ROCKSHOX

reverb | AXS

2020-2022
Reverb AXS

SERVICE MANUAL

SRAM LLC WARRANTY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AGAINST SRAM, LLC. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE, COUNTRY, OR PROVINCE. THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS. TO THE EXTENT THIS WARRANTY IS INCONSISTENT WITH THE LOCAL LAW, THIS WARRANTY SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LAW. FOR A FULL UNDERSTANDING OF YOUR RIGHTS, CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE, OR STATE.

This warranty applies to SRAM products made under the SRAM, RockShox, Truvativ, Zipp, Quarq, Avid and TIME brand names.

EXTENT OF LIMITED WARRANTY

Except as otherwise set forth herein, SRAM warrants its bicycle components to be free from defects in materials or workmanship for a period of two (2) years after original purchase of the product.

SRAM warrants all Zipp MOTO Wheels and Rims to be free from defects in materials or workmanship for the lifetime of the product.

SRAM warrants all non-electronic Zipp branded bicycle components, Model Year 2021 or newer, to be free from defects in materials or workmanship for the lifetime of the product.

GENERAL PROVISIONS

This warranty only applies to the original owner and is not transferable. Claims under this warranty must be made through the retailer where the bicycle or the SRAM product was purchased or a SRAM authorized service location. Original proof of purchase is required. All SRAM warranty claims will be evaluated by a SRAM authorized service location whereupon acceptance of the claim the product will be repaired, replaced, or refunded at SRAM's discretion. To the extent allowed by local law claims under this warranty must be made during the warranty period and within one (1) year following the date on which any such claim arises.

NO OTHER WARRANTIES

EXCEPT AS DESCRIBED HEREIN, AND TO THE EXTENT ALLOWED BY LOCAL LAW, SRAM MAKES NO OTHER WARRANTIES, GUARANTIES, OR REPRESENTATIONS OF ANY TYPE (EXPRESS OR IMPLIED), AND ALL WARRANTIES (INCLUDING ANY IMPLIED WARRANTIES OF REASONABLE CARE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED.

LIMITATIONS OF LIABILITY

EXCEPT AS DESCRIBED HEREIN, AND TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL SRAM OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

LIMITATIONS OF WARRANTY

This warranty does not apply to products that have been incorrectly installed, adjusted, and/or maintained according to the respective SRAM user manual. The SRAM user manuals can be found online at sram.com/service.

This warranty does not apply to damage to the product caused by a crash, impact, abuse of the product, non-compliance with manufacturer's specifications of intended usage, or any other circumstances in which the product has been subjected to forces or loads beyond its design.

This warranty does not apply when the product has been modified, including but not limited to, any attempt to open or repair any electronic and electronic related components, including the motor, controller, battery packs, wiring harnesses, switches, and chargers.

This warranty does not apply when the serial number or production code has been deliberately altered, defaced, or removed.

SRAM components are designed for use only on bicycles that are pedal powered or pedal assisted (e-Bike/Pedelec).

Notwithstanding anything else set forth herein, the battery pack and charger warranty does not include damage from power surges, use of improper charger, improper maintenance, or such other misuse.

This warranty shall not cover damages caused by the use of parts of different manufacturers or parts that are not compatible or suitable for use with SRAM components.

This warranty shall not cover damages resulting from commercial (rental) use.

WEAR AND TEAR

This warranty does not apply to normal wear and tear. Wear and tear parts are subject to damage as a result of normal use, failure to service according to SRAM recommendations, and/or riding or installation in conditions or applications other than recommended.

WEAR AND TEAR PARTS INCLUDE:

- Aero bar pads
- Air sealing o-rings
- Batteries
- Bearings
- Bottomout pads
- Brake pads
- Bushings
- Cassettes
- Chains
- Cleats
- Corrosion
- Disc brake rotors
- Dust seals
- Free hubs, Driver bodies, Pawls
- Foam rings, Glide rings
- Handlebar grips
- Jockey wheels
- Rear shock mounting hardware and main seals
- Rubber moving parts
- Shifter and Brake cables (inner and outer)
- Shifter grips
- Spokes
- Sprockets
- Stripped threads/bolts (aluminum, titanium, magnesium or steel)
- Tires
- Tools
- Transmission gears
- Upper tubes (stanchions)
- Wheel braking surfaces

ZIPP IMPACT REPLACEMENT POLICY

Zipp branded products, Model Year 2021 or newer, are covered under a lifetime impact-damage replacement policy. This policy can be used to obtain a replacement of a product in the event of non-warranty impact damage occurring while riding your bicycle. See www.zipp.com/support for more information.

SAFETY FIRST!

We care about YOU. Please, always wear your safety glasses and protective gloves when servicing RockShox products.
Protect yourself! Wear your safety gear!

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RockShox Service

We recommend that you have your RockShox suspension serviced by a qualified bicycle mechanic. Servicing RockShox suspension requires knowledge of suspension components, as well as the use of specialized tools and lubricants/fluids. Failure to follow the procedures outlined in this service manual may cause damage to your component and void the warranty.

Visit www.sram.com/service for the latest RockShox Spare Parts catalog and technical information. For order information, please contact your local SRAM distributor or dealer.

Information contained in this publication is subject to change at any time without prior notice.

Your product's appearance may differ from the pictures contained in this publication.

For recycling and environmental compliance information, please visit www.sram.com/en/company/about/environmental-policy-and-recycling.

Part Preparation

Clean the exterior of the product with mild soap and water to avoid contamination of internal sealing part surfaces.

For additional information about RockShox Reverb AXS, the user manual is available at www.sram.com/service.

Service Procedures

The following procedures should be performed throughout service, unless otherwise specified.

Clean the part with isopropyl alcohol or RockShox Suspension Cleaner and a clean, lint-free shop towel. For hard to reach places (e.g. upper tube, lower leg), wrap a clean, lint-free shop towel around a non-metallic dowel to clean the inside.

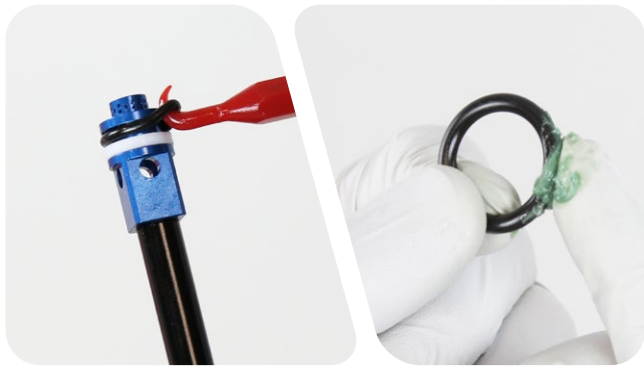
Clean the sealing surface on the part and inspect it for scratches.

Replace the o-ring or seal with a new one from the service kit. Use your fingers or a pick to pierce and remove the old seal or o-ring.

NOTICE

Do not scratch any sealing surfaces when servicing the product. Scratches can cause leaks. Consult the spare parts catalog to replace the damaged part.

Apply **only** RockShox Dynamic Seal Grease to Reverb AXS parts, seals, and o-rings.



Use aluminum soft jaws when placing a part in a bench vise.

Tighten the part with a torque wrench to the torque value listed in the red bar. When using a crowfoot socket and torque wrench, install the crowfoot socket at 90 degrees to the torque wrench.

Recommended Service Intervals

Regular service is required to keep your RockShox product working at peak performance. Follow this maintenance schedule and install the service parts included in each service kit that corresponds with the Service Hours Interval recommendation below. For spare part kit contents and details, refer to the RockShox Spare Parts Catalog at www.sram.com/service.

