SR Suntour SP12 NCX

SR Suntour SP12 NCX Suspension Seat Post Instruction Manual

Model: SP12 NCX (31.6x350mm)

1. Introduction

Thank you for choosing the SR Suntour SP12 NCX Suspension Seat Post. This product is designed to enhance your cycling comfort by absorbing shocks and vibrations from various terrains. Its parallelogram system provides 50mm of travel, ensuring a smoother ride. This manual provides essential information for the correct installation, adjustment, and maintenance of your new seat post.

Please read this manual thoroughly before installation and use to ensure safe and optimal performance.

2. Safety Information

- Always ensure the seat post is securely installed in the bicycle frame to the minimum insertion line.
- The saddle rails must be properly clamped with a torque of 15-18Nm. Overtightening or undertightening can lead to component failure or injury.
- Regularly inspect the seat post for any signs of damage, cracks, or wear. Do not use if damaged.
- Ensure the protective cover (if used) is correctly fitted to prevent dirt and debris from entering the suspension mechanism.
- Adjust preload only when the bicycle is stationary and stable.
- If you are unsure about any installation or adjustment steps, consult a professional bicycle mechanic.

3. Package Contents

- 1x SR Suntour SP12 NCX Suspension Seat Post
- 1x Protective Cover
- 1x Owner's Manual (may be included separately)



Image: SR Suntour SP12 NCX Suspension Seat Post with its protective cover and owner's manual.

4. Setup and Installation

4.1. Removing Your Old Seat Post

1. Loosen the seat post clamp on your bicycle frame.
2. Remove your existing saddle from its seat post. Note the orientation and angle for reinstallation.
3. Carefully slide the old seat post out of the bicycle frame.

4.2. Attaching the Saddle to the SP12 NCX

1. Place your saddle onto the top clamp mechanism of the SP12 NCX seat post.
2. Align the saddle rails within the clamps.
3. Tighten the saddle clamp bolt(s) to the specified torque of 15-18Nm. Ensure the saddle is level and secure.



Image: Detailed view of the parallelogram mechanism and saddle clamp area. Note the torque specification for saddle rails.

4.3. Installing the Seat Post into the Bicycle Frame

1. Apply a thin layer of grease to the lower portion of the seat post that inserts into the frame.
2. Insert the SP12 NCX seat post into your bicycle's seat tube. Ensure the seat post diameter (31.6mm) matches your frame's requirement.
3. Adjust the seat post height to your preferred riding position. Ensure the minimum insertion line on the seat post is always inside the frame.
4. Tighten the bicycle frame's seat post clamp to secure the seat post. Refer to your bicycle frame manufacturer's specifications for the correct torque.



Image: The SR Suntour SP12 NCX Suspension Seat Post ready for installation.

4.4. Preload Adjustment

The SP12 NCX features an internal coil spring with preload adjustment to fine-tune the suspension's stiffness according to rider weight and preference.

1. Locate the preload adjustment screw at the bottom of the seat post.
2. Use an appropriate Allen key (typically 6mm) to turn the screw.
3. Turn **clockwise (+)** to increase preload (stiffer suspension, suitable for heavier riders or more aggressive riding).
4. Turn **counter-clockwise (-)** to decrease preload (softer suspension, suitable for lighter riders or more comfort-oriented riding).

5. Adjust in small increments and test the feel. The ideal setting allows for smooth absorption of bumps without excessive sag.



Image: The preload adjustment mechanism located at the base of the seat post.

Your browser does not support the video tag.

Video: A demonstration of the SR Suntour SP12 NCX seat post's suspension action and preload adjustment. This video shows the parallelogram movement and the adjustment dial at the bottom of the post.

5. Operating the Suspension Seat Post

The SP12 NCX suspension seat post operates automatically as you ride. The parallelogram linkage system allows the saddle to move slightly backward and downward, absorbing impacts from road imperfections or trail obstacles. This movement isolates your body from direct shocks, reducing fatigue and increasing comfort, especially on longer rides or rougher terrain.

Your browser does not support the video tag.

Video: An official SR Suntour video demonstrating the suspension action of the seat post during a ride, highlighting its ability to absorb bumps.

6. Maintenance

- **Cleaning:** Wipe down the seat post regularly with a damp cloth to remove dirt and grime. Avoid using harsh chemicals that could damage the finish or internal components.
- **Protective Cover:** Ensure the included protective cover is always in place to shield the parallelogram mechanism from dust, mud, and water. This helps prolong the life of the bushings and internal components.
- **Inspection:** Periodically check all bolts for tightness, especially the saddle clamp bolts (15-18Nm) and the seat post clamp on the frame. Inspect the parallelogram links and bushings for any signs of wear or excessive play.
- **Lubrication:** The internal mechanism is designed for low maintenance. Avoid disassembling the unit unless you are a qualified mechanic. If the action feels rough or noisy, consult a professional for inspection and potential lubrication.



Image: The SR Suntour SP12 NCX Suspension Seat Post with its protective cover, essential for keeping dirt and debris out of the mechanism.

7. Troubleshooting

Problem	Possible Cause	Solution
Seat post feels too stiff.	Preload set too high; rider weight too low for current spring.	Decrease preload (turn counter-clockwise). Consider installing a softer spring (if available and compatible).
Seat post feels too soft/bottoms out easily.	Preload set too low; rider weight too high for current spring.	Increase preload (turn clockwise). Consider installing a harder spring (if available and compatible).

Problem	Possible Cause	Solution
Saddle creaks or moves.	Loose saddle clamp bolts.	Tighten saddle clamp bolts to 15-18Nm.
Seat post makes noise during operation.	Dirt in mechanism; worn bushings; lack of lubrication.	Ensure protective cover is in place. Clean visible parts. If noise persists, consult a professional mechanic.

8. Specifications

- **Travel:** 50mm
- **System:** Brass bushing parallelogram system
- **Setback:** 25mm
- **Outer Diameter:** 31.6mm
- **Length:** 350mm
- **Suspension System:** Internal coil with preload adjust
- **Arm Material:** Alloy
- **Saddle Rail Compatibility:** For 7mm saddle rails
- **Weight:** Approximately 829g (973g as per some specifications)
- **Color:** Black
- **Material:** Metal

9. Warranty

The SR Suntour SP12 NCX Suspension Seat Post comes with a**1-year warranty** from the date of purchase. This warranty covers manufacturing defects in materials and workmanship. It does not cover damage resulting from improper installation, misuse, neglect, accidents, alterations, or normal wear and tear. Please retain your proof of purchase for warranty claims.

10. Support

For further assistance, technical support, or warranty inquiries, please contact your SR Suntour dealer or visit the official SR Suntour website. Always refer to the latest product information and support resources available from the manufacturer.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question