

GEN0000000004936 Rev B
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SRAM LLC WARRANTY

EXTENT OF LIMITED WARRANTY

Except as otherwise set forth herein, SRAM warrants its products to be free from defects in materials or workmanship for a period of two years after original purchase. This warranty only applies to the original owner and is not transferable. Claims under this warranty must be made through the retailer where the bicycle or the SRAM component was purchased. Original proof of purchase is required. **Except as described herein, SRAM makes no other warranties, guaranties, or representations of any type (express or implied), and all warranties (including any implied warranties of reasonable care, merchantibility, or fitness for a particular purpose) are hereby disclaimed.**

LOCAL LAW

This warranty statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state (USA), from province to province (Canada), and from country to country elsewhere in the world.

To the extent that this warranty statement is inconsistent with the local law, this warranty shall be deemed modified to be consistent with such law, under such local law, certain disclaimers and limitations of this warranty statement may apply to the customer. For example, some states in the United States of America, as well as some governments outside of the United States (including provinces in Canada) may:

a. Preclude the disclaimers and limitations of this warranty statement from limiting the statutory rights of the consumer (e.g. United Kingdom).

b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations.

For Australian customers:
This SRAM limited warranty is provided in Australia by SRAM LLC, 1000 W. Fulton Market, 4th Floor, Chicago, IL, 60607, USA. To make a warranty claim please contact the retailer from whom you purchased this SRAM product. Alternatively, you may make a claim by contacting SRAM Australia, 6 Marco Court, Rowville 3178, Australia. For valid claims SRAM will, at its option, either repair or replace your SRAM product. Any expenses incurred in making the warranty claim are your responsibility. The benefits given by this warranty are additional to other rights and remedies that you may have under laws relating to our products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LIMITATIONS OF LIABILITY

To the extent allowed by local law, except for the obligations specifically set forth in this warranty statement, in no event shall SRAM or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages.

LIMITATIONS OF WARRANTY

This warranty does not apply to products that have been incorrectly installed and/or adjusted according to the respective SRAM user manual. The SRAM user manuals can be found online at sram.com, rockshox.com, avidbike.com, truvativ.com, or zipp.com.

This warranty does not apply to damage to the product caused by a crash, impact, abuse of the product, non-compliance with manufacturers specifications of usage or any other circumstances in which the product has been subjected to forces or loads beyond its design.

This warranty does not apply when the product has been modified, including, but not limited to any attempt to open or repair any electronic and electronic related components, including the motor, controller, battery packs, wiring harnesses, switches, and chargers.

This warranty does not apply when the serial number or production code has been deliberately altered, defaced or removed.

This warranty does not apply to normal wear and tear. Wear and tear parts are subject to damage as a result of normal use, failure to service according to SRAM recommendations and/or riding or installation in conditions or applications other than recommended.

Wear and tear parts are identified as:

- Dust seals
- Bushings
- Air sealing o-rings
- Glide rings
- Rubber moving parts
- Foam rings
- Rear shock mounting hardware and main seals
- Upper tubes (stanchions)
- Stripped threads/bolts (aluminium, titanium, magnesium or steel)
- Brake sleeves
- Brake pads
- Chains
- Sprockets
- Cassettes
- Shifter and brake cables (inner and outer)
- Handlebar grips
- Shifter grips
- Jockey wheels
- Disc brake rotors
- Wheel braking surfaces
- Bottomout pads
- Bearings
- Bearing races
- Pawls
- Transmission gears
- Spokes
- Free hubs
- Aero bar pads
- Corrosion
- Tools
- Motors
- Batteries

Notwithstanding anything else set forth herein, the battery pack and charger warranty does not include damage from power surges, use of improper charger, improper maintenance, or such other misuse.

This warranty shall not cover damages caused by the use of parts of different manufacturers.

This warranty shall not cover damages caused by the use of parts that are not compatible, suitable and/or authorised by SRAM for use with SRAM components.

