

Dear athlete,

Congratulations! You are now the proud owner of the Tacx NEO Bike Smart, the first fully equipped Smart bike trainer fused with a bike.

Since the launch of the NEO Smart, 4 years ago, our intention has always been to create the best and most immersive indoor cycling experience possible. Integrating a bike with NEO Smart technology creates a whole new product typology that opened the doors to new and unique features. This will significantly enhance your indoor cycling experience. Get inspired by it's possibilities and watch the video on YouTube!

This manual explains the assembly and usage of this unique trainer. Please consult the assembly card when assembling the trainer.

Enjoy your training and don't forget to
#PushYourLimits!
The Tacx Team

Parts list

A FRAME

- A1** Bottle cage
- A2** Air grill
- A3** Disc
- A4** Front leg
- A5** Adjustable feet (left and right)
- A6** Crank
- A7** Rear leg
- A8** Wheels (left and right)

B CONTROL PANEL

- B1** Air fans
- B2** Air fan knob (left and right)
- B3** Display
- B4** USB chargers

C HANDLEBARS

- C1** Handlebar cover
- C2** Handlebar rail
- C3** Handlebar distance bolt
- C4** Stem
- C5** Stem adjustment bolt
- C6** Control buttons
- C7** Brakes
- C8** Shifter big
- C9** Shifter small

D SADDLE

- D1** Saddle
- D2** Saddle angle bolt
- D3** Saddle rail
- D4** Saddle distance bolt
- D5** Seat post
- D6** Seat post adjustment bolt

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SAVE THESE INSTRUCTIONS

1. Before you begin

For your benefit, read this manual carefully before using the Smart bike. If you have questions after reading this manual, please contact Tacx support (see the Tacx support card). To help us assist you, please note the name of the product (front of this manual) and article number (backside of this manual) before contacting us.

1a. Important precautions

OPERATION

1. It is the responsibility of the owner to ensure that all users of this trainer are adequately informed of all warnings and precautions.
2. Do not operate the trainer if the trainer is not working properly.
3. This trainer is designed for indoor and home use only. If the trainer is used in any other environment, the liability of Tacx expires. Do not use this trainer in a commercial, rental, or institutional setting.
4. Tests have revealed that the unit will not overheat, even when subject to extreme use. However, when subject to prolonged and intensive use, the enclosure around the brake may become very hot. Allow the brake to cool down for 30 minutes after use before touching it.
5. Place the trainer on a firm and level surface. Do not place the trainer on any surface that blocks air openings.
6. Never leave any objects on the trainer while not in use.
7. Keep the power cord away from heated surfaces.
8. Do not operate the trainer where aerosol products are used or where oxygen is being administered. The user is responsible to ensure that the room is supplied with enough fresh air to create a safe and healthy climate for training.
9. Perspiration moisture and condensation can harm the electronics. Do not use the trainer in damp areas. Incorrect use and/or maintenance will void the warranty.
10. Do not expose the product to water or moisture. Take extra care to prevent water or moisture from dripping in the air-grill in the back frame.
11. Never insert any object into any opening on the trainer.
12. The trainer operates on a 48 Vdc 90 Watt external power adapter. Only use the external power adapter that came with the trainer. Use of another type or brand of external power adapter may cause a dangerous situation which could lead to personal injury or damage of the equipment or even fire.
13. The trainer can be used without the external power adapter, however the downhill assistance will not function and the trainer operates as long as the user cycles.

USE

14. Use the trainer only as described in this manual.
15. Before beginning any exercise program, consult your physician. This is especially important for persons over age 35 or persons with pre-existing health problems.
16. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
17. Never allow children under age 14 or pets on or around the trainer. Children should be supervised to ensure that they do not play with the appliance.
18. Over exercising may result in serious injury or death. If you feel faint or if you experience pain while exercising, stop immediately and cool down and consult your physician if the situation does not improve.
19. The trainer should not be used by persons weighing more than 120kg (265lbs).
20. The temperature of the room should be within 10°C - 30°C to ensure a proper climate for training. The relative humidity should not be more than 85%.
21. Wear appropriate exercise clothes when using the trainer. Athletic support clothes are recommended for both men and women. Always wear cycling shoes. Never use the trainer with bare feet, wearing only stockings, or in sandals
22. Always turn off and unplug the trainer after a training.
23. Keep clothing, fingers and hair away from the rotating disc, air fans, crank and bottom bracket.

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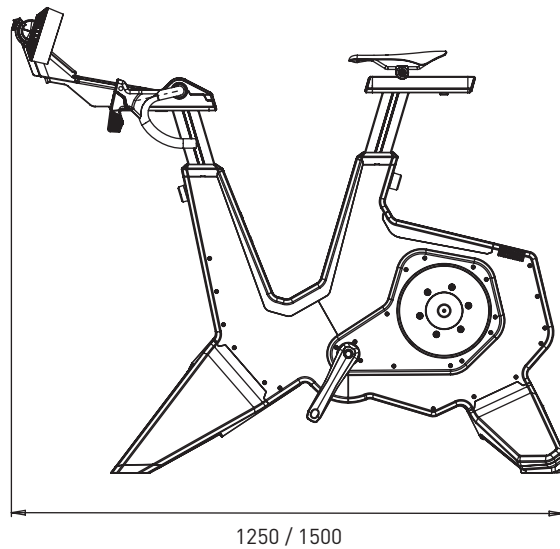
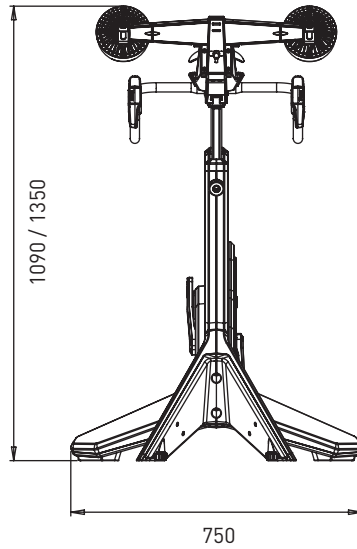
MAINTENANCE

