

## Frequently Asked Questions

### CAN I SEE YOU AND YOUR PRODUCTS AT A MOTORCYCLE RALLY?

We attend most major motorcycle rallies and trade shows throughout the year, and we're there just for you — so stop by and introduce yourself and tell us about your bike and the kind of riding you do. Or just sit and relax. We also have raffles for windshield giveaways and other prizes, as well as RIDE&BUY™ product test rides and free installation.

### HOW DO I KNOW WHICH WINDSHIELD IS RIGHT FOR ME AND MY STYLE OF RIDING?

To begin, you need to determine how much wind protection you're looking for. If you use your bike mainly for around-town cruising or short trips, a smaller or shorter shield might be all you need. If you do a lot of touring, high speed long distance riding, or commuting in all types of weather, then a larger or taller shield would be a great benefit.

But first, look at yourself, the rider. Consider your height and how high or low you sit in the saddle. Note where your eye level is in relation to your bike's headlight. Windshield height is a personal preference, but seasoned riders and National Cycle recommend that you are able to look just over the windshield to see the road at a distance of 50 feet in front of you.

All the windshields in our catalogue and on our web site list the mounted height (distance from the headlight cutout to the top of the screen) and the width. This information will help you visualize where the windshield will sit on your bike.

Now consider your bike. Some of our windshields and mount kits are designed for narrow forks and some are designed specifically for wide forks, while others can be mounted on practically any bike. So you need to choose a windshield based on (a) desired level of wind protection, (b) fitment on your model motorcycle, and (c) style and appearance.

Our "SHOP" section can make this process pretty simple. Select your make and model to see which windshields will fit. In most cases, the windshields are illustrated on the actual model of bike to make the visualization process easier.

### I BOUGHT MY WINDSHIELD FROM AN ONLINE STORE AND IT'S MISSING A PART. DO I NEED TO GO BACK TO THEM OR CAN YOU SEND ME THE MISSING PART?

If it's a new (not used) product, give us the name of the dealer/seller, the product part number on the package label, the date next to the package label, and an e-mailed or faxed copy of the receipt. Then identify the missing components from the parts list in the installation instructions.

### I HAVE A NATIONAL CYCLE WINDSHIELD THAT I BOUGHT YEARS AGO. DO YOU HAVE REPLACEMENT PARTS FOR IT?

If you are looking to replace missing or damaged parts, you can call us directly to order almost any individual component for current production windshields and our other accessories. Our **online instruction sheets** contain itemized parts lists to help you identify the parts you need.

### I NEED TO REPLACE MY WINDSHIELD. IT CAME WITH THE BIKE AND I DON'T KNOW IF IT'S STOCK OR NOT. HOW CAN I TELL?

Our Customer Service staff will be able to identify whether your windshield is a National Cycle part or not. Please call us with your windshield and a tape measure in hand and, if possible, send pictures of your windshield/mounting hardware via e-mail. Keep in mind that our logo is found on many OEM windshields and replacements for those can only be ordered from factory-authorized dealerships.

### MY WINDSHIELD HAS YOUR LOGO ON IT. CAN I BUY A REPLACEMENT SCREEN ONLY FROM YOU?

If you have one of our current-production aftermarket National Cycle windshields, a replacement windshield is almost always available separately. You can buy one directly from us or from your motorcycle retail dealership. However, we manufacture many OEM (Original Equipment Manufacture) windshields for motorcycle companies around the world. If your windshield was manufactured by us as an OEM part, we would not be able to supply a replacement — even though

it may have our logo on it. Visit your factory-authorized dealership to order replacement shields. If you're uncertain whether it's aftermarket or OEM, call us and we can tell you.

## CAN I USE A NATIONAL CYCLE WINDSHIELD WITH MY STOCK OEM MOUNT KIT?

In terms of our popular Fork Mounted Windshields such as SwitchBlade®, Spartan®, Heavy Duty®; or Dakota™, the answer is no. These use National Cycle Fork Mount Kits made for each model bike exclusively for these windshields. See "**SHOP**" in the main menu to look up the windshield and mount kit specific to your make/model bike.