This warranty shall not cover damages resulting from commercial (rental) use.

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SAFETY FIRST!

We care about YOU. Please, always wear your safety glasses and protective gloves when servicing RockShox® products.
Protect yourself! Wear your safety gear!

Record Your Settings

Use the charts below to record your fork settings to return your fork to its pre-service settings.

Service date - helps you keep track of service intervals.	

Service Interval Information

Maintenance	Interval
Clean dirt and debris from upper tubes	Every ride
Check air pressure	Every ride
Inspect upper tubes for scratches	Every ride
Check front suspension fasteners for proper torque	25 hours
Remove lowers, clean/inspect bushings and change fluid	50 hours
Replace all seals and change fluids	100 hours

Torque Chart

Part	Tool	Torque
Bottom bolts	5 mm hex bit socket	6.8 N•m (60 in-lb)
Top caps	24 mm socket	XC 28: 5.5 N·m (49 in-lb) XC 30: 7.3 N·m (65 in-lb)
Knob retaining screw	2.5 mm hex bit socket	1.4 N·m (12 in-lb)
Preload adjuster screw	2.5 mm hex bit socket	1.4 N·m (12 in-lb)

Fluid Volume

Part		Fluid Weight	Volume	Fluid Height
Damper side lower leg	XC 28	RockShox® 15wt	10 mL	NA
Spring side lower leg	XC 28 XC 30	NA	NA	
Spring side upper tube	XC 28 XC 30	Grease		NA
Damper side upper tube	XC 28 (80/100mm)	RockShox 5wt	93 mL	105-110 mm
	XC 28 (120 mm)		109 mL	105-110 mm
	XC 30		143 mL	80-85 mm

RockShox Suspension Service

We recommend that you have your RockShox suspension serviced by a qualified bicycle mechanic. Servicing RockShox suspension requires knowledge of suspension components as well as the special tools and fluids used for service.

For exploded diagram and part number information, please refer to the Spare Parts Catalog available on our web site at www.sram.com.

For order information, please contact your local SRAM distributor or dealer.

Information contained in this publication is subject to change at any time without prior notice. For the latest technical information, please visit our website at sram.com.

Your product's appearance may differ from the pictures/diagrams contained in this publication.

Tools and Supplies

- Safety glasses
- Nitrile gloves
- Apron
- Clean, lint-free rags
- Oil pan
- Bicycle work stand
- Rockshox 5wt suspension fluid
- RockShox 15wt suspension fluid
- RockShox bleed syringe
- Liquid O-Ring® PM600 military grease or SRAM® butter
- 2.5 mm hex wrench
- 5 mm hex wrench
- 5 mm hex bit socket
- 24 mm socket wrench
- Mallet
- Torque wrench
- Pick
- Flat blade screwdriver
- Long plastic or wooden dowel
- Bench vise with aluminum soft jaws

SAFETY INSTRUCTIONS

Always wear safety glasses and nitrile gloves when working with suspension fluid.

For most effective access to fork while servicing, clamp the fork steerer tube into a bicycle work stand.

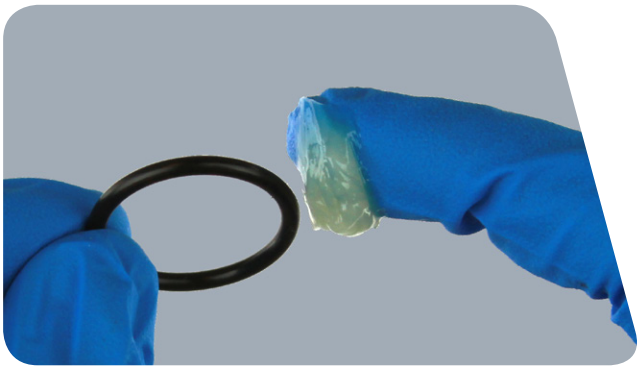
Place an oil pan on the floor under the fork to catch fluid.

