

SHOCK OWNER'S MANUAL **FLOAT**
ATV + SNOWMOBILE



FLOAT AIRSHOX ATV/SNOWMOBILE

FLOAT AIRSHOX

features

- > Infinitely adjustable air spring
- > Race-proven oil damping system
- > 100% rebuildable and revalveable
- > 1-Year factory limited warranty
- > 90-day valving guarantee
- > Easy to install (no frame modifications)

SHAFT EYELET

SHOCK BODY

AIR SLEEVE

AIR VALVE & CAP
(SCHRADER VALVE)

BODY EYELET



KIT CONTENTS

QUANTITY & ITEM

- 2 – FLOAT AirShox
- 1 – FOX High Pressure Pump
- 1 – FLOAT AirShox Owner's Manual
- FOX FLOAT Fluid (application specific)
- 1 – Set of Reducers and O-Rings (application specific)
- 2 – Roost Guards (application specific)
- 2 – Roost Guard Mount Pads (application specific)
- 2 – Roost Guard Mount Clamps (application specific)
- 4 – FOX Decals



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POINTS OUT INFORMATION THAT, IF NOT FOLLOWED, CAN LEAD TO SERIOUS INJURY OR DEATH, OR CAUSE SERIOUS DAMAGE TO YOUR SHOCK.



POINTS OUT INFORMATION THAT MAY NOT BE OBVIOUS, OR THAT CAN HELP THE RIDER OUT WITH A DIFFICULT SITUATION.

CONGRATULATIONS!

Thank you for choosing FOX FLOAT AIRSHOX for your ATV/snowmobile. In doing so, you have chosen the finest suspension shocks in the world. FOX Racing Shox products are designed, tested and manufactured by the finest professionals in the industry in Santa Cruz County, California, USA.

As a consumer and supporter of FOX Racing Shox products, you need to be aware of the importance of setting up your shock correctly to ensure maximum performance. This manual provides step-by-step instructions of how to setup and maintain your shock. It is a good idea to keep your receipts with this manual, and refer to it for service and warranty issues.

This manual does not contain step-by-step detailed service instructions for a reason: FOX recommends that detailed service be performed by FOX Racing Shox or qualified service center.

For service and warranty information, refer to the **QUICK REFERENCE GUIDE** on the inside back cover of this manual.

CONSUMER SAFETY

Riding an ATV or snowmobile can be dangerous, and can result in death or serious injury. Take your responsibility to yourself and others seriously, and heed the following safety tips:

- > Keep your ATV or snowmobile and suspension system in optimal working condition.
- > Wear protective clothing, eye protection and always fasten your helmet before you ride.
- > Know and ride within your limits.



FLOAT AIRSHOX CONTAIN A NITROGEN CHARGE. THE CHARGED PORTION OF THE SHOCK SHOULD ONLY BE OPENED BY A FOX RACING SHOX OR QUALIFIED TECHNICIAN. OPENING A NITROGEN PRESSURIZED SHOCK CAN BE DANGEROUS AND CAN RESULT IN SERIOUS INJURY OR DEATH.

MAINTENANCE CONSIDERATIONS

FLOAT shocks may have a small amount of air sleeve lubricant residue on the body. This is normal. If this residual air sleeve lubricant is not present, this is an indication that the FLOAT air sleeve should be re-lubed. For more information on maintaining the air sleeve, see the **AIR SLEEVE MAINTENANCE** section on page 9.

If you ride in extreme conditions, service your shock more frequently.

Wash your shock with soap and water **ONLY**.



DO NOT USE A HIGH PRESSURE WASHER ON YOUR SHOCK.

Extensive internal service should only be performed by FOX Racing Shox. Consult the **QUICK REFERENCE GUIDE** on the inside back cover of this manual for contact information.

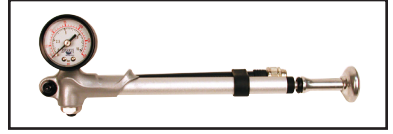
USING THE FOX HIGH PRESSURE PUMP

Your FLOAT shocks ship with the FOX High Pressure Pump, as shown on the right.

The pump is used to add and release air pressure from your FLOAT shock.

