



SP25 NCX SUSPENSION SEATPOST OWNER'S MANUAL

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TABLE OF CONTENTS

Important safety information _____	02
Before every ride _____	02
Suspension seatpost installation _____	03
Installation instruction _____	04
Pre-load adjustment _____	05-06
Spring options _____	06
Maintenance _____	07
Customer support offices _____	08

WARNING

This instruction sheet contains important information about the correct installation, service and maintenance of your suspension seatpost. Nevertheless please be informed that special knowledge is essential to install, service and maintain the SR SUNTOUR suspension seatpost. Common mechanical knowledge may not be sufficient to repair, service or maintain it. Therefore we strongly recommend getting your suspension seatpost installed, serviced and/or maintained by a trained and qualified bike mechanic. Improper installation, service or maintenance can result in failure of the product, accident, injury or even death.

IMPORTANT SAFETY INFORMATION

WARNING

Failure to follow all warnings and safety instructions can cause your product to malfunction, resulting in an accident, severe personal injuries or even death to the rider.

- Read this manual thoroughly before using your suspension seatpost.
- Use only genuine SR SUNTOUR parts. The use of aftermarket replacement and spare parts voids the warranty of your seatpost and might cause failure. This could result in an accident, injury or even death.
- These instructions contain important information about the correct installation, service and maintenance of your suspension seatpost. Common mechanical knowledge may not be sufficient. Your suspension seatpost should only be installed, serviced and/or maintained by a trained and qualified bicycle mechanic with specialized tools.
- If you are going to use your seatpost in combination with a child seat, we strongly recommend using the SR SUNTOUR neoprene protection cover to prevent your child's finger from being accidentally pinched.
- Study all other owner's manuals provided with your bike and make yourself familiar with the components mounted to your bike.

BEFORE EVERY RIDE

WARNING

Avoid serious personal injury or even death. Do not ride the bicycle if any of the following criteria is not met ! Correct any condition before you ride.

- Inspect your bicycle and suspension system including the handlebars, pedals, crank arms, seat post, saddle, etc. for any cracks, dents, bent or tarnished parts. Also search for any oil leaking out of your shocks. Be sure to check hidden areas on the underside of your bike. If any condition exists, consult a trained and qualified bicycle mechanic to determine the cause and make any necessary correction.
- Make sure your seatpost is fastened with the proper torque value according to the frame's seat-clamp's specifications. If you are using a quick release seat-clamp, make sure it is closed properly. An improperly tightened seat-clamp increases the risk that your seatpost might twist while riding. This implies the risk of an accident and fatal injuries. Please inspect by view and twisting of the saddle the seatpost for any unusual movement!
- Make sure the bolts which are securing the saddle are fastened with the proper torque value of 15-18Nm. A loose saddle could provoke an accident and/or fatal injuries.

SUSPENSION SEATPOST INSTALLATION

⚠ WARNING

We strongly recommend that your suspension seatpost is installed and set up by a qualified and trained bicycle mechanic. Improper installation can result in failure of the product, accident, injuries or even death. If you are going to install the suspension seatpost by your own, the installation should be inspected by a trained and qualified bicycle mechanic. The inspection needs to be confirmed by the dealer by signing this owner's manual on the last page along with the dealer's official stamp.

1. Remove your old seatpost.
2. Clean the inside of the seat tube to make sure no old grease or dirt remains inside. You also should make sure that the seat-tube itself has no burrs which could scratch the seatpost. If found, you must remove these burrs so that the seatpost can slide in smoothly.
3. Install your seatpost and insert it past the "MIN INSERT" mark so that the marking is at least completely below the top of the seat-tube. When correctly installed, no part of the "MIN INSERT" mark should be visible.



INSTALLATION INSTRUCTION

1. Unscrew the two fixing bolts on both sides using a 5mm Allen wrench. Unscrew them until the rail of the saddle can fit between the 2 halves of the clamp.



2. Install the saddle by inserting the rail into the clamp from one side.



3. Press the saddle down until you hear the "click" noise.



4. Adjust the saddle so that it is centered and the top surface to be horizontal (recommended) as shown in the picture on the right.



5. Tighten the fixing bolt by a 5mm Allen wrench. Suggested tightening torque is 15-18Nm.



PRELOAD ADJUSTMENT

⚠ WARNING

Proper preload adjustment is critical for the safe function of the suspension seatpost. Repeated **bottoming out** or **topping-out** under use can lead to a structural failure of the suspension seatpost, resulting in accidents and/or injuries.

1. Before using the suspension seatpost the first time, please check the preload adjustment:

With somebody's support, sit on the bike with your hands and feet positioned normally. Have the supporter looking and confirm that the seatpost is approximately 1/3 compressed.

