

**SEAT POST WILL NOT DROP**

1. Check to see that seat post binder bolt is no more than 6Nm.
2. Make sure the distance between the cable head and housing ferrule is 10mm apart in the actuator.
3. Turn barrel adjuster counter-clockwise 2 clicks at a time until seat post does not lock out. Then turn the barrel adjuster clockwise by 2 clicks.
4. Check the cartridge lock screw (located under rear saddle bolt) to make sure it is tight with post fully extended. (2.5Nm for 2.5mm screw/3.5Nm for 3mm screw)
5. Unthread actuator assembly from seat post (should unthread from cartridge simultaneously). Thread assembly onto the cartridge, then thread assembly into seat post.

**SEAT POST DROPS AND RAISES SLOW**

1. Check to see that seat post binder bolt is no more than 6Nm.
2. Make sure the distance between the cable head and housing ferrule is 10mm apart in the actuator.
3. Turn barrel adjuster counter-clockwise 2 clicks at a time until seat post does not lock out. Then turn the barrel adjuster clockwise by 2 clicks.
4. Check the cartridge lock screw (located under rear saddle bolt) to make sure it is tight with post fully extended. (2.5Nm for 2.5mm screw/3.5Nm for 3mm screw)
5. Unthread actuator assembly from seat post (should unthread from cartridge simultaneously). Thread assembly onto the cartridge, then thread assembly into seat post.

**EXCESSIVE LATERAL MOVEMENT (SIDE-TO-SIDE)**

1. Unthread actuator assembly from seat post (should unthread from cartridge simultaneously). Thread assembly onto the cartridge, then thread assembly into seat post.
2. Check the cartridge lock screw (located under rear saddle bolt) to make sure it is tight. (2.5Nm for 2.5mm screw and 3.5Nm for 3mm screw)
3. Take seat post apart (follow 400 hour maintenance video on our website under the support tab) to check for abnormal wear on keyways. Replace or flip keyways if necessary.

**EXCESSIVE FORE AND AFT MOVEMENT (FRONT TO BACK)**

1. Unthread actuator assembly from seat post (should unthread from cartridge simultaneously). Thread assembly onto the cartridge, then thread assembly into seat post.
2. Check the cartridge lock screw (located under rear saddle bolt) to make sure it is tight with post fully extended. (2.5Nm for 2.5mm screw/3.5Nm for 3mm screw)
3. Take seat post apart (follow 400 hour maintenance video on our website under the support tab) to check for abnormal wear on keyways. Replace or flip keyways if necessary.

**CABLE END POPS OUT OF ACTUATOR**

1. Make sure the distance between the cable head and housing ferrule is 10mm apart in the actuator.
2. Turn barrel adjuster counter-clockwise 2 clicks at a time until seat post does not lock out. Then turn the barrel adjuster clockwise by 2 clicks.

**SADDLE SLIPS IN CLAMPS**

1. Hand tighten bolts until you reach desired saddle level. Use a torque wrench to tighten both bolts front to back in half turn increments until you reach the recommended torque setting. Do not torque over 8Nm on carbon rails (max 10Nm for all other rails)

**VERTICAL MOVEMENT OR CLICKING NOISE**

1. Check the cartridge lock screw (located under rear saddle bolt) to make sure it is tight with post fully extended. (2.5Nm for 2.5mm screw/3.5Nm for 3mm screw)

**STICKY SEAT POST GOING DOWN**

1. Check to see that the seat post binder bolt is no more than 6Nm. Use fiber grip (AKA carbon paste) on seat post to keep post from turning in seat tube.