NOTICE

Inspect each part for scratches. Do not scratch any sealing surfaces when servicing your suspension. Scratches can cause leaks.

When replacing seals and o-rings, use your fingers or a pick to remove the seal or o-ring. Spray isopropyl alcohol on each part and clean with a rag. Apply grease to the new seal or o-ring.

Only use SRAM® Butter or Liquid O-Ring PM600 military grease when servicing RockShox Forks.



Lower Leg Removal

1 Use a 5 mm hex wrench to loosen both bottom bolts 3 to 4 turns. Do not remove the bolts.



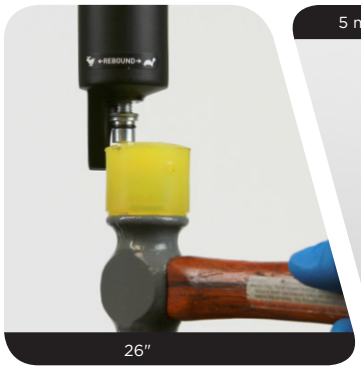
2 Place an oil pan beneath the fork to catch any draining fluid.

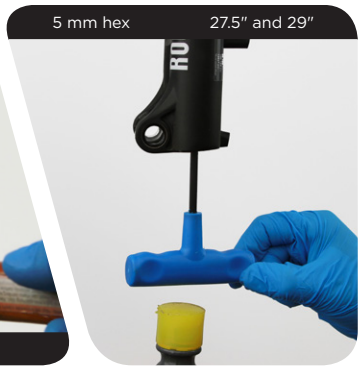
26" wheel versions: Use a mallet to firmly strike each bottom bolt to dislodge the spring and damper shafts from the lower leg.

Use a 5 mm hex wrench to remove the bottom bolts from the lower leg.

27.5" and 29" wheel versions: Insert a 5 mm hex wrench into either bottom bolt. Use a mallet to firmly strike the head of the 5 mm hex wrench to dislodge the spring and damper shafts from the lower leg.

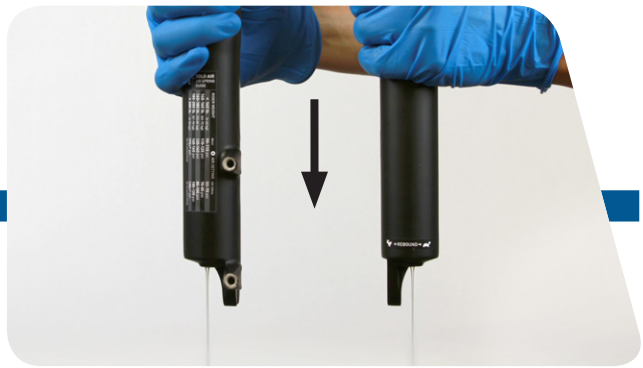
Use a 5 mm hex wrench to remove the bottom bolts from the lower leg.





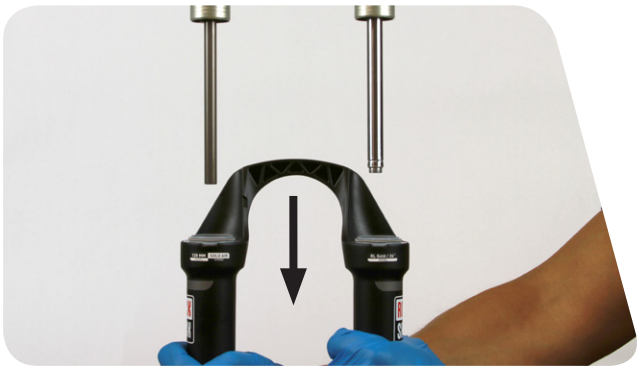
3 Firmly pull the lower leg downward until fluid begins to drain. Continue pulling downward to remove the lower leg from the fork.