Service Hours Interval	Maintenance	Benefit
Every ride	Clean dirt and debris from seatpost	Extends wiper seal lifespan
		Minimizes damage to upper post
		Minimizes lower post contamination
	Inspect the upper post for scratches	Minimizes lower post contamination
	Check controller and seatpost battery levels	Ensures component operation
Every 50 Hours	Remove the lower post, clean, inspect and replace brass keys as needed, and apply new grease	Reduces friction
		Extends wiper seal, top cap bushing, and brass key lifespan
Every 200 Hours	Replace all parts included in the *Reverb AXS A1 Service Kit - 200 hours*	Reduces friction
		Extends seatpost lifespan
Every 600 Hours	Replace all parts included in the *Reverb AXS A1 Service Kit - 600 hours.*	Restores hydraulic system and function
		Extends seatpost lifespan

Service History

Record each date of service to track service intervals.

	Service Hours Interval											
	50	100	150	200	250	300	350	400	450	500	550	600
Date of Service												

Brass Key Size

Size = Record the number of etched lines on each key. Replace with the same size keys.	

Torque Values

Part	Tool	Torque
Baseplate nut	22 mm crowfoot	5 N•m (44 in-lb)
Baseplate	11 mm crowfoot	7 N•m (62 in-lb)
Baseplate lockring	26 mm crowfoot	7 N•m (62 in-lb)
Internal seal head	23 mm crowfoot	28 N•m (248 in-lb)
Saddle clamp bolt	4 mm hex bit socket	12 N•m (106 in-lb)
Seatpost collar	Various	Do not exceed 6.7 N•m (59 in-lb)
Top cap assembly	34 mm crowfoot	28 N•m (248 in-lb)

Parts, Tools, and Supplies

Parts

- Reverb AXS A1 Service Kit - 200 Hour
- Reverb AXS A1 Service Kit - 600 Hour
- Reverb brass keys, quantity 3 (use correct size)

Safety and Protection Supplies

- Apron
- Clean, lint-free shop towels
- Nitrile gloves
- Oil pan
- Safety glasses

Lubricants and Fluids

- Friction paste
- Isopropyl alcohol or RockShox Suspension Cleaner
- RockShox Dynamic Seal Grease
- Maxima Racing Oils Serene Hydraulic Seatpost Fluid

RockShox Tools

- Reverb Vent Valve Tool
- RockShox Bleed Syringe
- Reverb IFP Height Tool (210 mm)
- RockShox Vise Block Inserts (3-hole)

Bicycle Tools

- Bicycle work stand
- Shock pump (300 psi max)

Tools

- Adjustable open end wrench (≤ 34 mm) (optional)
- Bench vise
- Crowfoot sockets: 11, 22, 23, 26, 34 mm
- Dowel - non-metallic
- Flat soft jaw vise inserts (aluminum)
- Hex bit socket: 4 mm
- Hex wrenches: 1.5, 4 mm
- Open end wrenches: 11, 16, 22, 23, 26, 34 mm
- Non-metallic pick
- Plastic cable ties (quantity 7-9, 15-20 cm length)
- Socket: 9 mm
- Socket wrench
- Torque wrench (see Torque Values chart for range)

SAFETY INSTRUCTIONS

Always wear safety glasses and nitrile gloves when working with grease and seatpost hydraulic fluid.

Place an oil pan under the RockShox product during service.

⚠WARNING

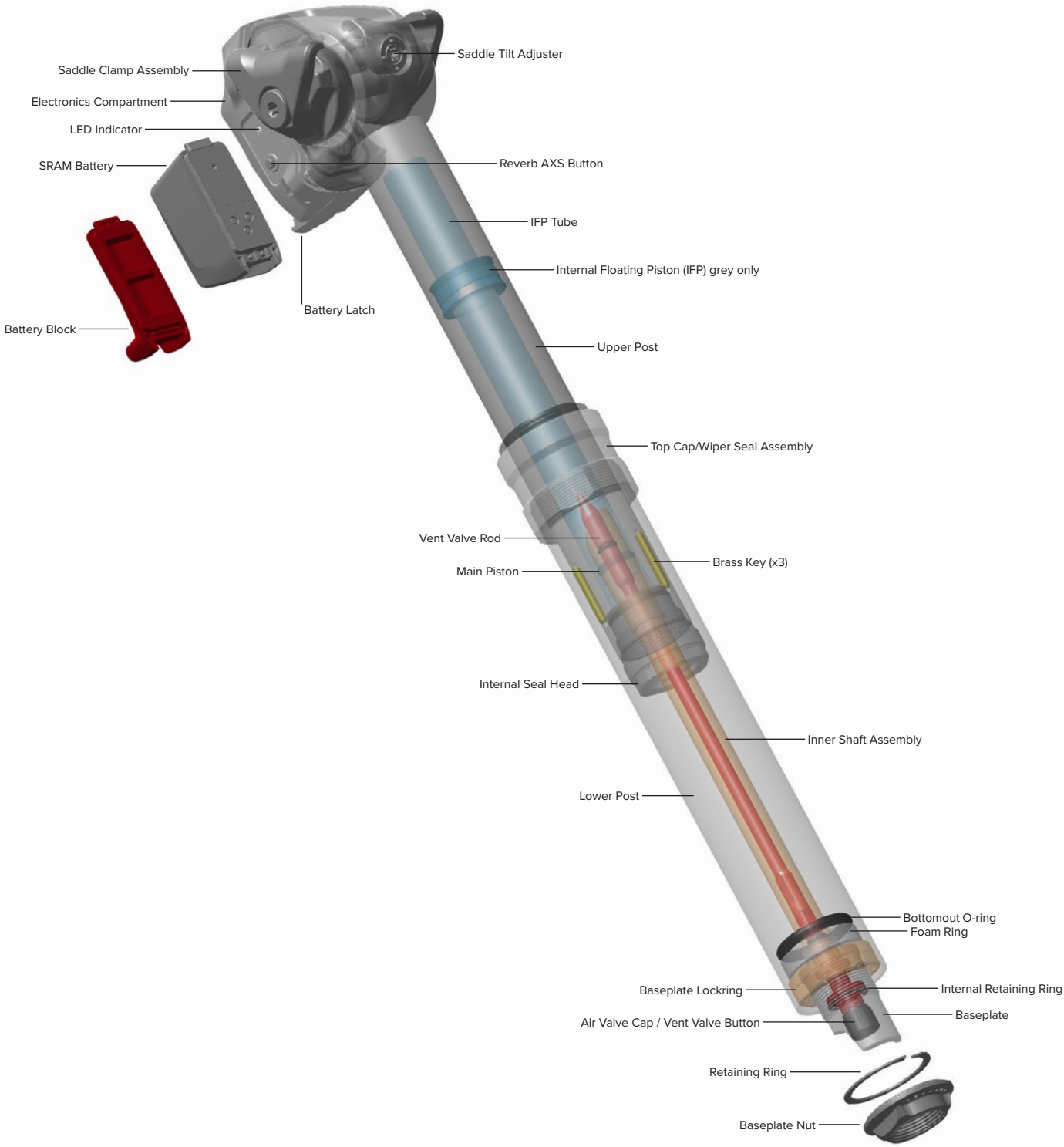
Do not allow seatpost hydraulic fluid to come into contact with disc brake levers, calipers, pads, rotors, or braking surfaces. If hydraulic fluid contacts brake pads, the brake pads must be replaced. Use isopropyl alcohol to remove hydraulic fluid from any brake or braking surface. Failure to remove hydraulic fluid from brakes and braking surfaces can damage components and reduce brake performance, and may result in serious injury and/or death to the rider.

