



FAQ'S

CLAIMS

HOW DO I COMPLAIN ABOUT A POLISPORT PRODUCT?

Please note that Polisport not only manufactures its own products but also resells products manufactured by others.

Polisport provides no explicit or implied warranties on products not manufactured by Polisport . We will, however, pass on all warranties provided by the manufacturer, who has the sole responsibility for such warranties.

Polisport will repair or replace any item manufactured by us that we judge to be defective in workmanship or material.

We will not be responsible for any indirect or consequential damages in connection with defective merchandise.

I BOUGHT A POLISPORT PRODUCT AND SOME PARTS WHERE MISSING ON THE ORIGINAL PACKAGE – HOW CAN WE SOLVE THIS?

First of all, if this has happened please accept our apologies.

The best solution for you is to contact the store where you bought the product and try to get the missing parts.

I BOUGHT A POLISPORT PRODUCT AND AFTER SOME USE IT GOT DAMAGED – HOW CAN WE SOLVE THIS?

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We will however, pass on all warranties made by the manufacturer, who has the sole responsibility for such warranties.

If your product got damaged without you being at fault, please direct the complaint to our distributor or the store where you bought the part so they can forward it to us.

I BOUGHT A POLISPORT PRODUCT BUT IT WILL NOT FIT ON MY BICYCLE OR MOTORBIKE – HOW CAN WE SOLVE THIS?

Polisport is not liable for any direct or indirect damages or personal injury caused by the use or misuse of its products.

Any modification to the product that changes the original specification would mean that the product would no longer comply with the standard or be fit for purpose.

Consequently, Polisport do not recommend any change to the original features of the products. You can try to resolve any dispute at the store from which you purchased the product.

PRODUCTS - HANDGUARDS

CAN I FIND SPARE PARTS FOR MY HANDGUARD?

See all the spare parts for our handguards in our digital catalogue.

HOW CAN I FIND MOUNTING INSTRUCTIONS FOR MY HANDGUARD?

Find all the mounting instructions for our handguards in our catalogue.

WILL POLISPORT HANDGUARDS FIT MY MOTORBIKE?

All Polisport handguards are developed and tested to fit MX, Enduro and Supermoto bikes. In our catalogue you'll find all the compatible diameters (inside and outside diameters) for our mounting systems.

Some of our mounting kits are universal and will fit whatever your handlebar diameter is.

PRODUCTS - BODY PROTECTIONS

ARE POLISPORT BODY PROTECTORS APPROVED?

Some of Polisport body protectors are approved according to certain standards while others have the CE mark. Please see the list below.

Body Protection	Class	Standards
Rocksteady Fusion	Stone Shield	EN 14021-2003 PR EN 1621-2 2013 CE mark
Rocksteady Prime	Stone Shield	EN 14021-2003 CE mark
Rocksteady Youngster	Stone Shield	EN 14021-2003 CE mark
Phantom	Stone Shield	EN 14021-2003 CE mark
XP2 Adult	Stone Shield	EN 14021-2003 CE mark
XP2 Junior	Stone Shield	EN 14021-2003 CE mark
XP1 Mini	Stone Shield	EN 14021-2003 CE mark
Integral	Body Armour	EN 1621-1 1997 EN 1621-2 2003 CE mark
Protect Plus	Body Armour	EN 1621-1 1997 CE mark
Prime	Knee-Guard	EN 1621-1 2012 CE mark
Y-Shock	Knee-Guard	CE mark
Devil	Knee-Guard	CE mark
Neck Protector	Neck Protection	CE mark
MX Plus Kidney	Belt	CE mark

WHAT IS THE CE MARK?

The CE mark applied to each individual protector indicates conformity with the requirements of European Directive 89/686/EEC (and subsequent modifications).

CAN I WASH THE CUSHION OF MY BODY PROTECTION?

You should not, by any means, soak the cushions in the water. Use only soap and water together with a cloth to clean / remove the debris from the protection.