## EVERYONE TELLS ME VSTREAM, VSTREAM, VSTREAM. WHAT'S SO SPECIAL ABOUT VSTREAM WINDSCREENS?

National Cycle's VStream® Windscreen was one of the major and most radical evolutionary steps in windshield design in the last half century.

Our designers and engineers simply inverted the traditional windshield paradigm, putting the widest section at the top, and then added a distinctive "V" profile to channel turbulent air away from the rider. It sounds basic, but it was so uniquely designed and developed that National Cycle was able to get a U.S. mechanical patent on the concept. This is how the VStream was born.

Riders weren't sure at first what they were looking at, but they immediately felt how well the VStream worked. Word got around, and suddenly they couldn't be made fast enough.

Currently there are 160 VStream Windscreens for 97 different model bikes... including, most likely, the one you ride. If your motorcycle dealership does not participate in our Ride&Buy™ demo program, see us at most major motorcycle rallies and events nationwide, and you can take one of our VStream Windscreens for a test ride.

## WHAT EXACTLY DO CHROME LOWER DEFLECTORS DO? DO I NEED THEM?

Lower deflectors maximize the wind protection from your windshield by minimizing the updrafts that occur when air is deflected below the bottom part of the windshield.

These updrafts are the reason you feel buffeting on the back of your helmet, or feel your back coat tail lift. In essence, lower deflectors are an extension of your windshield, and serve to increase your windshield's effectiveness.

## HOW ARE SWITCHBLADE® WINDSHIELDS DIFFERENT FROM HEAVY DUTY™ WINDSHIELDS?

The primary difference is how the windshields mount to your motorcycle.

SwitchBlade windshields use the SwitchBlade Mount Kits, which are available for almost all metric and domestic cruisers. The windshields can be easily removed or switched in less than 5 seconds... without tools. The Mount Kit stays on the bike, but is minimal and unobtrusive by itself.

Heavy Duty windshields use bike-specific mounting kits that are designed for a "permanent" bolt-on fit. The windshield itself can be removed or swapped in about 10-15 minutes with the proper Allan wrenches. The mount kit also stays on the bike, but is not intended for proper appearance without a windshield.

SwitchBlade windshields come in four styles and sizes: the SwitchBlade 2-Up® (clear), SwitchBlade Chopped™ (clear or tinted), SwitchBlade Shorty® (clear or tinted), and SwitchBlade Deflector™ (clear or tinted). These are all one-piece construction windshields. The inside windshield hardware is highly polished stainless steel. The SwitchBlade Deflector features our patented Rake Adjust™ to change the windscreen angle. SwitchBlade windshields for Harley-Davidson® motorcycles also feature an integral security lock.

Heavy Duty Windshields come in a wide range of sizes and styles: One Piece Heavy Duty™ for wide front ends, Beaded Heavy Duty™ for wide front ends, the Touring Heavy Duty™ and Chopped Heavy Duty™ for wide front ends, and finally the Custom Heavy Duty™, Low Boy Heavy Duty™ and Ranger Heavy Duty™ for narrow front ends. All except the One Piece Heavy Duty feature an adjustable lower window to fine tune the headlight cutout and clearance. The inside windshield hardware is finished in matte black.

The SwitchBlade is our top-of-the-line windshield, but either way, you can't go wrong. Both windshield lines are premium quality and made from the best and strongest materials. Both feature durable 4.0mm Lexan® polycarbonate with our exclusive Quantum™ coating for the toughest, most scratch resistant windshields you can buy.

Take it from the people who've been making motorcycle windshields since 1937 – SwitchBlade Windshields and Heavy Duty windshields are as good as it gets.

## WHAT'S THE DIFFERENCE BETWEEN LEXAN® POLYCARBONATE, HIGH IMPACT ACRYLIC AND ACRYLIC WINDSHIELD MATERIALS?

Lexan® Polycarbonate is the tough stuff for riders that demand the best. Lexan polycarbonate with FMR hardcoat provides unbeatable strength, superior optical quality, and outstanding scratch resistance. Lexan polycarbonate with our exclusive Quantum™ coating provides scratch resistance 10X better than FMR and twice the outdoor (UV) life. Hardcoated Lexan polycarbonate is the OEM motorcycle industry standard and was proudly developed for the motorcycle industry by National Cycle, Inc.