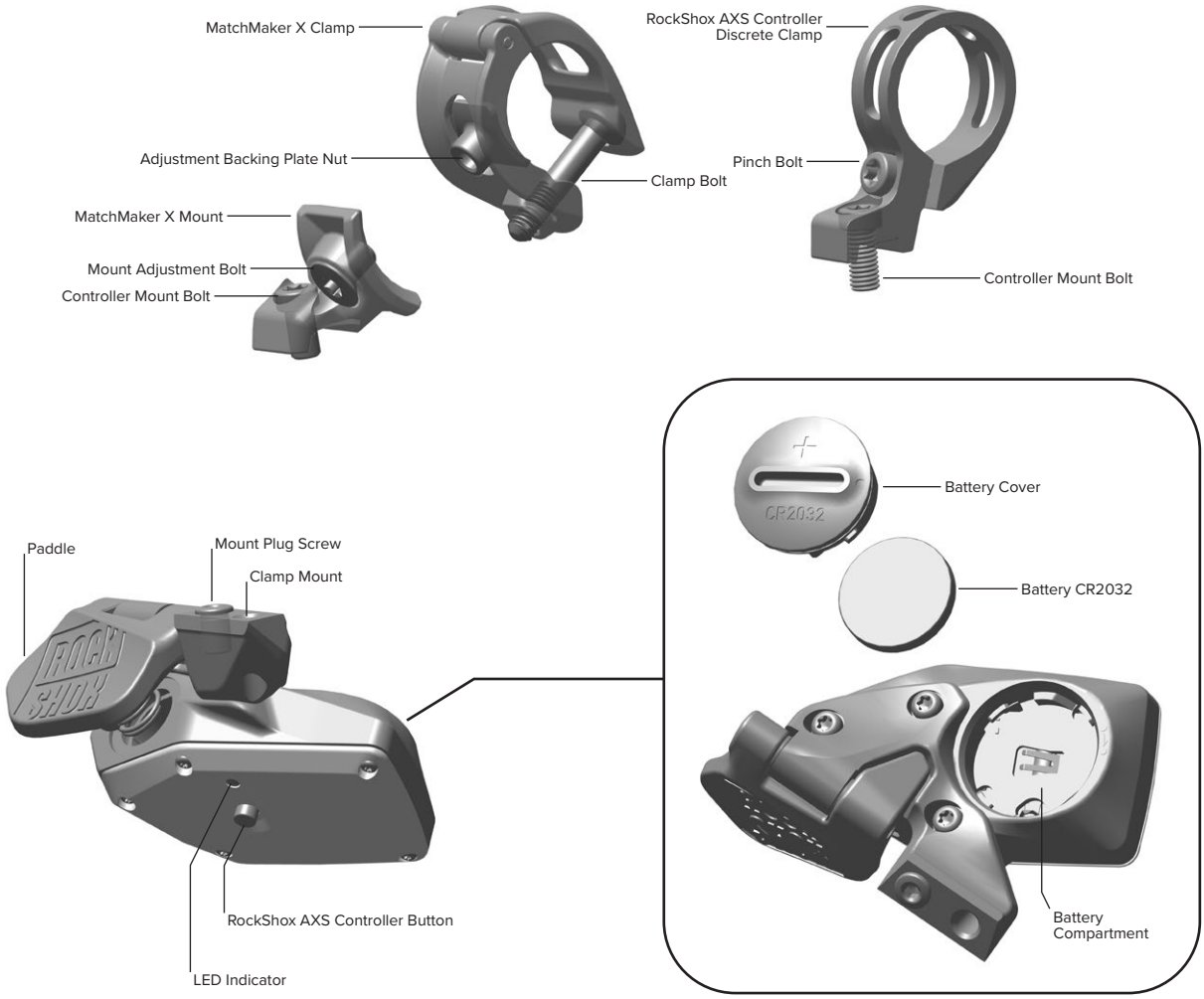
Exploded View - Seatpost

Inner Shaft Assembly

Internal Floating Piston Assembly

Vent Valve Assembly




MatchMaker X Clamp
Adjustment Backing Plate Nut
Clamp Bolt
MatchMaker X Mount
Mount Adjustment Bolt
Controller Mount Bolt
RockShox AXS Controller
Discrete Clamp
Pinch Bolt
Controller Mount Bolt
Battery Cover
CR2032
Battery CR2032
Paddle
Mount Plug Screw
Clamp Mount
RockShox AXS Controller Button
LED Indicator
Battery
Compartment

Seatpost Troubleshooting

The Vent Valve is located on the bottom of the seatpost and can be used after extended use if the seatpost develops a 'squish' suspension feel in the fully extended position when the rider is seated. If this occurs after extended use, it is an indication that air and oil have mixed and the Vent Valve should be used. Activating the Vent Valve will channel the air back into the air chamber and out of the oil.

NOTICE

The Vent Valve should be used only if the seatpost compresses more than 5 mm during normal use in the fully extended position while seated. Do not use the Vent Valve if the seatpost is compressed. The Vent Valve is not to be used regularly and is only to be used if the seatpost compresses abnormally while seated.

Vent Valve Procedure

1 Secure the bicycle in an upright position.

2 Press the Reverb AXS controller paddle until the seatpost is fully extended, then release the paddle.

3 Remove the saddle from the seatpost.

Tighten the clamp bolt enough to prevent the clamps from moving.

4 Remove the seatpost from the bicycle.

5 Place the seatpost head on a flat smooth clean surface and position the seatpost upright so the (A) Vent Valve is at the highest point.

6 Depress the Vent Valve with the Vent Valve tool. With the Vent Valve depressed, push the lower post down and slowly compress the seatpost.

When you feel a hard stop point, hold the seatpost in place for **2 seconds**, then release the Vent Valve and stop pushing down on the seatpost.

NOTICE

To avoid hydraulic bypass, do not compress the seatpost beyond the hard stop point. At the hard stop point, do not hold the Vent Valve down for more than 2 seconds.

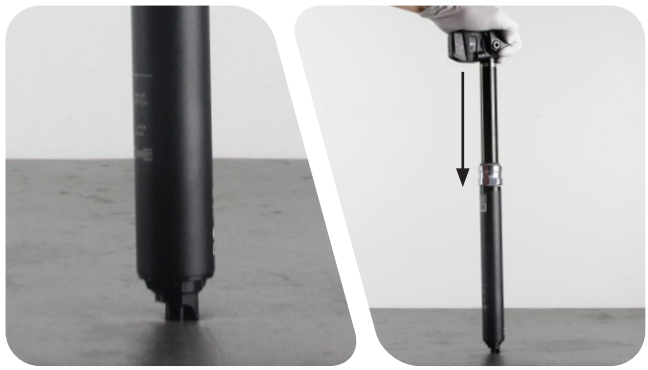

Vent Valve Tool

7 Lift the seatpost from the flat surface and press the seatpost AXS button **once** to fully extend the seatpost.

When the seatpost is fully extended, press the AXS button **once more** to close the internal valve and lock the seatpost in the extended position.

8 **Test**: Place the base plate on a flat surface with the seatpost head oriented up. Push down on the seatpost head to compress the seatpost. If the Vent Valve procedure was successful, the seatpost will not compress.

If the seatpost still compresses, this may be an indication the seatpost is in need of full service. Proceed to Seatpost Service.



9 If successful, install the seatpost into the bicycle frame and install the saddle onto the seatpost.

Consult the *Reverb AXS User Manual* at www.sram.com/service for seatpost and saddle installation procedures.

Seatpost Service

NOTICE

Do not attempt to disassemble the Reverb AXS seatpost or RockShox AXS controller electronics compartment assemblies. Disassembly may cause permanent damage to electronic components.

Seatpost Removal

1 Secure the bicycle in an upright position.

NOTICE

The Reverb seatpost will be removed from the bicycle. Do not clamp the Reverb seatpost in a bicycle work stand before removal.

2 Press the RockShox AXS controller paddle and fully extend the seatpost.

3 **Activate 'Service Mode'**: Press and release the AXS button on the seatpost **once** to set the seatpost to 'Service Mode'. In 'Service Mode' the internal valve is open and the seatpost will compress by hand.

To confirm the seatpost has been set to 'Service Mode', push down and compress the seatpost. The seatpost should compress and extend freely.

If the seatpost does not compress by hand, press and release the AXS button on the seatpost once more and reconfirm the seatpost compresses.

NOTICE

The Reverb AXS seatpost must be set to 'Service Mode' before disassembly. To avoid damage to the seatpost internal parts, do not attempt to disassemble the seatpost until 'Service Mode' has been activated.

If the AXS button is pressed accidentally during use and the internal valve is opened, press the AXS button once more to close the valve. The seatpost should not compress unless the AXS button in the controller is pressed.

Reverb AXS Button

4 Open the battery latch and remove the SRAM battery.

Install the battery cover onto the battery.