Never use cleaning agents (these can lead to degradation of the materials that make up the body protection).

Allow to dry at room temperature or use a dry cloth. Do not place in the dryer.

GENERAL WARNINGS ABOUT BODY PROTECTORS.

No protector can guarantee total protection!

Before you put it on, make sure the protector is complete and that no component is missing or damaged. Be aware that this individual protection equipment may not fulfil the purpose it is built for, if subjected to undue stress or if it suffers considerable damage.

Do not use at a temperature lower than 5°C, or higher than 35°C. Changes in environmental conditions such as temperature and humidity will significantly reduce the performance of the protection.

PRODUCTS - REPLICA PARTS

DOES POLISPORT PRODUCE REPLICAS IN CUSTOMIZED COLOURS? FOR INSTANCE, YELLOW HONDA PLASTICS?

Sorry, but normally we do not. We produce plastics in OEM colour, white and black. We can only consider other possibilities in the case of large orders (1.000 units).

I WANT TO COMPLAIN ABOUT THE MOUNTING OF A CERTAIN REPLICA PART. WHAT CAN I DO?

Please direct the complaint to our distributor or the store where you bought the part so that they can forward it to us.

DOES POLISPORT MAKE REPLICAS FOR MY MOTORCYCLE?

We have replica plastics only for the major brands of motorcycles: Yamaha, Honda, KTM, Kawasaki, Suzuki, Gas Gas, Husqvarna, Beta and Sherco. Find all our replicas on our application list in our catalogue and find out if we have a replica for your motorcycle.

CAN I FIT A REPLICA ON A MODEL NOT LISTED IN THE POLISPORT APPLICATION LIST?

Polisport plastic parts are precise replicas of the OEM supplied parts and should only be used on the models/brands listed in our application.

Polisport doesn't guarantee parts that have been subject to any kind of alteration.

Please note that Polisport is not liable for any direct or indirect damages or personal injury caused by the use or misuse of its products.

PRODUCTS - HEADLIGHTS

HOW CAN I FIND THE WIRING DIAGRAM FOR MY HEADLIGHT?

Find all the wiring diagrams for our headlights in our digital or on-line catalogue. Each model has a specific wiring diagram which you can find in our media section.

CAN I FIND REPLACEMENT PARTS FOR MY HEADLIGHT?

See all the replacement parts for headlights in the media section of our catalogue.

CAN I CHANGE THE LIGHT BULB OF MY HEADLIGHT?

You can find spare light bulbs for your headlight in the product page of our on-line products catalogue.

Polisport is not liable for any damage that the use of other lights may cause to your headlight or motorbike.

You can use other light bulbs at your own risk. Our headlights are tested and built to use the specific lights that come from stock.

WHAT KIND OF ELECTRICAL CONNECTORS ARE USED IN YOUR HEADLIGHTS?

Please check the tables bellow for information that will help you.

Description	Connectors	Light power
HMX LEDs	Striped Wires	3w 12V 220mA
LMX / HALO	Connector female UP 2805310.	35W 12V 2,5 A
HMX/MMX/EXU RA	Connector female terminals 2,80x0,5.	35W 12V 2,5 A

DO POLISPORT HEADLIGHTS COMPLY WITH INTERNATIONAL STANDARDS?

Yes they do. See the list bellow to see which standards each headlight complies.

RoHS - Restriction of Certain Hazardous Substances

ECE – Economic Commission for Europe

SAE – SAE Society of Automotive Engineers

DOT – Department of Transport

Headlight	Standards
Lookos	RoHS
HMX LED	RoHS
IMX	ECE SAE
Halo	ECE SAE DOT
LMX	ECE SAE DOT
HMX	ECE SAE DOT
MMX	ECE SAE DOT
EXURA	EVE SAE DOT

Check out an excellent selection of motorcycle frame and body we offer on our website.