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SERVICE ALERT: TACX NEO BIKE PLUS ACTION REQUIRED

PRODUCTS AFFECTED

Tacx NEO Bike Plus

ISSUE

Garmin has resolved the issue with the NEO Bike Plus trainer that can cause overheating or in rare circumstances, fire. Use the following instructions to order a replacement external power supply and update your trainer software.

COMPLIANCE

Mandatory

ACTION REQUIRED

Order a replacement external power supply and update the trainer software to version 5.2.0 or newer to safely restore downhill assistance and USB charging functions.

Order a Replacement External Power Supply

1. Go to http://www.garmin.com/NBP_PowerSupply to place an order for the replacement external power supply.
2. After you receive the new external power supply, update your trainer software.
3. Dispose of the original power supply in accordance with any applicable local laws or regulations.

Update the Trainer Software

1. Connect the replacement external power supply to the trainer and a wall outlet.
2. If necessary, install the Tacx Training app, and pair it with your trainer:
 - a. From the app store on your phone or tablet, install and open the Tacx Training app.
 - b. Follow the instructions in the app to complete the pairing and setup process.
3. If necessary, rotate the pedals, and connect the trainer to the app.
4. From the Tacx Training app, select your NEO Bike Plus trainer.
5. Select **Firmware Update > Update**.
6. Wait while the software update finishes. This might take a couple of minutes.
7. Confirm that the app displays the latest trainer software, version 5.2.0 or newer.

We greatly appreciate your patience while we worked to identify a resolution for this issue that restores the functionality of your Neo Bike Plus trainer.

APPENDIX: PRODUCTS AFFECTED

Check the white product label on the base of your trainer.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC 90 W
Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

This device complies with part 15 of the FCC Rules and with the Industry Canada license – exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

PART NUMBER	DESCRIPTION
010-02534-77	NEO Bike Plus Bundle, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

BULLETIN DE SERVICE : ACTION REQUISE CONCERNANT VOTRE TACX NEO BIKE PLUS

PRODUITS CONCERNÉS

Tacx NEO Bike Plus

PROBLÈME

Garmin a résolu le problème touchant le home trainer NEO Bike Plus qui risquait de provoquer une surchauffe ou, dans de rares circonstances, un incendie. Suivez les instructions suivantes pour commander une alimentation externe de remplacement et mettre à jour le logiciel de votre home trainer.

CONFORMITÉ

Obligatoire

ACTION REQUISE

Commandez une alimentation externe de remplacement et mettez à jour le logiciel du home trainer vers la version 5.2.0 ou ultérieure pour restaurer en toute sécurité les fonctions d'assistance en descente et de recharge USB.

Commandez une alimentation externe de recharge

1. Rendez-vous sur le site http://www.garmin.com/NBP_PowerSupply pour commander une alimentation externe de remplacement.
2. Après avoir reçu la nouvelle alimentation, mettez à jour le logiciel de votre home trainer.
3. Jetez l'alimentation d'origine conformément aux lois ou réglementations locales en vigueur.

Mettez à jour le logiciel du home trainer

1. Branchez l'alimentation externe de recharge au home trainer et à la prise murale.
2. Si nécessaire, installez l'application Tacx Training et coupez-la avec votre home trainer :
 - a. Depuis la boutique d'applications sur votre téléphone, installez et ouvrez l'application Tacx Training.
 - b. Suivez les instructions dans l'application pour terminer la procédure de couplage et de réglage.
3. Si nécessaire, tournez les pédales et connectez le home trainer à l'application.
4. Dans l'application Tacx Training, sélectionnez votre home trainer NEO Bike Plus.
5. Sélectionnez **Mise à jour du microprogramme > Mettre à jour**.
6. Patientez jusqu'à la fin de la mise à jour du logiciel. Ce processus peut prendre quelques minutes.
7. Vérifiez que l'application affiche la dernière version du logiciel du home trainer, à savoir la version 5.2.0 ou ultérieure.

Nous vous remercions d'avoir patienté pendant que nous cherchions une solution pour restaurer toutes les fonctions de votre home trainer Neo Bike Plus.

ANNEXE : PRODUITS CONCERNÉS

Consultez l'étiquette blanche du produit sur la base de votre home trainer.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

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Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

NUMÉRO DE RÉFÉRENCE	DESCRIPTION
010-02534-77	Pack NEO Bike Plus, Chine
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
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010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

AVVISO DI SERVIZIO: RICHIESTA AZIONE SU TACX NEO BIKE PLUS

PRODOTTI INTERESSATI

Tacx NEO Bike Plus

PROBLEMA

Garmin ha risolto il problema con il rullo da allenamento bici NEO Bike Plus che potrebbe causare surriscaldamenti o, in rare circostanze, incendi. Utilizzare le seguenti istruzioni per ordinare gratuitamente un alimentatore esterno di ricambio e aggiornare il software del rullo da allenamento bici.

CONFORMITÀ

Obbligatorio

AZIONE RICHIESTA

Ordinare un'alimentazione esterna di ricambio e aggiornare il software del rullo da allenamento bici alla versione 5.2.0 o successiva per ripristinare in modo sicuro le funzioni di assistenza in discesa e ricarica tramite USB.

Ordinare un alimentatore esterno di ricambio

1. Visitare il sito Web http://www.garmin.com/NBP_PowerSupply per ordinare l'alimentatore esterno sostitutivo.
2. Dopo aver ricevuto il nuovo alimentatore esterno, aggiornare il software del rullo da allenamento bici.
3. Smaltire l'alimentatore originale in conformità alle leggi o alle normative locali applicabili.

Aggiornamento del software del rullo da allenamento bici

1. Scollegare l'alimentatore esterno di ricambio dal rullo da allenamento bici e dalla presa a muro.
2. Se necessario, installare l'app Tacx Training e associarla al rullo da allenamento bici:
 - a. Dall'app store sullo smartphone o tablet, installare e aprire l'app Tacx Training.
 - b. Attenersi alle istruzioni riportate nell'app per completare il processo di associazione e configurazione.
3. Se necessario, ruotare i pedali e collegare il rullo da allenamento bici all'app.
4. Dall'app Tacx Training, selezionare il rullo da allenamento bici NEO Bike Plus in uso.
5. Selezionare **Aggiornamento firmware > Aggiorna**.
6. Attendere che l'aggiornamento del software sia concluso. L'operazione può richiedere qualche minuto.
7. Verificare che nell'app sia visualizzato il software più recente per il trainer, versione 5.2.0 o successiva.

Apprezziamo molto la pazienza dimostrata mentre lavoravamo per individuare una soluzione per questo problema che ripristina le funzionalità del rullo da allenamento bici Neo Bike Plus.

APPENDICE: PRODOTTI INTERESSATI

Controllare l'etichetta bianca del prodotto sulla base del trainer.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC 90 W
Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

CODICE PRODOTTO	DESCRIZIONE
010-02534-77	Bundle NEO Bike Plus, Cina
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

UPDATE ZUM NEO BIKE PLUS: INFORMATIONEN ZUR LÖSUNG UND WEITEREM VORGEHEN

BETROFFENE PRODUKTE

Tacx NEO Bike Plus

PROBLEM

Garmin hat das Problem mit dem NEO Bike Plus-Trainer behoben, das zu einer Überhitzung oder in seltenen Fällen zu einem Brand führen kann. Bestellen Sie anhand der folgenden Anweisungen eine externe Ersatzstromversorgung und aktualisieren Sie die Trainersoftware.