If the lower leg does not slide off of the upper tubes or if fluid does not drain from either side, then the press fit of the shaft(s) to the lower leg may still be engaged. Reinstall the bottom bolts 2 to 3 turns and repeat the previous step.



NOTICE

Do not hit the fork arch with any tool when removing the lower leg as it could damage the fork.



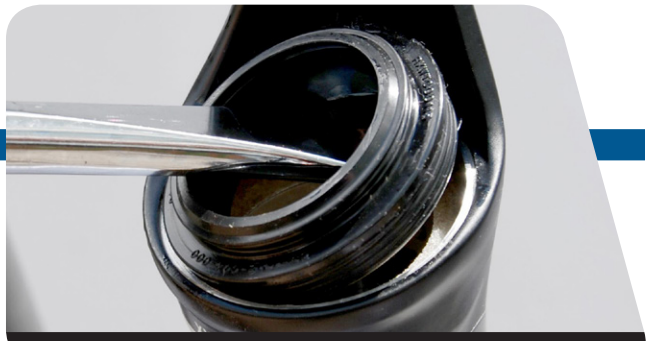
4 Spray isopropyl alcohol on the inside and outside of the lower leg. Clean the outside of the lower leg with a rag. Wrap a rag around a dowel use it to clean the inside of each lower leg.



Lower Leg Seal Service

1 Stabilize the lower leg on a bench top or on the floor. Place the tip of a downhill tire lever under the dust wiper seal. Press down on the downhill tire lever handle to remove the seal.

Repeat on the other side.



Downhill tire lever

NOTICE

Keep the lower leg stable. Do not allow the lower leg to twist in opposite directions, compress toward each other, or be pulled apart. This will damage the lower leg.

2 Use your fingers to remove and discard the foam rings on the top bushing inside the lower leg.



3 Spray isopropyl alcohol on the inside and outside of the lower leg and clean it with a rag.

Wrap a rag around a long dowel and insert it into each lower leg to clean the inside.





4 Soak the new foam rings in RockShox® 15wt suspension fluid.

Install a new foam ring on each top bushing in the lower leg.



5 Remove the wire spring from the new dust wiper seal and set the spring aside.

Insert the narrow end of the new dust wiper seal into the recessed end of the seal installation tool.



Seal installation tool

6 Hold the lower leg firmly and use the seal installation tool to push the dust wiper seal evenly into the lower leg until the seal surface is flush with the top of the lower leg surface.

Reinstall the wire spring onto the dust wiper seal.

Repeat on the other side.



Seal installation tool

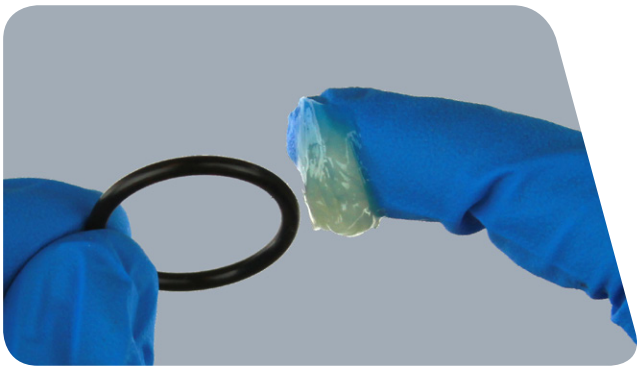
Damper Removal

NOTICE

Inspect each part for scratches. Do not scratch any sealing surfaces when servicing your suspension. Scratches can cause leaks.

When replacing seals and o-rings, use your fingers or a pick to remove the seal or o-ring. Spray isopropyl alcohol on each part and clean with a rag. Apply grease to the new seal or o-ring.

Only use SRAM® Butter or Liquid O-Ring PM600 military grease when servicing RockShox Forks.



