

FREQUENTLY ASKED QUESTIONS ABOUT SCHUBERTH PRODUCTS

HELMETS & VISORS

Does SCHUBERTH offer direct sales of helmets and accessories?

SCHUBERTH sells products in selected countries through the company’s own **Webshop**. Nevertheless, SCHUBERTH recommends contacting your authorised dealer to ensure that you receive the right advice.

Some SCHUBERTH original parts are only available from your dealer.

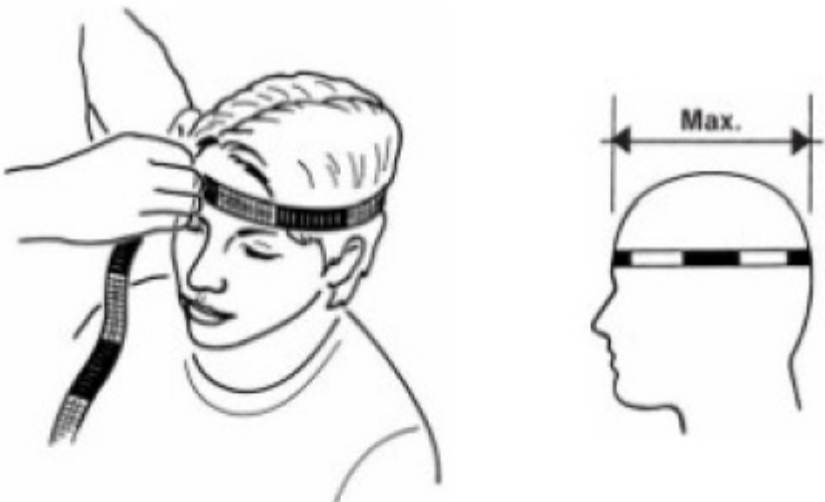
What can I do if my helmet is the wrong size or doesn’t fit me properly?

Please measure your head circumference and compare the result with the helmet size. Minimal changes in the fit can occur in some helmet models and sizes, but these are not covered under guarantee. In some cases the head and cheek pads can be replaced. Please contact your dealer for this.

HEAD SIZE IN CM	HEAD SIZE IN INCHES	SCHUBERTH SIZES	ALPHA HELMET SIZES
50 – 51	19.68 – 20.00	51	XXS
52 – 53	20.47 – 20.87	53	XS
54 – 55	21.26 – 21.65	55	S
56 – 57	22.05 – 22.44	57	M
58 – 59	22.83 – 23.23	59	L
60 – 61	23.62 – 24.02	61	XL
62 – 63	24.41 – 24.80	63	XXL
64 – 65	25.20 – 25.59	65	XXXL

HOW TO FIND OUT YOUR HELMET SIZE

Place a flexible tape measure (tailor’s tape measure) about one finger’s width (approx. 2 cm) above the eyebrows and around the head to measure the circumference at its greatest.



The measurement is your head circumference in cm.

It’s very important to choose the right helmet size. A helmet can only protect you effectively if it fits. So make sure it fits properly as soon as you receive it.



Is it possible to get an alternative fastener for my helmet?

Yes, this is possible with some models. It can only be done if that particular fastener is licensed. Modifying the fastener is an individual solution and will incur extra cost. The following helmets can be modified:

C3 / C3 PRO / E1	Modification to double-D fastener
C3 LADY / C3 PRO WOMEN	Modification to double-D fastener
S2 SPORT	Modification to ratchet fastener
S2	Modification to double-D fastener

How do I maintain and clean my visor / sun visor?

Use a soft cloth and a mild soap solution to remove soiling. Dry the visor with a lint-free cloth. Please note: if your visor is fitted with an anti-fog lens, please remove it before cleaning the visor.

The anti-fog lens must only be cleaned with a soft, slightly damp cloth. Avoid rubbing vigorously to protect the material. After cleaning the visor shield and anti-fog lens, allow sufficient time to dry before reassembling.

Warning: Never clean the visor and/or the anti-fog lens with petrol, solvents, window or glass cleaner, or any other alcohol-based cleaning agent.