MAßNAHMEN

Obligatorisch

HANDLUNGSBEDARF

Bestellen Sie eine externe Ersatzstromversorgung und aktualisieren Sie die Trainersoftware auf Version 5.2.0 oder höher, um die Downhill-Unterstützung und das Laden über USB sicher wiederherzustellen.

Bestellen einer externen Ersatzstromversorgung

1. Besuchen Sie http://www.garmin.com/NBP_PowerSupply, um eine externe Ersatzstromversorgung zu bestellen.
2. Nachdem Sie die neue externe Ersatzstromversorgung erhalten haben, aktualisieren Sie die Trainersoftware.
3. Entsorgen Sie die ursprüngliche externe Stromversorgung im Einklang mit anwendbaren örtlichen Gesetzen und Bestimmungen.

Aktualisieren der Trainersoftware

1. Verbinden Sie die externe Ersatzstromversorgung mit dem Trainer und einer Steckdose.
2. Installieren Sie bei Bedarf die Tacx Training App und koppeln Sie sie mit dem Trainer:
 - a. Installieren Sie über den App-Shop des Smartphones oder Tablets die Tacx Training App und öffnen Sie sie.
 - b. Folgen Sie den Anweisungen in der App, um die Kopplung und die Einrichtung abzuschließen.
3. Drehen Sie bei Bedarf die Pedale und verbinden Sie den Trainer mit der App.
4. Wählen Sie in der Tacx Training App den NEO Bike Plus-Trainer.
5. Wählen Sie **Firmware-Update > Aktualisieren**.
6. Warten Sie, während die Software aktualisiert wird. Dieser Vorgang kann ein paar Minuten dauern.
7. Bestätigen Sie, dass in der App die aktuelle Trainerversion angezeigt wird: Version 5.2.0 oder höher.

Wir danken Ihnen für Ihre Geduld, während wir daran gearbeitet haben, eine Lösung für dieses Problem zu identifizieren, um die Funktionalität Ihres Neo Bike Plus-Trainers wiederherzustellen.

ANHANG: BETROFFENE PRODUKTE

Überprüfen Sie das weiße Produktetikett an der Basis des Trainers.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

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Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ARTIKELNUMMER	BESCHREIBUNG
010-02534-77	NEO Bike Plus-Bundle, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
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010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

ALERTA DE SERVICIO: ACCIÓN NECESARIA PARA TACX NEO BIKE PLUS

PRODUCTOS AFECTADOS

Tacx NEO Bike Plus

PROBLEMA

Garmin ha solucionado un problema con la bicicleta inteligente NEO Bike Plus que puede provocar un sobrecalentamiento o, en raras ocasiones, un incendio. Aplica las siguientes instrucciones para solicitar una fuente de alimentación externa de repuesto y actualizar el software del rodillo ANT+.

CUMPLIMIENTO

Obligatorio

ACCIÓN NECESARIA

Solicita una fuente de alimentación externa de repuesto y actualiza el software del rodillo ANT+ a la versión 5.2.0 o posterior para restaurar de forma segura las funciones de asistencia en pendiente y carga por USB.

Solicitar fuente de alimentación externa de repuesto

1. Ve a http://www.garmin.com/NBP_PowerSupply para realizar un pedido de la fuente de alimentación externa de repuesto.
2. Cuando recibas la nueva fuente de alimentación externa, actualiza el software del rodillo ANT+.
3. Desecha la fuente de alimentación original de acuerdo con las leyes o normativas locales aplicables.

Actualizar el software del rodillo ANT+

1. Conecta la fuente de alimentación externa de repuesto al rodillo ANT+ y a la toma de corriente.
2. Si es necesario, instala la aplicación Tacx Training y vincúlala con tu bicicleta inteligente:
 - a. Desde la tienda de aplicaciones de tu smartphone o tablet, instala y abre la aplicación Tacx Training.
 - b. Sigue las instrucciones de la aplicación para completar el proceso de vinculación y configuración.
3. Si es necesario, gira los pedales y conecta la bicicleta inteligente a la aplicación.
4. En la aplicación Tacx Training, selecciona tu bicicleta inteligente NEO Bike Plus.
5. Selecciona **Actualización de firmware > Actualizar**.
6. Espera a que termine de actualizarse el software. Esto podría tardar unos minutos.
7. Confirma que en la aplicación aparece el software más reciente de la bicicleta inteligente, la versión 5.2.0 o posterior.

Agradecemos enormemente tu paciencia mientras trabajamos para encontrar una solución para este problema que restablezca la funcionalidad de tu rodillo ANT+ Neo Bike Plus.

APÉNDICE: PRODUCTOS AFECTADOS

Comprueba la etiqueta blanca del producto en la parte inferior de la bicicleta inteligente.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

NÚMERO DE REFERENCIA	DESCRIPCIÓN
010-02534-77	Pack de NEO Bike Plus, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
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010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

ALERTA DE SERVIÇO: AÇÃO NECESSÁRIA PARA TACX NEO BIKE PLUS

PRODUTOS AFETADOS

Tacx NEO Bike Plus

PROBLEMA

A Garmin resolveu o problema com o rolo de treino NEO Bike Plus que pode causar superaquecimento ou, em raras circunstâncias, incêndio. Use as instruções a seguir para solicitar uma fonte de alimentação externa de reposição e atualizar o software do seu rolo de treino.

CONFORMIDADE

Obrigatória

AÇÃO OBRIGATÓRIA

Solicite uma fonte de alimentação externa de reposição e atualize o software do rolo de treino para a versão 5.2.0 ou mais recente para restaurar com segurança a assistência em descidas e as funções de carregamento USB.

Solicite uma fonte de alimentação externa de reposição

1. Acesse http://www.garmin.com/NBP_PowerSupply para fazer um pedido de substituição da fonte de alimentação externa.
2. Depois de receber a nova fonte de alimentação externa, atualize o software do seu rolo de treino.
3. Descarte a fonte de alimentação original de acordo com quaisquer leis ou regulamentos locais aplicáveis.

Atualize o software do rolo de treino

1. Conecte a fonte de alimentação externa de reposição ao rolo de treino e a uma tomada na parede.
2. Se necessário, instale o app Tacx Training e emparelhe-o com o seu rolo de treino:
 - a. Na loja de aplicativos do seu smartphone ou tablet, instale e abra o app Tacx Training.
 - b. Siga as instruções no aplicativo para concluir o processo de emparelhamento e configuração.
3. Se necessário, gire os pedais e conecte o rolo de treino ao app.
4. A partir do app Tacx Training, selecione o seu rolo de treino NEO Bike Plus.
5. Selecione **Atualização de firmware > Atualizar**.
6. Aguarde enquanto a atualização do software é concluída. Isso pode levar alguns minutos.
7. Confirme se o app exibe o software de rolo de treino mais recente, versão 5.2.0 ou posterior.

Agradecemos imensamente sua paciência enquanto trabalhamos para identificar uma solução para esse problema que restaure a funcionalidade do seu rolo de treino Neo Bike Plus.

APÊNDICE: PRODUTOS AFETADOS

Verifique a etiqueta branca do produto na base do rolo de treino.



Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC  90 W
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WIRELESS ID

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010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVICewaarschuwing: TACX NEO BIKE PLUS Actie vereist

BETROKKEN PRODUCTEN

Tacx NEO Bike Plus

PROBLEEM

Garmin heeft het probleem met de NEO Bike Plus trainer opgelost dat oververhitting of in zeldzame gevallen brand kan veroorzaken. Gebruik de volgende instructies om vervangende externe voeding te bestellen en de trainersoftware bij te werken.

NALEVING

Verplicht

ACTIE VEREIST

Bestel vervangende externe voeding en werk de trainersoftware bij naar versie 5.2.0 of nieuwer om hulp bij het afdalen en USB-laadfuncties veilig te herstellen.

Bestel vervangende externe voeding

1. Ga naar http://www.garmin.com/NBP_PowerSupply om een bestelling te plaatsen voor de vervangende externe voeding.
2. Werk de trainersoftware bij nadat u de nieuwe externe voeding hebt ontvangen.
3. Voer de oorspronkelijke voeding af in overeenstemming met de geldende plaatselijke wetten of voorschriften.

De trainersoftware bijwerken

1. Sluit de vervangende externe voeding aan op de trainer en een stopcontact.
2. Installeer indien nodig de Tacx Training app en koppel deze met uw trainer:
 - a. U kunt de Tacx Training app via de App Store op uw smartphone of tablet installeren en openen.
 - b. Volg de aanwijzingen in de app om het koppelen en instellen te voltooien.
3. Draai indien nodig de pedalen en verbind de trainer met de app.
4. Selecteer uw NEO Bike Plus trainer in de Tacx Training app.
5. Selecteer **Firmware Update > Update**.
6. Wacht tot de softwareupdate is voltooid. Dit kan een paar minuten duren.
7. Controleer of de app de nieuwste trainersoftware, versie 5.2.0 of nieuwer, weergeeft.

We stellen uw geduld zeer op prijs terwijl wij aan de oplossing voor dit probleem hebben kunnen werken waarmee de functionaliteit van uw Neo Bike Plus trainer wordt hersteld.

BIJLAGE: BETROKKEN PRODUCTEN

Controleer het witte productlabel aan de onderkant van uw trainer.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

This device complies with part 15 of the FCC Rules and with the Industry Canada license – exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ARTIKELNUMMER	BESCHRIJVING
010-02534-77	NEO Bike Plus bundel, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVICEMEDDELELSE: TACX NEO BIKE PLUS HANDLING PÅKRÆVET

BERØRTE PRODUKTER

Tacx NEO Bike Plus

PROBLEM

Garmin har løst problemet med NEO Bike Plus traineren, der kan forårsage overophedning eller i sjældne tilfælde brand. Brug følgende instruktioner til at bestille en ny ekstern strømforsyning og opdatere din trainersoftware.

OVERHOLDELSE

Obligatorisk

HANDLING PÅKRÆVET

Bestil en ny ekstern strømforsyning, og opdater trainersoftwaren til version 5.2.0 eller nyere for sikkert at gendanne hjælp til kørsel ned ad bakke og USB-opladningsfunktioner.

Bestil en ny ekstern strømforsyning

1. Gå til http://www.garmin.com/NBP_PowerSupply for at afgive en ordre på en ny ekstern strømforsyning.
2. Når du har modtaget den nye eksterne strømforsyning, skal du opdatere din trainersoftware.
3. Bortskaf den oprindelige strømforsyning i overensstemmelse med gældende lokale love eller bestemmelser.

Opdater trainersoftwaren

1. Tilslut den nye eksterne strømforsyning til traineren og en stikkontakt.
2. Installer om nødvendigt Tacx Training appen, og par den med din trainer:
 - a. Via app store på din telefon eller tablet kan du installere og åbne Tacx Training appen.
 - b. Følg instruktionerne i appen for at fuldføre parrings- og konfigurationsprocessen.
3. Hvis det er nødvendigt, skal du dreje pedalerne og slutte traineren til appen.
4. Fra Tacx Training appen skal du vælge din NEO Bike Plus trainer.
5. Vælg **Firmwareopdatering > Opdatering**.
6. Vent, mens softwareopdateringen fuldføres. Dette kan tage et par minutter.
7. Bekræft, at appen viser den nyeste trainersoftware, version 5.2.0 eller nyere.

Vi sætter stor pris på din tålmodighed, mens vi arbejdede på at identificere en løsning på dette problem, der genopretter funktionaliteten af din Neo Bike Plus trainer.

APPENDIKS: BERØRTE PRODUKTER

Se den hvide produktmærkat på bunden af din trainer.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC 90 W
Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

DELNUMMER	BESKRIVELSE
010-02534-77	NEO Bike Plus bundle, Kina
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

HUOLTOHÄLYTYS: TACX NEO BIKE PLUS - TOIMIA TARVITAAN

TUOTTEET, JOITA TILANNE KOSKEE

Tacx NEO Bike Plus

ONGELMA

Garmin on korjannut NEO Bike Plus -harjoitusvastuksessa havaitun ongelman, joka saattaa aiheuttaa ylikuumenemista ja harvoissa tapauksissa tulipalon. Tilaa korvaava ulkoinen virtalähde seuraavien ohjeiden mukaisesti ja päivitä harjoitusvastuksen ohjelmisto.

NOUDATTAMINEN

Pakollinen

TOIMIA TARVITAAN

Tilaa korvaava ulkoinen virtalähde ja päivitä harjoitusvastuksen ohjelmisto vähintään versioon 5.2.0, jotta voit palauttaa avustetun alamäkipyöräilyn ja USB-lataustoiminnot turvallisesti.

Tilaa korvaava ulkoinen virtalähde

1. Tilaa korvaava ulkoinen virtalähde osoitteesta http://www.garmin.com/NBP_PowerSupply.
2. Kun olet saanut uuden ulkoisen virtalähteen, päivitä harjoitusvastuksen ohjelmisto.
3. Hävitä alkuperäinen virtalähde sovellettavien paikallisten lakien tai asetusten mukaisesti.

Päivitä harjoitusvastuksen ohjelmisto

1. Liitä korvaava ulkoinen virtalähde harjoitusvastukseen ja pistorasiaan.
2. Asenna tarvittaessa Tacx Training -sovellus ja pariliitä se harjoitusvastukseen:
 - a. Asenna puhelimen tai tabletin sovelluskaupasta Tacx Training -sovellus ja avaa se.
 - b. Tee pariliitos ja määrittely sovelluksen ohjeiden mukaisesti.
3. Pyöritä polkimia tarvittaessa ja yhdistä harjoitusvastus sovellukseen.
4. Valitse Tacx Training -sovelluksessa NEO Bike Plus -harjoitusvastus.
5. Valitse **Laiteohjelmistopäivitys > Päivitä**.
6. Odota, kunnes ohjelmistopäivitys on valmis. Tämä voi kestää muutaman minuutin.
7. Varmista, että sovelluksessa näkyy harjoitusvastuksen uusin ohjelmistoversio eli 5.2.0 tai uudempi.

Kiitos kärsivällisyydestäsi, kun etsimme tähän ongelmaan ratkaisua, joka palauttaa Neo Bike Plus -harjoitusvastuksen toiminnot ennalleen.

