

	<b>TECHNICAL BULLETIN</b>	<b>Page:</b> 1 of 2
	<b>HUBS</b>	<b>Date:</b> 23-June-2016

**Product: ISO & ISO-B Rear Hubs**

**Subject: Optimized Engagement Hub Service**

Valued Chris King Customer,

It has come to our attention that a few customers have experienced an issue with engagement on newer (shipped in the last six months) ISO/ISO-B Rear hubs. This may be due to slightly thicker grease, which causes a lag in engagement. Simply either thinning out or flushing the old grease from your hub and replacing it with a lighter lube can remedy this issue. Although the instances of intermittent engagement are very rare, because of the personal injury that can result, we highly recommend that you complete this service as a preventative measure. If you have experienced intermittent or sluggish engagement, to avoid the risk of injury you should discontinue use until the service is performed.

The recommended service is very simple and can be performed at home with basic tools and readily available lube, which will minimize any down time on your bike. Simply follow the steps outlined in the following manuals and video on our website:

ISO Hub Manual, Pages 15-17

<http://bit.ly/28SoDdH>

ISO and Classic Service Tool Manual, Pages 6,7, and 11-13

<http://bit.ly/28SBycR>

<https://vimeo.com/171133930>

If you are not confident about performing the service yourself, feel free to contact our Customer Service Department at [info@chrisking.com](mailto:info@chrisking.com), or just give us a call at **(503) 972-4050** or **(800) 523-6008** and we will help you through it or make other arrangements to get it done. If issues persist following the service, please contact our Technical Service Department for a Return Authorization and to schedule a free warranty evaluation, and we will return the hub to original factory spec.

Please note that this service does not replace a full periodic overhaul of the rear hub and RingDrive™ system, which should be performed with the complete Chris King Hub Service Tool Kit. If your hub has more than 6-months of use, especially in inclement conditions, a general service is recommended. For service interval recommendations, consult your original product owners manual or contact our Customer Service Department. We stand behind our

products and want to make sure that they are being maintained to provide the highest level of performance for our customers. Chris King hubs are backed by a 5 year warranty that can be found [here](#).

If you have any additional questions, please call our Customer Service Department during normal business hours. Chris King is committed to the utmost quality of its products and to the full and complete satisfaction of its customers.