To pressurize your shock:

1. Remove the air valve cap from the shock.
2. Thread the pump's valve chuck onto the shock's air valve until pressure registers on the pump gauge. This takes approximately 6 turns. Do not over-tighten pump on air valve as this will damage the pump chuck seal.



FOX High Pressure Pump



IF THE SHOCK HAS NO AIR PRESSURE, THE GAUGE WILL READ ZERO.

3. Stroke the pump a few cycles. The pressure should increase slowly. If pressure increases rapidly check to make sure the pump is properly fitted and tightened onto the air valve.
4. Pump to the desired pressure setting. Average air pressure range is from 50 to 150 psi. **DO NOT EXCEED 150 PSI.** You can decrease pressure by pushing the black bleed valve. Pushing the bleed valve half way down and holding it there will allow pressure to escape from the pump and shock. Pushing the bleed valve all the way down and releasing it will allow only a small amount of pressure to escape (micro adjust). When unthreading the pump from the air valve fitting, the sound of the air loss is from the pump hose, not from the shock.



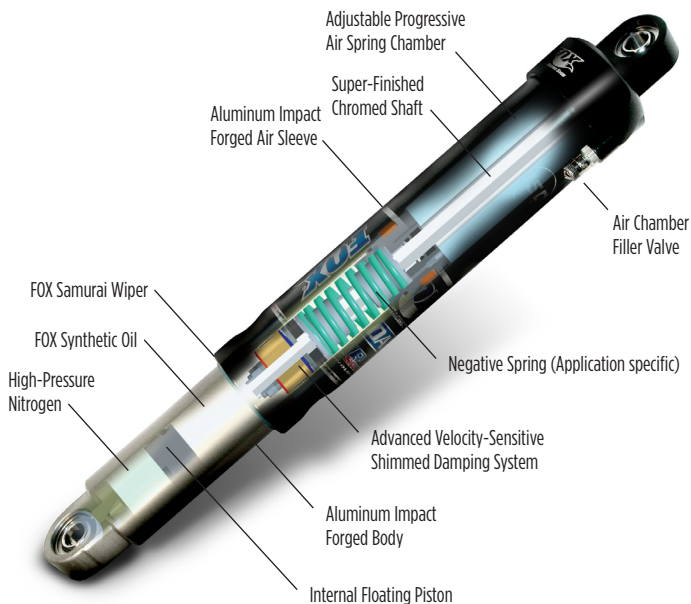
WHEN YOU ATTACH THE PUMP TO THE SHOCK, THE HOSE WILL NEED TO FILL WITH AIR. THIS WILL RESULT IN A LOWER PRESSURE REGISTERING APPROXIMATELY 3 TO 4 PSI ON THE GAUGE.

5. Replace the air valve cap.

FEATURES

PERFORMANCE, LIGHTWEIGHT, DURABILITY

Your FOX FLOAT (FOX Load Optimizing Air Technology) Airshox are high performance shock absorbers that use air as springs, instead of heavy steel coil springs or expensive titanium coil springs. Hey, there's not too many things that are lighter than air, right? Underneath that air sleeve is the same high performance, velocity sensitive, shimmed damping system that you'd expect in a FOX Shox. FLOAT AirShox dampers contain high pressure nitrogen gas and FOX synthetic shock oil separated by an internal floating piston system. This ensures consistent, fade-free damping in all riding conditions.



