

ISSUE	CAUSE	REMEDY
SLOW RETURN SPEED	too much grease	disassemble, clean, lightly regrease, and reassemble
	spring force too low	contact us to verify spring and seal version
NOT REACHING FULL EXTENSION	cable routing and/or cable kinked	remove post, pull cable and housing back and forth to massage smooth, and reinstall (if issue remains, install new cable and housing altogether)
	contamination	contact us to verify seal version
	spring force too low	contact us to verify spring version
CABLE CLAMP SLIPPING	cable not fully in anchor block groove when clamping	disassemble lever, ensure cable is not damaged at clamping location, and secure in anchor block groove
	cable clamping plate not properly aligned	disassemble lever, ensure cable is not damaged at clamping location, and correctly align clamping plate before tightening
ROTATIONAL PLAY	head coming loose	remove cap, clean, and lightly Loctite (Blue) before reassembling and torquing the cap to 20Nm
	worn keys	disassemble post, install new keys, and reassemble
HEAD COMING LOOSE	cap not tightened to spec and needs Loctite	remove cap, clean, and lightly Loctite (Blue) before reassembling and torquing the cap to 20Nm
	T15 Torx bolts coming loose on pillar assembly	remove seatpost's outer tube, retighten T15 Torx bolts, and reassemble
WEAR ON PILLAR TUBE	contamination	contact us to verify seal version
POST DOESN'T ENGAGE	cam and/or clip assembly problem	disassemble post, reinstall C-clip, and reassemble
POST DOESN'T HOLD POSITIONS	too much cable tension	reduce cable tension at the lever (either adjust barrel, or reinstall cable)

If problems persist, please contact us directly. Europe: [support@bythehive.com](mailto:support@bythehive.com) | United States: [support.eu@bythehive.com](mailto:support.eu@bythehive.com)