24. Clean only with a dry cloth. Do not use cleaning solvents or abrasives.
25. Clean the aluminium disc on the left side of the trainer after each use with a moist cloth and dry thoroughly.
26. Inspect and properly tighten all parts of the trainer regularly.
27. DANGER: Always unplug the power cord immediately after use, before cleaning the trainer, and before performing the maintenance and adjustment procedures described in this manual. Never remove any housing unless instructed to do so by an authorized service representative. Servicing other than the procedures in this manual should be performed by an authorized service representative only.

1. Before you begin

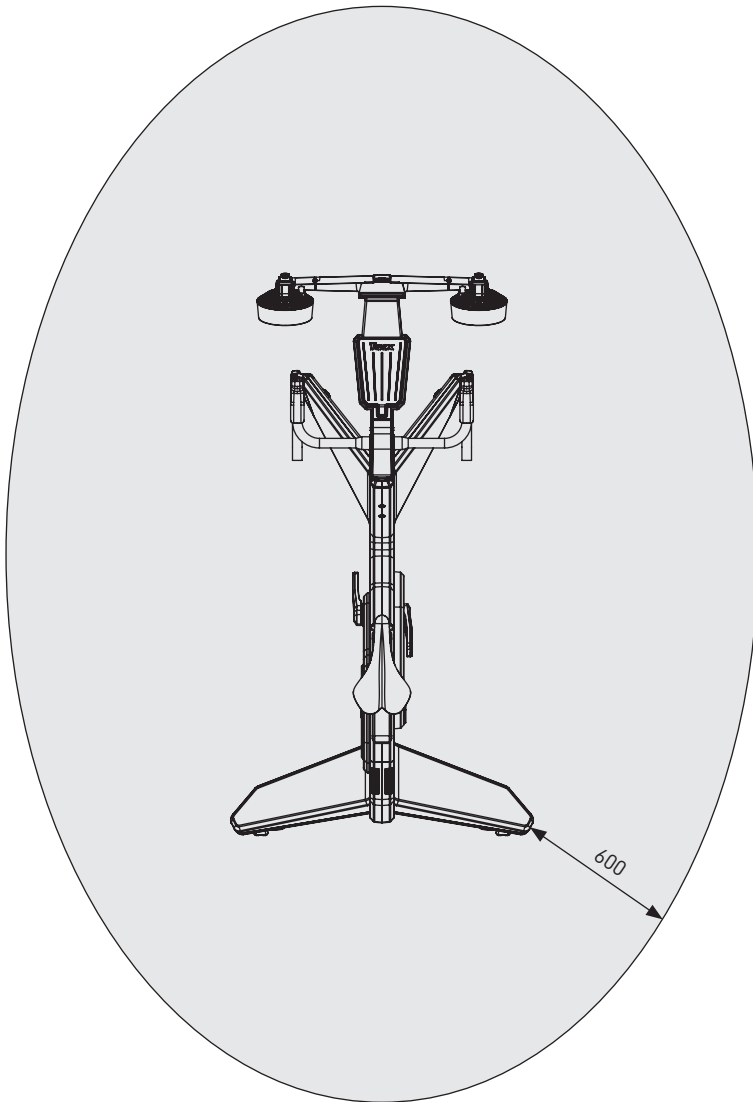
1b. Dimensions

The maximum height of the NEO Bike Smart from the surface to the top of the fans is 1.35 m (4.43 ft). The maximum length of NEO Bike Smart including the fans is 1.50 m (4.92 ft) and the width is 0.75 (2.5ft). See the images below, dimensions are displayed in millimeters.



1c. Clearance

Place the trainer with at least 600 mm (23.6 in.) of clearance on the sides and back. See image below, dimensions are displayed in millimeters.