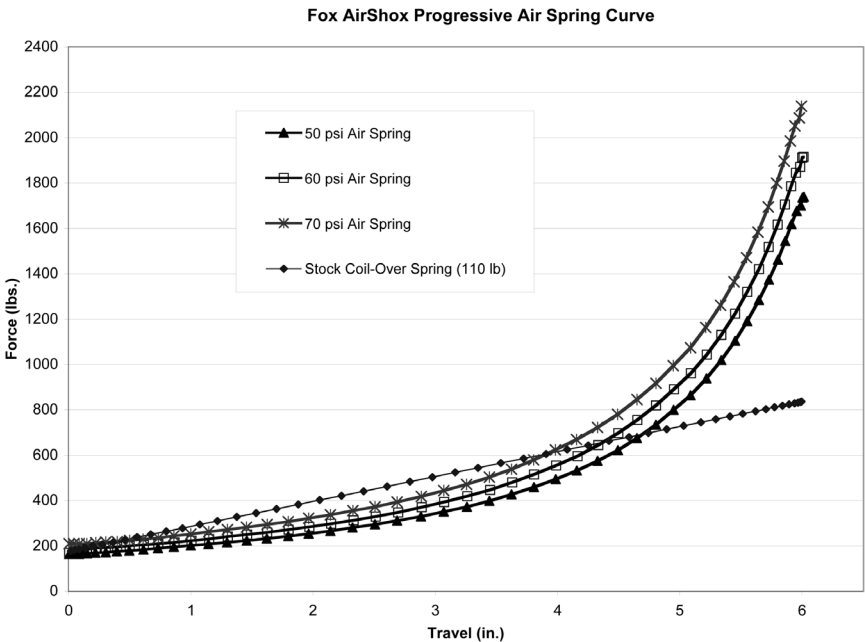
FLOAT Airshox are built using 6061-T6 aluminum impact forgings for lightweight and strength. The chromed damper shaft is super-finished for low stiction and long seal life. All of the seals and wipers are engineered specifically for FLOAT AirShox. The damper shaft and seals are contained within the air sleeve, protecting them from mud, water, ice and whatever else Mother Nature throws at them during the course of a ride.

ADJUSTABLE PROGRESSIVE AIR SPRING

Air springs are not just lightweight; they are also progressive. What does that mean? As the graph below shows, during the second half of shock travel, the spring force builds rapidly. This virtually eliminates harsh bottoming of the suspension and provides a “bottomless” feel.

The graph compares the spring forces for 3 different initial pressure settings (50, 60 and 70 psi). The progressive air spring pressure is infinitely adjustable (up to a maximum of 150 psi) for different rider weights and terrain conditions using the included FOX High Pressure Pump. The adjustment of the air spring changes both preload and spring rate, making it a much more effective adjustment than preloading a coil-over spring. This means that air spring pressure adjustments will allow your FLOAT AirShox to be used on a wide variety of rider sizes (a spouse or child, for example) without having to buy different rate springs as with a coil-over shock.

The graph also shows a typical stock straight-rate steel coil-over spring. As you can see, it builds its spring force over travel in a linear, straight line fashion. This straight spring rate does not give the progressive bottom-out protection that FLOAT AirShox do.



MOUNTING THE FLOAT AIRSHOX



IF YOU DO NOT HAVE CONFIDENCE IN YOUR ABILITIES TO CORRECTLY INSTALL YOUR FLOAT AIRSHOX, HAVE THEM INSTALLED BY A TRAINED PROFESSIONAL MECHANIC.

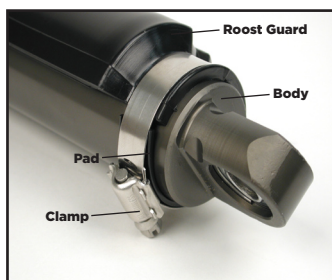
Your FLOAT AirShox should bolt onto your vehicle with no modification to the frame, control arms or A-arms. Follow these steps to mount your shocks:

1. Place a block or a jack under the front of the frame so that both skis or wheels are off the ground.
2. Remove stock shocks from the vehicle. Note location of spacers, etc. Save the bolts, nuts, washers, etc., as you will use these with your new FLOAT Airshox.



ADDITIONAL SETUP INSTRUCTIONS SPECIFIC TO YOUR VEHICLE ARE INCLUDED ON A SUPPLEMENTARY SHEET INCLUDED WITH THIS MANUAL. THE PART NUMBER FOR YOUR PARTICULAR FLOAT SHOCK IS ENGRAVED ON THE BACK SIDE OF THE BODY CAP EYELET. THE MOUNTING ORIENTATION SPECIFIC TO YOUR PART NUMBER AND VEHICLE IS ALSO INCLUDED WITH THE SUPPLEMENTARY SETUP SHEET.

4. If applicable, mount the roost guards on the shock body using the supplied clamps and pads. The pad goes under the clamp on the opposite side of the shock from the roost guard to protect the body from the clamp. The clamp screw should be on the opposite side from the roost guard for frame clearance.



5. Align the bottom edge of the roost guard with the end of the body. The top of the roost guard should overlap the edge of the air sleeve by a minimum of 1/8" - 1/4". If the guard does not overlap the edge of the air sleeve by the minimum requirements, slide it up the body until it does. The guards should be mounted on the fronts of the shocks taking into account left and right orientations.





