

Cylinder FAQs

When do I need to replace my cylinders (also referred to as shocks, pistons, or gas springs)?

- Cylinders need replacing when the canopy (top) of your tanning unit will not stay up or comes down too quickly.
- If cylinders "lock up" and will not allow you to either lower or raise the canopy, then replace the cylinders.
- Even if only one cylinder has gone bad, we recommend that both be replaced at the same time. Replacing only one adds increased pressure to the new one, causing it to wear out faster.

How do I go about ordering replacement cylinders?

- Have make, model, and year of the tanning unit ready.
- Write down any and all numbers on the existing cylinders. Write them down exactly. These numbers are very important to the ordering process, because they usually tell the type of cylinder end, the type of gas, the length, and the strength. Generally, the most important number is the number that ends with the letter "N".
- In some cases, the label may be worn beyond legibility, or completely missing. Sometimes you can take the cylinder off of the bed and hold it up to the light to see any engravings that may be on the part.
- If you have no information at all off of the cylinder, most distributors require you to measure the cylinder. With the cylinder completely extended (at its longest), take a measurement from end to end. Then, take a separate measurement of the barrel (the thick part of the cylinder). These measurements paired with the equipment information should help your distributor locate correct replacement cylinders.
- If all else fails, contact your distributor about sending your cylinder in for in-house location of a replacement.

What is the correct way to install replacement cylinders?

- Almost all cylinders need to be installed with the thick part (the barrel) in the up position. Unless your owner's manual instructs you to do otherwise, install them in this manner.
- There are several types of cylinder ends. Cylinder ends are the means of attachment to the tanning unit. Most cylinders come with cylinder ends attached, although you may be able to reuse your own. Some cylinder manufacturers make their cylinders with detachable/interchangeable ends.
- A common type of cylinder end is the ball type. The ball end is available in three different sizes. Depending on the cylinder manufacturer, they may be either molded plastic or metal. In either case, there will be a locking clip, collar, or pin around the ball end that will need to be removed. Once the clip has been removed, pop the cylinder off of the ball stud on the unit.
- On the new cylinder, remove the locking clip. Pop the cylinder onto the ball stud on the unit. You may have to use mild force to get it to snap into place. Once in place, put the locking clip back into position.
- If you have another type of cylinder end that you are unsure how to replace (such as shoulder end with hole, forked end, or other) please contact the distributor from whom you purchased the cylinder.

How can I prolong the life of my cylinders?

- When your tanning unit is not in use, leave the canopy in the up position.
- Replace both cylinders at the same time.
- Make sure your cylinders are installed with the thick part (barrel) up unless otherwise instructed by the owner's manual or manufacturer.