Install the battery block into the seatpost battery slot and close the battery latch.

NOTICE

To avoid damage to the seatpost electronics, do not perform service until the battery block is installed on the seatpost.

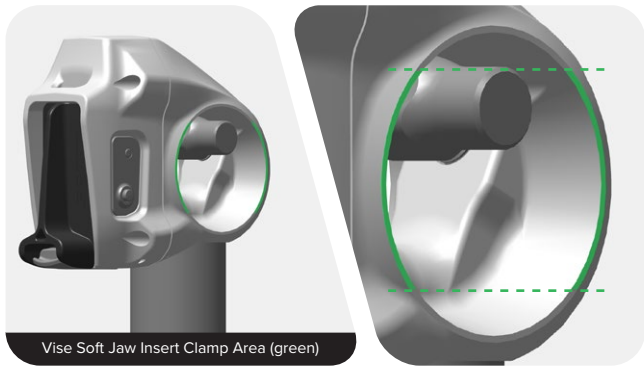
5 Remove the saddle from the seatpost.

6 Remove the seatpost from the bicycle frame.

NOTICE

Use bench vise soft jaw inserts to prevent damage to the seatpost or any seatpost components when clamping it into a vise. Clamp each component only tight enough to prevent it from spinning or slipping in the soft jaws. Clean the vise soft jaws with isopropyl alcohol and a clean shop towel before use.

To avoid permanent damage to the electronic components, clamp **only the flat surfaces** of the circular saddle clamp slot in the seatpost head (green area).


Vise Soft Jaw Insert Clamp Area (green)

1 Remove the saddle clamp bolt and remove the saddle clamps.

Do **not** remove the (A) barrel nut tilt adjuster or the (B) tilt adjuster screw.

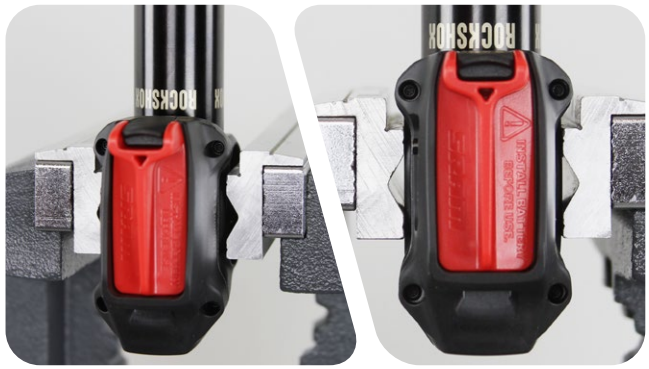

T25

2 With the electronics compartment positioned outside the edge of the vise clamps, clamp the seatpost head into a bench vise with flat aluminum soft jaw vise inserts on the flat saddle clamp slots.

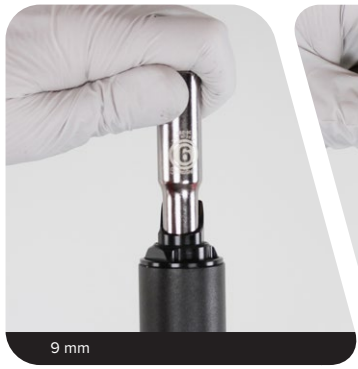
NOTICE

To avoid permanent damage to the electronic components, clamp **only the flat surfaces** of the circular saddle clamp slot in the seatpost head.

Confirm no part of the vise soft jaws contact the electronics compartment before proceeding.



3 Remove the air cap.


9 mm

4 Wrap a shop towel around the air valve to absorb any hydraulic fluid that may escape when the Schrader valve is depressed.

Depress the Schrader valve and release all air pressure from the air chamber. Wipe any excess fluid with the shop towel.

⚠WARNING - EYE HAZARD

Keep your face and eyes away from the air valve when deflating the seatpost. Verify all pressure is removed from the seatpost before proceeding. Failure to do so can cause the inner seal head and inner shaft to separate from the seatpost at high velocity during disassembly. Wear safety glasses and keep your eyes and face away from the air valve.


Pick or small hex wrench

5 Unthread and remove the baseplate nut.


22 mm or Adjustable wrench

6 Pry the scalloped end of the retaining ring out of the groove. Slide the pick around the rim of the lower post and remove the retaining ring from the lower post.

Pick

7 Unthread the seatpost top cap.

34 mm or Adjustable wrench

Slide the top cap down.

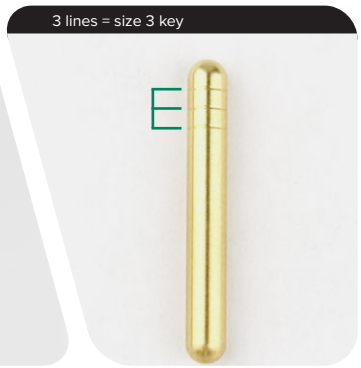
Slide the lower post down to expose the baseplate lockring.

8 Unthread and remove the baseplate lockring from the baseplate.

9 Remove the lower post.

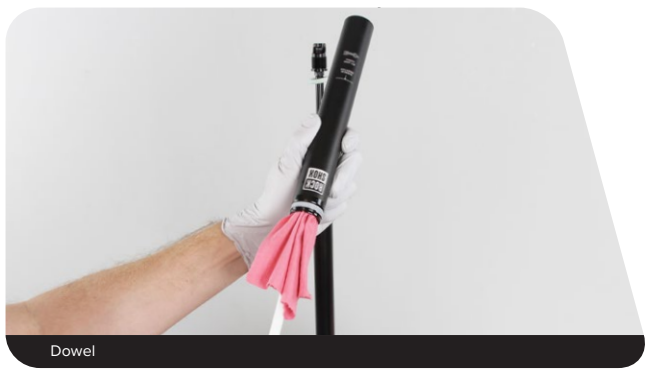
10 Remove the three brass keys from the upper post.

On page 6, record the number of lines, which indicate key size, marked on the brass keys for future reference. If worn, the brass keys must be replaced with new brass keys of the same size.



11 Clean the upper post and keys.

Clean the inside of the lower post.



To continue with the **50 Hour Service** proceed to Brass Keys Installation.

To continue with the **600 Hour Service** proceed to Inner Shaft and Seal Head Removal.

The following steps are to be completed during the A1 200 hour service interval and include replacing parts included in the **Reverb AXS A1 Service Kit - 200 hour**. These steps do not require complete disassembly of the upper post assembly.

1 Remove the foam ring from the inner shaft assembly and discard the foam ring.

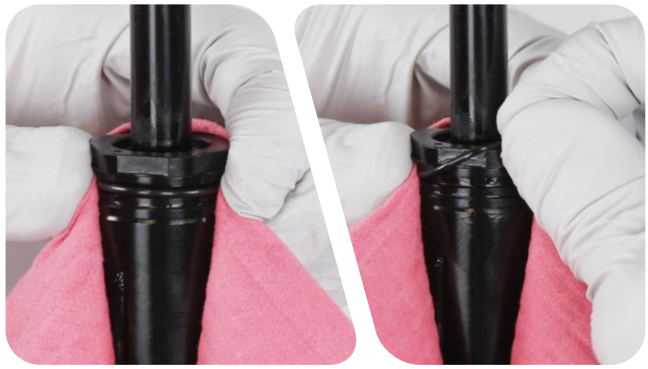
2 Remove the bottomout o-ring from the inner shaft assembly and discard the bottomout o-ring.

3 Spread and remove the seal head bushing and discard the seal head bushing.

NOTICE

The seal head bushing may have sharp edges. Do not scratch the inner shaft with the bushing. Scratches will cause leaks.

