

**ACT LAB CLIENT
SUCCESS STORY**
e-Validate Directory
and Trek Bicycles

ACT
Part of the Cotecna Group




ACT Lab, part of the Cotecna Group, shares insights into its successful partnership with Trek Bicycles



ACT Lab is a leading provider of product safety and compliance testing and certification services for e-mobility, outdoor and lifestyle goods. ACT Lab is headquartered in U.S. in Long Beach, and has locations in China, Taiwan, Vietnam, and Europe. In 2022, **Cotecna acquired a majority stake in ACT Lab** creating a robust foundation in consumer product testing and certification worldwide.





Briefly introduce the client, including their industry, size, and key operations.

Trek Bicycles is a globally recognized leader in the bicycle industry, specializing in the design, manufacture, and distribution of bicycles and cycling-related products. Operating under brand names such as Trek, Electra, Bontrager, and Diamant, Trek has established itself as a consumer product household name. The company is **headquartered in Waterloo, Wisconsin**, and distributes its products through a network of 1,700 independently owned bicycle shops across North America.

Additionally, Trek has subsidiaries in key international markets, including Europe, Asia, and South Africa, with a distribution network that spans over 90 countries worldwide. With a workforce exceeding 2,900 employees, Trek generates over \$1 billion in annual revenue, largely through the sale of high-quality bicycles, components, and accessories. The majority of Trek bicycles are manufactured outside the United States, with production facilities in the Netherlands, Germany, Taiwan, and China, ensuring a global supply chain that supports their extensive market reach.



How did the collaboration with the client begin?

The partnership between Trek and ACT Lab began in 2008 when ACT Lab established its first testing facility in U.S. in Long Beach, California. Recognizing the need for reliable and efficient testing services, Trek collaborated with ACT Lab to handle a significant portion of their third-party compliance testing projects, allowing their internal teams to focus on the development of next-generation models and parts. Over the years, ACT Lab has not only provided comprehensive testing services but also valuable consulting advice and insight into global regulatory requirements, helping Trek identify and address compliance issues before they become market challenges. This long-standing relationship has been built on trust, expertise, and a shared commitment to product safety and quality.



What challenges or issues was the client facing before engaging with our products/services?

In 2022, the [Consumer Product Safety Commission \(CPSC\) heightened its regulatory oversight on micromobility products](#), including self-balancing scooters, e-bicycles, and other personal e-mobility devices. This increased scrutiny was driven by safety concerns, particularly around the use of lithium-ion battery packs in these products. The CPSC issued a directive urging U.S. manufacturers and importers to ensure their products were rigorously tested by accredited independent laboratories and fully compliant with established safety standards. For Trek, this meant that all e-bikes and related products sold in key markets, such as New York City who recently enacted laws mandating third-party testing for these products (link to DCWP or NYC law) , had to meet the stringent requirements of standards like [ANSI/CAN/UL 2849](#) for electrical systems, [ANSI/CAN/UL 2272](#) for personal e-mobility devices, and [ANSI/CAN/UL/ULC 2271](#) for lithium-ion batteries.



How were these challenges impacting the client's business goals?

These regulatory changes posed a significant challenge to Trek's business objectives., Failure to meet these standards would not only jeopardize Trek's ability to sell e-bikes in this lucrative New York City market, but could also damage their reputation as a leader in cycling innovation, quality, and consumer product safety. Ensuring compliance has always been a a critical priority for Trek.

Why did the client choose ACT? What specific needs or requirements did ACT address for the client?

Trek selected ACT Lab as their testing and compliance partner due to ACT Lab's expertise in mobility and micromobility product testing. ACT Lab's reputation as a global leader in this niche field, combined with their ability to provide comprehensive testing services and regulatory insight made them the ideal partner for Trek. To immediately address New York Cities requirements for third-party testing and validation of the electrical systems of ebikes which includes labelling requirements, ACT Lab launched their **e-Validate directory**, an online platform designed to verify & showcase compliance with critical safety standards for electric bicycles and lithium-ion batteries. This directory serves as a trusted resource for buyers and regulatory agencies, offering immediate confirmation that listed products have undergone rigorous testing and meet all necessary safety requirements.



