

Essential CARE GUIDE



Servicing

We require you to service your shocks at 50,000km by a JMACX authorised service provider. Submit the shock service form using our website www.jmacx.com.au. Note on the shock service form if you require assistance with shipping. You will then be contacted and sent a quote for servicing by email along with a Returns Form to send with your returned shocks and shipping will be arranged if required.

Approximate cost is \$180 per shock which includes oil & seals. This does not include shipping. When you remove your shocks for servicing please retain your bushes and boots as these are not replaced during the service. If they are damaged replacements can be ordered.

Servicing charges do not include the replacement of damaged or worn parts like damaged shafts, boots or bushes etc. These will be an additional cost to the standard service fee.



Shock Specific Warranty

The ALPHA shock has a warranty period of 2 years or 50,000km which ever comes first. There is a warranty of 12 months on the electronic components. Warranty is not transferrable, and only applies to the original purchaser. This is in conjunction with the JMACX standard warranty found at www.jmacx.com.au.

Any claims on defective goods need to be raised with JMACX Offroad Solutions or their authorised inspection facility.

Exposure to aggressive corrosion elements like failure to wash after salt water contact or rock damage will void the warranty.



EXTENDED WARRANTY

If you choose to service your shocks at 50,000km as recommend, JMACX will extend your warranty period by an additional 20,000km or 1 year. (Which ever comes first) This shock service **MUST** be completed by a JMACX authorised service provider, otherwise this extended warranty will not be granted. Proof of this service will be required. This is in conjunction with the JMACX standard warranty found at www.jmacx.com.au

THANK YOU FOR YOUR PURCHASE

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CARE GUIDE

ALPHA

Following the below advice regularly will prolong the life of your ALPHA shocks. With regular maintenance you will reduce the likelihood of issues and you will find and prevent problems before they become more complicated.



Cleaning

Cleaning your shocks should be done as often as possible. This makes it easier to spot leaks on a clean shock absorber. Keeping them clean will also help the seals last longer. You can typically use car wash detergent that is safe for use on rubber materials. If you are using a pressure washer, be careful not to aim the spray nozzle directly at any seals or electrical junctions/wires, which could force water inside. A soft brush will help remove any stubborn build up of dirt. Dry off with compressed air or a microfibre towel.



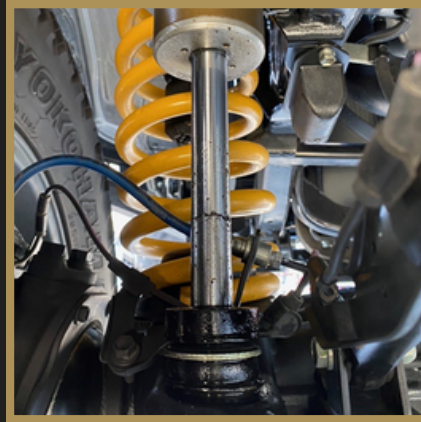
Dust boots

Regularly inspect the dust boots if fitted. After offroad use/extended element exposure, check shock boots are free from debris such as sand etc. They can hold water and debris, causing extra wear on the rods and seals. Replace any split boots as soon as possible.



Leaks

Wearing rubber gloves, inspect the shock or strut for leaks. Shock oil is almost entirely transparent, but you'll see leaks as excessive dribbles down the shock shaft, maybe even pooling in the spring seats or splashing onto surrounding parts. If you find you have a leaking shock please contact JMACX for servicing. (See servicing)



Example of a leaking shock



Misting

As your shocks compress and heat up, they are designed to mist and disperse a fine amount of oil to lubricate the shock – this can be hard to see by the eye, but it becomes noticeable once you hit a dirt road and the dirt sticks to the fine mist. This is a completely normal part of shock operation. If the shock is not misting it can mean the shocks are dry and can therefore cause damage to the seal. If your vehicle build is relatively recent it can be excess assembly oil from its initial install. To ensure that normal misting or excess assembly oil is the case, please wipe down your shocks with degreaser and continue for the next 500km. Check the shock to see if this has occurred again and a obvious leak can be identified. If a leak has been established please complete a warranty claim form jmacx.com.au/warranty-form/



Mounts

Inspect the mounts. Checking for wear, corrosion, compromised fixings and damage to the mount itself.



Damage to shock body/strut threads

Inspect the shock body for dents or cracks. If a shock body is dented, the rod may no longer operate smoothly. Also check that a strut has no stripped threads. A cracked or dented shock body should be replaced.



Bushes

Take a prybar and test for any movement in the suspension bushings. Check any bushings on the control arms and trailing arms. If you find there is slack or play in them, have them replaced by a qualified mechanic. Worn bushes can cause the suspension system to operate less effectively, to bind up or begin to place extra stress on other parts.



Fixings

Check fixings for wear. Sometimes, during the fitting of parts, shock mount bolts can become damaged by cross-threading occurring. Fixings can become worn over time. Always refit suspension bolts to the correct torque settings so as to not over tighten them. Nyloc locknuts should be used only once, after removing one, always replace it with a new one.