DEPENDING ON APPLICATION, YOUR FLOAT AIRSHOX WILL HAVE EITHER SPHERICAL BEARINGS OR BUSHINGS & SLEEVES AT THE MOUNTING POINTS. IF YOUR MODEL HAS SPHERICAL BEARINGS, PROCEED TO STEP 6. OTHERWISE, PROCEED TO STEP 9.

- Remove the reducers and o-rings from the supplied bag. Install an o-ring on each reducer.



- Apply a small amount of grease to the spherical bearings.
- Install the upper and lower reducers in the spherical bearings. Make sure that the upper and lower reducers are installed correctly per the mounting orientation.



IN ORDER TO INSTALL, YOU MAY NEED TO SQUEEZE THE REDUCERS TOGETHER TO SLIGHTLY COMPRESS THE O-RINGS.

- Using the stock hardware, bolt the FLOAT shocks into the bottom mount first. With the bottom bolt in, lift the suspension until the holes in the top shock reducers and the top shock mount align. Install the top bolt.
- Properly tighten all mounting hardware.

BASIC SETUP

TEMPERATURE DEPENDENCY

The air pressure in the FLOAT Airshox is slightly temperature dependent with roughly a 10 psi air pressure change over a 100 degree temperature change. Because of this it is best to set the pressure in temperature conditions close to the ambient temperature anticipated during riding. When temperatures change by more than 30 degrees, it is recommended that the pressure setting be reset.

Although the air chambers in your FLOAT Airshox come set at 50 psi from FOX, we encourage you to follow the procedures outlined in this section to optimize their performance. The air spring pressure settings are specific to each part number as outlined in the inserted set-up sheet. The air spring pressure for each part number was tuned for a sport rider weighing 185 lbs. (without gear) for the best all-around performance. It is possible that you may want to fine tune the air spring to match your weight, riding style, and riding terrain.



BEFORE MAKING ANY AIR PRESSURE ADJUSTMENTS, THE VEHICLE'S SUSPENSION MUST BE UNLOADED AND FULLY EXTENDED. PLACE A BLOCK OR FLOOR JACK UNDER THE FRONT OF THE FRAME SO THAT BOTH WHEELS OR SKIS ARE OFF THE GROUND.

1. Remove the air cap from the air chamber filler valve.
2. Screw the FOX High Pressure Pump onto the air valve until the pump head is seated. If there is already pressure in the shock, it will show on the pump gauge. (See **USING THE FOX HIGH PRESSURE PUMP** on page 3.)
3. Set pressure to the recommended pressure in the accompanying setup sheet.
4. Unthread the pump from the shock and replace valve cap. Repeat this for your other shock.
5. Ride the vehicle:

If the front suspension bottoms too easily or rolls too much during cornering, increase the air pressure by 5 psi and ride again.

If the suspension is too firm and you want a more compliant ride, decrease the air pressure by 5 psi and ride again.

MAINTENANCE

Your FOX FLOAT AirShox are designed using the highest quality materials and most advanced coatings to ensure a long operational life. For maximum performance, FOX recommends the following maintenance schedule:

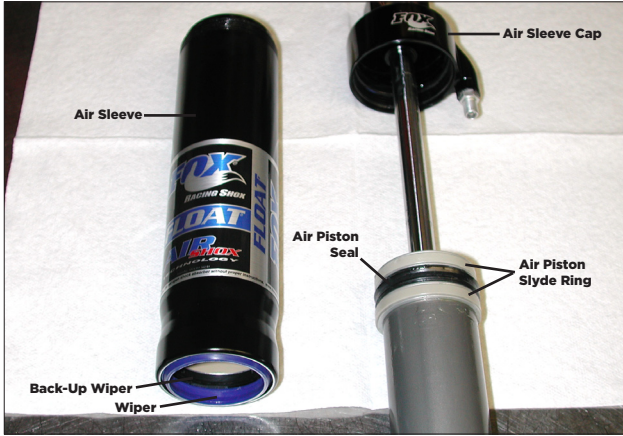
- Monitor the air pressure in your shock once every other month
- Perform air sleeve maintenance once a year.* (see instructions in Air Sleeve Maintenance section)
- Perform shock absorber oil service (complete shock rebuild) every 3,000 to 5,000 miles**

Of course, maintenance intervals depend heavily on the type of riding and the riding conditions. The above recommendations are for the average rider. If at any point you feel a degradation of damping or air spring performance, stop riding immediately and identify the cause of the problem (see the **FAQ** section on page 13).

