- Check straps for signs of wear.
- Check bike cradles and wheel scoops.
- Check for loose bolts.

Every 90 days actions

- Clean with water and mild soap.
- Lubricate locks if applicable (use wet, oil based lubricant; NO WD-40).
- Grease hitch bolt threads.
- Check for scratches in paint.
- Do not take rack through car wash.

What preparation and ongoing considerations should I take while using my rack?

- Vehicle should be in good condition in the area at which the hitch is located.
- If using a trunk rack, ensure that rack's feet and vehicle's mounting surface are clean.
- Tighten straps regularly during the journey.
- Replace any mounting strap at the first sign of wear.

Is it okay to keep my bike rack on my car all the time?

It is recommended that you remove the bike carrier from your vehicle when not in use. Continued exposure to the elements can prematurely age the rack.

Always remove your bike rack from your car before going through a car wash.

Do I have to do anything special to my bike before putting it on my rack?

Prior to usage on the road, remove all loose parts from bicycle. This includes, but is not limited to, a child seat, basket, lock, light, pump, etc.

Also, check tire pressure prior to installing your bike in a tray rack.

Are there driving considerations I should follow with the rack on my car?

The handling characteristics of a vehicle will change when a rear bicycle carrier is fitted, particularly crosswind sensitivity, handling on bends and braking. This is especially true when the bike rack is loaded with one or more bicycles. Driving techniques should be altered to allow for these changes, including reducing speed, especially on bends, and allowing for longer braking distances.

The vehicle's total length increases when the bike carrier is attached. The bikes themselves may increase the vehicle's total width and height. Take care when reversing and/or entering garages or ferries, etc.

This bike rack is not recommended for off-road use or for use at speed exceeding 70 mph (113 km/h). Also, it is recommended to drive slowly over speed bumps, 5 to 10 mph max speed.

How should I position my bike when mounted on my bike rack?

Allow a minimum distance of 12 inches between the ground and the bottom of a hanging bike tire. Also, make sure bike tires are not directly behind exhaust pipe.

If the bike has a sloping top tube (step-through frame), causing one wheel to be too close to the ground, use Bike Beam accessory to help level your bike and gain the appropriate clearance.

Can I Use an Extension on My Hitch to Get the Rack Further From My Bumper?

We do not recommend using a hitch extender with our racks. Check out hitch fit guide to find the rack that will best suit your hitch and vehicle.

Can I Use a Cover on My Bike While It Is on a Saris Rack?

A cover will produce drag during use and could compromise the safety of the rack. We do not recommend using a cover on our bike racks.

[I Am Worried That Trunk Rack Will Scratch My Car.](#)

The materials we use on the points that contact your vehicle are made of soft rubber or foam. We recommend you ensure that your vehicle and the rack pads and feet are clean prior to installation.

[Can I Open My Trunk When the Rack Is Mounted on the Trunk?](#)

Because opening the trunk with a rack installed on the car can cause damage, we do not recommend opening the trunk of any vehicle while a trunk rack is installed.

[Can I Use a Cover on My Bike While It Is on a Saris Rack?](#)

A cover will produce drag during use and could compromise the safety of the rack. We do not recommend using a cover on our bike racks.

Replacement Parts & Other Troubleshooting Questions

[Why Does My Hitch Rack Wobble?](#)

Often when we see hitches wobble, either the hitch bolt is not tightened down enough, or it is improperly installed. Please see our hitch-tite installation video to ensure your hitch-tite is properly set up.

[Can a Non 29er Thelma Be Converted?](#)

A non 29er Thelma cannot be modified with new wheel holders as the new frame was also updated to accommodate the wheelbase of 29ers.

[How Do I Know If My Thelma Rack Is 29er Compatible?](#)

You can identify the 29er compatible Thelmas by the lower front wheel holder. This wheel holder will have 2 positions for the large wheel scoop to lock into labeled "Standard" or "29er."

[I Have a Rack With a Dedicated 2" Receiver Bar, but My New Car Has a 1 1/4" Hitch. Do You Have an Adapter to Covert the Receiver Bar?](#)

We do not make an adapter that will take a 2" receiver base down to a 1 1/4" and using a 3rd party adapter is not recommended.

[I Need to Replace the Top Hold-Downs on My Bones Rack. Why Won't the Replacement Rack Straps on the Accessory Page Work?](#)

Our Bones arms are made of injection molded plastic. The straps on the top of the Bones arms are placed during this molding process, and are fused into the arm so they cannot be replaced with this accessory.

[Where Can I Find Replacement Black Knobs for My Bones Rack?](#)

Replacement rack parts, including Bones knobs, are available on [Replacement Parts](#) page.

[I Don't See My Rack Listed but I Need Parts—How Do I Get Them?](#)

If you would like to contact our customer service department, we will be able to identify the rack you have and check to see if we have parts available.

[I've Lost the Keys to My Saris Lock. What Do I Do?](#)

You will need to contact your local Saris Dealer and ask them about replacement keys. If your dealer doesn't have a master set, please ask the dealer to contact Customer Support. For security purposes we cannot send master key sets to customers direct.

[How Can I Get an Instruction Manual for My Rack?](#)

Each product page on our website contains a link to the current instruction manual for that rack. For a complete list of instruction manuals to download, refer to the [instruction manuals](#) page.

Home Storage

[I Bought the Bike Trac but It Didn't Come With Hardware? How Do I Mount It?](#)

We do not provide mounting hardware with [Bike Tracs](#). You are able to get the appropriate hardware for the surface you are mounting it to from your local hardware store.

[Will the Mighty Mite or Mini Mite Fit My 29er?](#)

Yes, the [Mighty Mite](#) and [Mini Mite](#) both fit 29er wheels.