IDEAL SAG

preload adjustment with 1/3 suspension compressed



BOTTOMING OUT

More (+) preload adjustment or harder spring needed



TOPPING OUT

Less (-) Preload adjustment or softer spring needed



2. To increase the preload, with a 6 mm Allen key, turn the adjuster clockwise. To decrease the preload, turn the adjuster counter-clockwise, taking care to leave a minimum 10mm of exposed threads visible at the bottom of the seatpost. See below reference:



⚠ WARNING

Do not turn the adjuster bolt counter-clockwise beyond the initial position at the delivery. Minimum 10mm of the preload adjustment thread should be visible.

3. If the compression/adjustment is not within the range as explained above, remove the seatpost from the bicycle frame. Contact SR SUNTOUR authorized dealer near you for spring replacement. Softer or harder spring might be necessary.

Note: For more details about spring options for SR SUNTOUR suspension seatpost, please kindly refer to the chart below. If exchanging the spring does not allow a setup within the range, the seatpost might not be compatible with your bike/weight/use/terrain setup.

SPRING OPTIONS

Note: This suspension seatpost has three different versions of default springs to accommodate rider's weight range. Softer or harder rate springs are identified as below with appropriate sticker system marked on the post while medium rate spring post has none.

For rider's weight extending beyond the suggested range and having issues setting up the proper sag from page 5 of the manual, please consult with your local bike shop or authorized SR SUNTOUR dealer.

Softer rate spring	for rider's weight up to 75kg
Medium rate spring	for rider's weight between 70-95 kg
Harder rate spring	for rider's weight between 90-120 kg

Default Medium Spring (w/out sticker)	Softer Spring / Harder Spring
	

Model number	Part code of spring	Description of spring	Sticker type	
SP12-NCX Length: 350 mm Diameter: ø 27,2mm	PKE100-10	Standard	Medium rate spring + Shrink tube (black)	none
	PKE100-00	Soft	Soft rate spring + Shrink tube (blue)	S
	PKE100-20	Hard	Harder rate spring + Shrink tube (red)	H
SP25-NCX Length: 350 mm Diameter: ø 30,9mm	PKE100-10	Standard	Medium rate spring + Shrink tube (black)	none
	PKE100-00	Soft	Soft rate spring + Shrink tube (blue)	S
	PKE100-20	Hard	Harder rate spring + Shrink tube (red)	H
SP25-NCX Length: 400 mm Diameter: ø 30,9mm	PKE100-10	Standard	Medium rate spring + Shrink tube (black)	none
	PKE100-00	Soft	Soft rate spring + Shrink tube (blue)	S
	PKE100-20	Hard	Harder rate spring + Shrink tube (red)	H
SP25-NCX Length: 350 mm Diameter: ø 31,6mm	PKE100-10	Standard	Medium rate spring + Shrink tube (black)	none
	PKE100-00	Soft	Soft rate spring + Shrink tube (blue)	S
	PKE100-20	Hard	Harder rate spring + Shrink tube (red)	H
SP25-NCX Length: 400 mm Diameter: ø 31,6mm	PKE100-10	Standard	Medium rate spring + Shrink tube (black)	none
	PKE100-00	Soft	Soft rate spring + Shrink tube (blue)	S
	PKE100-20	Hard	Harder rate spring + Shrink tube (red)	H

MAINTENANCE

As long as moving parts are exposed to moisture and contamination, the performance of your suspension system might be reduced after several rides. To maintain high performance, safety and long life of your suspension system, periodic maintenance is required.

- We recommend that your suspension seatpost is being serviced frequently as indicated below if you ride in extreme weather (winter time) and terrain conditions.
- In case if you may feel that your suspension seatpost performance has changed or handles differently, immediately call on your local dealer to inspect your suspension seatpost.
- Check the tightening torque of the saddle fixing screws to see if it is properly fixed.
- Test the clamping torque of the seat clamp bolt, tightness of the seatpost quick release lever on the bike seat-tube.
- After every ride: Clean the parallelogram part and maintain with an oily cloth. Check the upper body if there are dents, scratches or other discoloration.
- Every 100 hours or once a year: Maintenance 1 (at dealer)

NOTE FOR THE MAINTENANCE 1

1. Disassemble the seatpost from your frame.
2. Unscrew the adjuster bolt and slide out the coil spring.
3. Clean the seatpost from the in- and outside.
4. Grease the seatpost inside (use SR SUNTOUR No. 9170-001 grease). Lubricate the pressure roller. Additionally you should lubricate the joints. We recommend bicycle chain lubricant. Use a pressure spray, it allows you to spray away any contamination.



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WEB LINKS

FOR FURTHER INFORMATION PLEASE VISIT [WWW.SRSUNTOUR.COM](http://www.srsuntour.com). THERE YOU WILL ALSO FIND:

- Service request: <http://www.srsuntour.com/service/service-request>
- Tech videos: <http://www.srsuntour.com/service/tech-videos>
- Download area: <http://www.srsuntour.com/service/download-area>
- Owners manuals: <http://www.srsuntour.com/service/download-area/consumerdownloads/bike/owners-manuals/>
- Warranty: <http://www.srsuntour.com/service/warranty>