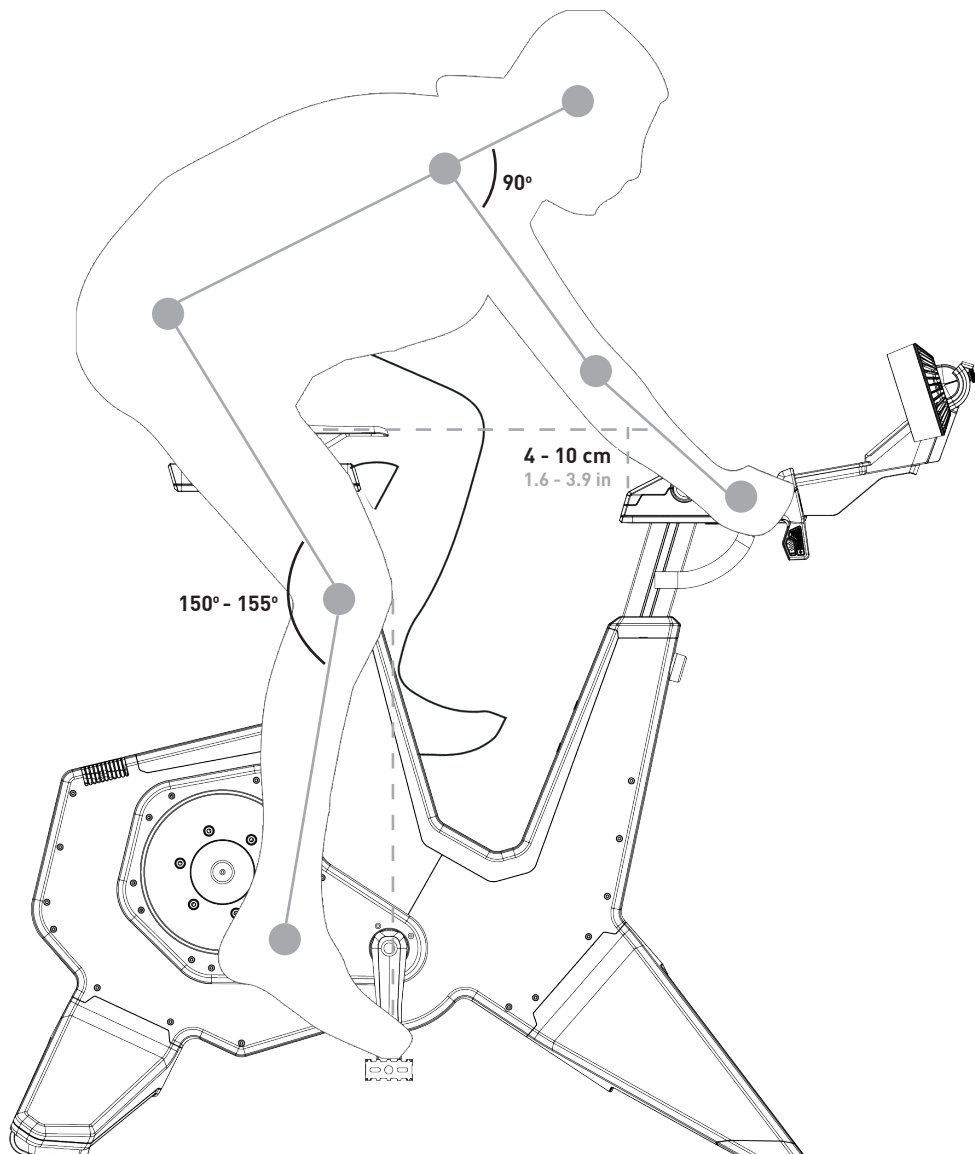


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1. Before you begin

1d. Guidelines for cycling posture

Below are guidelines for a correct cycling posture on the NEO bike. Please note, a correct cycling posture is very personal and can vary between people.



SEAT HEIGHT

When you sit on the bike with your shoe on or in the pedal and press your leg fully downwards, your knee should make an angle of 150 to 155 degrees. If this is not the case, change the height as follows:

1. Hold the saddle and loosen the seat post with the seat post adjustment bolt (D6).
2. Adjust the saddle height according to the mentioned requirements.
3. Tighten the seat post with bolt D6.

Please note, the maximum height of the seat is 26 cm (10.2 in), do not exceed this limit.

SEAT HORIZONTAL POSITION

When you sit on the bike with the crank arms horizontally (parallel to the floor), your knee should be directly above the centre of the pedal. If this is not the case, change the horizontal position as follows:

1. Loosen the saddle rail with the saddle distance bolt (D4).
2. Adjust the horizontal position according to the mentioned requirements.
3. Tighten the saddle rail with bolt D4.

Please note, the maximum distance of the seat is 15 cm (5.9 in), do not exceed this limit.

If you need to move the saddle forwards or backwards severely, you may need to raise/lower the saddle to compensate. Every time the saddle is moved forward the effective saddle height is reduced and vice versa for moving the saddle backwards. If you move your saddle more than 1 cm recheck the saddle height.

HANDLEBAR HEIGHT

Comfort dictates the appropriate height, so pick a position that minimizes strain on your back. Typically the height is leveled with or slightly below the seat, with a maximum of 10 cm (3.9 in). Change the height of the handlebars as follows:

1. Hold the handlebars and loosen the stem with the stem adjustment bolt (C5).
2. Adjust the height according to the mentioned requirements.
3. Tighten the stem with bolt C5.

Please note, the maximum height of the steer is 26 cm (10.2 in), do not exceed this limit.

HANDLEBAR HORIZONTAL POSITION

When you sit on the bike with your hands on top of the handlebars and your pedals parallel to the floor, your elbow should be aligned with the inside of your knee and centre of the pedal. Or, you may opt to look at the angle of your back which should be at least 45° parallel to the floor with an upper arm to torso angle of 90°. If this is not the case, change the horizontal position of the handlebars as follows:

1. Loosen the handlebars with the handlebar distance bolt (C3).
2. Adjust the height according to the mentioned requirements.
3. Tighten the handlebars with the bolt C3.

