Instruction Disclaimer

Dennis Kirk provides instructions to help our customers better understand how to install the products we sell. The instructions are exact copies of what the manufacturer includes with the product being sold.

That means the quality and accuracy of the instructions is solely dependent on what the manufacturer produces. We do our best to make the text legible and the pictures viewable. However, the end result depends largely on the quality of instructions the manufacturer provides.

Therefore, you will find that some instructions are not of the highest quality. Sometimes text is hard to read and pictures are not easy to see. At times you will find the overall look of the instructions to be less than professional. However, we feel it is better to provide what we have rather than provide nothing at all.

To the best of our knowledge the instructions and application information contained in the instructions is accurate. However, Dennis Kirk assumes no liability related to any errors that may be contained in the copy of the manufacturer’s instructions we provide. Buyers are solely responsible to insure that product use is consistent with their application.

If you have any questions please contact us at customerservice@denniskirk.com or 800-969-7501 so we can further assist you regarding additional product information or any other business related questions.

Thank you for doing business with Dennis Kirk.
CORRECT HELMET SIZING

Each helmet model has small differences in its shape that ultimately affect the fit. For this reason, it is essential to test a helmet before buying it. Test whether it sits on your head properly by putting on the helmet and moving your head to the left and right, as well as up and down while holding the helmet firmly with both hands. If your head can move too freely within the helmet, we recommend that you try a smaller size. If you feel local pressure points, then choose a helmet that is one size larger, or perhaps try on a different model.

HELMET CARE

THE HELMET SHELL

All SHOEI helmet shells are made of compound fiber materials. Therefore, use plastic cleaner and/or wax to clean the helmet shell, but not on the ventilation slider and other plastic parts. Do not use polishes on helmets with matte finish paintwork. For these helmets, simply use a mild detergent and water for cleaning.

PLASTIC PARTS SUCH AS THE SHIELD, VENTILATION, ETC.

All plastic parts are very sensitive to solvents. For this reason, we recommend using only the mildest possible cleaning agents. The shield and any other parts that can be removed should be removed for cleaning. If the shield is equipped with a Pinlock system, this can also be cleaned with neutral soapy water. The shield and the Pinlock shield must be absolutely dry before the Pinlock system is reassembled.

THE COMFORT LINER

All parts of the removable comfort liner should be washed by hand or in a washing machine at 30° C with the use of a washing bag. Antibacterial detergents have proven useful in
removing smells. The EPS liner can likewise be wiped down with a mild cleaner. Make sure that everything is absolutely dry before putting the padding back into the helmet shell.

You can also see our video on how to clean your SHOEI helmet.

WHEN SHOULD A HELMET BE REPLACED?

The life of a helmet depends on how it is used. A helmet should be replaced if one or more of the following points apply:

1. There was a fall that resulted in an impact on the helmet.
2. The helmet fits looser than when it was purchased due to frequent use.
3. The EPS liner has come away from the helmet shell.
4. The EPS liner shows signs of wear and is beginning to break up, or if it has been exposed to heat or a solvent and has melted.

SERVICE: SHOEI helmets are covered by a five-year, limited warranty, and SHOEI will repair or replace the helmet if it is found to suffer from flaws in materials or workmanship.

Shoei offers a free impact and safety inspection service for any SHOEI helmet.*

To have your helmet inspected, please send it to:

Shoei Helmets
3002 Dow Ave, Suite 128
Tustin, CA 92780
Attn: Inspections

Be sure to include a letter with a brief description of the issue with the helmet, as well as a daytime phone number and return address. Once we receive the helmet, it will take 1-3 business days to complete the inspection. Upon completion, the helmet is returned to you with a letter stating the findings of our inspection. Your helmet is returned to you whether it passes the inspection or not. There is no charge for the inspection, and the UPS Ground return shipping is free.

You can also see our video explaining how to ship your SHOEI helmet for impact inspection service.

*For residents of US and Canada only.