

Warranty Policy

Warranties are legal statements which define and limit the liability of manufacturers toward their products. The reputation of a company is built not only on the excellence of its products but also on customer service.

Progressive Suspension Inc.'s obligation under our warranty policies is limited to repair or replacement of the defective item(s). The consumer will be responsible for removing from the vehicle any defective item(s), transportation costs prepaid and for reinstallation upon return by Progressive Suspension, Inc.

The loss of use of the product, loss of time, inconvenience, commercial loss or consequential damages are not covered. Progressive Suspension reserves the right to change the design of any product without assuming any obligation to modify any product previously manufactured.

Warranty returns of Progressive Suspension products are few because of our high quality products.

Shock Absorber One Year Limited Warranty

Progressive Suspension, Inc. warrants its shock absorbers to be free from defects in materials and workmanship to the original owner for a period of one (1) year from date of purchase. This warranty is limited to shock absorbers used under normal operating conditions. This warranty does not apply to shock absorbers which have been misused, altered, improperly installed used in an improper application or used in conjunction with other devices such as lowering blocks. Further Progressive Suspension, Inc. does not warrant shock absorbers which are used in racing or accidentally damaged, i.e., a bent shaft due to a crash or blow. This warranty applies only when installation instructions are followed.

Shock Springs and Fork Springs Lifetime Warranty

Progressive Suspension, Inc. warrants its shock springs and fork springs to be free from defects in materials and workmanship to the original owner for life. Springs which are 1/4" (.25) longer or shorter than the free length listed in the latest Progressive Suspension, Inc. catalog will be considered warrantable.

Warranty Return Policy

Progressive Suspension, Inc. requires a RGA number (Return Goods Authorization Number) on all returns. This RGA number may be obtained by contacting one of our customer service representatives at Progressive Suspension, Inc. Progressive Suspension, Inc. also requires any defective item(s) to be returned complete. (Including springs, cams and clips on shocks) along with a Dated Proof of Purchase, Return Address, Daytime Phone Number and a brief Explanation for Return. Using the word "Defective" for an explanation is not descriptive enough. Please explain in detail what is defective about the item(s).

PROGRESSIVE™ SUSPENSION

6911 Marlin Circle, La Palma, CA 90623
(714) 523-8700 Fax (714) 523-3220

Shocks for Harley Davidson Softails Installation Instructions

Caution

Please read the following instructions completely before starting installation!

Follow instructions in an authorized shop manual or take the motorcycle to a competent dealer.

The motorcycle must be securely blocked to prevent it from tipping over when the shocks are removed. Failure to do so can cause serious damage or injury.

The use of lowering kits on Progressive Suspension shocks is not recommended. Use of a lowering kit may void the warranty or damage the shock/motorcycle.

Progressive Suspension shocks are designed to work on the OEM (Original Equipment) frame and swingarm. Use of these shocks on a frame or swingarm other than OEM may produce an unsatisfactory ride and void the warranty.

Transmission bolts must be installed in the OEM position to insure proper clearances for the shocks. Consult your factory shop manual for proper installation.

Make sure that proper bushings/sleeves are installed in the shocks. Improper bushings/sleeves can cause unsatisfactory and/or unsafe operation.

Shocks made for early (84-88) and later (89 & later) **do not interchange!** Damage to your motorcycle and suspension may occur if you install the wrong shock! Double check the Progressive part numbers to insure that the correct shock for the correct year has been purchased.

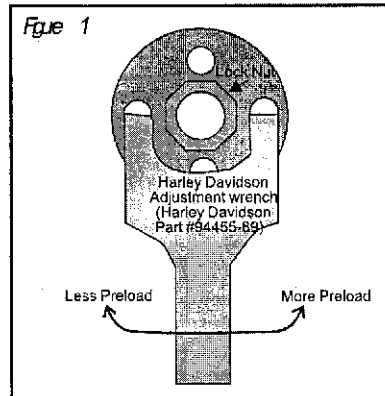
Installation

Progressive Suspension shocks for your Softail are designed as a direct bolt-on-replacement for your stockers. Although they are very similar in appearance, they have vastly improved damping and spring rates. Our shocks do not use the remote reservoir system used on earlier model Softail models.

1. Place motorcycle securely on stand or blocks so the rear wheel is slightly off the ground.
2. Per instructions in a authorized shop manual, remove your old shocks. Note location of the mounting hardware.
3. Install the Progressive Suspension shocks using the stock mounting bolts and washers.
4. Tighten all shock mounting bolts to the proper torque specifications (see shop manual for specs).

5. Progressive Suspension shocks have adjustable pre-load to compensate for varying weights. The included wrench or a Harley Davidson pre-load adjustment wrench is necessary to adjust the pre-load setting. Replacement Progressive Suspension, Inc. wrenches are available as Part # SW-784 from most Dealers and Accessory Stores and the Harley Davidson wrench is available as part #94455-89 from any Harley Davidson Dealer.

Spring preload is set by us to the lightest setting. To increase preload for heavier riders/loads/passengers, loosen locknut with the inside portion of the supplied wrench or a 1 1/16" wrench and back it off several turns. Use the supplied wrench or a Harley adjustment wrench to turn the adjustment nut counterclockwise to the desired preload setting. Then tighten the 1 1/16" lock nut. Both shocks must be adjusted to the same, equal setting (See Figure 1).



Note: Maximum preload is reached when the locknut and adjusting nut are turned to the end of the threaded eye (no thread showing). This distance is approximately 1/4". Do not turn the locknut past the last thread!

6. Test ride the bike and make further adjustments if necessary. Note: Adjusting the preload does *not* change the shock length.
7. For a balanced suspension, we highly recommend installing a pair of Progressive Suspension fork springs.
8. Ride and enjoy.

www.progressivesuspension.com

Copyright © 2000 by Progressive Suspension, Inc. All Rights Reserved.



6911 Marlin Circle, La Palma, CA 90623
(714) 523-8700, Fax (714) 523-3220

Softail Supplement—Adjustable Eye's

Your new adjustable ride height shocks are capable of: Stock to 2" lower ride height.

The shocks come pre-assembled set at 1.0" lower than stock height.

To adjust the ride height simply loosen the lock nut on the eye, and turn the hex on the shaft to the desired height. The more threads that are exposed, the lower the ride height. You can make the adjustment on the bike, just adjust both shocks together, turning each one at the same time.

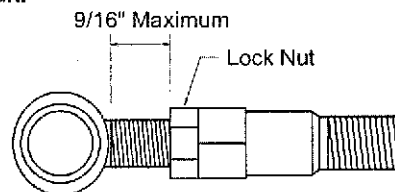
It is important that the locknut on the pre-load adjusting plate is securely tightened.

When turning the shaft, the preload adjuster plate or the entire spring housing may turn along with the shaft, this is ok, it is not changing your preload setting.

When you reach the desired height, tighten the locknut on the eye down securely (14ft./lb.) on both shocks.

The maximum setting is 9/16" of exposed threads, measured from the locknut to the end of the threads. This equals a 2" lower ride height. 5/16" eye adjustment equals approx. 1" ride height change.

Warning: Do not go further than this—damage or injury may result.



<http://www.progressivesuspension.com>

Copyright © 1999 by Progressive Suspension, All Rights Reserved.