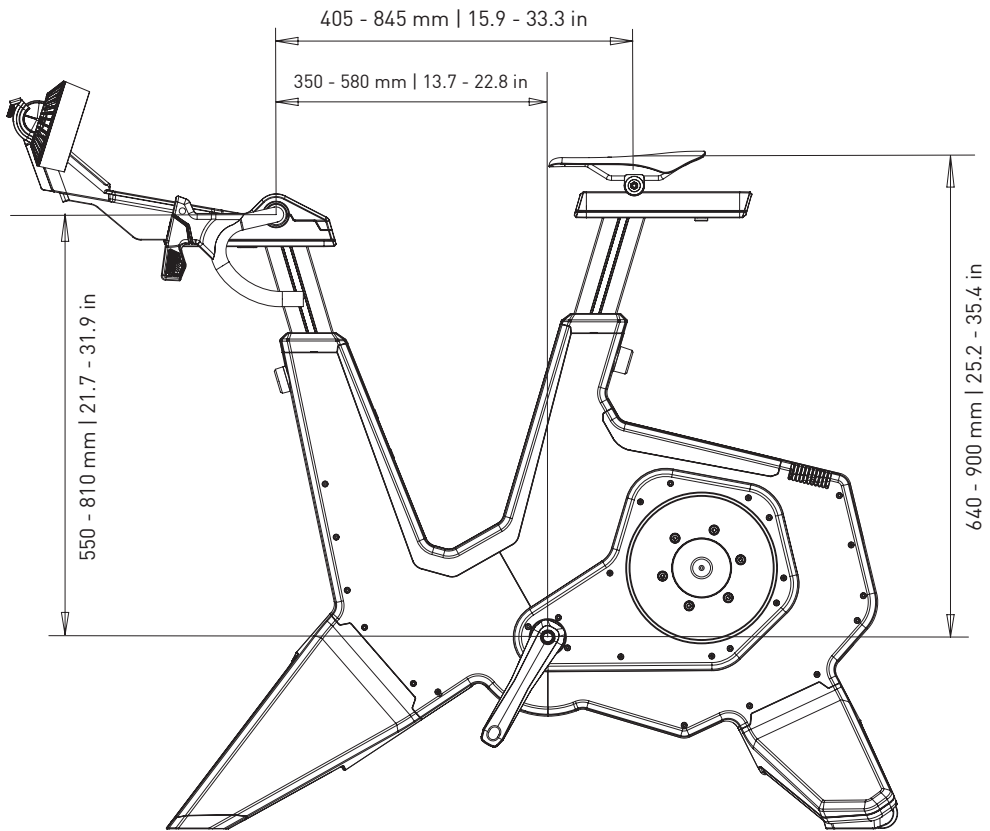
Please note, the maximum distance of the steer is 15 cm (5.9 in), do not exceed this limit.

WARNING: Always dismount the NEO Bike before adjusting the saddle or handlebar height or positions.

1. Before you begin

1e. Geometry set up

The minimum and maximum dimensions of the height and horizontal position of the saddle and handlebars on the bike are shown in the image below. You can set them according to the geometry of your road bike.



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2. Assembly

The NEO Bike is packed in the following parts:

1. T8001.50 Frame
2. T8003 Front leg (A4)
3. T8002 Rear leg (A7)
4. T8011.50 Saddle, mounted on rail (D1-D3)
5. T8010.50 Control panel with handlebars (B3, B4, C1-C3 & C6-C9)
6. T8010.51 Air fans (B1 & B2)
7. T8015.07 Rubber mat
8. T8010.16 Tablet mount
9. T8017 Gift box with bottle cage (A1)
10. T8015 Assembly box

Please assemble the trainer as instructed and with at least two persons. Consult the [part list on page 2](#) and the [assembly manual](#). First remove all packaging and check if everything is in the package.



A. MOUNT THE LEGS AND PLACE THE TRAINER

1. Place the bike on the floor and tilt it to the back or front to mount the legs.
Please carefully lift the trainer, it is heavy (50 kg).
2. Mount the front legs (A4) with the two bolts T8015.02 and T8015.03 and fix with an 8 mm allen key.
3. Mount the rear leg (A7) with the two bolts T8015.01 and fix with an 8 mm allen key.
4. Place the trainer on a firm, level surface. Please carefully lift the trainer, it is very heavy (50 kg).
5. Stabilize the trainer by leveling the front legs with the adjustable feet (A5).
 - a. Start with one side and turn the button left to shorten or to the right to lengthen the leg.
 - b. Do the same for the other side.
 - c. Continue until the bike stands completely stable on the floor.

B. MOUNT YOUR PEDALS

6. Select the needed pedal-insert, the left and right inserts differ (L = left, R = right)
7. Grease the insert.
8. Mount the pedal with the required insert onto the axle.
9. Fix the pedal by rotating it in the correct direction.

C. MOUNT THE BOTTLE CAGE

10. Mount the cage with an allen key 4 mm.

D. MOUNT THE SADDLE

11. Place the cap T8010.05 in the saddle rail (D3).
12. Slide the saddle (D1) on to the saddle rail (D3).
13. Fix the saddle on the required height and distance with bolts D6 (height) and D4 (distance) with a 6 and 8 mm allen key. Or replace the bolts by the handles T8015.15 and T8015.16. Max. height is 26 cm and max. distance is 15 cm, please do not exceed this limit. Consult the correct posture on page 8.
14. Set the saddle angle with bolt D2 and a 5 mm allen key.



When this icon is shown, the step is to be conducted with at least two persons.

E. MOUNT THE CONTROL PANEL AND HANDLEBARS

15. Place the cap T8010.05 in the handlebar rail (C2).
16. Mount the control panel and handlebars on the handlebar rail (C2). Make sure the cables remain free.
17. Fix the panel with a 6 mm allen key.
18. Set the handlebar height and distance with bolts C3 and C5 with a 6 and 8 mm allen key. Or replace the bolts by the handles T8015.15 and T8015.16. Max. height is 26 cm and max. distance is 15 cm, please do not exceed this limit. Consult the correct posture on page 8.
19. Adjust the angle of the handlebars, if desired:
 - a. Remove the handlebar cover (C1) with the Torx 20.
 - b. Remove the 4 screws.
 - c. Set the needed angle and fix the handlebars with the 4 screws.
 - d. Position the handlebar cover (C1) and fix with the Torx 20.