How do I clean and care for my helmet?

You can remove the head padding and in some helmet models also the cheek pads for washing. You can find out how to do this for each of the current helmet models by looking in **the manuals**

Caution: Please use a mild, warm soap solution, and under no circumstances should you wash the pads in the washing machine. Then dry the pads, ideally at room temperature.

How long can I ride with my SCHUBERTH motorcycle helmet?

Depending on usage and care, you should replace the helmet every 5-7 years. Although the outer shell is in principle suitable for a longer service life, wear of the other components may affect the overall action of the helmet. For this reason we recommend that you replace the helmet after the period of use stated above for your own safety.

Unfortunately there is no way of verifying the protective action of the helmet without destroying it. Because of this, SCHUBERTH does not offer this test.

How high is the UV protection of SCHUBERTH visors?

Both the SCHUBERTH visors and integral sun visors on SCHUBERTH products offer 100% UV protection. That applies to all clear and tinted visors and sunshades.

How darkly tinted is the integral sun visor?

The standard tint is 80%. The sun visor is scratch-resistant and uses a special polycarbonate to ensure effective protection against harmful UV radiation.*

SCHUBERTH also offers a range of tints and shades for different helmet models in addition to the standard tint.

*Tested in accordance with the Australian sunglasses standard AS/NZS 1067:2003 Lens Category 3.

What can I do if my visor fogs despite the anti-fog lens?

The anti-fog lens is made out of a type of plastic that absorbs moisture. The airtight cavity between the visor shield and the anti-fog lens also helps prevent the visor fogging. The anti-fog lens is not limited to a specific temperature range, but it is possible for moisture to accumulate in the airtight cavity between the visor and the anti-fog lens after riding in heavy rain or high wind pressure.

If the visor mists up, it might be because the insert is not positioned correctly, or there is insufficient pressure on the seal. Pressure on the seal can be regulated by turning the two eccentric pins. You can resolve this by taking the anti-fog lens out, using a flat object without sharp edges to push the pins carefully out of the visor. Then turn them up to an angle of 180° and put them back in. Then fit the anti-fog lens again and check the seal. The visor shield has an anti-scratch coating on both sides, which means it is possible for fogging to occur around the anti-fog lens.

The anti-fog lens doesn’t fit properly - what can I do?

If the visor mists up, it might be because the insert is not positioned correctly, or there is insufficient pressure on the seal. Pressure on the seal can be regulated by turning the two eccentric pins. You can resolve this by taking the anti-fog lens out, using a flat object without sharp edges to push the pins carefully out of the visor. Then turn them up to an angle of 180° and put them back in. Then fit the anti-fog lens again and check the seal. The visor shield has an anti-scratch coating on both sides, which means it is possible for fogging to occur around the anti-fog lens.

Is it OK to ride with my visor open or without a visor?

Riding without a visor or with the visor open can result in damage to the eyes and face caused by stones, dust, insects and any other airborne debris. Lowering your sun visor offers protection against low-grade impact from grit or insects, but cannot protect you from all hazards. For this reason we recommend that you always ride with your visor closed.

The visor mechanism seems loose - what can I do?

The visor mechanism is subject to wear through usage. If it works loose, we recommend replacing the visor mechanism. A new visor mechanism is available from your dealer. This replacement is free of charge under the 5-year guarantee.

How do I dispose of my helmet?

If you no longer use your helmet, you should dispose of it properly by taking it to a recycling centre.

The chin section seems loose - what can I do?

The chin section can only be checked and adjusted by SCHUBERTH. Please contact your dealer, showing him your purchase receipt. The helmet will then be sent off to the SCHUBERTH Service Centre. Please provide a brief description of your claim along with your helmet, as well as your full contact details including telephone number in case there are any questions. This will speed up the repair process.

Who do I go to for warranty claims or repairs?

Warranty claims and repair requests are extremely rare. However if you do have to make a claim, please contact your dealer, showing him your purchase receipt. The dealer will either assess and repair the helmet himself or send it to the SCHUBERTH Service Centre for you. Please provide an accompanying letter, a copy of your receipt and your full contact details including telephone number along with the helmet. This will speed up the repair process.

