

OWNERS MANUAL

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**UNAIR**

**DUAIR**

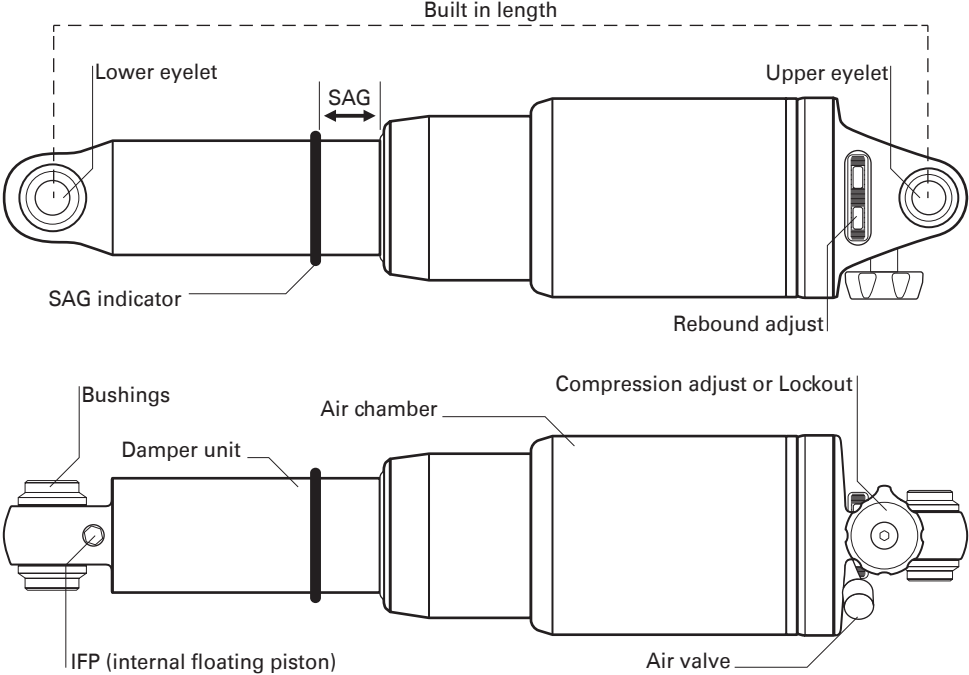
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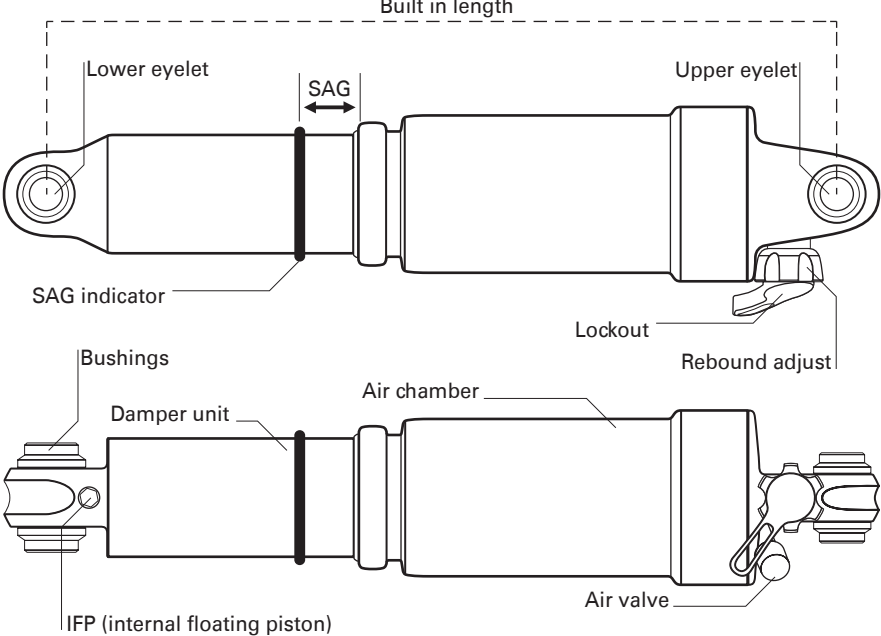
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# OVERVIEW

## DUAIR



## UNAIR



## IMPORTANT SAFETY INFORMATION



### **WARNING!**

**Not heeding the warnings and safety instructions can cause the product to malfunction or can result in personal injuries or even death to the rider.**

- ▶ Be sure to read this manual carefully before using your rear shock. Inappropriate usage of your rear shock may cause damage to the product, serious injuries or even death to the rider.
- ▶ Our rear shocks contain fluids and gases under extreme pressure, warnings included in this manual must be followed in order to reduce the possibility of injuries or possible death. Never try to open any SR SUNTOUR rear shock! As stated above they contain fluids and gases under high pressure. Opening any SR SUNTOUR rear shock implies the risk of getting seriously injured.
- ▶ Only use genuine SR SUNTOUR parts. The use of third-party supplier spare parts voids the warranty of your rear shock and might cause failure to it. This could result into an accident, injury or even death.
- ▶ SR Suntour rear shocks are designed for the usage by a single rider.