LIITE: TUOTTEET, JOITA TILANNE KOSKEE

Tarkista harjoitusvastuksen alaosassa oleva valkoinen tuotetarra.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC 90 W
Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

OSANUMERO	KUVAUS
010-02534-77	NEO Bike Plus -paketti, Kiina
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVICEVARSEL: HANDLING KREVES I FORBINDELSE MED TACX NEO BIKE PLUS

BERØRTE PRODUKTER

Tacx NEO Bike Plus

PROBLEM

Garmin har løst problemet med NEO Bike Plus-rullen som kan forårsake overoppheting eller brann i sjeldne tilfeller. Bruk følgende instruksjoner til å bestille en ny ekstern strømforsyning og oppdatere rullens programvare.

SAMSVAR

Obligatorisk

HANDLING KREVES

Bestill en ny ekstern strømforsyning og oppdater rullens programvare til versjon 5.2.0 eller nyere for å gjenopprette nedoverbakkehjelp og USB-ladefunksjonene på en trygg måte.

Bestill en ny ekstern strømforsyning

1. Gå til http://www.garmin.com/NBP_PowerSupply for å bestille en ny ekstern strømforsyning.
2. Når du har mottatt den nye eksterne strømforsyningen, må du oppdatere rullens programvare.
3. Kast den opprinnelige strømforsyningen i henhold til alle gjeldende lokale lover og forskrifter.

Oppdater rullens programvare

1. Koble den nye eksterne strømforsyningen til rullen og et vegguttak.
2. Installer om nødvendig Tacx Training-appen og parkoble den med rullen:
 - a. Installer og åpne Tacx Training-appen i en appbutikk på en telefon eller et nettbrett.
 - b. Følg instruksjonene i appen for å fullføre parkoblingen og konfigureringen.
3. Roter om nødvendig pedalene, og koble rullen til appen.
4. Velg NEO Bike Plus-rullen i Tacx Training-appen.
5. Velg **Fastvareoppdatering > Oppdatering**.
6. Vent mens programvareoppdateringen fullføres. Dette kan ta et par minutter.
7. Sjekk at appen viser den nyeste rulleprogramvaren, versjon 5.2.0 eller nyere.

Vi setter stor pris på tålmodigheten du viste mens vi jobbet med å finne en løsning på dette problemet som kan gjenopprette Neo Bike Plus-rullens funksjonalitet.

TILLEGG: BERØRTE PRODUKTER

Sjekk den hvite produktetiketten på rullens sokkel.



Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC  90 W
Sn. TA5004187

Made in the Netherlands. 2023





WIRELESS ID

25181



FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

DELENUMMER	BESKRIVELSE
010-02534-77	NEO Bike Plus-pakke, Kina
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVICEMEDDELANDE: ÅTGÄRD KRÄVS FÖR TACX NEO BIKE PLUS

BERÖRDA PRODUKTER

Tacx NEO Bike Plus

PROBLEM

Garmin har åtgärdat ett problem med trainern NEO Bike Plus som kan orsaka överhettning eller i sällsynta fall brand. Använd följande instruktioner för att beställa en ny extern strömförsörjning och uppdatera programvaran till din trainer.

EFTERLEVNAD

Obligatorisk

ÅTGÄRD KRÄVS

Beställ en ny extern strömförsörjning och uppdatera programvara till version 5.2.0 eller senare för att säkert återställa funktioner för hjälp i nerförsbackar och USB-laddning.

Beställ ett ny extern strömförsörjning

1. Gå till http://www.garmin.com/NBP_PowerSupply för att beställa en ny extern strömförsörjning.
2. När du har fått den nya externa strömförsörjningen uppdaterar du programvaran till trainern.
3. Kassera den ursprungliga strömförsörjningen i enlighet med lokala lagar och förordningar.

Uppdatera programvaran för trainern

1. Anslut den externa strömförsörjningen från trainern och vägguttaget.
2. Om det behövs installerar du appen Tacx Training och parar ihop den med trainern:
 - a. I appbutiken i din telefon eller surfplatta installerar och öppnar du appen Tacx Training.
 - b. Slutför ihopparringen och konfigurationen genom att följa instruktionerna i appen.
3. Om det behövs roterar du pedalerna och ansluter trainern till appen.
4. Välj trainern NEO Bike Plus från appen Tacx Training.
5. Välj **Firmware-uppdatering** > **Uppdatera**.
6. Vänta medan programvaruuppdateringen slutförs. Det här kan ta några minuter.
7. Bekräfta att den senaste trainerprogramvaran, version 5.2.0 eller senare, visas i appen.

Vi uppskattar verkligen ditt tålamod medan vi arbetade för att identifiera en lösning på det här problemet som återställer funktionaliteten hos din Neo Bike Plus-trainer.

BILAGA: BERÖRDA PRODUKTER

Kontrollera den vita produktetiketten på trainerns bas.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ARTIKELNUMMER	BESKRIVNING
010-02534-77	NEO Bike Plus-paket, Kina
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVISNÍ UPOZORNĚNÍ: TRENAŽER TACX NEO BIKE PLUS VYŽADUJE AKCI

DOTČENÉ PRODUKTY

Tacx NEO Bike Plus

PROBLÉM

Společnost Garmin vyřešila u trenažeru NEO Bike Plus problém, který může způsobit přehřátí nebo ve výjimečných případech i požár. Podle následujících pokynů si objednejte náhradní externí zdroj napájení a aktualizujte software trenažeru.

SHODA S PŘEDPISY

Povinné

VYŽADOVÁNA AKCE

Objednejte si náhradní externí zdroj napájení a aktualizujte software trenažeru na verzi 5.2.0 nebo novější, aby byly znovu k dispozici bezpečné funkce asistenta pro jízdu ze svahu a nabíjení přes USB.

Objednejte si náhradní externí zdroj napájení

1. Přejděte na web http://www.garmin.com/NBP_PowerSupply a vytvořte objednávku náhradního externího zdroje napájení.
2. Až nový zdroj obdržíte, aktualizujte software zařízení.
3. Původní zdroj napájení zlikvidujte s souladu s místními předpisy.

Aktualizujte software trenažeru

1. Připojte nový externí zdroj napájení k trenažeru a zapojte ho do zásuvky.
2. V případě potřeby nainstalujte aplikaci Tacx Training a spárujte ji s trenažerem:
 - a. Z obchodu s aplikacemi si do telefonu nebo tabletu nainstalujte aplikaci Tacx Training a otevřete ji.
 - b. Postupujte podle pokynů v aplikaci a dokončete proces párování a nastavení.
3. V případě potřeby zatočte pedály a připojte trenažer k aplikaci.
4. V aplikaci Tacx Training vyberte svůj trenažer NEO Bike Plus.
5. Zvolte možnost **Aktualizace firmwaru > Aktualizovat**.
6. Počkejte, až aktualizace skončí. Může to trvat několik minut.
7. Zkontrolujte, že se v aplikaci zobrazuje nejnovější software trenažeru: verze 5.2.0 nebo novější.

Velmi oceňujeme vaši trpělivost v době, kdy jsme hledali řešení uvedeného problému a snažili se přijít na to, jak obnovit funkce vašeho trenažeru Neo Bike Plus.