The helmet seems loud - what could be causing that?

Wind noise is caused by turbulent air flow around the helmet. The turbulence structures generate localised pressure variation, which is perceived as noise in the helmet (known as pseudo-noise). Only the wearer of the helmet hears this noise. SCHUBERTH helmets are developed and tested in the company's own wind tunnel so that they can manufacture helmets that are as quiet as possible.

With motorcycle helmet acoustics, you must always remember that the actual sound level is only partially dependent on the helmet. Influential factors such as the motorcycle fairing, riding position and the rider's head size and shape have a significant effect on the acoustic properties of the helmet. You should also make sure that the helmet fits tightly at the neck. It's a good idea to use an anti-noise pad and a scarf.

Also: Considerable air turbulence occurs at the edge of the slipstream with faired bikes. This can significantly reduce the helmet's aero-acoustic performance. The motorcycle fairing should be positioned in such a way that the outflow layer is not channelled directly towards the bottom of the helmet.

I can feel a draft in the helmet - what can I do?

Draughts are perceived very subjectively. Please check that the visor is fitted flush and closes properly. Also please check that any anti-noise pad is fitted correctly and the helmet has a good seal. We also recommend wearing a scarf.

A draughty helmet can be influenced by the motorcycle fairing, riding position and the rider's size and head shape. SCHUBERTH motorcycle helmets are characterised by their minimal ventilation function, a standard feature on all models to ensure sufficient oxygen supply inside the helmet. This minimises visor fogging and helps prevent CO2 build-up.

Can I paint or touch up my own helmet?

You can use commercially available spray paint for cars for touch-up and repairs. Water-based paints are recommended. We strongly advise that you do not use solvent-based paints (with corrosive substances)! Paints and lacquers must not be nitro-based as these can soften the helmet shell.

SCHUBERTH accepts no liability for repainting or touch-up work, or any resulting damage.

SCHUBERTH uses a specially designed paint that isn't available commercially. Unfortunately we don't sell this paint or touch-up pens for you to carry out your own repairs.

My helmet has changed color - why is that?

If you bought a SCHUBERTH helmet in a fluorescent color - for better visibility - it may change color. This change can vary depending on how heavily the helmet is used - that's quite normal. The quality and visibility of your helmet is not affected.

Is it OK to put stickers on my helmet?

Yes, you can. Please only use stickers designed for use on car paintwork. You need to ensure that the adhesive used is solvent-free.

SCHUBERTH accepts no liability for damage caused by the application of stickers and decals.

I dropped my helmet - what can I do?

After an accident, fall or drop - even from a low height <1m - SCHUBERTH cannot guarantee that the helmet will still provide full protection. The helmet is only designed to absorb a single impact, so it must always be replaced if this happens. Like a car's crumple zone, the energy from collision is absorbed by complete or partial destruction of the helmet's outer or inner shell structure. Damage of this nature frequently cannot be seen just by looking at the helmet because of the way it is constructed.

SCHUBERTH helmets are designed so that some of the impact energy is channelled into destruction of the helmet shell, so that no residual energy is transferred directly to the head. We recommend replacement of the helmet. Neither is it possible to replace individual parts and components, e.g. the helmet shell, for safety reasons.

What is the difference between ECE approval and DOT certification?

SCHUBERTH manufacturers helmets that are either ECE-certified or comply with the DOT norm.

The ECE norm applies in all European countries, whereas TP-218-07 - generally known as DOT - is only valid in the USA, where many states have made it compulsory for motorcycle helmets. So you may not ride in the USA with ECE helmets and vice versa. Neither one is "better" or "safer" than the other. They are just very different.

Both norms specify what a helmet should look like, which part of the head it should cover and therefore protect, and how this protection should be tested. The main inspection criterion is the impact absorption test. In this respect the two standards are completely different for instance with regard to the structure of the test rig, the headforms and test sensors used etc... In addition to the impact absorption test there are other tests covering the chinstrap and visor shield.

