For information on tuning or servicing your front or rear shock refer to the tuning and service information in this guide or on our website www.rockshox.com or www.sram.com.

Problem	Solution
Forks	
Air loss/air bypass	1. Check top cap o-ring for nicks, cuts or wear. 2. Make sure schrader valve opens and closes freely. 3. Check all air piston o-ring seals for nicks, cuts or wear. 4. Check all air piston o-rings for sufficient lubrication. 5. Check inner upper tube surface for scratches, debris or wear.
Dust seal pops out	1. See: Air loss/bypass 2. Dry seals. Lubricate inside of dust seal, where it contacts the upper tube. Lubricate foam ring where applicable. 3. Excessive oil pushing out the seal. Check for correct oil bath volumes.
Squeaking noise	1. Dry dust seals. Lubricate dust seals and foam rings. 2. Dry springs. Check spring isolator sleeve for lubrication. Lubricate if dry.
No damping control	1. Low or no oil in damper. Check oil level. 2. Make sure damping piston glide ring is properly installed. 3. Check rebound damper base valve and snap ring. Make sure both are seated correctly, and not cracked or broken. 4. Bent damper rod / adjustment window pin. If bent, the impact has forced the internal damper rod up through the shaft, and has bent the adjuster window pin. 5. (PURE / PURE Delite) Check the piston bolt on the compression and rebound dampers. Tighten snug if loose.
No lockout	1. Climb-it Control cap installed incorrectly. Remove Climb-it Control cap, turn compression needle clockwise until it stops, make sure that detent spring and ball are placed in the detent port nearest the 6 o'clock (rider's perspective) position, and re-install cap and screw with the cap tab aligned to the 6 o'clock position.

PROBLEM	SOLUTION
	2. Air in Pure system. Bleed the system, making sure to cycle all of the air out and preload the internal floating piston (IFP) (See: Small gap in lockout). 3. Oil loss. Disassemble damper assembly, check seal head o-rings for damage or wear, and rebound shaft for scratches or wear. 4. Loose or unthreaded damper piston bolts. Disassemble damper assembly, unthread damper assembly bolts (being careful not to drop any parts), clean bolt threads with isopropyl alcohol, add thread lock to threads and reassemble. If any parts are missing or damaged, replace the damper.
Small gap in lockout	1. Internal floating piston spring not preloaded. Remove lockout knob and needle, unthread top cap roughly 3-4 thread's, top off oil through the needle port, reinstall needle, thread top cap back down and torque, re-install Climb-it Control knob. 2. Air in system. Bleed Pure system, making sure to cycle all air out of the system.
Clicking noise	1. Coil deflection. Ensure spring isolator is installed, centered and snug on the coil spring. Apply grease liberally to coil spring and spring isolator. 2. All-Travel spacer and spring clicking on sharp ends of each piece. Remove, rotate and re-install.
Rebound knob doesn't turn/spins	1. Lower leg bolt seizing rebound needle. Remove 5mm lower leg bolt from rebound side. Press rebound adjuster knob firmly into rebound needle (located up through the lower leg bolt hole). Thread needle all the way in, clockwise. Remove rebound knob, reinstall 5mm bolt, and torque. Reinstall rebound knob and set to desired rebound setting. 2. Internal female hex fitting on damper adjuster rod is stripped. Replace damper.
Play between lowers and uppers (loose headset feel)	1. Worn or missing bushings. Replace bushings.

PROBLEM	SOLUTION
Lack of travel	1. Improper inflation (Dual Air only). Deflate the fork completely. Re-inflate by pumping up main spring first, then negative spring. Do not exceed main spring pressure with negative spring. 2. Insufficient air volume (HydraAir/Duke). Low air pressure in positive air chamber will allow negative coil spring to compress fork, and decrease over-all usable compression travel. Increase air pressure or replace the stock negative coil spring with the lighter negative coil spring. See RockShox Spare Parts Catalog for part number. 3. Check All-Travel spacer configuration. 4. Excessive oil limiting stroke/travel. Check oil bath levels. 5. Coil spring rate is too high for body/rider weight. Replace with lighter tuning spring.
Oil leak from dust wiper area	1. Worn or contaminated dust seals. Remove, clean and lubricate, or replace dust seals. 2. Excessive oil in oil bath being forced through the dust seals during compression. Check oil levels.
Sluggish Remote Lockout release	1. Low spring tension at the Climb-it Control® cap. Increase tension by loosening cable pinch bolt, removing Climb-it Control® cap, and rotating tension spring counterclockwise, placing the spring tab in the next immediate detent port. Re-install Climb-it Control® cap, pull cable to remove slack and tighten cable pinch bolt. 2. Incorrectly installed lockout knob. Closing the compression rod with too much force, can cause the compression needle to stick in the compression damper piston. Re-clock the knob and lockout position to remedy.
No lockout when actuating remote	1. Check installation of Climb-it Control® cap and compression rod to ensure that the rod closes just before or exactly at the same time the Climb-it Control® cap contacts the cable housing stop on the clamp. 2. Air in Pure system. Bleed the system, making sure to cycle all of the air out and preload the internal floating piston (IFP).
Sharp compression ramp up	1. (Pure DeLite only) Improper IFP height. Disassemble damper and set IFP to 6 inches from the top of the Pure tube. 2. Too much oil in fork. Check for correct oil volume (HydraCoil). 3. (PURE) Compression damper/knob set to slow compression speed. Open compression damper by turning full counterclockwise. 4. Oil weight too heavy. Use lighter weight oil. 5. Spring rate too stiff. Use a lighter tuning spring or less air pressure.

PROBLEM	SOLUTION

REAR SHOCKS

Leaking oil (and/or loss of damping)

1. Side-loading of the shaft. Overhaul or replace shock. When mounting onto the bike, ensure that the shock mounting bolts are tightened to 60 in-lb.
2. Worn seals and/or bushing. Replace or overhaul shock by replacing all seals, bushings and oil.
3. Lack of IFP pressure. Overhaul or replace shock.
4. Check bottom shaft bolt-crush washers for damage, wear or contamination. Replace.

Air loss/transfer

1. Check air valves. Ensure schrader cores are able to open and close freely
2. Check valve o-rings for nicks, cuts or debris.
3. Check piston o-ring for nicks, cuts or wear. Lubricate new piston o-ring.
4. Check inside of air can for scratches or contamination.
5. Check shock body for scratches or contamination.

Rattling noise

1. Remove air can and ensure that the air piston snap ring is seated properly.

Squeaking noise

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1. Dry dust seal. Lubricate top of dust seal around the damper shaft, cycle a couple of times and wipe excess lubricant from shaft