

Title: **OUTDOOR USAGE AND STORAGE OF BIKES**
Models: **ALL STAGES INDOOR CYCLING PRODUCTS**

TSB Update Notice:

This TSB does not supersede any previous versions.

Introduction:

The COVID-19 pandemic has challenged businesses in the fitness industry to adapt on the fly to continue to provide safe environments for their consumers to exercise. One popular adaptation is to move exercise equipment outdoors. This bulletin will outline some of the problems that can arise when Stages Indoor Cycling bikes are used/stored outdoors as well as some ways to avoid or solve those problems.

Model Applications:

This pertains to all Stages Indoor Cycling and Stages Indoor Home Cycling products.

Service Conditions:

- Plastic becomes more brittle in cold temperatures. On Stages bikes, the handlebar/seat stem inserts can crack due to moisture expansion if the bikes are left out in freezing temperatures. Similarly, the fore/aft adjustment wedges can crack if stored in the cold while there is a load/tension acting on them.
- The life of the saddle (seat) will likely be reduced if used/stored in cold conditions or if subject to frequent extreme fluctuations in temperature.
- Consoles, tablets (Les Mills Virtual Bike and Stages Solo), and power meters can become less effective or damaged if not kept dry, indoors, and in warm environments.
 - o ***According to the Les Mills Virtual Bike/Stages Solo user manual: "This product should only be used in temperatures between 0 - 40C (32 - 104F), relative humidity 20% - 80%. Please avoid using the device in a very hot or high humidity location."***
- Transport wheels are easily damaged by rocks and rough surfaces such as asphalt when bikes are rolled from location to location repeatedly.
- Bikes need to be re-leveled each time they are moved to a new location. Also, the threads of the leveling feet or the feet themselves can become worn/damaged quicker if adjusted frequently.

Service Actions:

For best results, all Stages Indoor Cycling and Stages Indoor Home Cycling products are to be used and stored indoors in dry conditions with moderate temperatures.

- If bikes must be used outside, it is recommended that they are covered from any precipitation. It is also recommended that they are stored indoors when not in use, especially overnight.
- When transporting bikes over rough surfaces, always use a furniture dolly or cart to preserve the transport wheels.
- Be sure to re-level each bike every time it is moved.

Service Tools & Materials:

- Size 14mm open-end wrench needed for tightening leveling feet
- Furniture dolly / 4-wheeled cart for transportation of bikes

See next page for Service Procedures.

Service Procedures:

1. Bikes used/stored in cold conditions for extended periods of time

- a. Adjust both the handlebar and seat stems **all the way up** after the last ride of the day or any time that several hours will pass between rides. This will lessen the chances of moisture, which can freeze and cause damage, being trapped between the stems and their plastic sleeves.
- b. **Fully loosen** both the handlebar and seat fore/aft knobs to relieve the pressure on the wedge blocks.



2. Transporting bikes:

The transport wheels on the front stabilizer of the bikes work best and last the longest when used indoors-only. If they are used on rough surfaces, they will wear quickly, as shown below.



Always use a furniture dolly or similar 4-wheeled cart when moving a bike over rough surfaces or long distances. **LIFT THE BIKE WITH A PARTNER WHENEVER POSSIBLE. KEEP TWO HANDS ON THE BIKE AT ALL TIMES DURING TRANSPORTATION.** Depending on the size of the dolly there are two effective methods:

- a. Vertical placement (not recommended for bikes with large tablets such as Les Mills/Solo) – with the **seat adjusted to its lowest setting**, place the bike on the dolly with the flywheel pointing upward.

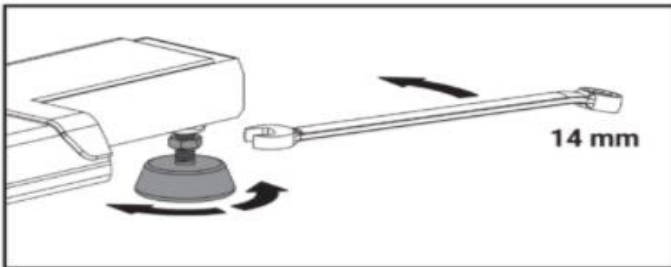
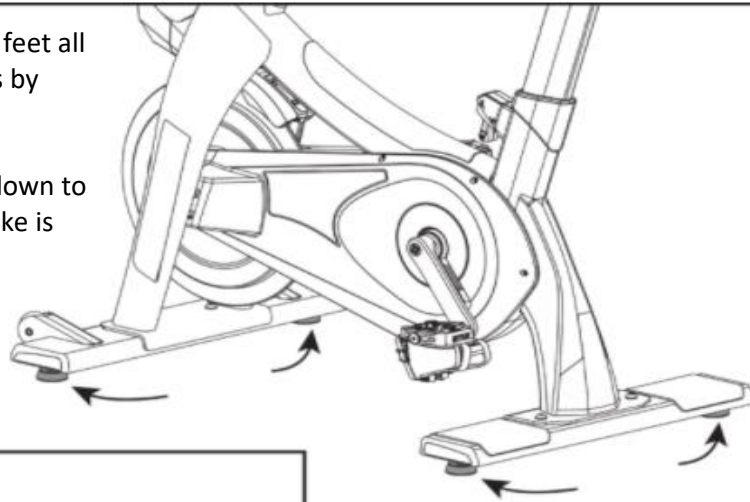


- b. Horizontal placement –lift the bike onto the dolly so that both stabilizers are sitting firmly on the dolly surfaces. **Many dollies are not long enough to accommodate this.** In that case, place the bike **diagonally** on the dolly so that the center-points of each stabilizer are sitting on two opposite corners of the dolly (see below).



3. Leveling bikes after transportation:

- a. Start by adjusting all 4 leveling feet all the way **UP** against the stabilizers by turning them clockwise.
- b. If the bike is not level in that condition, adjust individual feet down to the ground as needed until the bike is stable.



- c. Use a size 14mm wrench to tighten each nut snug against the stabilizer.
- *Note: If the bike is being moved and re-leveled frequently, this step is not necessary; hand-tightening is generally sufficient.***

If step 3a is skipped, it can result in the leveling feet being adjusted further and further away from the stabilizer each time the bike is moved. This can result in broken or stripped threads as seen below.