PŘÍLOHA: DOTČENÉ PRODUKTY

Zkontrolujte bílý výrobní štítek na základně trenažeru.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ČÍSLO VÝROBKU	POPIS
010-02534-77	NEO Bike Plus Bundle, Čína
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

ΕΙΔΟΠΟΪΗΣΗ Σ'ΕΡΒΙΣ: ΑΠΑΙΤΕΪΤΑΙ ΕΝ'ΕΡΓΕΙΑ ΓΙΑ ΤΟ TACX NEO BIKE PLUS

ΠΡΟΪΟΝΤΑ ΠΟΥ ΕΠΗΡΕΑΖΟΝΤΑΙ

Tacx NEO Bike Plus

ΠΡΟΒΛΗΜΑ

Η Garmin επίλυσε ένα πρόβλημα με το προπονητήριο εσωτερικού χώρου NEO Bike Plus, το οποίο μπορεί να προκαλέσει υπερθέρμανση ή, σε σπάνιες περιπτώσεις, πυρκαγιά. Χρησιμοποιήστε τις παρακάτω οδηγίες για να παραγγείλετε ένα εξωτερικό ανταλλακτικό τροφοδοτικό και να ενημερώσετε το λογισμικό του προπονητηρίου εσωτερικού χώρου σας.

ΣΥΜΜΟΡΦΩΣΗ

Υποχρεωτική

ΑΠΑΙΤΕΪΤΑΙ ΕΝ'ΕΡΓΕΙΑ

Παραγγείλετε ένα ανταλλακτικό εξωτερικό τροφοδοτικό και ενημερώστε το λογισμικό του προπονητηρίου εσωτερικού χώρου στην έκδοση 5.2.0 ή νεότερη για να επαναφέρετε με ασφάλεια τις λειτουργίες υποβοήθησης κίνησης σε κατηφόρα και φόρτισης USB.

Παραγγελία ανταλλακτικού εξωτερικού τροφοδοτικού

1. Επισκεφθείτε τη διεύθυνση http://www.garmin.com/NBP_PowerSupply για να παραγγείλετε το ανταλλακτικό εξωτερικό τροφοδοτικό.
2. Αφού παραλάβετε το νέο εξωτερικό τροφοδοτικό, ενημερώστε το λογισμικό του προπονητηρίου εσωτερικού χώρου σας.
3. Απορρίψτε το αρχικό τροφοδοτικό σύμφωνα με τους ισχύοντες τοπικούς νόμους ή κανονισμούς.

Ενημέρωση του λογισμικού του προπονητηρίου εσωτερικού χώρου

1. Συνδέστε το ανταλλακτικό εξωτερικό τροφοδοτικό στο προπονητήριο εσωτερικού χώρου και σε μια πρίζα.
2. Εάν είναι απαραίτητο, εγκαταστήστε την εφαρμογή Tacx Training και συνδέστε την με το προπονητήριο εσωτερικού χώρου σας:
 - a. Εγκαταστήστε την εφαρμογή Tacx Training από το κατάστημα εφαρμογών του τηλεφώνου ή του tablet σας και ανοίξτε την.
 - b. Ακολουθήστε τις οδηγίες στην εφαρμογή, για να ολοκληρώσετε τη διαδικασία αντιστοίχισης και ρύθμισης.
3. Εάν είναι απαραίτητο, περιστρέψτε τα πεντάλ και συνδέστε το προπονητήριο εσωτερικού χώρου με την εφαρμογή.
4. Από την εφαρμογή Tacx Training, επιλέξτε το ο προπονητήριο εσωτερικού χώρου NEO Bike Plus.
5. Επιλέξτε **Ενημέρωση υλικολογισμικού > Ενημέρωση**.
6. Περιμένετε μέχρι να ολοκληρωθεί η ενημέρωση του λογισμικού. Η διαδικασία αυτή μπορεί να διαρκέσει μερικά λεπτά.
7. Επιβεβαιώστε ότι η εφαρμογή εμφανίζει το πιο πρόσφατο λογισμικό προπονητηρίου εσωτερικού χώρου, έκδοση 5.2.0 ή νεότερη.

Σας ευχαριστούμε ιδιαίτερα για την υπομονή σας όσο εργαζόμαστε για να βρούμε μια λύση για αυτό το πρόβλημα που θα αποκαθιστά τη λειτουργικότητα του προπονητηρίου εσωτερικού χώρου σας Neo Bike Plus.

ΠΑΡΑΡΤΗΜΑ: ΠΡΟΪΟΝΤΑ ΠΟΥ ΕΠΗΡΕΑΖΟΝΤΑΙ

Ελέγξτε τη λευκή ετικέτα προϊόντος στη βάση του προπονητηρίου εσωτερικού χώρου σας.



Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC  90 W
Sn. TA5004187

Made in the Netherlands. 2023





WIRELESS ID

25181



FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

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Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ΚΩΔΙΚΟΣ ΠΡΟΪΟΝΤΟΣ	ΠΕΡΙΓΡΑΦΗ
010-02534-77	NEO Bike Plus Bundle, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

HOOLDUSTEATIS: TACX NEO BIKE PLUS, NÕUTUD TEGEVUS

MÕJUTATUD TOOTED

Tacx NEO Bike Plus

PROBLEEM

Garmin lahendas probleemi trenažööriga NEO Bike Plus, mis võib kaasa tuua ülekuumenemise või, harvadel juhtudel, süttimise. Välise toiteallika asenduse tellimiseks ja trenažööri tarkvara uuendamiseks kasuta järgmisi juhiseid.

NÕUETELE VASTAVUS

Kohustuslik

NÕUTUD TEGEVUS

Telli välisele toiteallikale asendus ja uuenda trenažööri tarkvara versioonile 5.2.0 või uuemale versioonile, et taastada laskumise abi ja USB laadimise funktsioonid.

Telli välise toiteallika asendus

1. Mine aadressile http://www.garmin.com/NBP_PowerSupply ja telli välisele toiteallikale asendus.
2. Kui oled uue välise toiteallika kätte saanud, uuenda oma trenažööri tarkvara.
3. Kõrvalda algne toiteallikas vastavuses kohalike jäätmekäitlusseaduste või nõuetega.

Uuenda trenažööri tarkvara

1. Ühenda väline toiteallikas trenažööri ja vooluvõrgu pistikupesaga.
2. Vajadusel installi rakendus Tacx Training ja seo see oma trenažööriga.
 - a. Installi oma telefoni või tahvelarvutisse rakenduste poest rakendus Tacx Training ja ava see.
 - b. Sidumise ja seadistamise lõpuleviimiseks järgi rakenduse juhiseid.
3. Vajadusel vänta pedaale ja ühenda trenažöör rakendusega.
4. Vali rakenduses Tacx Training oma NEO Bike Plus trenažöör.
5. Vali **Firmware Update > Update**.
6. Oota, kuni tarkvarauuendus lõpeb. See võib võtta paar minutit.
7. Veendu, et rakendus näitab uusimat trenažööri tarkvara, versioon 5.2.0 või uuem.

Oleme tänulik, et ootasid, kuni lahendasime selle probleemi, et taastada sinu Neo Bike Plus trenažööri funktsionaalsus.