High Impact Acrylic is a step up from regular acrylic. High impact acrylic merges the crystal clarity of acrylic with an impressive impact resistance. A standardized plastic test (IZOD test) compared standard acrylic to high impact acrylic: Standard acrylic breaks at 1.5 foot-pounds, while high impact acrylic can withstand up to 8 foot-pounds. National Cycle uses the best material for each product design and price range.

Acrylic (which includes brand names such as ICI Lucite® and Acrylite®) is good when combined with our No-Hole Ballsocket™ mounting system. Acrylic is known for its crystal clarity that stands the test of time with UV stabilization that prevents yellowing. Many years ago, during the development of the clear fairing, National Cycle found that ordinary drill mounting methods caused stress cracks and eventual breakage with acrylic shields. That's why we developed and use our

patented No-Hole Ballsocket system on all of our acrylic products.

## WHAT'S THE DIFFERENCE BETWEEN FMR HARDCOATED POLYCARBONATE AND QUANTUM® HARDCOATED POLYCARBONATE?

FMR is a special surface coating for polycarbonate developed by General Electric®. This coating gives polycarbonate a level of scratch/abrasion resistance 3X greater than typical acrylic windshields. National Cycle first introduced motorcycle windshields made from FMR coated Lexan® polycarbonate in the 1970s. It soon became the OEM motorcycle industry standard for windshields.

Now a NEW standard has been set. Quantum® Hardcoated Lexan® Polycarbonate is the industry's absolute best in motorcycle windshield strength and durability. Developed for windshield use by National Cycle, Quantum hardcoating takes motorcycle windshields a quantum leap forward in abrasion resistance and outdoor life. National Cycle applies this crystal clear hardcoating to polycarbonate material. The combined result is the strongest, most abrasion resistant windshield material available worldwide.

### How Quantum® Hardcoating Compares

#### **Abrasion Resistance**

- Quantum hardcoated polycarbonate has 30X the abrasion resistance of acrylic (ICI Lucite®)
- Quantum hardcoated polycarbonate has 10X the abrasion resistance of FMR hardcoating

#### **Crack Resistance**

- Quantum hardcoated polycarbonate has 23X better crack resistance than acrylic (ICI Lucite®)
- Quantum hardcoated polycarbonate has equal crack resistance as FMR hardcoated polycarbonate

#### **Impact Resistance**

- Quantum hardcoated polycarbonate has 20X better impact resistance than acrylic (ICI Lucite®)
- Quantum hardcoated polycarbonate has equal impact resistance as FMR hardcoated polycarbonate

#### **Outdoor (UV) Life**

- Quantum hardcoated polycarbonate has 2X the lifespan of FMR hardcoated polycarbonate

***Quantum® is an exclusive product of National Cycle, Inc.***

## HOW DO I CLEAN MY WINDSHIELD?

Our Shield Wash™ Windshield Cleaner is an excellent product for keeping your windshield clean and clear. But the simplest and easiest method is to use a clean, soft cloth and a small bucket of clean water with a tablespoon of common dishwashing liquid. Avoid any cleaner or treatment that

contains alcohol or ammonia, like common household window cleaners or automotive rain repellents. These chemicals will cause permanent damage to hardcoated polycarbonate.

See "Caring for Your Windshield" in The Windshield Bible section for complete care instructions.

## **I HAVE SOME SCRATCHES AND BLEMISHES ON MY WINDSHIELD. WHAT CAN I USE TO REMOVE THEM?**

In some cases, using a high quality plastic polish such as Novus® or Plexus® can remove minor surface scratches, but be careful and start in a less visible area of the windshield to see how it reacts, as it may start removing the hardcoat from certain windshields. See our Windshield Bible chapter on "Caring for Your Windshield" for additional information.

## **DO YOU OFFER FREE SHIPPING? HOW DO I RETURN OR EXCHANGE A PRODUCT?**

We offer free shipping on all our products except for certain oversize items as listed on our Shipping and Returns Policy page.

## **WILL YOU MATCH PRICE?**

As the manufacturer of these products, we do not match price as it would be unfair to our dealers and our distributors. By selling our aftermarket accessories direct to consumers, we provide value by giving you the best available information and customer service.