

Frequently Asked Questions

Q. Do I need to lubricate my cables at installation?

A. Yes, the only Motion Pro cables that come pre-lubricated are speedometer and tachometer cables and our high performance T3 clutch cables. All throttle, clutch, and brake cables must be lubricated during installation with Motion Pro cable lube or equivalent. Please note that you need to lubricate the inner wire in the housing and also the cable end barrels at their pivot points. Cable end barrels should be lubricated with water proof grease. You can find a very informative article about cable maintenance on our web site at

www.motionpro.com/motorcycle/articles/view/340/cable_maintenance_101/

Q. I see you offer stock cables for my specific model. Do I still need to send in samples or supply all dimensional information if I just need longer or shorter cables?

A. If we offer replacement cables for your machine and you are changing handle bars and using the stock controls and intake (carburetor or FI system), then in most cases all we'll need is to know how much longer or shorter than stock you want the new cables to be. You can find detailed information on how to measure your cable at

www.motionpro.com/motorcycle/custom/

Q. When are samples required?

A. There are several situations where samples are required for us to make your cables:

1. You need cables for a vehicle on which we have no documented information about the specifications of the stock cables. This can be the case for older Japanese machines, most European street models like Ducati's, BMW'S and Moto Guzzi's, motor scooters, and rare or exotic bikes.
2. You need a throttle cable for a vehicle that has non-stock components such as the throttle (twist throttle or thumb throttle), carburetor, or FI throttle body. In those situations it is likely that the free-length of the cable you need will be different from the stock cable. Cable free length is the amount of exposed inner wire, and this will most likely have to be changed when the controls or carburation are changed. If you do not already have a cable that works with the non-stock set up, it will be necessary to send us the new throttle and carburetor or FI throttle body so we can determine the correct free length. Please send us an e-mail with the details of your project and we'll be happy to supply information addressing your specific situation. You can e-mail us at cables@motionpro.com
3. Sometimes we need your original cables so we can reuse cable components that are not otherwise available. This is common when working on older 2-stroke

application with oil injection, some European bikes, some motor scooters, and rare or exotic bikes.

Q. I have aftermarket bars and/or risers. How do I determine what length cables I need?

A. We cannot supply a length based on a handle bar description alone. There are just too many variables to account for. For example, positioning the bars differently in the handlebar clamps can affect the length of the cable that is necessary for proper operation. The best way to proceed is for you to do a full mock up. Leave the stock cables installed on the motor and carburetor or FI system, install the new handlebars to their desired location, and install the controls (throttle/lever) on the new handlebars. Then determine how much longer the stock cable needs to be (from the housing end) to reach the new location of the throttle or control lever. During this mock-up process you must make sure the new cable length will allow for full movement of the handlebars from lock to lock. Keep in mind that it is easier to absorb an extra inch or two of cable length in routing than it is to make up for a cable that is too short. So, if there are any doubts, going a little long is usually the safer way to go. Once you have determined how much longer than stock you need, you can review what we currently offer for you model on our web site at www.motionpro.com/motorcycle/search/by_motorcycle/. If you don't see the length you need, please contact us at cables@motionpro.com with the year make and model of your machine and how much longer or shorter than stock you need and we'll be happy to provide detailed information on your specific needs.

Q. Does Motion Pro make custom brake lines?

A. No. Motion Pro does not manufacture or sell hydraulic lines. We recommend that you go to Galfer, Goodridge, Russell Performance, or Spiegler for these products. Another option would be to work with your local motorcycle shop and look through distributor catalogs like Parts Unlimited, Tucker Rocky, Western Powersports, Bikers Choice, and Drag Specialties to see if they offer a custom hydraulic line that meets your needs. If you look in the brake section of these distributor's catalogs you may find that they offer all the items you need to make the custom hydraulic line you need and information on how to determine the parts needed to do this.

Q. Where do I send my sample cables?

A. Send your sample cables to us at following address:

Motion Pro
Attn. Custom Cables
867 American St
San Carlos CA 94070

Please include a brief note stating what you need done and a means to contact you during the day (telephone number or email address). Once we receive your sample, will review your request and contact you to confirm the details of your order and payment information.

Q. How long does it take for my custom cable order to be completed?

A. Our turnaround time for custom cable orders varies with the complexity of the order, availability of parts, and how busy our cable shop is at that moment. Once we have all the information needed to process your order, we usually require around 5 to 7 working days to complete production. However, during peak summer months it may take as much as 12 to 14 working days to complete your order. In some case we may not have the parts on hand needed to make your custom cable, in which case we will advise you of any additional lead time needed to procure those parts (if they are available to us). Please keep in mind we cannot include shipping time in the above estimates because that is out of our control.

Q. Can I buy just the components needed to repair my cable or make my own cable from scratch?

A. Not usually. We have a small selection of basic cable repair items for sale, but this offering is limited to just those items needed by motorcycle repair shops for simple repairs. You can find these items on our web site at www.motionpro.com/motorcycle/partno/01-0055/

Q. Can I send my cable to you to be repaired or altered?

A. No. Due to liability concerns our insurance company prohibits us from repairing or altering existing cables.

Q. How do I pay for my custom cable order?

A. All custom cable order must be prepaid with a credit card or Paypal account. For export orders we only accept payment via Paypal. All custom cable sales are final and we do not accept returns on custom cable orders other than for warranty consideration. On receipt of your order we will run a credit card pre-authorization for the expected total. The final credit card charge will not be processed until your order is completed. For your security, we require that the billing address on the credit card must be the same as the shipping address on you order, and that the card holder is the person placing the order. On large orders we may require a 50% deposit in advance of starting your order. Once placed, custom cable orders cannot be canceled if any work has been started toward completion of your order.

Q. What is your warranty policy on custom cables?

A. We cannot accept returns or replacement requests on custom cables except for warranty claims. We offer a one year limited warranty on our custom cables from the date of purchase and this warranty is limited to repair or replacement of the cable and to the original purchaser only. Motion Pro custom cables are warranted against defects in materials or workmanship only, and this warranty does not cover improper maintenance, abuse or misuse. On cables for which the customer supplied the specifications we cannot warranty applicability for the use in which it is being applied. If you think a custom cable was made incorrectly please call or email our custom cable department and we will review the specification you provided against the cable that was made and if we find that the cable was not made correctly we will replace it free of charge. If your cable fails in use during the warranty period please call or email our warranty department to obtain a return goods authorization (RGA) number and instructions for returning the product for inspection. If we find that the cable failed due to a defect in materials or workmanship we will replace it free of charge.

Above is the customer's exclusive remedy. The above is expressly in lieu of all other warranties express or implied and of all other obligations or liabilities. In no event shall Motion Pro be liable for incidental or consequential damages arising from the breach of any warranties, improper use, the failure to deliver, delay in delivery, delivery of non-conforming parts or any other breach of contract or duty.