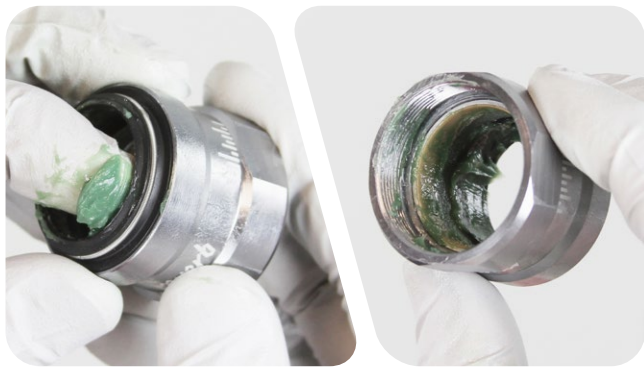
4 Remove the seal head o-ring. Pinch the o-ring, lift it from the o-ring groove, and remove it. Discard the o-ring.



5 Remove the top cap assembly from the upper post.

Clean the upper post, inner shaft assembly, and the top cap assembly.

6 Apply a liberal amount of RockShox Dynamic Seal Grease around the inside of the top cap assembly and onto the seals.



7 Carefully, install the top cap assembly, dust wiper seal end first, over the seal head and onto the upper post assembly. Slide the top cap assembly down until it is positioned below the upper post key slots.

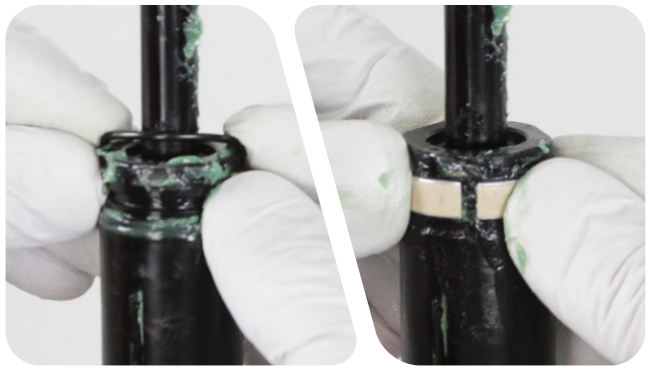
NOTICE

Ensure the dust wiper seal slides over the seal head without folding the outer lip of the seal.

8 Install a **new** o-ring and bushing over the baseplate assembly and onto the seal head. Pinch the bushing to secure it around the seal head and o-ring.

NOTICE

The seal head bushing may have sharp edges. Do not scratch the inner shaft with the bushing. Scratches will cause leaks.



9 Install a **new** bottomout o-ring and foam washer over the baseplate assembly and onto the inner shaft.

NOTICE

Do not damage the foam ring during installation.

To continue with the **200 Hour Service** proceed to Brass Key Installation.

⚠WARNING - EYE HAZARD

There may be remaining air pressure inside the upper post assembly. Keep your eyes and face away from the seal head during disassembly.

1 Remove the foam ring from the inner shaft assembly and discard the foam ring.

2 Remove the bottomout o-ring from the inner shaft assembly and discard the bottomout o-ring.

3 Loosen the seal head. Do not remove the seal head.

23 mm or Adjustable wrench

4 Wrap and hold a cloth shop towel tightly over and around the seal head and wrench.

A small amount of air pressure may be released when the seal head is completely unthreaded. Do not remove the shop towel from over the seal head until the seal head is completely unthreaded.

Slowly unthread the seal head while holding the shop towel **firmly** over the wrench and seal head until the sealhead rotates with no resistance. Remove the wrench and unthread the sealhead by hand while holding the towel over the sealhead. Slide the sealhead up and out of the upper post. Remove the shop towel.

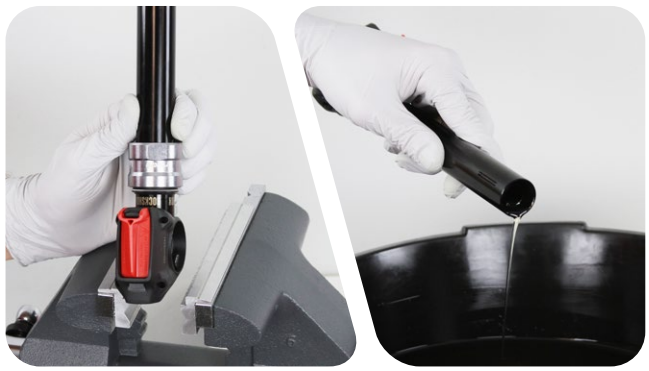
Carefully remove the seal head and inner shaft assembly from the upper post, and set it aside on a clean shop towel.

⚠WARNING - EYE HAZARD

In the event there is any remaining air pressure inside the upper post assembly, the shop towel will prevent the internal seal head from dislodging from the upper post during removal. Failure to do so may allow the inner seal head and inner shaft to separate from the upper post assembly at high velocity during disassembly.

Keep your face and eyes away from the seal head while it is being unthreaded and removed. Wear safety glasses.

5 Remove the upper post from the vise and pour the hydraulic fluid into an oil pan or container.



6 Remove and discard the top cap assembly.

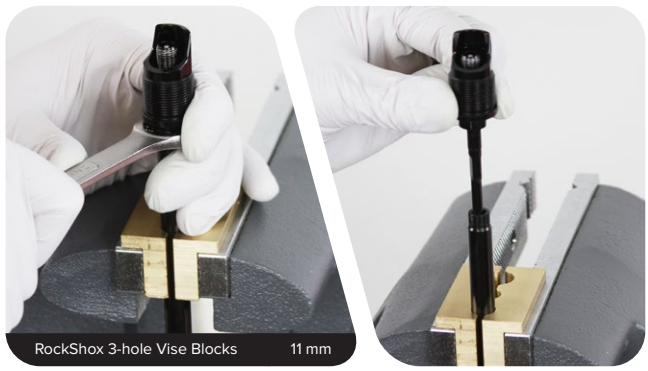
Set the upper post aside on a clean shop towel.

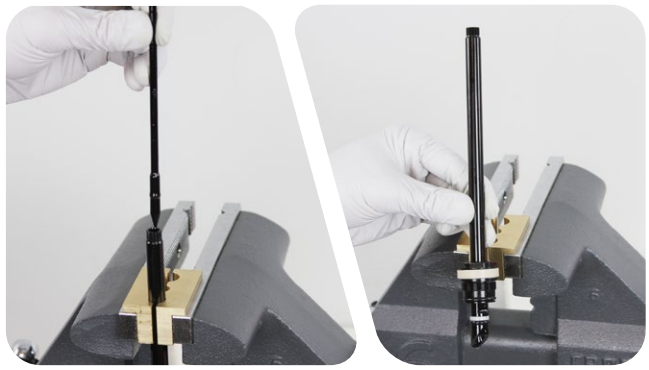
7 Spray the inner shaft and RockShox 3-hole vise blocks with RockShox Suspension Cleaner or isopropyl alcohol and wipe them with a clean shop towel. The clamping surfaces must be free of oil and grease.

Clamp the inner shaft assembly into the 10 mm slot in the RockShox 3-hole vise blocks.

Unthread and remove the baseplate and Vent Valve rod assembly from the inner shaft.

Remove the inner shaft assembly from the vise and set it aside on a clean shop towel.





8 Clean the baseplate and Vent Valve rod assembly. Set the Vent Valve rod assembly aside on a clean towel.

NOTICE

The baseplate and Vent Valve rod assembly do not require service; do not disassemble.

9 Remove the internal seal head assembly from the inner shaft and discard the seal head.

NOTICE

Inspect each part for scratches. Do not scratch any sealing surfaces when servicing your suspension. Scratches can cause leaks.

When replacing seals and o-rings, use your fingers or a pick to remove the seal or o-ring. Spray RockShox Suspsension Cleaner or isopropyl alcohol on each part and clean with a clean lint-free shop towel.

Apply **only** RockShox Dynamic Seal Grease to all Reverb parts, seals, and o-rings.

1 Clean the inner shaft/main piston assembly.

Remove the main piston o-ring from the main piston and discard it. Clean the piston gland.

NOTICE

Do not scratch the inner shaft piston with the pick.