* A person of average mechanical aptitude can perform air sleeve maintenance. No special tools are required. However, failure to maintain cleanliness or carelessly performing the air sleeve maintenance can be worse than no maintenance at all! If you are unsure, it is best to send your shock to FOX Racing Shox or have a qualified professional shock technician perform the maintenance.

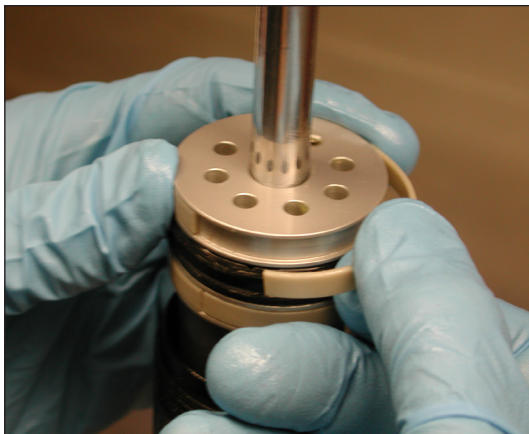
** The shock absorber oil service requires specialized tools for disassembly and re-assembly. It is essential that this service be performed by FOX Racing Shox or a qualified professional shock technician.

AIR SLEEVE MAINTENANCE



1. Remove the shock from the vehicle.
2. Remove stainless steel reducers and clean with parts cleaner (application specific).
3. If your shock has bushings & sleeves instead of spherical bearings, they may be too wide on the body end to slide the air sleeve over. If this is the case, remove body end bushings & sleeve with a screwdriver and/or pliers.
4. Clean the outside of the shock with soap and water. Cleanliness is critical!
5. Release all air pressure from air chamber filler valve.
6. Clamp air sleeve cap eyelet in a vise with soft jaws.
7. Loosen air sleeve, turning it counter-clockwise by hand and slide it down the body.
8. Remove the air piston slyde rings from the air piston.
9. Clean inside the air sleeve with parts cleaner.
10. Inspect the wiper and back-up wiper inside the air sleeve.
11. Replace if damaged or worn.
12. Clean body, air piston seal, air piston slyde rings and shaft with a clean, lint-free towel.
13. Inspect air piston seal for wear or damage.
14. Replace if damaged or worn.
15. Lightly lube the air sleeve cap o-ring and threads with FLOAT Fluid or multi-purpose lithium-based grease (NLGI #2).
16. Liberally lube the air piston seal and slyde rings with a commercially available fork seal grease.
17. Grease the wiper and back-up wiper.
18. Slide the air sleeve over the body until the leading edge of the air sleeve is at the air piston.
19. Install the first air piston slyde ring.
20. Carefully slide the air sleeve over the installed slyde ring and the air piston seal.

21. Install the second air piston slyde ring, as shown below.



22. Carefully slide the air sleeve over the second installed slyde ring and halfway to the air sleeve cap.

23. Refer to your setup sheet to see if any FLOAT Fluid is required for your specific application. (Add FLOAT Fluid, if applicable, as shown below.)



24. Slide the air sleeve down to the air sleeve cap.

25. Thread air sleeve into air sleeve cap and hand tighten until the air sleeve bottoms in the air sleeve cap. Do not over tighten air sleeve or use tools other than your hands.