USE OF HANDLES: The handles T8015.15 and T8015.16 may be used to set the height and horizontal position of the seat post and the saddle instead of a 6 and 8 mm allen key. This is especially handy when you have to set this regularly; for example, when various persons use the NEO Bike. You can do so by replacing the bolts; replace C5 and D6 by the T8015.16 and the C3 and D4 by the T8015.15.

G. MOUNT THE AIR FANS OR TABLET MOUNT

Please note the air fans include a tablet mount.

20. Place the air fans (B1) or tablet mount (T8010.16) on the panel.
21. Fix the fans with the torx 20.
22. If desired, you can change the angle of the air fans with knob B2.
23. Position the power cables for the display and fans.

H. PLACE RUBBER MAT

24. Place the rubber mat on the phone surface.

J. PLACE YOUR TABLET

25. Position your tablet, if desired, and tighten with the rubber strip.
26. Plug the power cable of your tablet into the USB ports under the panel.

Tacx is not liable or responsible for damage caused to your devices due to incorrect mounting of the tablet holder.

K. CONNECT TO MAINS POWER

Choose to train with or without mains power. When not connected, it will generate its own energy and is powered as long as it is cycled on. The NEO Bike Smart will have the same features and specifications (except Descent Simulation) as it would have with a power supply connection.

OPTIONAL: Customize the bike by mounting your own saddle, handlebar tape or bottle cage as instructed by the supplier. Please check the Tacx support website for instructions.

3. Quick start guide

3a. Product regulations

The NEO Bike Smart is pushing everything we know about indoor cycling to the next level. Designed to create an unprecedented, unique and immersive experience. The combination of its unique features like road feel, gear feel, virtual gears, air fans, dynamic inertia and downhill drive makes cycling indoors surprisingly realistic and fun. With customizable bike parts it even feels like cycling on your road or tri bike. Completely silent, an integrated display, programmable control buttons, phone and tablet holder are all enabling an easy way of using your preferred applications. The NEO Bike Smart is a complete plug and play indoor cycling experience.

Specifications

- Control: Automatic or manual
- Software: Tacx software & third party software
- Communication: ANT+ FE-C & Bluetooth open protocol
- Max. incline realistic up to 25%
- Max. resistance: 2200 Watts
- Max. torque: 85 Nm
- Max. brake force: 250 N
- Accuracy: within 1%
- Completely silent

Intended use

The trainer is intended for a maximum user weight of 120kg (265lbs).

Use cues

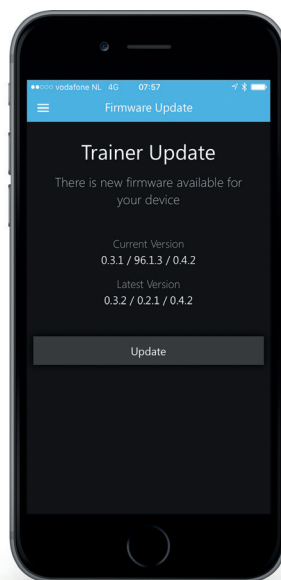
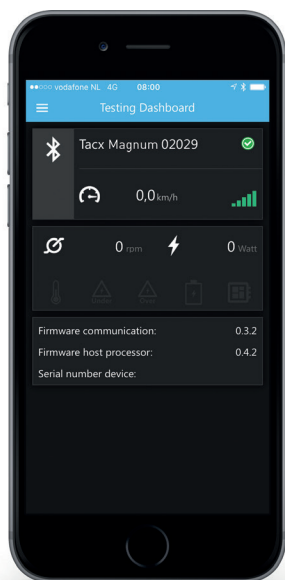
The meaning of the following use cues are:

1. Cycling power indicator

A spot on the floor changes colour from blue to red when cycling with a higher power.

2. Display indicator

Display shows various data and user information. See 3b on page 16.



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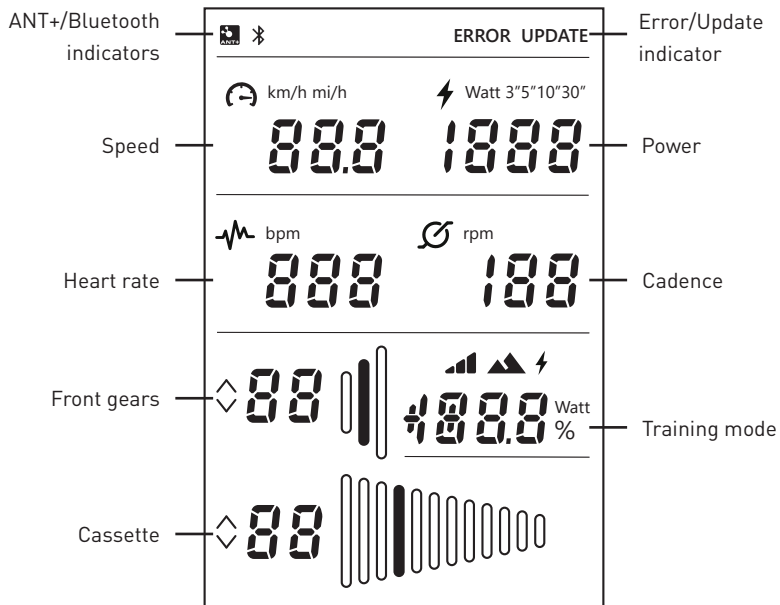
IMPORTANT Please download the free Tacx Utility app from the App store or Google Play and connect the NEO Bike Smart before first use. This app is used to update the trainer, change the gear ratio, check your connections and analyze issues if needed.

3. Quick start guide

For your benefit, read this manual carefully before using the Smart bike. If you have questions after reading this manual, please contact Tacx support (see the Tacx support card). To help us assist you, please note the name of the product (front of this manual) and article number (backside of this manual) before contacting us.