1 Use a 2.5 mm hex wrench to remove the knob retaining screw. Remove the lockout adjuster knob.



2 Use a 24 mm socket to remove the damper top cap.



3 Remove the TurnKey™ compression damper from the upper tube.



4 Remove the top cap o-rings. Install new top cap o-rings.



5 Pour the fluid into an oil pan. Push in the rebound damper until 25 mm of the damper is showing to remove excess fluid.



6 Push the rebound damper shaft into the upper tube until it comes out the top of the upper tube.

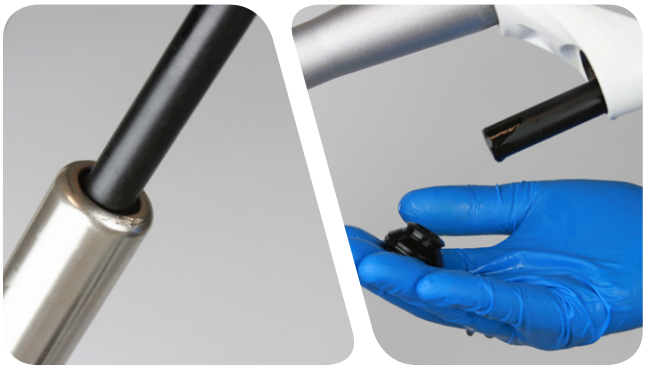


7 Use a flat blade screwdriver to remove the seal head retaining ring from the bottom of the upper tube.



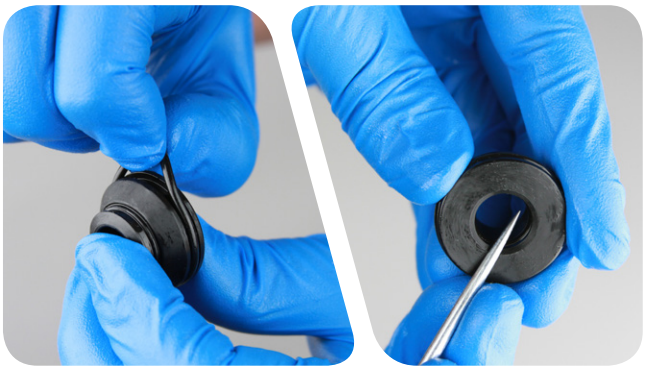
Flat blade screwdriver

8 Insert a long dowel into the bottom of the upper tube and push on the seal head until it dislodges and comes out the top of the upper tube.

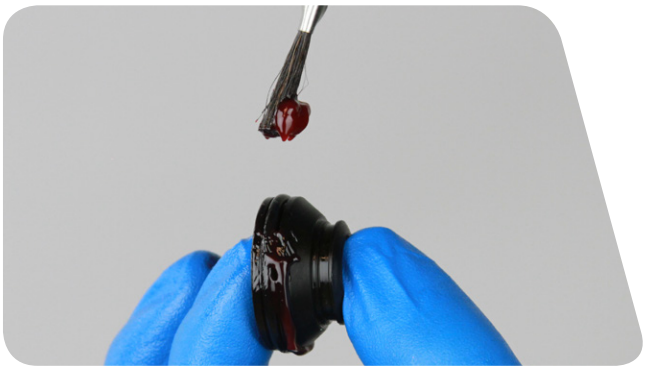


Damper Installation

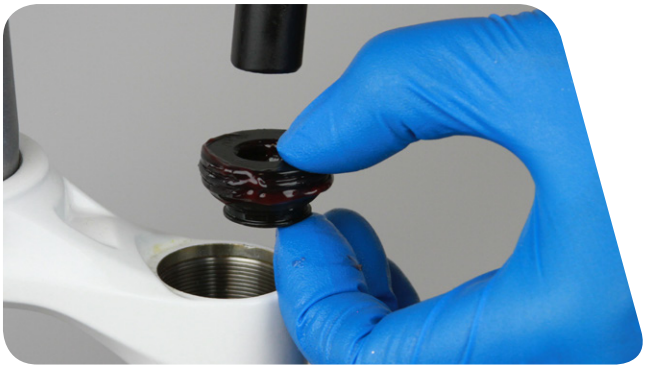
1 Use your fingers to remove the outer seal head o-rings. Use a pick to pierce and remove the inner o-ring. Install new o-rings.