26. Inflate shock as described in **USING THE FOX HIGH PRESURE PUMP** on page 3.

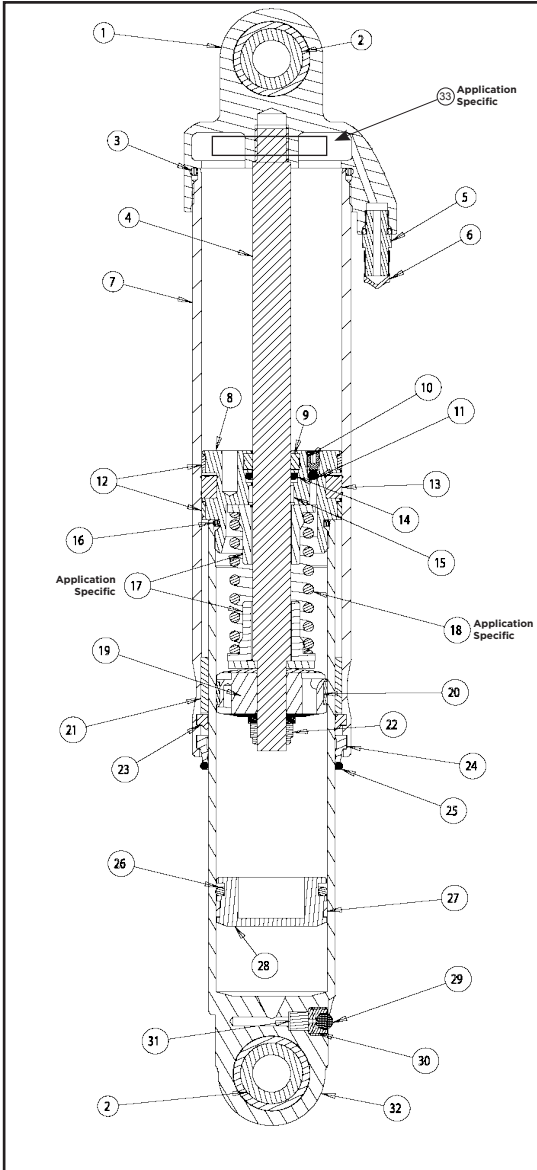
27. Dry bushings and reducers.

28. Install reducers in spherical bearings (application specific), or install bushings & sleeve.

SHOCK OIL SERVICE

This service should only be performed by FOX Racing Shox or a qualified professional shock technician. Rebuild instructions and necessary replacement parts are available in the FOX Rebuild Kit (P/N: 803-00-099-A).

COMPONENTS AND PART NUMBERS



PART NUMBERS AND DESCRIPTIONS

BALLOON #	PART NUMBER	DESCRIPTION
1	206-02-079-A	Body Cap
2	001-00-005-A	Spherical Bearing
3	029-01-135-A	Body Cap O-ring
4	229-28-XXX-A	Shaft (shock length-dependent item)
5	802-00-001-A	Air Valve Assembly
6	010-00-004-A	Air Valve Cap
7	231-18-001-A	Air Sleeve (shock length-dependent item)
8	203-01-016-A	Bearing Housing
9	036-01-013-A	Shaft Seal
10	018-01-004-A	SS Fastener
11	010-01-000-A	Chrome Ball
12	002-00-012-A	Air Piston Slyde Ring
13	036-01-014-A	Air Piston Seal
14	029-06-112-A	Shaft O-ring
15	003-01-001-A	DU Bearing
16	029-03-125-A	Bearing O-ring
17	039-01-013	Spring Guide (application specific)
18	234-00-101	Negative Spring (application specific)
19	222-11-XXX or 222-00-XXX	Damping Piston
20	002-00-011-A	Piston Slyde Ring
21	003-00-008-A	Air Sleeve DU
22	018-00-003-A	Piston Nut
23	036-02-017-A	Back-up Wiper
24	036-02-016-A	Samurai Wiper
25	029-03-130-A	Travel Indicator O-Ring
26	029-01-217-A	IFP O-ring
27	002-00-010-A	IFP Slyde Ring
28	223-00-008-B	Internal Floating Piston (IFP)
29	010-01-007-A	Nylon Ball
30	010-00-017-A	Air Valve Pellet Retainer
31	010-00-000-A	Air Valve Pellet
32	204-35-XXX-A	Impact Body (shock length-dependent item)
33	233-06-XXX	Volume Spacer (application specific)

FAQ

Question: There is a slight amount of oil at the air sleeve/body cap joint. Is there something wrong?

Answer: No, the air sleeve threads are lubricated with light grease to make disassembly easier. Sometimes, a slight amount will ooze down the air sleeve. Simply clean the air sleeve and body cap. Keep an eye on the air spring pressure to make sure it remains steady.

Question: Is it normal for oily dirt to build up at the FOX Samurai wiper?

Answer: Yes, this means that the wiper system is working properly. Periodically wipe the oily dirt from the Samurai wiper to keep it clean.