3b. The display

When cycling on on the NEO Bike, the display will automatically turn on. The display differs when connected to software or when training stand alone. If the display doesn't turn on, please contact Tacx support.



If these icons are shown, this means the following:

ANT+/Bluetooth indicators

ANT+ indicator: is shown when you're connected to another device via ANT+.

Bluetooth indicator: is shown when you're connected to another device via Bluetooth.

Error/Update indicator

ERROR indicator: is shown when an error has occurred in the trainer. Connect the trainer to the Tacx Utility app for more information on the type of error and contact Tacx support if you cannot resolve it yourself.

UPDATE indicator: is shown when you have selected to update the trainer's firmware in the Tacx Utility app. You cannot use the trainer at this time.

We suggest to regularly check if an update is available for your trainer with the Tacx Utility App. Please follow these steps to check for updates and to update your trainer:

1. Open the Tacx Utility app.
2. Go to Devices and connect the NEO Bike (via Bluetooth).
3. Go to Update and check for an update.

This check may take a little while and the app will indicate if a newer version is available. If you choose to update your trainer with this new firmware, please continue to step 4.

4. Press "update" to update your trainer.

The UPDATE indicator on the display is shown. Make sure the process has been fully completed before continuing, this may take a couple of minutes.

5. Close the app and continue with your training.

Please contact Tacx support if the icon keeps being shown or the update has failed.

Speed

The current speed you're cycling with in km/h or mph. You can switch metrics via the control buttons and shifters, see page 18.

Power

Your power in wattage; this can be set in different modes via the control buttons and shifters, see page 18:

- Live power
- Average over last 3 seconds (3")
- Average over last 5 seconds (5")
- Average over last 10 seconds (10")
- Average over last 30 seconds (30")

Cadence

Your cadence in rpm.

3. Quick start guide

Front gears

Current setting of the front gears. You can switch the front gears by pressing the left shifters. Gear up with the big shifter (C8) or down with the small shifter (C9).

Cassette

Current setting of the cassette (rear gears). You can adjust the rear gears by pressing the right shifters. Gear up with the big shifter (C8) or down with the small shifter (C9).

Training mode

When you're cycling in stand alone mode (without any software), this field shows the mode you're training with. You can set the required mode as described in 3c. There are three modes:

- ▲ 1. Simulation mode
Train based on a fixed incline; this can be set by pressing the control buttons (C6).
The virtual shifters (C8 and C9) are enabled.
- ⚡ 2. Power(erg) mode
Train based on a fixed power value; this can be set with the control buttons (C6).
- ▲ 3. Resistance mode
Train with predefined resistance levels (10). Switching between levels can be done with the control buttons (C6).

3c. Settings

You can change the settings (metrics, average power settings and training mode) of the NEO Bike by the control buttons (C6) and the shifters (C8 and C9).

Do so as follows:

1. Press the control buttons (C6) for 3 seconds. The modes on the display will blink.
2. Press the small shifter (C9) on the right side to select which term you wish to change.
3. Press the big shifter (C8) on the right side to change the selected term.
4. Confirm the setting by pressing the small shifter (C9) on the right.
5. Start training.
6. Change the set incline/power/resistance position by the handlebar buttons.

3. Quick start guide

3d. Start training

The NEO Bike Smart can be controlled in various ways:

1. By software and applications
 - a. Tacx apps
 - i. Tacx Training app (iOS/Android)
 - ii. Tacx Desktop app (Mac/Windows)
 - b. Software of third parties
2. Stand alone

In this mode, the trainer is not connected to any software or app. You control the resistance by the control buttons (C6) and various modes are available:

 - a. Simulation mode: based on inclination gradient
The virtual shifters (C8 and C9) are enabled.
 - b. Power(erg) mode: based power (wattage)
 - c. Resistance mode: based on 10 predefined resistance positions

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Train with software

The NEO Bike Smart can be controlled automatically by the Tacx Training app, Tacx Desktop app and that of third parties like Zwift and TrainerRoad.

To start riding with software, please take the following steps:

1. If required, plug the Smart bike into the wall socket.
Please note: there is no power switch.
2. Download and install the app and/or software you wish to use.
3. Enable ANT+ or Bluetooth, depending on which device and app you're using.
4. Connect the trainer to your device. The device is connected if the ANT+ or Bluetooth indicator on the display is shown.

Tacx software

The Tacx software consists of the Tacx Training app for smartphones and tablets, Tacx Desktop app for Mac and Windows computers and the cloud website where you download and create your workouts, analyse your activities and follow your friends.



Tacx Training app (TTA)



Proceed with the following steps if you wish to ride with the TTA:

1. Open the app.
2. Create an account or login if you're already registered*.
3. Connect the trainer via Bluetooth:
 - a. Enable Bluetooth.
 - b. Go to *Set-up Connection* in the app.
 - c. Search for the NEO Smart bike.
 - d. Select and connect the trainer.
 - e. Press "next".
 - f. Connect a 2nd device if desired.
4. Go to *Workouts*, select the training and press the play button.
5. Stop cycling if you wish to pause your training.
6. Press stop if you wish to end it.
Your training is automatically stored as an activity and is available to your friends (if set).