LISA: PROBLEEMIST MÕJUTATUD TOOTED

Kontrolli andmeid valgel tootesildil oma trenažööri all.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

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Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

OSA NUMBER	KIRJELDUS
010-02534-77	NEO Bike Plus Bundle, Hiina
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
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010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVISNO UPOZORENJE: POTREBNO JE PODUZETI MJERE ZA TACX NEO BIKE PLUS

PROIZVODI NA KOJE SE NAVEDENO ODNOSI

Tacx NEO Bike Plus

PROBLEM

Tvrtka Garmin otklonila je problem s trenažerom NEO Bike Plus zbog kojega se on može pregrijavati ili, u rijetkim slučajevima, zapaliti. Slijedite sljedeće upute kako biste naručili zamjenski vanjski izvor napajanja i nadogradili softver trenažera.

USKLAĐENOST

Obvezno

POTREBNO JE PODUZETI MJERE

Naručite zamjenski vanjski izvor napajanja i nadogradite softver trenažera na verziju 5.2.0 ili noviju kako biste sigurno vratili značajke za pomoć za vožnju nizbrdo i značajke za USB punjenje.

Naručite zamjenski vanjski izvor napajanja

1. Posjetite web-mjesto http://www.garmin.com/NBP_PowerSupply kako biste naručili zamjenski vanjski izvor napajanja.
2. Nakon što primite novi vanjski izvor napajanja, nadogradite softver trenažera.
3. Originalni izvor napajanja odložite u skladu s važećim lokalnim zakonima ili propisima.

Nadogradite softver trenažera

1. Povežite zamjenski vanjski izvor napajanja trenažer sa zidnom utičnicom.
2. Ako je potrebno, instalirajte aplikaciju Tacx Training i uparite je sa svojim trenažerom:
 - a. Iz trgovine aplikacijama na telefonu ili tabletu instalirajte i otvorite aplikaciju Tacx Training.
 - b. Slijedite upute u aplikaciji kako biste dovršili postupak postavljanja i uparivanja.
3. Ako je potrebno, okrećite pedale i povežite trenažer s aplikacijom.
4. U aplikaciji Tacx Training odaberite svoj trenažer NEO Bike Plus.
5. Odaberite **Nadogradnja programskih datoteka > Nadogradnja**.
6. Pričekajte da se nadogradnja softvera dovrši. To može potrajati nekoliko minuta.
7. Potvrdite da aplikacija prikazuje posljednju verziju softvera trenažera, verziju 5.2.0 ili noviju.

Cijenimo vaše strpljenje za vrijeme utvrđivanja rješenja za ovaj problem koja vraća funkcionalnost vašeg Neo Bike Plus trenažera.

DODATAK: PROIZVODI NA KOJE SE NAVEDENO ODNOSI

Provjerite bijelu oznaku proizvoda na osnovi vašeg trenažera.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

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Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

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BROJ DIJELA	OPIS
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PERINGATAN SERVIS: TINDAKAN DIPERLUKAN UNTUK TACX NEO BIKE PLUS

PRODUK YANG TERDAMPAK

Tacx NEO Bike Plus

MASALAH

Garmin telah mengatasi masalah pada trainer NEO Bike Plus yang dapat menyebabkan panas berlebih atau dalam keadaan yang jarang terjadi, kebakaran. Gunakan petunjuk berikut untuk memesan catu daya eksternal pengganti dan memperbaiki perangkat lunak trainer Anda.

KEPATUHAN

Wajib

TINDAKAN DIPERLUKAN

Mohon untuk meminta penggantian catu daya eksternal dan memperbaiki perangkat lunak pelatih ke versi 5.2.0 atau yang lebih baru untuk mengembalikan fungsi bantuan menurun dan pengisian USB dengan aman.

Mohon untuk meminta catu daya eksternal pengganti.

1. Kunjungi http://www.garmin.com/NBP_PowerSupply untuk mengajukan permintaan penggantian catu daya eksternal.
2. Setelah menerima catu daya eksternal yang baru, perbarui perangkat lunak trainer Anda.
3. Buang catu daya orisinal sesuai dengan undang-undang atau peraturan setempat yang berlaku.

Memperbarui Perangkat Lunak Trainer

1. Hubungkan catu daya eksternal pengganti ke stopkontak.
2. Jika perlu, instal aplikasi Tacx Training dan hubungkan dengan trainer Anda:
 - a. Buka toko aplikasi di ponsel atau tablet, lalu instal dan buka aplikasi Tacx Training.
 - b. Ikuti petunjuk di aplikasi untuk menyelesaikan proses pemasangan dan penyetelan.
3. Jika perlu, putar pedal dan hubungkan trainer ke aplikasi.
4. Dari aplikasi Tacx Training, pilih trainer NEO Bike Plus Anda.
5. Pilih **Pembaruan Firmware > Perbarui**.
6. Tunggu hingga pembaruan perangkat lunak selesai. Proses ini mungkin perlu beberapa menit.
7. Pastikan aplikasi menampilkan perangkat lunak trainer terbaru, versi 5.2.0 atau yang lebih baru.

Kami sangat menghargai kesabaran Anda selagi kami berupaya mengidentifikasi solusi untuk masalah ini yang mengembalikan fungsionalitas trainer Neo Bike Plus Anda.

LAMPIRAN: PRODUK YANG TERDAMPAK

Periksa label produk berwarna putih di bagian bawah trainer Anda.



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NOMOR KOMPONEN	DESKRIPSI
010-02534-77	NEO Bike Plus Bundle, Tiongkok
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010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

TECHNINIS PRANEŠIMAS: REIKIA IMTIS VEIKSMŲ DĖL „TACX NEO BIKE PLUS“

PAVEIKTI GAMINIAI

Tacx NEO Bike Plus

PROBLEMA

„Garmin“ išsprendė treniruoklio „NEO Bike Plus“ problemą, kuri gali lemti perkaitimą, o tam tikromis retomis aplinkybėmis ir gaisrą. Vadovaudamiesi toliau pateiktomis instrukcijomis užsakykite pakaitinį išorinį maitinimo bloką ir atnaujinkite treniruoklio programinę įrangą.

ATITIKTIS

Privaloma

REIKIA IMTIS VEIKSMŲ

Užsakykite pakaitinį išorinį maitinimo bloką ir atnaujinkite treniruoklio programinę įrangą į 5.2.0 ar naujesnę versiją, kad galėtumėte saugiai atkurti pagalbos važiuojant nuokalne ir įkrovimo per USB funkcijas.

Užsakykite pakaitinį išorinį maitinimo bloką

1. Apsilankykite adresu http://www.garmin.com/NBP_PowerSupply ir pateikite pakaitinio išorinio maitinimo bloko užsakymą.
2. Kai gausite naują išorinį pakaitinį maitinimo bloką, atnaujinkite treniruoklio programinę įrangą.
3. Utilizuokite pradinį maitinimo bloką vadovaudamiesi visais taikomais vietos įstatymais ar teisės aktais.