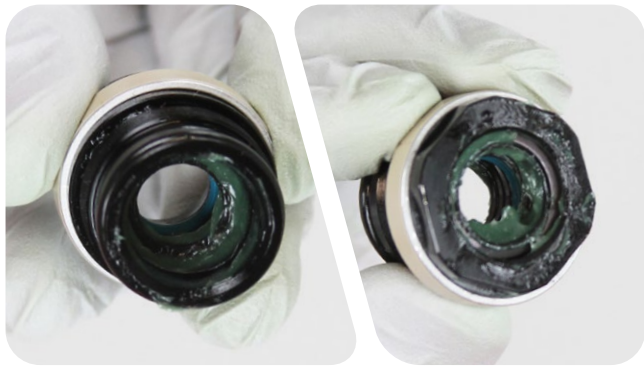
2 Apply a liberal amount of grease onto the piston and the new piston o-ring. Carefully install the piston o-ring onto the piston.

NOTICE

The piston may have sharp edges. Use caution and do not damage the o-ring during installation. If the o-ring is cut or damaged, function will be compromised.

3 Apply a liberal amount of grease to the inside of a **new** internal seal head assembly.

Install the internal seal head assembly onto the inner shaft, threaded end first.



4 Install a new bottomout o-ring and a new foam ring onto the inner shaft.

5 Apply grease to each o-ring on the Vent Valve rod.

6 Clamp the inner shaft into the RockShox 3-Hole vise block in the 10 mm slot.

Insert the Vent Valve rod into the inner shaft. Press the baseplate down and into the shaft until the Vent Valve rod upper o-ring snaps into place.

Thread the inner shaft into the baseplate.

7 Tighten the baseplate onto the inner shaft to the specified torque.

Remove the inner shaft assembly from the vise and set it aside on a clean shop towel.

1 With the electronics compartment positioned outside the edge of the vise clamps, clamp the seatpost head into a bench vise with flat aluminum soft jaw vise inserts on the flat saddle clamp slots.

NOTICE

To avoid permanent damage to the electronic components, clamp **only the flat surfaces** of the circular saddle clamp slot in the seatpost head.

2 Insert a non-metallic pick into one of the cross holes in the IFP tube. Carefully pull the IFP tube out of the upper post and remove it from the post. Use your hand to guide the IFP tube straight out of the upper post using care not to scratch the inside of the upper post with the hex wrench.

Wipe the outer surface of the IFP tube and set it aside on a clean shop towel.

Non-metallic pick

NOTICE

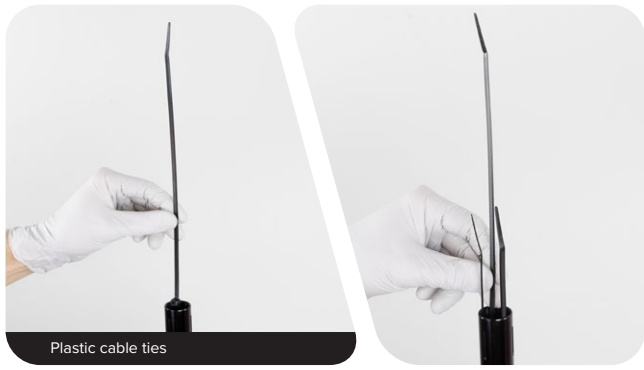
Do not scratch the inner surface of the upper post or the outer surface of the IFP tube. Surface scratches can cause leaks and reduce performance.

If the IFP tube is scratched, it must be replaced.

3 Remove the internal floating piston (IFP) from the upper post. Insert seven to nine plastic cable ties (cable tie size may vary), one at a time, into the upper post and through the center of the IFP.

Pull the cable ties out of the upper post and remove the IFP.

Discard the IFP.


Plastic cable ties

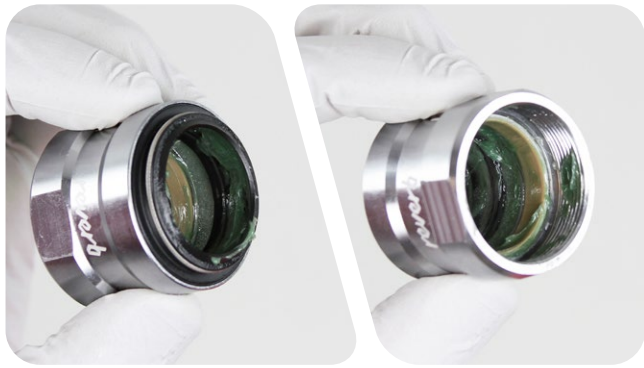
4 Remove the upper post from the vise and pour any remaining hydraulic fluid into an oil pan or container.

5 With the electronics compartment positioned outside the edge of the vise clamps, clamp the seatpost head into a bench vise with flat aluminum soft jaw vise inserts on the flat saddle clamp slots.

NOTICE

To avoid permanent damage to the electronic components, clamp **only the flat surfaces** of the circular saddle clamp slot in the seatpost head.

1 Apply a liberal amount of grease around the inside of a **new** top cap assembly and onto the seals.

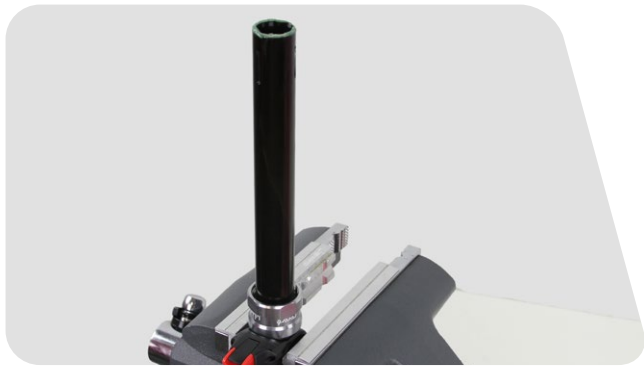


2 Install the new top cap assembly, wiper seal end first, onto the upper post assembly. Slide the top cap assembly down until it is positioned below the upper post key slots.

NOTICE

Ensure the wiper seal slides over the upper post without folding the outer lip of the seal.

Remove the post from the vise and set it aside.



1 Fully coat the inside and outside surfaces of the IFP tube with seatpost hydraulic fluid.

Install the IFP tube with the cross holes facing up, into the upper post. Use your finger to rotate the IFP tube in a circular and side to side motion until the IFP tube seats itself onto the seal inside the bottom of the upper post.

Push down firmly on the IFP tube until it snaps securely into the upper post. When the IFP tube snaps into place, a click will be heard. Ensure the IFP tube is secured and centered.

NOTICE

Do not scratch the inside of the upper post with the IFP tube. Scratches can cause leaks.

The IFP tube should be below the top of the upper post when it is installed correctly.

2 Secure shop towels around the upper post below the open end of the tube and above the top cap to absorb displaced hydraulic fluid.

NOTICE

To avoid damage to the electronics, do not allow fluid to overflow onto the electronics compartment.

Pour seatpost hydraulic fluid into the IFP tube until the fluid overflows into the upper post and is level with the top of the upper post.

Use your finger to remove any bubbles from the surface of the fluid if bubbles are visible.

Maxima Serene Hydraulic Seatpost Fluid

3 Apply a very liberal amount of grease to the **new internal floating piston (IFP).**

Fill the groove on **both** sides of the IFP, and coat the outer and inner surfaces.

NOTICE

The outer and inner surfaces must be coated with grease to prevent stiction. The groove on **both** sides of the IFP must be completely filled with grease to prevent air pockets from developing under the IFP. Stiction and air pockets will negatively affect seatpost function.

4 Insert the IFP into the upper post and onto the IFP tube.

The IFP is symmetrical. Orientation of the IFP is not critical to installation.

5 Use both thumbs or index fingers to carefully press the opposing edges of the IFP into the upper post. Press only the edges of the IFP.