Tacx Desktop app (TDA)



Proceed with the following steps if you wish to ride with the TDA:

1. Open the app.
2. Create an account or login if you're already registered*.
3. Connect the trainer via Bluetooth:
 - a. Enable Bluetooth.
 - b. Go to *Devices* in the app.
 - c. Search for the NEO Smart bike.
 - d. Select and connect the trainer.
 - e. Connect a 2nd device if required.
4. Go to *Workouts*, select the training and press the play button.
5. Stop cycling if you wish to pause your training.
6. Press Escape (ESC) if you wish to end it.
Your training is automatically stored as an activity and is available to your friends (if set).

*If you wish to make use of Films, GPS rides and structured workouts, please subscribe to Premium.

Other software

Proceed with the following steps if you wish to ride with software of a third party:

1. Open the app.
2. Follow the instructions provided by the app.
3. Connect the trainer via ANT+ or Bluetooth.
4. Connect a second device if required.
5. Select the training of your choice and start training!

Train stand alone

You may opt to train without a device as follows:

1. Set the preferred mode and settings.
You can change the metrics, average power setting or training mode, see page 18.
2. Start training.
3. Change the set incline/power/resistance position by the handlebar buttons.

CONNECT A HEART RATE MONITOR: The trainer will automatically connect to your heart rate monitor. Make sure you stand closely to the trainer as it connects automatically to the nearest monitor.

3. Quick start guide

3e. Special features

1. Special training modes

With the NEO Bike, you can perform an Isokinetic and Isotonic training, do a pedal stroke analysis, experience Road feel and Gear feel.

Isokinetic/Isotonic training

These modes are helpful when you want to train for an even pedal stroke. With Isotonic, you'll ride on a fixed power level to build strength, specifically on the dead points within your stroke. With Isokinetic you train with a fixed speed, no matter how much force you apply on your pedal. You can perform these trainings with the [Tacx Utility app](#):

1. Open the Tacx Utility app.
2. Go to Devices and connect the NEO Bike.
3. Go to Testing dashboard and enable Isotonic or Isokinetic mode.
4. Isotonic: select a resistance between 0 and 100%. The trainer will keep the resistance at a constant power.
5. Isokinetic: set a speed limit between 16 and 30 km/h (18.6 mph). The trainer increases the resistance if you tend to go over your set speed, so your cadence will stay constant.

Pedal stroke analysis

The NEO Bike measures the power output from your left and right leg separately, enabling pedal stroke analysis. This can only be displayed in the Tacx Films of the Tacx Desktop app. Follow the steps to ride with the Tacx Desktop app on page 20 and select a Tacx Film for your workout. The power-output from your left and right leg are clearly displayed in a graph on the right. A few demo-films are available in this app, you'll need to subscribe to Premium if you wish to ride more Films.

Road feel & gear feel

Experience the feeling of riding over cobblestones or shifting gears. The Road Feel and Gear Feel features simulate the vibrations of different road patterns, but also your virtual chain jumping into a different gear. This immersive feature can be used with Tacx Films and Zwift.

2. Air fans

The air flow of the interactive air fans can be controlled by your power (wattage), heart rate, speed. Or set to blow on a fixed speed: low, medium or high.

1. Open the [Tacx Utility app](#).
2. Go to *Device* settings.
3. Change the *Fan settings* to your preference.
4. Close the app and continue with your training.

3. USB chargers

Two USB chargers (B4) on the underside of the display allow you to power up your tablet, smartphone or other device. Simply plug the cable into the USB-port. When the bike is not connected to the mains, it will power device only when you're cycling. You'll notice the device charging after 10 seconds.

4. Virtual shifters

The Virtual shifters (C8 and C9) can be used to shift gears when training with software or stand alone in the simulation mode. In power(erg) or resistance mode, they are disabled.

Gear up with the big shifter (C8) or down with the small shifter (C9). Use the left shifters to change the gears on the front, and the right shifters to change the gears of the cassette.

You can change the gear ratio via the Tacx Utility app:

1. Open the Tacx Utility app.
2. Connect the NEO Bike (via Bluetooth).
3. Go to *Device settings* in the main menu and change the setting of the *Virtual gears* to your preference.
4. Close the app and continue with your training.

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The shifters are also used to change the training mode and terms on the display, as described on page 18.

5. Brakes

The shifters also feature (virtual) brakes (C7). The NEO Bike will continue "rolling" when you stop pedalling for a while, just like outdoors. On a descent, it'll continue rolling. By pressing the brakes, it will slowly come to a stop.

6. Train without mains power

You can opt to train with or without mains power. With mains power the ride feel will be more realistic. Without mains power, the bike won't be able to simulate a descent and the USB chargers won't function. All other features, like Road feel and communication with your tablet, will remain functioning and are powered by your cycling movement.

7. Transportation wheels

You'll find small wheels on the back of the NEO Bike (A8) allowing you to easily move it. After moving the trainer, please make sure to level the bike with the adjustable feet (A5), as instructed on page 12 before using it again.

4. Maintenance

How to maintain the Smart bike

- Regularly check the Tacx Utility app (for free in the App store and on Google Play) to see if any firmware updates are available.
- Regularly inspect and properly tighten visible bolts.
- Check the power adapter and cable for any damages with each use. If the adapter or cable is damaged, contact Tacx Support to order a replacement adapter or cable. Only use the original Tacx power adapter and cable.
- Regularly check if the bike is still standing firmly and stable on the floor. Use the adjustable feet [A5] to level it if required.
- Regularly check the quality of the handlebar tape and replace if necessary as instructed by the supplier of the tape.

How to clean the Smart bike

- Clean the saddle, handlebars and pedals with a moist cloth (with mild cleaning agents).
DANGER: do not operate the trainer while being wet.
- Clean the aluminium disc on the left side of the trainer after each use with a moist cloth and dry thoroughly.
- To remove finger prints off the frame, use a degreasing agent like Glassex.