Question: There are small dings on my aluminum impact body. Will this cause an air leak?

Answer: No, the air seal occurs on the inside of the air sleeve only. Small dings on the impact body over time are normal and are nothing to be concerned about. However, big scratches or dings in the impact body will allow water and dirt contamination into the air sleeve that could lead to a long-term air seal failure. In the case of major scratches or dings in the impact body, it is best to replace it.

Question: Will I have to adjust my air pressure when I go up in altitude?

Answer: No, the air pressure in the air sleeve is not affected by changes in altitude.

Question: What about the damping in this shock?

Answer: This shock uses the same proven velocity sensitive, oil damped valving arrangement that is used in all FOX Racing Shox shock absorbers. The valve code, or calibration, has been carefully tuned for each application to give the best all-around performance over a variety of conditions.

Question: The air pressure in my shock absorber is different every time I measure it. What's wrong?

Answer: First, be sure that the suspension and shock absorber is fully extended by jacking up the vehicle by the frame so that the front wheels or skis are hanging. This is the "home" position for measuring pressure. Second, every time you thread on the pump to the shock, the pressure reading will go down slightly as the gauge fills up. This is typically between 2 and 5 psi.

Question: My shock absorber leaks air slowly over time. What's wrong?

Answer: First, check to see that the air Schrader valve core is tight (torque to 7 in-lb). If tight, there are three other possible leak paths. To determine which one is the culprit, remove the shock from the vehicle, charge the air spring pressure, and submerge the shock in a sink or a bathtub. If the air bubbles are coming from the air filler valve, replace it (parts available from FOX - P/N: 802-00-001-A). If the air bubbles are coming from the body cap/air sleeve joint, replace the body cap O-ring (P/N: 029-01-135-A). If the air bubbles are coming from the bottom of the air sleeve past the FOX Samurai wiper, clean the air sleeve and replace the air piston seal (FOX P/N: 036-01-014-A) and the two Air Piston Slyde Rings (FOX P/N: 002-00-012-A).

Question: It was really cold this morning and my sled seemed to be sagging more than normal.

Answer: See **BASIC SETUP** section on page 7 regarding temperature dependence.

TUNING NOTES:

QUICK REFERENCE GUIDE

FLOAT AIRSHOX

terms used

SUSPENSION

- > **Compression:** downward travel of the suspension. Actions that move the endpoints of the shock closer together.
- > **Compression damping:** oil damping resistance felt when trying to compress the shock.
- > **Emulsion shock:** shock without an IFP (Internal Floating Piston) separating the oil and nitrogen.
- > **FLOAT:** Fox Load Optimum Air Technology. Delivers the performance of a coil spring with the adjustability and light weight of an air shock.
- > **Frame clearance:** distance between the frame and other moving parts, like the shock.
- > **Negative travel:** distance the suspension or shock extends from the static ride height. Also referred to as 'free sag'.
- > **Preload:** initial force on the spring or air spring. For air shocks, it's the initial air pressure. Preload is used to adjust sag.
- > **Ride height:** with the rider on the ATV/snowmobile, the basic stance of the ATV/snowmobile. Usually measured from the ground to some point on the ATV/snowmobile frame.
- > **Rebound:** force required to extend the shock or suspension. Can also refer to the extending action of the suspension.
- > **Rebound damping:** oil damping resistance that controls the rate at which the shock extends after being compressed.
- > **Sag:** amount the shock compresses with the rider sitting on the ATV/snowmobile in a normal riding position.
- > **Static sag:** amount that the ATV/snowmobile "sits" into travel. Usually measured from the ground to a point on the frame, or as shock stroke.
- > **Stroke:** amount of shock travel.
- > **Travel:** total amount the shock compresses, as measured from eye-to-eye.
- > **Wheel travel:** distance the wheel moves when the suspension is cycled through its full travel.

RIDING

- > **Bottoming:** vehicle has bottomed-out when the suspension reaches the limit of its travel and stops further downward motion.
- > **Bucking:** kicking motion on a rider after a bump or jump landing.
- > **Chatter:** small bumps similar to braking bumps prior to a corner or berm. Often refers to the harshness felt when riding over small, closely spaced bumps.
- > **Fading:** slow loss of shock damping usually due to heat.
- > **Packing:** when the shock does not return quickly enough to adequately absorb the next bump in a repetitive bump sequence.
- > **Spiking:** sharp impact cause by a square-edge bump.
- > **Squat:** when the rear of the vehicle "sits" down either due to weight transfer or driveline forces.
- > **Stiction:** initial force that needs to be overcome to start the suspension stroke.
- > **Topping-out:** when the suspension is fully extended.