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

- ▶ Always be equipped with proper safety gear. This includes a properly fitted and fastened helmet. According to your riding style you should use additional safety protection. Make sure your equipment is in flawless condition.
- ▶ Make sure to select the correct rear shock according to your frame's built in height and your personal riding style. Installing a rear shock which does not match the geometry of your frame could result into a failure of the rear shock itself and will void the shocks warranty. Know your limits and never ride beyond those.
- ▶ Study all other owner's manuals provided with your bike and make yourself familiar with the components mounted to your bike.
- ▶ Carefully read the operating instructions included with your bicycle and familiarise yourself with the individual components of your bicycle.



### **WARNING!**

**SR SUNTOUR recommends having the shock installed, maintained and/or serviced by a trained and qualified bicycle mechanic.**

## BEFORE EVERY RIDE

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**Do not ride the bicycle if one of the following criteria is not met! If the bicycle is damaged or if the necessary adjustments were not made but the bicycle is used regardless, then this can result in accidents, serious injuries or even death.**

- Do you notice any cracks, dents, bent or tarnished parts at your rear shock or any other part of your bicycle? If so, please consult a trained and qualified bicycle mechanic to check your rear shock or bike.
- Can you notice any oil leaking out your rear shock? Also check out hidden areas. If so, please consult a trained and qualified bicycle mechanic to check your rear shock or bike.
- Compress your rear shock with your body weight. If it feels too soft, relating to the proper pressure to achieve an accurate SAG, inflate it until you have reached the required value. Please also refer to chapter " SETTING SAG"
- Make sure your brakes are properly installed/adjusted and work appropriate. This also applies to every other part of your bike like handlebars, pedals, crank arms, seat post, saddle etc. Also refer to the owner's manuals provided by all other component manufacturers.
- If you are using a quick release system to fasten your wheel set, make sure that all levers and nuts are adjusted properly. In case you are using a through axle system, make sure that all fixing bolts are tightened with the appropriate torque values.
- Check the cable length and routing of your components. Make sure they do not interfere your steering actions.
- If you are using reflectors for on-road cycling, make sure they are clean and properly installed.
- Bounce your bike slightly on the ground while looking and listening for anything which might be loose.

## REAR SHOCK INSTALLATION

To replace your old rear shock and upgrade your bike with an SR SUNTOUR rear shock you have to follow the hereafter mentioned steps. Please note that we strongly recommend your new SR SUNTOUR rear shock is getting installed by and qualified and trained bicycle mechanic.

1. Make sure that the “eye-to-eye length”, stroke and mounting hardware are the same as on the originally installed rear shock. The “eye-to-eye length” is the distance from centre of the upper fixing bolt to the centre of the lower fixing bolt. Please also refer to the drawing shown on page two.
2. Remove the old shock off your bike. Clean the inside surfaced of the frame and swing arm,remo-



### **WARNING!**

**If a longer, then the original shock length, is getting installed, the geometry of your bike will change. This can lead to steering problems and a higher bottom bracket which unables you to place your feet on the ground. If you are going to install a shock which is shorter then the original installed one it will have the same inverted negative effects. All this can result into a loss of control and serious injuries or even death.**

ve any dirt and make sure that all surfaces are clean.

3. Make sure that the inner and the outer diameter, as well as the width of the aluminium bushings are correct to fix the rear shock properly and without any play to the frame and swing arm.
4. Check the movement of your new SR SUNTOUR rear shock by releasing all air and moving the swing arm through its complete stroke. Make sure that there is sufficient clearance between the rear shock and all other components. Also keep in mind to check the clearance between your rear shock and a lowered seat post. Make sure the shock does not hit against the seatpost in any position.
5. Tighten the screws in accordance with the bicycles or frame manufacturers specifications



### **WARNING!**

**Insufficient clearance between the shock, seatpost, swingarm, frame or rocker can result into a loss of control of your bike, serious injuries or even death.**

# AIR PRESSURE AND “SAG”

The SAG is the compression which is just caused by the riders weight including equipment (such as backpack), seating position and the frames geometry and not as a result of riding. Every rider has a different weight and seating position, therefore the rear shock will sag more or less. To assure a proper function of your rear shock and not to interfere the performance of it, setting a proper SAG is the only way to find the correct air pressure for your rear shock.