Atnaujinkite treniruoklio programinę įrangą

1. Prijunkite pakaitinį išorinį maitinimo bloką prie treniruoklio ir sieninio lizdo.
2. Jei reikia, įdiekite programą „Tacx Training“ ir susiekite ją su treniruokliu:
 - a. Iš programų parduotuvės telefone arba planšetiniame kompiuteryje įdiekite programą „Tacx Training“ ir atidarykite ją.
 - b. Vykdydami programoje pateikiamus nurodymus atlikite susiejimo ir nustatymo veiksmus.
3. Jei reikia, pasukite pedalus ir prijunkite treniruoklį prie programos.
4. Programoje „Tacx Training“ pasirinkite savo „NEO Bike Plus“ treniruoklį.
5. Pasirinkite **Aparatinės programinės įrangos naujinimas > Naujinti**.
6. Palaukite, kol programinė įranga bus atnaujinta. Tai gali trukti keletą minučių.
7. Patikrinkite, ar programoje rodoma naujausia treniruoklio programinė įranga, 5.2.0 ar naujesnė versija.

Dėkojame už jūsų kantrybę laukiant, kol rasime problemos sprendimą ir atkursime jūsų treniruoklio „Neo Bike Plus“ funkcijų veikimą.

PRIEDAS. PAVEIKTI GAMINIAI

Patikrinkite baltą produkto etiketę ant treniruoklio pagrindo.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

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Southampton, SO40 9LR, UK

DALIES NUMERIS	APRAŠAS
010-02534-77	NEO Bike Plus Bundle, Kinija
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
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010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
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SERVISA BRĪDINĀJUMS: NEPIECIEŠAMA TACX NEO BIKE PLUS DARBĪBA

SKARTIE PRODUKTI

Tacx NEO Bike Plus

PROBLĒMA

Garmin ir atrisinājis problēmu ar NEO Bike Plus trenāžieri, kas var izraisīt pārkaršanu vai retos gadījumos – aizdegšanos. Lai pasūtītu rezerves ārējo barošanas avotu un atjauninātu trenāžiera programmatūru, izmantojiet tālāk sniegtos norādījumus.

ATBILSTĪBA

Obligāti

NEPIECIEŠAMA DARBĪBA

Pasūtiet rezerves ārējo barošanas avotu un atjauniniet trenāžiera programmatūru līdz versijai 5.2.0 vai jaunākai, lai droši atjaunotu palīgierīces braukšanai lejup pa kalnu un USB uzlādes funkcijas.

Ārējā barošanas avota nomaiņas pasūtīšana

1. Dodieties uz http://www.garmin.com/NBP_PowerSupply, lai pasūtītu rezerves ārējo barošanas avotu.
2. Pēc jaunā ārējā barošanas avota saņemšanas atjauniniet trenāžiera programmatūru.
3. Izmetiet oriģinālo barošanas avotu saskaņā ar spēkā esošajiem vietējiem likumiem vai noteikumiem.

Trenāžiera programmatūras atjaunināšana

1. Savienojiet rezerves ārējo barošanas avotu ar trenāžieri un sienas kontaktligzdu.
2. Ja nepieciešams, instalējiet lietotni Tacx Training un savienojiet to pārī ar trenāžieri:
 - a. Tālruņa vai planšetdatora lietotņu veikalā instalējiet un atveriet lietotni Tacx Training.
 - b. Lai veiktu pāra savienojuma veidošanas un iestatīšanas procesu, izpildiet lietotnē redzamās norādes.
3. Ja nepieciešams, pagrieziet pedāļus un savienojiet trenāžieri ar lietotni.
4. Lietotnē Tacx Training atlasiet savu NEO Bike Plus trenāžieri.
5. Atlasiet **Programmatūras atjaunināšana > Atjaunināt**.
6. Pagaidiet, kamēr tiek pabeigts programmatūras atjauninājums. Tas var aizņemt dažas minūtes.
7. Pārliecinieties, ka lietotnē tiek rādīta jaunākā trenāžiera programmatūras versija – 5.2.0 vai jaunāka.

Mēs ļoti novērtējam jūsu pacietību, kamēr strādājām pie šīs problēmas risinājuma, kas atjaunos jūsu Neo Bike Plus trenāžiera funkcionalitāti.

PIELIKUMS: IETEKMĒTIE PRODUKTI

Pārbaudiet balto produkta etiķeti uz trenāžiera pamatnes.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

This device complies with part 15 of the FCC Rules and with the Industry Canada license – exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

DAĻAS NUMURS	APRAKSTS
010-02534-77	NEO Bike Plus komplekts, Ķīna
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

MAKLUMAN PERKHIDMATAN: TINDAKAN DIPERLUKAN UNTUK TACX NEO BIKE PLUS

PRODUK YANG TERJEJAS

Tacx NEO Bike Plus

ISU

Garmin telah menyelesaikan isu dengan alat latih NEO Bike Plus yang boleh menyebabkan pemanasan lampau atau dalam keadaan yang jarang, kebakaran. Gunakan arahan berikut untuk memesan bekalan kuasa luaran gantian dan mengemaskinikan perisian alat latih anda.

PEMATUHAN

Mandatori

TINDAKAN DIPERLUKAN

Pesan bekalan kuasa luaran gantian dan kemaskinikan perisian alat latih kepada versi 5.2.0 atau lebih baharu untuk memulihkan bantuan menurun bukit dan fungsi pengecasan USB secara selamat.

Pesan Bekalan Kuasa Luaran Ganti

1. Pergi ke http://www.garmin.com/NBP_PowerSupply untuk memesan bekalan kuasa luaran gantian.
2. Selepas anda menerima bekalan kuasa luaran baru, kemaskinikan perisian alat latih anda.
3. Lupuskan bekalan kuasa asal mengikut sebarang undang-undang atau peraturan setempat yang berkenaan.

Kemaskinikan Perisian Alat Latih Anda

1. Sambungkan sambungan bekalan kuasa luaran gantian kepada alat latih dan salur keluar dinding.
2. Jika perlu pasang apl Tacx Training, dan pasang dengan alat latih anda:
 - a. Daripada app store pada telefon atau tablet anda, pasang dan buka apl Tacx Training.
 - b. Ikuti arahan dalam aplikasi untuk menyelesaikan proses berpasangan dan persediaan.
3. Jika perlu, putarkan pedal dan sambung alat latih kepada apl.
4. Daripada apl Tacx Training, pilih alat latih NEO Bike Plus anda.
5. Pilih **Kemas Kini Perisian Tegar > Kemas Kini**.
6. Tunggu sehingga kemas kini perisian selesai. Ini mungkin mengambil masa beberapa minit.
7. Sahkan bahawa aplikasi memaparkan perisian alat latih yang terkini, versi 5.2.0 atau lebih baru.

Kami amat menghargai kesabaran anda sementara kami berusaha untuk mengenal pasti penyelesaian bagi isu ini yang akan memulihkan kefungsiannya alat latih Neo Bike Plus anda.

LAMPIRAN: PRODUK TERJEJAS

Semak label produk putih di bahagian bawah alat latih anda.



Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC  90 W
Sn. TA5004187

Made in the Netherlands. 2023





WIRELESS ID

25181



FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

NOMBOR BAHAGIAN	PERIHALAN
010-02534-77	Berkas NEO Bike Plus, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

ALERT SERWISOWY: TACX NEO BIKE PLUS — WYMAGANE DZIAŁANIE

PRODUKTY, KTÓRYCH DOTYCZY ALERT

Tacx NEO Bike Plus

PROBLEM

Firma Garmin rozwiązała problem z trenerem NEO Bike Plus, który może spowodować przegrzanie lub w rzadkich przypadkach pożar. Skorzystaj z poniższych instrukcji, aby zamówić zamienny zasilacz zewnętrzny i zaktualizować oprogramowanie trenera rowerowego.