2 Grease the inner and outer seal head o-rings and seal head threads.



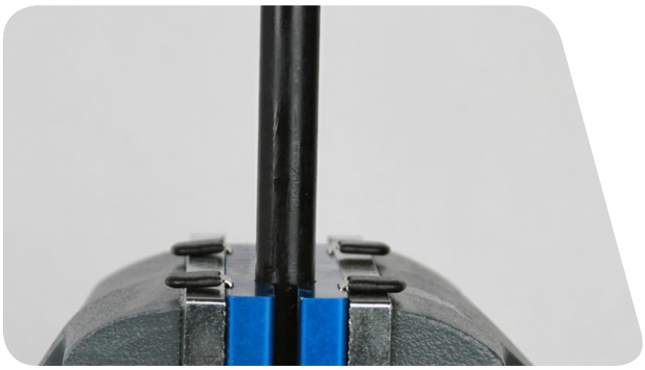
4 Turn the fork to a vertical position in the bicycle stand. Install the seal head into the top of the damper side on the upper tube.



5 Use a long dowel to press the seal head into position at the bottom of the upper tube.



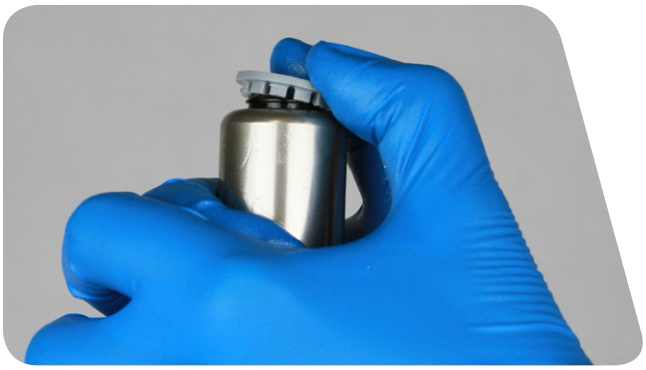
6 Clamp the dowel vertically into a vise.



7 Invert the fork and lower the damper side upper tube onto the dowel to install the seal head inside the bottom of the upper tube.



8 Install the retaining ring on the lip of the seal head at the bottom of the upper tube.



9 Install the rebound damper shaft into the top of the upper tube with the piston at the top.



10 Pull the rebound damper shaft down to the fully extended position.



11 Use the chart to determine the amount of RockShox® 5wt suspension fluid to pour into the top of the damper side upper tube.

	Models	Fluid Volume	Fluid Height +/- 2 mm
XC 28	80/100 mm	93 mL	105-110 mm
	120 mm	109 mL	105-110 mm
XC 30	80/100/120 mm	143 mL	80-85 mm

Oil height measurements are taken from the top of the crown surface above the upper tube to the oil.

Suspension fluid volume is critical. Too much suspension fluid reduces available travel, too little suspension fluid decreases damping performance.



RockShox 5wt suspension fluid

12 Install the TurnKey™ compression damper into the top of the damper side upper tube.



13 XC 28: Use a torque wrench with a 24 mm socket to tighten the damper top cap to 5.5 N·m (49 in-lb).

XC 30: Use a torque wrench with a 24 mm socket to tighten the damper top cap to 7.3 N·m (65 in-lb).



5.5 N·m (49 in-lb).

14 Install the lockout knob and retaining screw. Use a torque wrench with a 2.5 mm hex bit socket to tighten the lockout adjuster knob screw to 1.4 N•m (12 in-lb).