## SETTING THE AIR PRESSURE AND “SAG”

1. Reduce compression and rebound damping to minimum to not influence the SAG. Unscrew the valve cap. Screw a fork / shock pump onto the valve.
2. Pump the shock up to the desired pressure. Never exceed the recommended maximum air pressure.
3. In order to properly assess the “SAG”, use the o-ring or attach a zip tie to the damper body. Slide it up to the dust seal. Sit on the bicycle in normal riding position and check the “SAG”. Add or release air as needed.  
You can lean against a wall in order to be able to sit still on the bicycle, in order to measure the “SAG”.



Shock travel in mm	suggested SAG in %
38 - 44	15 - 25
50 - 63	20 - 25



**WARNING!**  
Riding your bike with an improper air pressure can result in a loss of control, serious injury or even death.

Never exceed the maximum air pressure of 300psi (20bar). This can lead to brakeage of the rear shock, serious injuries and voids the warranty of your SR SUNTOUR rear shock.

# EXCHANGEABLE AIR CHAMBER (DUAIR series)

The DUAIR shock has exchangeable air chambers with different volumes. This function allows the rider to choose between a more linear or a more progressive characteristic curve.

**It can be adjusted in four stages by changing the air chamber. The smaller the air chamber, the more progressive the characteristic curve.**

Find a selection help here: <http://www.srsuntour-cycling.com/service/rear-shock-selection-guideline/>

Find mounting instructions here: [www.srsuntour-cycling.com/service/tech-videos/](http://www.srsuntour-cycling.com/service/tech-videos/)



**WARNING!**  
**The air chamber is pressurised! Before opening, let the air out of the shock completely to prevent the valve and the spacer unit from being ejected forcefully and potentially causing injuries.**

## ADJUSTING REBOUND DAMPING

The rebound function of SR SUNTOUR rear shocks allows you to tune your shock according to your personal preferences and the terrain you are riding on. This function enables you to control the speed of your rear shock's rebound after it's being compressed.

If you are going to ride on a terrain with a lot of small and fast bumps, we recommend to increase your rear shocks rebound speed. Otherwise it implies the risk that your bike can not follow the bumps which could result into a loss of control of your bike. If you are going to ride on a flat terrain with slow bumps you should decrease your rear shocks rebound speed. This will help to avoid the teetering of your swing arm.

In order to increase the rebound speed turn the adjuster knob towards -. To decrease the rebound speed turn the adjuster knob towards +.

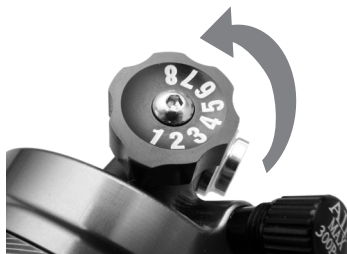




## ADJUSTING COMPRESSION DAMPING

The compression damping adjust function of your SR Suntour rear shocks allows you to tune your shock according to your personal preferences and the terrain you are riding on. This function controls the speed of your rear shock while being compressed.

Choosing a fast/soft set up will bring maximum wheel traction and an sensitive bump compliance. As said before, in this mode your rear shock will react pretty sensitive/fast to every bump. Therefore you should choose this setting if you are riding on a terrain with a lot of small and fast bumps. You should not choose this setting on a terrain with big bumps and square edge hits because it implies the risk your rear shock is going to bottom out very often.



If you are going to ride on a terrain with big bumps and square edge hits you should choose a slow/firm set up. In this mode your rear shock will move slower while being compressed. Therefore it will reduce bottom outs and provides maximum bump absorption. Using this mode on a terrain with small and fast bumps will bring bad traction to your bike. Additionally your rear shock will not use it's full travel if being set to the slow/firm on fast terrain.

The compression damping of your rear shock can be tuned in 8 steps, starting from 1 (fastest/softest) up to 8 (hardest/slowest) setup.

## LOCK-OUT SYSTEM

If your shock is equipped with a lockout function you can use this to reduce teetering during rides out of saddle or uphill riding. The rear shock will not be locked 100%. Your rear shock is equipped with a so called „Anti-Blow-Off-System“. This system will protect you in case you have forgotten to unlock the rear shock while riding in rough terrain.



