Common Causes of Return

**Oil Leakage**

**Cause:** Chrome peeled off/leakage.

- 1. Worn out bumper + dust shield.
- 2. Check and replace with new bumper and dust shield.

**Damage**

**Cause:** Abnormal damage or rust of the cartridge tube (accident damage, product abused or the presence of water inside strut housing).

- 1. No oil put in the strut housing during assembly of the strut cartridge.
- 2. Handle product with care prior to fitment, always put 50cc oil in strut for correct heat conduction.

**Oil Leakage**

**Cause:** Piston rod chrome surface damaged (by vice grips or pliers).

- 1. Piston rod and oil seal damaged after using pliers or grips during installation.
- 2. Use the correct mounting tool to avoid the piston rod turning during the tightening of the central top nut.

**Damage**

**Cause:** Stem end broken off.

- 1. Tightened with power tool.
- 2. Top bearing blocked (if present).
- 3. Apply correct tightening torques (refer to vehicle manufacturer's specifications).
- 4. Use correct tool. Check and replace upper bearing if necessary.

**Oil Leakage**

**Cause:** Knobbing noise. Paint worn off at bottom and on top of cartridge housing. Broken seating (see right picture).

- 1. Camber not tightened correctly. Old locking ring reused. Not all provided parts used if needed (new locking ring/spacer/centering cap).
- 2. Apply correct tightening torques (refer to vehicle manufacturer's specifications).
- 3. Use all provided parts according to the mounting instructions. Use correctly. Always check for movement of the cartridge once locking ring is tightened to specifications.

**Noise**

**Cause:** Knobbing noise. Piston rod circlip damaged or out of groove.

- 1. Piston rod nut overtightened forcing circlip from groove, or insufficiently tightened allowing movement of the mounting components causing circlip to be pushed out of groove.
- 2. Apply correct tightening torques (refer to vehicle manufacturer's specifications).

**Safety Note:** Always fit new units in pairs to ensure safe handling and brake performance.