One key difference between the two norms is the penetration test. This is required for DOT, but not for ECE. The decisive factor for both certifications is that inspection and testing is always carried out to a higher level than is required in reality. For example a helmet will not take an impact at the same point on five consecutive occasions. Nevertheless our helmets will withstand that.

Despite this, SCHUBERTH recommends for your own safety that you replace the helmet after every collision or fall. Also SCHUBERTH testing goes beyond the requirements of the norms. For example we test all safety-relevant parts as soon as they are delivered to us to verify their quality before they become part of a helmet. Once the helmets are made, each batch (3200 helmets) is also checked and tested by us.

How can I find out the right helmet size for me?

Please measure your head circumference and compare the result with the helmet size.

To work out the right helmet size for you, we recommend the following size test: First use a tape measure to measure your head circumference. Place a tape measure approx. 2 cm above the eyebrows and around the head to measure the circumference at its greatest. The measurement is your helmet size in cm - e.g. if your head circumference measures 56 cm then your helmet size will be M/57.

If you already have a helmet, you can use the following test to check whether it fits properly. You will need another person to help you. First put the helmet on. Now use both hands to apply pressure against the helmet from behind. If the helmet fits properly, the other person's little finger will fit between the head pads and your forehead. If the finger does not fit between your forehead and the padding, then the helmet is probably too small for you.

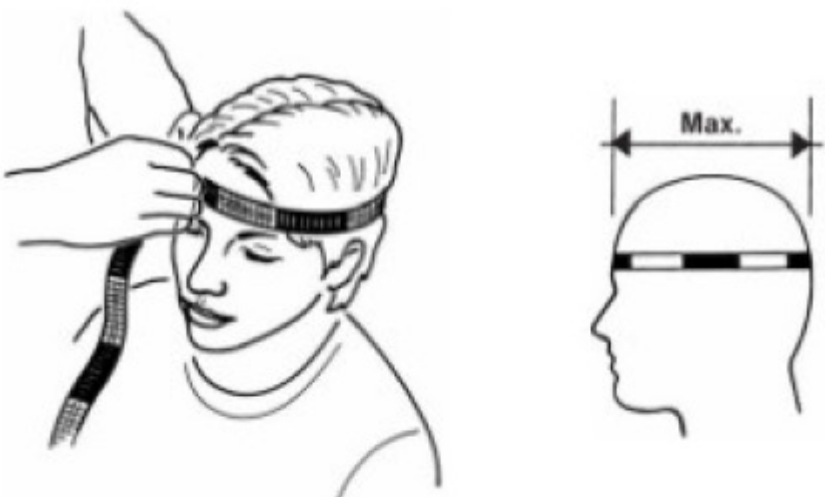
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It’s very important to choose the right helmet size. A helmet can only protect you effectively if it fits. So make sure it fits properly as soon as you receive it.




SCHUBERTH

It's also a good idea to spend about 45 minutes wearing the helmet in the store. That's the only way to gauge whether the helmet is the right size. Incidentally, "chipmunk cheeks" are normal. However the helmet should not press on the jaw or cheekbones.

GUARANTEE & WARRANTY

What happens to my warranty entitlement if I fit my own speaker system?

SCHUBERTH helmets are licensed in accordance with various international requirements, for example the European norm ECE R22-05. If you make any modifications to the helmet when installing a non-proprietary system, this may invalidate the helmet's terms of licence. Any damage to the helmet as a result of installing a non-proprietary system is not covered under guarantee. Of course the terms of licence are not affected if you install a **SCHUBERTH communications system**, because the helmets have been tested and licensed for use with this communication system.

How long is the warranty on my visor?

Visors count as part of the helmet. SCHUBERTH provides a **five-year warranty** when you buy a helmet. Nevertheless, the visor is a consumable part that is subject to natural wear depending on usage, care and storage conditions. Scratches are not covered under the warranty. It is essential that you provide the original purchase receipt if you need to assert a warranty claim.