**Nevertheless, you should never set your rear shock to the „Lock-Out-Mode“ while riding in rough terrain, or when the suspension is needed heavily. This implies the risk that the shock will get damaged when it's being compressed under high load. This could also result into an accident, injuries or even death of the rider.**

### SPEED LOCK-OUT

In order to lock your rear shock you have to turn the „Speed Lock-Out“ knob 90° clockwise.



### LOR8

Shocks featuring the LOR8 version of lock-out are locked 80% of maximum. This results in a less efficient but more comfortable ride.

## MAINTENANCE

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SR SUNTOUR rear shocks are designed to be nearly maintenance free. However, as long as moving parts are exposed to moisture and contamination, the performance of your rear shock might be reduced after several rides. To maintain a high performance, safety and a long life of your rear shock, a periodic maintenance is required.

**Please keep in mind that a rear shock which has not been serviced in accordance with the maintenance instructions will lose its warranty!**

**Never use a pressure washer or any water under pressure to clean your rear shock as water may enter the shock at the dust seal level. Never use aggressive cleaners. We recommend to use clear water.**

**We recommend that your rear shock is being serviced more frequently as indicated below if you ride in extreme weather (winter time) and terrain conditions.**

**Any case you may feel that your rear shock performance has changed or handles differently, immediately call on your local dealer to inspect your rear shock.**



### **WARNING!**

Please note that your SR SUNTOUR rear shock is filled with oil and nitrogen. This makes it impossible to open the rear shock without having the knowledge and the special tools how to carry out this task. Please do not try to open the rear shock for service issues, this implies a very high risk of getting seriously injured. Besides this, you will not be able to reassemble the shock anymore. Opening the shock will void its warranty. If there is any problem with your rear shock, please consult a dealer and get in contact with SR SUNTOUR.

## MAINTENANCE PLAN

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**In case you have questions or if there is anything questionable during maintenance please refer to your local dealer or a SRSUNTOUR service center.**

### **New installed shock / new bike:**

- Check mounting hardware for proper torque values (shock bolts and shock bushings)
- Check air pressure / Adjust SAG
- Check rebound damping set-up

### **Before each ride:**

- Check air pressure (It is normal that rear shock loosing some air over the time)
- Check w hardware for proper torque values

### **Every 200km:**

- Check air pressure
- Check mounting hardware for proper torque values
- Oil dust seals with high quality fork specific oil

## LIMITED WARRANTY

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SR SUNTOUR warrants its rear shock to be free from defects in material and workmanship under normal use for a period of two years from the date of original purchase. This warranty is made by SR SUNTOUR Inc. with only the original purchaser and is not transferable to any third party. Lodging a claim under this warranty must be made through the dealer where the bicycle or SR SUNTOUR rear shock was purchased. To prove the original purchase the original retail invoice has to be provided.

### **LOCAL LAW:**

This warranty gives you specific legal rights. According to the state (USA) or province (Canada) or every other country you are living in, you may have other rights than explained within these warranty regulations. These regulations shall be insofar adapted to the local law to be consistent with such law.

### **LIMITATION OF WARRANTY**

This limited warranty does not apply to any defect of the rear shock caused by: improper installation, disassembling and re-assembling, intentional breakage, alterations or modification to the rear shock, any unreasonable use or abuse of the product or any use for which this product was not intended for, accidents, crashes, improper maintenance, repairs improperly performed.

The obligation of this "Limited Warranty" is restricted to repairs and replacements of the rear shock or any parts of it in which there is a defect in materials or workmanship within a period of two years.

SR SUNTOUR makes no express or implied warranties of fitness or merchantability of any kind, except as set forth above. Under no circumstances will SR SUNTOUR be liable for incidental or consequential damages.

Damages which are caused by the use of other manufacturer's replacements parts or damages which are caused by the use of parts that are not compatible or suitable to SR SUNTOUR rear shocks are not covered by this warranty. This warranty does not apply to normal wear and tear.

WEAR AND TEAR PARTS: dust seal, o-rings, rubber moving parts, bushings.  
For wearing parts there is a limited warranty of six months in case of a manufacturing failure.

## WEB LINKS

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**For further information please visit our website: [www.srsuntour-cycling.com](http://www.srsuntour-cycling.com).  
There you will also find:**

- ▶ Service request: <http://www.srsuntour-cycling.com/service/service-request>
- ▶ Product registration: <http://www.srsuntour-cycling.com/service/product-registration>
- ▶ Tech videos: <http://www.srsuntour-cycling.com/service/tech-videos>
- ▶ Download area: <http://www.srsuntour-cycling.com/service/download-area>
- ▶ Shock selection help: <http://www.srsuntour-cycling.com/service/rear-shock-selection-guideline>

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Warranty, Service and Aftermarket Sales

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