SHOCK

- > **Eyelets:** at either end of the shock where the shock mounts to the ATV/snowmobile.
- > **Spring rate:** force required to compress a spring one inch. Measured in lb/in.
- > **Valving:** refers to the combination of shims or damping valves on the piston face used to achieve a specific ride characteristic.

service intervals

- > **Before every ride:** Wipe mud and debris off shock exterior
- > **Monthly:** Check your shock's air pressure
- > **Annually:** Air sleeve maintenance
- > **Every 3,000 - 5,000 miles:** Shock rebuild

tools and supplies

- > FLOAT Fluid, 8 oz. bottle
- FOX P/N: Q25-03-003
- > Rebuild Kit
- Call FOX Racing Shox

contact info

FOX Racing Shox
130 Hangar Way
Watsonville, CA 95076
USA
Phone: 1.831.274.6500
North America: 1.800.FOX.SHOX (369.7469)
Fax: 1.831.768.7026
E-mail: atv@foxracingshox.com
Website: www.foxracingshox.com
Business hours: Monday - Friday 8 a.m. - 5 p.m. PST

method of payment

Visa, MasterCard,
Cashier's Check

shipping

FOX Racing Shox uses
UPS Ground Service
within the USA.

disclaimer

FOX Racing Shox is not responsible for any damages to you or others arising from riding, transporting, or other use of your shock. In the event that your shock breaks or malfunctions, FOX Racing Shox shall have no liability beyond the repair or replacement of your shock pursuant to the terms outlined in the warranty provisions of this manual.

specific exclusions from warranty

- > Parts replaced due to normal wear and tear and/or routine maintenance
- > Parts subject to normal wear and tear and/or routine maintenance
- > Bushings
- > Seals (after the 90-day seal warranty period expires)
- > Suspension fluids

warranty policy

The factory warranty period for your shock is one year (two years for countries in the EU) from the original date of purchase of the shock or motorcycle. A copy of the original purchase receipt must accompany any shock being considered for warranty service. Warranty is at the full discretion of FOX Racing Shox and will cover only defective materials and workmanship. Warranty duration and laws may vary from state to state and/or country to country.

general exclusions from warranty

- > Installation of parts or accessories not qualitatively equivalent to genuine FOX Racing Shox parts.
- > Abnormal strain, neglect, abuse and/or misuse
- > Accident and/or collision damage
- > Modification of original parts
- > Lack of proper maintenance
- > Shipping damages or loss (purchase of full value shipping insurance is recommended)
- > Damage to interior or exterior caused by rocks, crashes or improper installation
- > Oil changes or service not performed by FOX Racing Shox or an Authorized Service Center

Parts, components and assemblies subject to normal wear and tear are not ed under this warranty.

FOX Racing Shox reserves the right to all final warranty or non-warranty decisions.

valving guarantee

If it is determined that a FLOAT requires a valving change within the first 90 days of ownership, FOX will perform the re-valve at no charge for the original consumer. The consumer is required to follow the Service Policy procedure below and is responsible for all shipping costs to and from FOX Racing Shox. Unless otherwise specified, FOX Racing Shox will return ship the shock(s) via UPS Ground Service.

service policy

- > FOX Racing Shox offers 5-business day turnaround, which may vary.
- > Obtain an RA (Return Authorization) number and shipping address from FOX Racing Shox at 800.FOX.SHOX. Outside the USA, contact the appropriate International Service Center.
- > Mark the RA number and Return Address clearly on the outside of the package and send to FOX Racing Shox (see Contact Info above) or your International Service Center with shipping charges pre-paid by the sender.
- > Proof-of-purchase is required for warranty consideration.
- > Include a description of the problem, motorcycle information (manufacturer, year and model), type of FOX product and return address with daytime phone number.

FOX FACTORY INC

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WATSONVILLE, CA
95076

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WWW.FOXRACINGSHOX.COM