How long will SCHUBERTH guarantee my motorcycle helmet?

SCHUBERTH provides a 5-year warranty. Register your helmet for this extended guarantee. It is essential that you provide the original purchase receipt if you need to assert a warranty claim. To make this easier, you may upload the receipt at the point of registration, so that it is stored electronically.

What happens after an accident?

We are sorry to hear about your accident, but at the same time we are glad as well as relieved that the SCHUBERTH helmet protected your head and saved your life.

SCHUBERTH offers free accident insurance under the terms of **guarantee registration**. If your helmet was registered before the accident, we just need a copy of your ID/passport, as well as a copy of the accident notice or police accident report. If we are able to accept the documents provided by you, SCHUBERTH will pay 2/3 of the purchase price of your new SCHUBERTH helmet. You will only have to pay 1/3 (one-third) of the purchase price, based on the MRRP in the year of the accident. Obviously any damage caused through your own fault is excluded from the accident insurance - please refer to our **T&Cs**.

After an accident, fall or drop - even from a low height <1m - the full protection can no longer be guaranteed. The helmet is only designed to absorb a single impact, so it must **always be replaced** if this happens. Like a car's crumple zone, the energy from collision is absorbed by complete or partial destruction of the helmet's outer or inner shell structure. Damage of this nature frequently cannot be seen just by looking at the helmet because of the way it is constructed. SCHUBERTH helmets are designed so that some of the impact energy is channelled into destruction of the helmet shell, so that no residual energy is transferred directly to the head.

THE COMMUNICATION SYSTEM

Does my SCHUBERTH helmet already have an integral communications system (SRC-System/SC1/SC10U)?

No. The **communications system** is supplied separately and can be installed via Plug & Play by you or your dealer. Please follow the installation instructions in the manual.

More Info -> SRC-System

More Info -> **SC1/SC10U**

For which SCHUBERTH helmets can you get a SCHUBERTH communications system?

The SRC system is available for the helmet models C3 (LADY), C3 PRO (WOMEN), S2, S2 SPORT, M1 and E1.

The SC10U is available for the helmet models C3 (LADY), C3 PRO (WOMEN) and E1.

The SC1 is available for helmet models C4, R2 and R2 CARBON.

The communications system doesn't turn on - what can I do?

Make sure the battery of your SCHUBERTH communications system is fully charged. Charge the system for at least four hours before first use with the charger provided.

If the communications system still doesn't turn on, it may be faulty. We advise you to contact your dealer so that it can be returned under warranty.

Can I replace the rechargeable battery in the SCHUBERTH communications system (SRC-System/SC1/SC10U)?

No, you cannot replace the battery. Please contact your dealer, who will sort everything out for you.

Caution: Never open the SCHUBERTH communications system yourself, take it to an authorised dealer instead. Opening it yourself and/or damaging the seal invalidates the warranty.

When you pair the helmet with Bluetooth devices, you are asked for a password - what is it?

The Bluetooth password for the SCHUBERTH communications system is always 0000.

Are firmware updates offered for the communication systems?

Yes - you can update your device:

Update -> **SRC System**

Update -> **SC10U / SC1**

Which devices can be connected with the SCHUBERTH communications system?

Most Apple and Android **smartphones** can be paired with the SCHUBERTH communications system.

The following **navigation systems** can be paired with the SCHUBERTH communications system: - Garmin ZUMO, TomTom Rider and BMW Navigator models.

You can find out how that works by looking in the manual for your system.

Manual -> **SRC System**

Manual -> **SC1 / SC10U**

Can the SCHUBERTH communications systems also be used in the rain?

Yes, the SCHUBERTH communications system can be used in the rain. It is protected against water and dust. That also applies to communications systems that are fitted on the outside of the helmet, such as the M1.

With which communications systems made by other manufacturers are the SCHUBERTH communications systems compatible?

The **SRC System** is compatible with all "Cardo Scala Rider" systems with intercom function.

The **SC1/SC10U** communications systems are compatible with all SENA systems. They can also be connected to SRC systems, although functions are limited. The "Universal Intercom Pairing" function allows you to connect systems made by other manufacturers. However, functions may be limited.