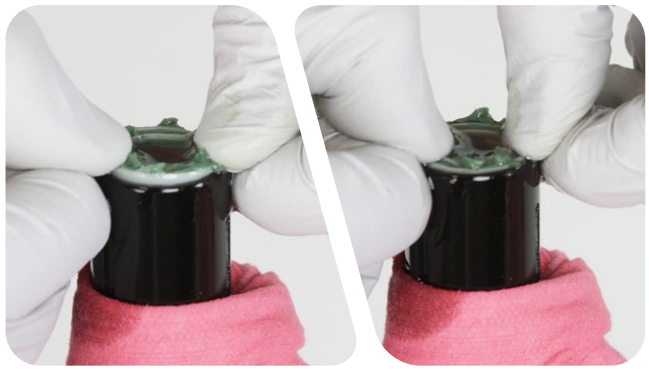
Stop when the IFP is level with the top of the IFP tube.

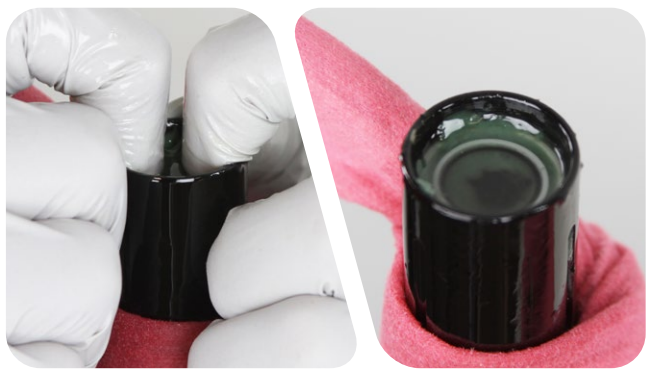
NOTICE

Do not cover the center of the IFP and IFP tube during installation. Fluid must be free to displace when the IFP is installed.

⚠WARNING - EYE HAZARD

When the IFP is pressed into the upper post fluid will be displaced and may be ejected outward. Keep your eyes and face away from the end of the upper post during installation. Wear safety glasses.



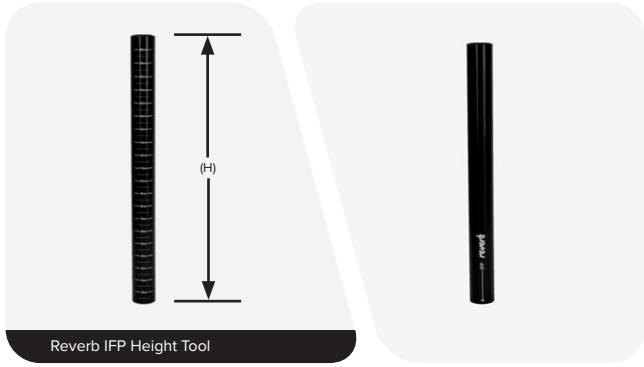


6 **internal floating piston (IFP) height**:

Use the chart below to determine the IFP height for your Reverb AXS seatpost. Identify the correct IFP height (H) measurement on the IFP tool.

Reverb AXS Travel (mm)	Seatpost Length (mm)	IFP Height (H) (mm)
100	340	105
125	390	130
150	440	155
170	480	175

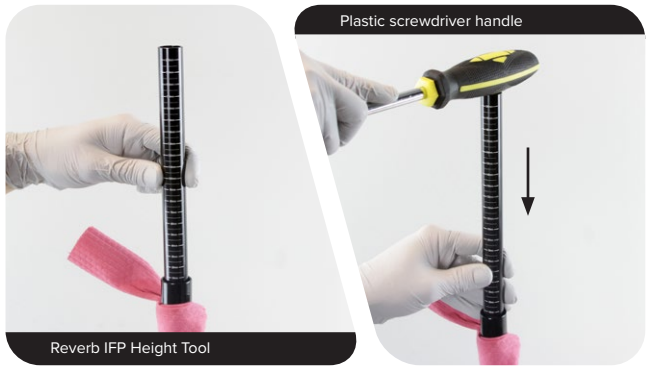
IFP height is critical to proper function.



Reverb IFP Height Tool

7 Set the internal floating piston (IFP) height inside the upper post.

Position the Reverb IFP Height Tool flat onto the IFP. Gently tap the top of the IFP tool with a plastic screwdriver handle and push the IFP down into the upper post.



Reverb IFP Height Tool

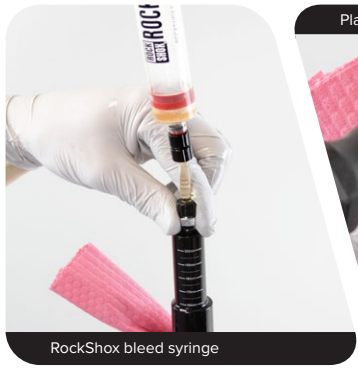
Check the fluid level in the center of the IFP tool frequently and **stop** when fluid is near the top of the IFP tool.

⚠WARNING - EYE HAZARD

If the IFP tool is tapped or pressed into the upper post too quickly fluid may be ejected outward rapidly. Check fluid level frequently during this process. Keep your eyes and face away from the end of the upper post during installation. Wear safety glasses.

8 Draw excess fluid from the center of the IFP tool with a RockShox bleed syringe.

Continue to tap the IFP tool and push the IFP into the upper post; remove excess fluid as needed.


RockShox bleed syringe


Plastic screwdriver handle

Stop when the correct IFP height measurement on the IFP tool is level with the top edge of the upper post.

9 Draw any remaining excess fluid from the center of the IFP tool with a RockShox bleed syringe. The remaining fluid should be level with the top of the IFP tube.


RockShox bleed syringe

Remove the IFP height tool from the upper post.

1 Apply grease to the main piston o-ring and backup ring on the inner shaft assembly.


Grease

2 Carefully insert the inner shaft main piston into the IFP tube. Gently tap the inner shaft assembly with your hand and stop as soon as you feel the o-ring engage the inside of the IFP tube.

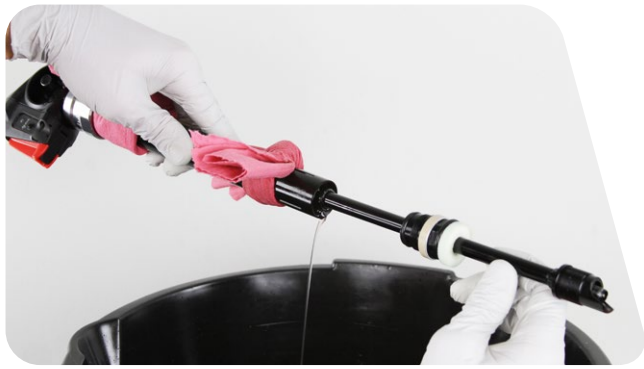
The top edge of the (A) main piston should be even with the top edge of the (B) IFP tube.

NOTICE

Do not push the main piston into the IFP tube any further.

3 Remove the seatpost from the vise.

Hold and support the inner shaft assembly with one hand and pour all remaining fluid from the upper post into an oil pan.



4 With the electronics compartment positioned outside the edge of the vise clamps, clamp the seatpost head into a bench vise with flat aluminum soft jaw vise inserts on the flat saddle clamp slots.

NOTICE

To avoid permanent damage to the electronic components, clamp **only the flat surfaces** of the circular saddle clamp slot in the seatpost head.

5 Hold the shaft in place and carefully slide the seal head down the shaft into the upper post.

Thread the seal head into the upper post by hand until it stops.

NOTICE

Do not push the inner shaft into the upper post.

6 Tighten the seal head.

Use a shop towel to wipe away any excess fluid.

NOTICE

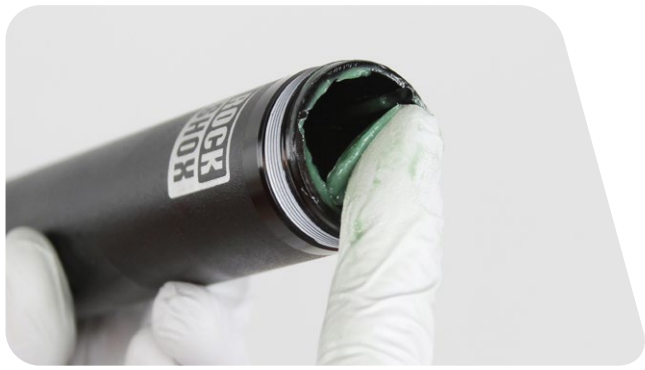
Do not scratch the inner shaft with the wrench as this is a critical sealing surface. Surface scratches can cause leaks and reduce performance.