How did ACT customize the solutions to meet the specific needs of the client?

To meet Trek's specific needs, ACT Lab conducted a comprehensive review and reevaluation of all pre-existing testing related to Trek's e-bike systems and lithium-ion batteries, and provided additional supplemental testing and validation services on the complete bicycles where required to ensure all products met the relevant safety standards. ACT Lab provided a detailed Certificate of Conformity for each unique model, which can be found in the [e-Validate directory](#).

TESTED BY

ACT

ISO ACCREDITED LABORATORY



act-lab.com/e-validate

COMPLIANT TO

ANSI
CAN
UL

2849



Describe the process of implementing ACT's product/service for the client.

The implementation process began with a detailed cross-referencing of Trek's existing systems and test reports. ACT Lab's team of experts conducted thorough testing and analysis to ensure that the bikes were compliant with current safety standards. Additionally, ACT Lab provided ongoing support to Trek's engineering and quality assurance teams, offering guidance on best practices and future compliance strategies.

Were there any unique features or aspects of ACT's products/services that proved particularly beneficial?

A particularly beneficial aspect of ACT Lab's service was our collaboration with Trek's marketing team. Together, we developed a dedicated website featuring ACT Lab's name, enhancing brand recognition and credibility. The website, titled [E-bike Safety Standard](#), not only reinforced the value of ACT Lab's testing services but also helped Trek communicate their commitment to safety and compliance to these ANSI/CAN/UL safety standards to a broader audience. ACT Lab's [e-Validate directory](#), combined with customized QR codes, provided an easy way for Trek to integrate compliance verification into their product presentations, boosting consumer confidence and regulatory transparency.



What positive feedback/endorsements have you received from the client?

JEFF JAMBOIS

**Electrical Compliance Engineer
Trek Bicycle**

"I have been working with ACT for over 10 years on all matters of testing and certification needs surrounding bicycles and electric bicycles. I have always had an excellent experience and would recommend their services to anyone in the bicycle, e-mobility, or similar markets. Unlike many labs in this sector, and I have worked with almost all of them, ACT meets their customers where they are. Rather than acting purely as a gatekeeper, ACT has always worked with Trek as a partner in safety and compliance, which has been invaluable in supporting our business objectives. By taking the time to explain unclear points and discuss misunderstandings, we have been able to develop safer products more efficiently.

Additionally, their global testing facilities are strategically located near where these products are typically manufactured, allowing for reduced logistics costs and testing times. All considered, ACT has been an essential partner in Trek's global growth and objectives over the years, and I look forward to working with them well into the future."




What factors contributed to the successful collaboration w/ the client?

The success of the collaboration between Trek and ACT Lab can be attributed to several key factors, including ACT Lab's expertise in micromobility product testing, our commitment to providing customized solutions, and the strong communication and partnership between our teams. This collaborative approach ensured that any potential issues were identified and addressed early, resulting in a smooth and efficient process.

How does the success story contribute to a long-term relationship with the client?

Our work has proven that manufacturers trust our capabilities in testing products for specific markets and regions worldwide. Over time, Trek has come to recognize ACT Lab as a trusted partner in navigating the complexities of global market requirements and changing regulatory environment, and demonstrated and ability to modify process when needed. Our proactive approach to understanding Trek's business goals and staying ahead of industry trends means we are not just a service provider but a strategic partner. This long-term collaboration ensures that Trek can continue to innovate and expand globally, with the assurance that ACT Lab will support them every step of the way.



Summarize the main takeaways from the success story.

The key takeaways from this success story include ACT Lab's ability to provide thorough testing and compliance services, the creation of the e-Validate directory, and our successful collaboration with Trek's marketing team. This project has reinforced ACT Lab's reputation as a trusted partner in the micromobility industry.

Thank you ACT Lab for sharing about your partnership with Trek, we look forward to hearing more success stories from you soon.

To learn more about ACT services, the e-Validate directory or to book a consultation, please [contact us](#).