The sound volume is different from each speaker - what can I do?

First check the speaker position. To do this, if necessary remove the loudspeakers from the helmet if necessary and test them outside the helmet. If that doesn't solve the problem, please reset the system. You can find out how to reset the system in the manuals.

Manual -> **SRC System**

Manual -> **SC1 / SC10U**

How big is the range between two communication systems?

The range between two identical SRC systems for the C3 (LADY), C2 and Concept can be up to 300 metres, depending on road and terrain factors.

The range between two identical communications systems - for example between two SRC systems for the C3 PRO (Women), E1, S2 SPORT and S2 - can be 700 to 1000 metres, depending on road and terrain factors as well as traffic in ideal conditions.

The range between two SRC systems for the M1 is up to 500 metres in ideal conditions.

The range between two SC10U systems for C3 (Lady), C3 PRO (Women) and E1 is up to 1600 metres in ideal conditions.

The range between two identical SC1 systems is up to 1000 metres in ideal conditions.

The range between two different systems is based on the system with the shorter range.

Can I get navigation instructions or listen to music/radio during an active voice call?

Yes. Navigation announcements from a separate navigation system - such as Garmin ZUMO or TomTom Rider - have a higher priority than receiving music or a voice call. So it is possible to receive navigation announcements during an active voice call.

Music / radio generally have a lower priority than voice calls. You can only listen to uninterrupted music if you deactivate the voice capability.

Is it possible for other riders to listen in on my telephone calls when I'm paired with them?

No, it's not possible. The intercom between bikers cuts out during the call. As soon as you finish the conversation, the connection with other paired systems is automatically re-established. Incoming calls are only transmitted to the communication system paired with the phone.

I want to use my navigation device and my mobile phone at the same time - how do I do that?

We recommend pairing the mobile phone with the navigation system and then connecting the navigation system with the SCHUBERTH communications system. This allows you to control the helmet system and the mobile phone through the navigation system.

Can I receive traffic broadcasts with the communications system?

Of course you can receive traffic broadcasts as well through the normal radio programme. Make sure that you have selected a radio channel that provides traffic information. The communications system does not support automatic radio frequency identification such as TMC.

Does the communication system support the A2DP profile?

Yes. The SCHUBERTH communication system supports the A2DP profile. This means that audio signals are transmitted in hi-fi sound quality.

How do I pair two SC1/SC10U communications systems with each other?

Step 2: Hold down the “-” button on one of the systems for 1 second until the confirmation beep sounds.

Step 3: Now press the "+" button, the red LED will flash quickly.

Step 4: Do the same thing with the 2nd communications system until the red LED flashes quickly on this one too.

Step 5: Press the "+" button again on one of the systems. Now the two systems will search and find each other within a few seconds. If the LED on one system doesn't flash, please repeat Steps 2 and 3 on that system.

The communications systems need approx. 30 seconds to find each other after switching on.

How do I connect a SC1/SC10U system with an SRC system or a communication system made by another manufacturer?

In general the SC1/SC10U has the capability of connecting with communications systems made by other manufacturers thanks to its “Universal Intercom Function”.

Caution: Not all communications systems are compatible with the SC1/SC10U. The SCHUBERTH SRC System can always be paired with the SC1/SC10U system.

Step 1: Turn both communications systems on.

Step 2: Hold down the “+” button on the SC1/SC10U for 10 seconds until the configuration menu opens. Press the “+” button to scroll through the different options.

Step 3: Select the option “Universal Intercom Pairing” from the menu and confirm this function by pressing the “-” button. The mode is now activated.

Step 4: Activate the standard pairing function for mobile phones on the other communications system.

Step 5: The two devices will automatically search and find each other within a few seconds.

When you turn them on again, the two devices will find each other within approx. 30 seconds. There is no confirmation signal for pairing on the SC1/SC10U, but on the other device you should hear confirmation that it has paired successfully with the mobile phone.

[Learn more about motorcycle helmets we have.](#)