Do not compress the inner shaft into the upper post and IFP tube until the seatpost is completely reassembled and pressurized. If the inner shaft does get pressed into the IFP tube, remove the seal head and repeat the disassembly and IFP installation procedure.

1 Rotate the bushing and align the split seam toward the back of the seatpost, inline with the rear facing brass key slot.

Apply a liberal amount of grease to the seal head bushing.

2 Apply a liberal amount of grease to the inside of the lower post tube.



3 Install the lower post onto the upper post.

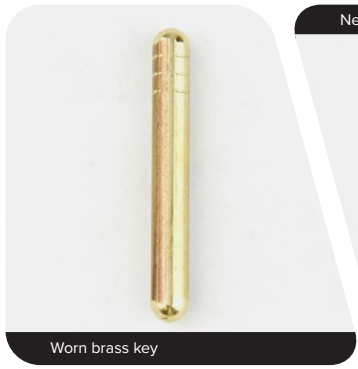
Squeeze the inner seal head bushing and slide the lower post down over the seal head bushing. Stop when the edge of the lower post is even with or just above the bottom edge of the bushing.

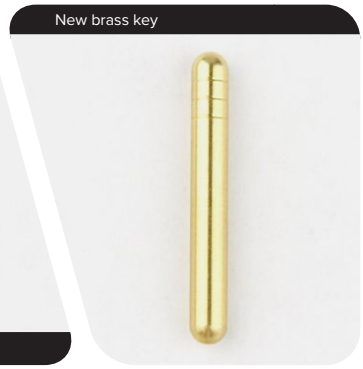
NOTICE

Side-to-side movement between the inner and outer posts is an indication that the brass keys are worn and need to be replaced. Vertical lines on the key are an indication that the key is worn.

New brass keys must be of the same size and have the same number of etched lines as the original brass keys for proper function.

Refer to the RockShox Spare Parts Catalog at www.sram.com/service for a list of brass key kits available.


Worn brass key


New brass key

1 Apply a liberal amount of grease onto each key slot and onto the upper post.

Install the brass keys into the key slots. The orientation of the brass keys is not critical.

2 Apply a liberal amount of grease onto the brass keys and upper post.

Slide the top cap up and down to lubricate the top cap seal.

3 Align the lower post key slots with the brass keys and ensure the laser etched RockShox logo is aligned with the **back** of the seatpost head.

Key slots

Hold each brass key in place and slide the lower post down until it engages the keys. Continue to slide the lower post down over the brass keys.

Slide the top cap up until it contacts the lower post threads. Thread the top cap onto the lower post by hand.

4 Tighten the top cap.

NOTICE

Do not scratch the upper post with the wrench. Scratches can allow contaminants to enter the lower tube, damage the upper post outer surface, and degrade performance.

34 mm | 28 N•m (248 in-lb)

5 Thread the baseplate lockring onto the baseplate with the wrench flats oriented outward.

Tighten the baseplate lockring to the specified torque.

6 Rotate the baseplate so the open end is facing the back of the seatpost.

Slide the lower post up until it stops against the baseplate.

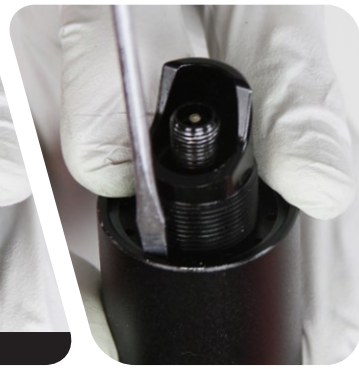
7 Install the retaining ring into the lower post. Insert the flat end into the groove first and use your finger to guide the retaining ring around the end of the lower post. Push the scalloped end of the retaining ring into the groove until it snaps completely into place.

Remove the seatpost from the vise.

⚠CAUTION

Confirm the retaining ring is securely in place before continuing. Failure to properly secure the retaining ring will result in collapse of the upper post when weight is applied.

Small flat blade screwdriver



8 Install the baseplate nut onto the baseplate with the wrench flats oriented outward.

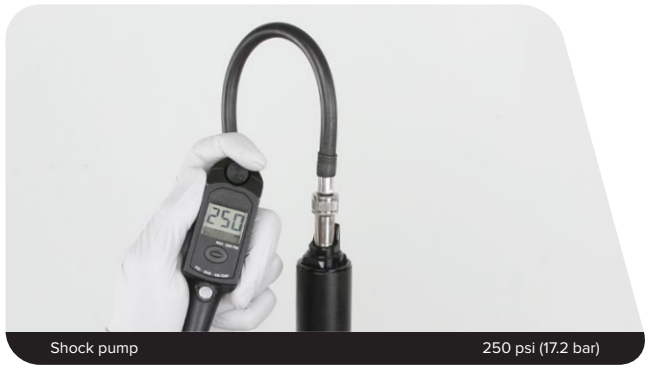
Secure the baseplate in place with an 16 mm wrench and tighten the baseplate nut to the specified torque.

NOTICE

To avoid damage to the baseplate nut and lower post, do not over-tighten the baseplate nut.

22 mm | 5 N•m (44 in-lb) | 16 mm

1 Pressurize the seatpost to 250 psi (17.2 bar).

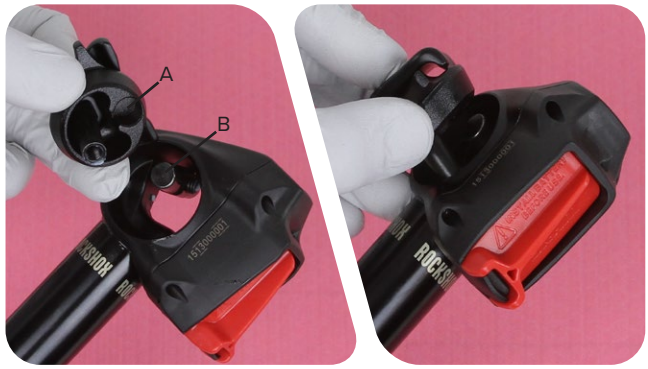


Shock pump 250 psi (17.2 bar)

2 Reinstall the air cap and tighten until hand tight.

3 Remove the seatpost from the vise.
Clean the entire seatpost.

1 Insert the left side saddle clamps and bolt nut into the seatpost head with the (A) barrel nut pocket aligned with the (B) barrel nut tilt adjuster. Seat out inner clamp over the barrel nut and into the seatpost head.



2 Insert the right side inner clamp into the seatpost head while holding the left side clamps in place.

3 Install the right side outer clamp and the clamp bolt. Thread the bolt into the barrel nut tilt adjuster. Do not tighten.

50/200/600 Hour Service — Installation and Test Function

1 Secure the bicycle in an upright position.

Install the seatpost and saddle. Consult the *Reverb AXS User Manual* at www.sram.com/service for seatpost and saddle installation procedures.

2 Open the battery latch and remove the battery block.

Remove the battery cover from the SRAM battery.

Install the battery into the seatpost and close the latch.

3 Press the AXS button to deactivate 'Service Mode'. The internal motor should activate and close the internal valve.

Push down on the saddle to confirm the internal valve closed successfully and 'Service Mode' is deactivated. The seatpost should not compress.

4 Press and hold the controller paddle on the RockShox AXS controller and push down on the saddle to test function.

This concludes service for the RockShox Reverb AXS adjustable height seatpost.

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SRAM Taiwan
No. 1598-8 Chung Shan Road
Shen Kang Hsiang, Taichung City
Taiwan R.O.C.

WORLD HEADQUARTERS
SRAM LLC
1000 W. Fulton Market, 4th Floor
Chicago, Illinois 60607
U.S.A.

EUROPEAN HEADQUARTERS
SRAM Europe
Paasbosweg 14-16
3862ZS Nijkerk
The Netherlands