



ABC Hydraulic shock

Important installation procedure!

Please strictly follow the correct steps when installing the product, otherwise you will irreparably damage the parts! After installation no returns are accepted.

Please refer for installation to the complete installation description from Mercedes Benz.

Please check if you received the correct item, and inspect the item carefully. Returning a product is possible using the right of withdrawal if the item is un-used, not installed and undamaged. Please check the conditions that apply to the sale and returns.

Reading this document signifies your agreement to our terms and conditions. Work should only be performed by a trained mechanic else damage might be caused to the vehicle. The ABC system is working under a pressure of over 200 bar, taking the wrong installation steps can have serious consequences. You are responsible for studying the official service manual and the necessary safety proceedings that should be taken before working on, and raising the vehicle as when errors are made serious injuries and death can occur. Mercedes Benz software is required to pressurize, bleed and calibrate the system after installation.

- Check the functioning of all other components of the ABC system (control valves, pressure limiting valve, pressure sensor, pulsation damper, accumulators, ABC control computer, shocks, suction valve).
- We recommend strongly to install a new accumulator when changing the ABC shock.
- Refresh all ABC oil in the ABC system (ABC oil change 4 liter oil, or ABC flush 12 liter oil)
- Please handle the shock with care, the electronic sensor is sensitive.
- Please turn the head of the shock if needed to fit the position in the car.
- Disconnect the battery, and bleed the system before working on the car.
- Install the shock with the utmost attention to a very clean environment, dirt and particles on tools, lines, etc. can easily get into the ABC system. Any debris that enters the system contaminates the hydraulic fluid causing internal leakage.
- Check the function of the accumulators by gently pressing inside against the membrane with a small flat object like a small Allen key. The membrane is weak or defect, or gas has escaped the accumulator, when you are able to push it more than a few mm inwards.
- Follow the installation procedure from Mercedes Benz. Tighten all bolts to the specifications.
- After installation, bleed the system, possibly several times, until all the air is out of the system. The smallest air bubble already causes problems in the ABC system.
- Please use SDS and follow the instructions in the Mercedes Benz Diagnostic Equipment to calibrate and further bleed the ABC system.
- The ABC rodeo test is not necessary after replacing the shock and will stress the system unnecessary.

Important!

- Driving while the system has not been properly bleed for air or calibrated correctly, will damage the shocks irreparable.
- There are different models of connection lines in circulation. The shocks are therefore supplied with extra-long straight model lines. Sometimes the old line has to be transferred from the old shock, this requires a 17mm tool. Furthermore we have all models of lines on stock.
- When the shock feels bumpy, most likely there is still air in the system or the accumulator is not working correctly. --
- Please test and install a new accumulator and bleed the system properly.
- Please contact us if you have questions www.abcspecialist.nl info@abcspecialist.nl

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FAQ

What is the condition of the product? The product is refurbished or remanufactured. We aim to have our products look as good as possible, but it is still an used product and possibly the product has minor signs of usage. All products are tested before being sold.

How is the guarantee of the product? We aim to provide high quality products and all products are tested before being sold. However too often guarantee is being misused as an excuse for improper usage, thus at this moment we canceled to give any guarantee in terms of time or mileage on this products.

How is the product being shipped? The product will be shipped as soon as possible after all payments are made in a strong box with sufficient protection. We use shipping with insurance and use different couriers.

Can the product be shipped by express? We offer express shipping worldwide. Please contact us by mail or phone to receive a quotation.

Do I receive the product directly? Yes we ship the new product directly after all payments are completed. You can install the new unit and send us the old unit afterwards, to receive the paid deposit back.

Why do I have to pay a deposit? These refurbished parts are offered by us at competitive prices while maintaining high quality standards. In order to do so, we use the old units for recycling. To be assured the old unit is returned, you will receive an invoice for a deposit. After the process of receiving and installing the new unit, you can ship back your old unit to receive back the deposit.

How do I have to pay a deposit? Together with the invoice of the product, you have received an invoice for the deposit. Please use the payment details mentioned. Your order will only be processed if all payments are completed.

How much is the deposit? Depending on the product the deposit is a different amount.

Can I keep the old unit? No, the agreed offer includes shipping back the old unit free of heavy damage. In case no old unit or a heavily damaged unit is received, additional costs are charged.

How do I receive the deposit back? The deposit is refunded in the same way as it was paid. Please send the undamaged old unit back in the original box, properly packed and free of oil. Please fill in the return form and attach it with the package. Please ship with a courier of your choice at your costs, we advise to use a shipping with insurance as you are liable for the proper return of the old unit.

Can I cancel the buy and send the item back? Yes, within a period of 14 days you are allowed to make use of your right of withdrawal, to return the item without specification of the reason, if the item is in the condition as it was sold. Also, you are allowed to send the item back in case the product is not as expected after visual inspection. No returns are possible after installation or usage. Please read the terms and conditions of the sale for the return process.

Do you have any advices when installing the unit? Yes please check the information we supplied with each sold unit and the Mercedes Benz official installation description. More information about the ABC system can also be found on our website. We advise to only install the product in workshops experienced with the ABC-system. Please use our information as advise, no rights can be derived from it.

Should I replace any other components? Yes we advise to install a new accumulator with each shock and to change the oil of the complete ABC system together with a new ABC filter.

The connection of the oil line on the shock seems to be different. What should I do? There are different models of oil lines and connectors. When you received a line that doesn't match, we will ship you the correct line directly and for free. Please return the wrong item to us afterwards.

The shock is leaking oil, what happened? Probably the pressure limiting valve, or 1 of the several accumulators are defect, resulting in too high pressure peaks. The sealings in the shock are probably blown by the high pressure, resulting in leakage. After installation no returns are possible.

The sensor on the shock is not responding, what happened? Probably you dropped the shock or it had a harsh impact, such that the sensitive sensor is now defect. Please contact your insurance to check if you can get a refund. No returns are possible after dropping the shock or after installation.

The shock makes noise during driving, what should I do? Probably 1 of the accumulators is worn and peaks in the oil pressure are not being handled properly, which results in vibrations in the ABC system starting from the shock. Please replace the accumulator by a new one. It is important the correct steps are being taken when installing the product before driving to provide a good oil flow. After installation no returns are possible.

The shock makes noise, how do I proceed? Probably there are still air bubbles trapped inside the ABC system. Please follow the instructions for installation and air bleeding to remove all the air from the system. It might be necessary to repeat this process several times. Driving with air in the system damages the components. After installations no returns are accepted.

The shock doesn't raise, what should I do? Probably the system pressure is insufficient or the system is not calibrated. Please follow instructions by Mercedes Benz SDS or contact us for advice.

The car sinks when being parked, what should I do? Probably the ABC valve is not closing well, such that oil is leaking back from the shock to the reservoir internally. Please inspect the valve and check the error codes with SDS. Please contact us for advice.

The shock is stuck in its highest position, how do I proceed? Probably the ABC valve is not opening correctly or the system is stuck in an error mode. Please inspect the valve and check error codes with SDS or contact us for advice.