

Derailleur

Problem	Possible Cause	Correction
Derailleur won't mount on frame or remove from frame	Hall Lock is engaged	Turn Hall Lock off
	B Plate is not parallel with Hanger	Check the B Plate and correct as needed
Shifter doesn't move Derailleur	Cable is not routed through shifter properly	Route the cable through the cable carrier in the shifter
	Cable pinch bolt is not sufficiently tight	Torque the cable pinch bolt to 4-6 Nm
	Cable is not routed through derailleur cable wing properly	Route the cable through the derailleur on the derailleur
	Advance lever is not sufficiently tight	Tighten the advance lever retaining screws
Chain jumps from smallest cog to frame dropout	High gear limit screw is not adjusted properly	Turn in limit screw "H" until the guide pulley is aligned with the outboard edge of the smallest cog
Difficult or impossible to shift chain onto smallest cog	High gear limit screw is not adjusted properly	Unscrew limit screw 'H' until the guide pulley is aligned with the outboard edge of the smallest cog
Chain jumps over largest cog and falls between the spokes and the largest cog, or inner cage plate contacts spokes	Low Gear Limit Screw is not adjusted properly	Turn in limit screw 'L' until the center of the guide pulley is aligned with the center of the largest cog
	Rear derailleur or derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
Delayed shifting	Clearance between guide pulley/sprocket is too large	Adjust b-adjust screw by turning it counter-clockwise
Rough Shifting behavior	Clearance between guide pulley/sprocket is too small	Adjust b-adjust screw by turning it clockwise

Shifter

Problem	Possible Cause	Correction
Shifts more gears onto smaller sprockets than intended	Shift cable insufficiently tensioned	Turn barrel adjuster on the shifter counter-clockwise
Delayed shifting onto larger sprocket	Shift cable insufficiently tensioned	Turn barrel adjuster on the shifter counter-clockwise
Delayed shifting onto smaller sprocket	Shift cable is too tight	Turn barrel adjuster on the shifter counter-clockwise
	Excessive cable friction, pinched or poorly routed cable	Lubricate or replace cable and housing. Check for excessive bending of cable housing and ensure cable is seated in pinch groove
Actuation does not move derailleur	Advance lever may be loose	Tighten the screws on the advance lever
Shift action feels heavy or levers don't return	Internal mechanism may be dirty	Clean and lubricate the mechanism

Chain

Problem	Possible Cause	Correction
Chain gap (clearance from largest cog to upper pulley wheel) is too large or too small	Chain is sized too small or too large	Size the rear chain according to the user manual
	Rear suspension chainstay growth	Check the chain gap clearance when the rear suspension is both fully extended and compressed 30%
Chain falls off of pulleys	Worn or damaged pulleys	Replace pulleys
Excessive noise from chain	Chain may be worn	Measure chain length using a wear indicator and replace if needed

Crankset

Problem	Possible Cause	Correction
Play in the crankset	Preload adjuster isn't tight	Thread the preload adjuster in and tighten the screw to hold in place
Crankset is binding	Preload adjuster is too tight	Thread the preload adjuster out and tighten the screw to hold in place
Chain dropping from chainring	Excessive wear on Chainring or Chain	Inspect and replace as necessary

Cassette

Problem	Possible Cause	Correction
Chain drops from large cog when back-peddalling	Chain is worn	Inspect and replace as necessary

Bottom Bracket

Problem	Possible Cause	Correction
Noise from Bottom Bracket (Threaded)	Bottom bracket may be dry/contaminated	Remove bottom bracket and grease threads of bottom bracket cups and shell. Reinstall and torque to spec
Noise from Bottom Bracket (Press-fit)	Bottom bracket may be dry/contaminated	Remove bottom bracket and clean mounting surfaces. Reinstall with green loctite