.3 N·m (65 in-lb)

Coil Spring Removal

1 Use a 2.5 mm hex wrench to remove the preload adjuster knob screw. Remove the preload adjuster knob.



2 Use a 24 mm socket wrench to remove the spring top cap from the upper tube.



3 Push the spring shaft upward, from the bottom of the upper tube. Remove the spring and spring shaft from the upper tube.



4 Spray isopropyl alcohol on the spring and shaft and clean them with a rag.

Spray isopropyl alcohol on the inside and outside of the upper tube and clean it with a rag.

Wrap a rag around a long dowel and insert it into the upper tube to clean inside the upper tube.



5 Remove the o-ring from the spring top cap. Apply grease to the new o-ring and install it.



Coil Spring Installation

1 Use a brush to apply a liberal amount of grease to the coil spring. Apply a small amount of grease to the top cap threads.



2 Install the coil spring assembly into the top of the spring side upper tube.



3 XC 28: Use a torque wrench with a a 24 mm socket to tighten the spring top cap to 5.5 N•m (49 in-lb).

XC 30: Use a torque wrench with a a 24 mm socket to tighten the spring top cap to 7.3 N•m (65 in-lb).

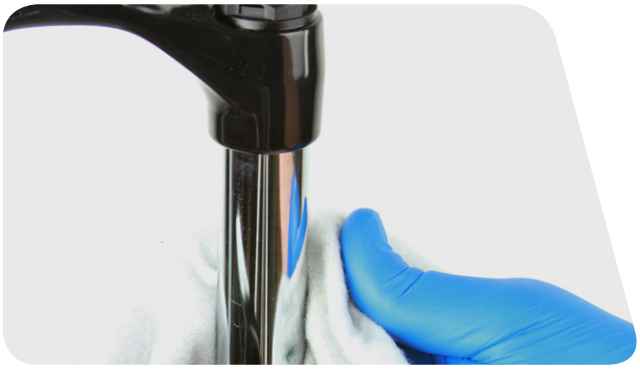


4 Install the preload adjuster knob and knob screw. Use a torque wrench with a 2.5 mm bit socket to tighten the preload adjuster knob screw to 1.4 N•m (12 in-lb).



Lower Leg Installation

1 Spray isopropyl alcohol on the upper tubes and clean them with a rag.



2 Apply a liberal amount of grease to the inner surfaces of the dust wiper seals.

Dust wipers may already be greased from the factory. Do not apply extra grease to seals that already have grease on them.



3 Slide the lower leg assembly onto the upper tube assembly just enough to engage the upper bushing with the upper tubes.

NOTICE

Make sure both dust seals slide onto the tubes without folding the lip of either seal.



4 **XC 28 only:** Position the fork at a slight angle with the lower leg bolt holes oriented upward. Inject 10 mL of RockShox® 15wt suspension fluid into the damper side lower leg.

NOTICE

Do not exceed the recommended fluid volume as this can damage the fork.

The XC 30 fork does not require fluid in the lower leg.



5 Slide the lower leg assembly along the upper tubes until it stops and the spring and damper shafts are visible through the bottom bolt holes.

Use a rag to clean excess fluid from the outer surface of the lower leg.



6 Clean the bottom bolts, crush washers, and crush washer retainers. Inspect the crush washers and retainers. If the crush washers or retainers are flattened or deformed, replace them with new ones.

Dirty or damaged crush washers can cause fluid to leak from the fork.



7 Install the bottom bolts into the lower leg bolt holes. Use a torque wrench with a 5 mm hex bit socket to tighten the bolts to 6.8 N·m (60 in-lb).



8 Spray isopropyl alcohol on entire fork and wipe it with a clean rag.

This concludes the service for RockShox XC 28 and XC 30. For remote service, please visit sram.com/service.

SRAM®

www.sram.com

"We will revolutionize the relationship that our users have with SRAM products, cultivating a bond between the rider and bicycle. Our technical communication will be delivered in innovative and exciting ways, with deliberation and accuracy that inspires loyalty and trust across the globe."

-SRAM TechCom Vision Statement



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