DANGER! Always unplug the power cord before cleaning the trainer and before performing the maintenance procedures described in this manual.

Never remove any part unless instructed to do so in this manual or by an authorized service representative. Servicing other than the procedures in this manual should be performed by an authorized service representative only.

IMPORTANT The safety level of the device can only be guaranteed if it is inspected regularly, for example for damage, wear, or loose connections. If anything is defective/damaged, contact the Tacx Support department immediately. In the meantime, the device must absolutely not be used until a certified service employee has inspected it and performed any repairs.

Please note: do not clean any part of the trainer with abrasive cleaning materials.

5. Troubleshooting

Most problems can be solved by following the simple steps below. Find the symptom that applies, and follow the steps listed. If further assistance is needed, please contact Tacx support.

A. The display does not show anything

Start pedalling to get the display to wake up.

B. “Downhill simulation” is not working

Check if the power adapter is plugged in correctly.

C. The Heart rate belt doesn’t connect to the software

Take out the power adapter, then connect the Bluetooth HR belt with the software. As soon as this is connected you can plug back in the power adapter.

D. The interactive air fans aren’t working

Check the 2 jack plugs to see if they are plugged in firmly.

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Please note, you cannot control the fans during a workout. Do this before you start a workout by using the Tacx Utility app.

Contact Tacx Support

E-mail: support@tacx.com

Website: <https://support.tacx.com>

Telephone: +31 70 700 7836 | +1 256 768 5176 (USA)

Address (not for visitors): Tacx Support, Rijksweg 52, 2241BW WASSENAAR, The Netherlands

6. Warranty conditions

Thank you for buying this Tacx product. Tacx aims to provide the highest possible quality at all times. Nevertheless, should you have any complaints please notify us immediately. The following warranty conditions apply without prejudice to the stipulations in Tacx's General Terms and Conditions. The warranty period for new Tacx products is two years, calculated from the date of purchase, or, if the product is not delivered immediately on the date of purchase, the date that the product is delivered. The warranty applies to the first owner of the product only. Moreover, the warranty only applies if an original proof of purchase can be furnished. If you have any questions or would like to analyse a problem, always visit the Tacx support website first (<https://support.tacx.com>). Many cases relate to a software problem and not a hardware problem. Never return parts before a thorough analysis has been carried out.

Warranty

1. Should a fault occur within the warranty period as a result of a material and/or manufacturing fault, Tacx guarantees that this fault will be repaired without cost and/or to replace the defective part. Should repair or replacement not be possible, or cannot reasonably be expected of Tacx, then Tacx reserves the right to reimburse the market value of the part that has been returned.
2. If a part is replaced within the product's warranty period, the original warranty period for the product applies to this part also. The original warranty period is therefore never extended or renewed by replacement in the interim.
3. When a fault arises this should be notified to Tacx or the dealer from whom you've bought the trainer in writing as soon as possible, but not later than two months after it has been discovered.
4. There is no entitlement to claim under the warranty and all warranties are invalidated if the defect is the result of:
 - a) maintenance work/repair work not carried out by Tacx or the certified Tacx dealer;
 - b) improper use, therefore, use for a purpose other than the purpose for which the product is intended;
 - c) the use of parts that are not original Tacx parts;
 - d) changes to the product, which have been implemented without permission from Tacx;
 - e) normal wear and tear and/or poor maintenance;
 - f) external influences, such as moisture penetration (perspiration, condensation or others).
5. There is also no warranty in relation to damage to the product which occurs while the product is being shipped/transported.

Warranty procedure

- Consult the Tacx support website (support.tacx.com) or contact the certified Tacx dealer to analyse the problem (have it analysed).
- If the product proves to be defective after analysis then send a copy of the proof of purchase and the fully completed service form to the certified Tacx dealer. The claim under warranty can only be accepted for processing if the proof of purchase and a fully completed service form are received.
- The decision on whether a defect in a product is covered by the warranty rests solely with Tacx B.V. in the Netherlands.

Liability

- Tacx B.V. reserves the right to modify, improve or replace returned products with a similar or equivalent product without prior notification. Tacx is not, however, obliged to improve the product or to fit new elements.
- Given the many configuration options and configuration problems Tacx B.V. does not guarantee that the supplied software will work on all systems, not even if the PC configuration complies with the recommended specifications.
- Tacx is never responsible for damage, including consequential loss, arising from or associated with the use of its products, or for damage occurring while the product is being shipped.

Specifications

Wireless Protocol: Bluetooth 4.0 & ANT+ | Frequency range: 2400-2483,5 MHz | RF Output Power: 0 dBm (typical) | Temperature Range Operational -20 °C to + 55 °C | Transmit Range: 10 m | Power supply: Only use supplied power adapter and power cord.

FCC and IC Declarations

Your device contains a low power transmitter. When device is transmitting it sends out Radio Frequency (RF) signals.

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Compliance statement (part 15)

This device complies with Part 15 of the FCC Rules and to the licence -exempt RSS standards(s) of Industry Canada. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FR | Déclaration de conformité

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Warning (part 15.21)

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Unauthorized modifications, or attachments could damage the transmitter and may violate FCC regulations.

CE Declaration of Conformity

Tacx bv hereby declares that the NEO Bike Smart (T8000) conforms to the essential requirements set out in the Council (European parliament) Directive and other relevant provisions of directives RED 2014/53/EC and RoHS 2011/65/EU. A copy of this declaration is available on the Tacx website: www.tacx.com

ROHS

This product is marked with this symbol. It means that used electrical and electronic products should not be mixed with general household waste. There is a separate collections system for these products.