ZGODNOŚĆ

Obowiązkowa

WYMAGANE DZIAŁANIE

Zamów zastępczy zasilacz zewnętrzny i zaktualizuj oprogramowanie trenera do wersji 5.2.0 lub nowszej, aby bezpiecznie przywrócić funkcje wspomaganie zjazdu i ładowania przez USB.

Zamawianie zastępczego zasilacza zewnętrznego

1. Na stronie http://www.garmin.com/NBP_PowerSupply można złożyć zamówienie na zamienny zasilacz zewnętrzny.
2. Po otrzymaniu nowego zasilacza zewnętrznego należy zaktualizować oprogramowanie trenera rowerowego.
3. Oryginalny zasilacz należy zutylizować zgodnie z obowiązującymi lokalnymi przepisami.

Aktualizacja oprogramowania trenera

1. Podłącz zamienny zasilacz zewnętrzny do trenera i gniazdka elektrycznego.
2. W razie potrzeby zainstaluj aplikację Tacx Training i sparuj ją z trenerem:
 - a. Korzystając ze sklepu z aplikacjami w smartfonie lub tablecie, zainstaluj i uruchom aplikację Tacx Training.
 - b. Postępuj zgodnie z wyświetlanymi w aplikacji instrukcjami, aby zakończyć proces parowania i konfiguracji.
3. W razie potrzeby obróć pedały i połącz trener z aplikacją.
4. W aplikacji Tacx Training wybierz swój trener NEO Bike Plus.
5. Wybierz opcję **Aktualizacja oprogramowania sprzętowego > Aktualizuj**.
6. Poczekaj, aż zakończy się aktualizacja oprogramowania. Może to zająć kilka minut.
7. Upewnij się, że aplikacja wyświetla najnowsze oprogramowanie trenera, wersję 5.2.0 lub nowszą.

Jesteśmy bardzo wdzięczni za cierpliwość podczas pracy nad znalezieniem rozwiązania tego problemu, które przywróci funkcjonalność trenera Ne Bike Plus.

ZAŁĄCZNIK: PRODUKTY DOTKNIĘTE PROBLEMEM

Sprawdź białą etykietę produktu na podstawie trenera.



Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC  90 W
Sn. TA5004187

Made in the Netherlands. 2023





WIRELESS ID

25181



FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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(2) this device must accept any interference received, including interference that may cause undesired operation.

UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

NUMER KATALOGOWY	OPIS
010-02534-77	Pakiet NEO Bike Plus, Chiny
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, UE/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

ALERTĂ DE SERVICE: ACȚIUNE NECESARĂ PENTRU TACX NEO BIKE PLUS

PRODUSE AFECTATE

Tacx NEO Bike Plus

PROBLEMĂ

Garmin a identificat o problemă la trainerul NEO Bike Plus care poate cauza supraîncălzirea sau, în situații rare, incendii. Utilizați următoarele instrucțiuni pentru a comanda o alimentare externă de schimb și pentru a actualiza software-ul trainerului.

CONFORMITATE

Obligativ

ACȚIUNE NECESARĂ

Comandați o alimentare externă de schimb și actualizați software-ul trainerului la versiunea 5.2.0 sau mai nouă pentru a restabili în siguranță asistența la coborâre și funcțiile de încărcare prin USB.

Comandați o alimentare cu energie externă de schimb

1. Accesați http://www.garmin.com/NBP_PowerSupply pentru a plasa o comandă pentru înlocuirea alimentării externe de schimb.
2. După ce primiți o alimentare externă nouă, actualizați software-ul trainerului.
3. Aruncați sursa de alimentare originală în conformitate cu orice legi și reglementări locale aplicabile.

Actualizați software-ul trainerului

1. Conectați sursa de alimentare externă de schimb la trainer și la o priză de perete.
2. Dacă este necesar, instalați aplicația Tacx Training și asociați-o cu trainerul:
 - a. Din magazinul de aplicații de pe telefon sau tabletă, instalați și deschideți aplicația Tacx Training.
 - b. Urmăriți instrucțiunile din aplicație pentru a finaliza procesul de asociere și configurare.
3. Dacă este necesar, rotiți pedalele și conectați trainerul la aplicație.
4. Din aplicația Tacx Training, selectați trainerul NEO Bike Plus.
5. Selectați **Actualizare firmware > Actualizare**.
6. Așteptați finalizarea actualizării de software-ului. Acest proces poate dura câteva minute.
7. Confirmați că aplicația afișează cel mai recent software pentru trainer, versiunea 5.2.0 sau o versiune mai nouă.

Apreciem răbdarea dvs. în timp ce am lucrat să identificăm o soluție pentru această problemă care restabilește funcțiile trainerului Neo Bike Plus.

ANEXĂ: PRODUSE AFECTATE

Verificați eticheta albă a produsului de pe baza trainerului.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

NUMĂR PIESĂ	DESCRIERE
010-02534-77	Pachet NEO Bike Plus, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVISNÉ UPOZORNENIE: VYŽADUJE SA AKCIA PRE TACX NEO BIKE PLUS

DOTKNUTÉ PRODUKTY

Tacx NEO Bike Plus

PROBLÉM

Spoločnosť Garmin vyriešila problém s trenažérom NEO Bike Plus, ktorý môže viesť k prehriatiu alebo, v zriedkavých prípadoch, k požiaru. Podľa nasledujúcich pokynov si objedajte náhradný externý zdroj napájania a aktualizujte softvér trenažéra.

SÚLAD

Povinné

VYŽADUJE SA AKCIA

Objedajte si náhradný externý zdroj napájania a aktualizujte softvér trenažéra na verziu 5.2.0 alebo novšiu, aby bolo možné bezpečne obnoviť asistenciu pri zjazde z kopca a funkcie nabíjania cez USB.

Objedajte si náhradný externý zdroj napájania

1. Prejdite na stránku http://www.garmin.com/NBP_PowerSupply a zadajte objednávku náhradného externého zdroja napájania.
2. Keď budete mať nový externý zdroj napájania, aktualizujte softvér trenažéra.
3. Pôvodný zdroj napájania zlikvidujte v súlade s príslušnými miestnymi zákonmi a nariadeniami.

Aktualizujte softvér trenažéra

1. Pripojte náhradný externý zdroj napájania k trenažéru a do zásuvky.
2. V prípade potreby nainštalujte aplikáciu Tacx Training a spárujte ju s trenažérom:
 - a. Prostredníctvom obchodu s aplikáciami v telefóne alebo tablete nainštalujte a otvorte aplikáciu Tacx Training.
 - b. Podľa pokynov v aplikácii dokončíte párovanie a proces nastavenia.
3. V prípade potreby otočte pedále a pripojte trenažér k aplikácii.
4. V aplikácii Tacx Training vyberte svoj trenažér NEO Bike Plus.
5. Vyberte položky **Aktualizácia firmvéru** > **Aktualizovať**.
6. Počkajte, kým sa dokončí aktualizácia softvéru. Môže to trvať pár minút.
7. Skontrolujte, či aplikácia zobrazuje najnovší softvér trenažéra, verziu 5.2.0 alebo novšiu.

Veľmi si vážime, že ste trpezlivo čakali, kým nájdeme riešenie tohto problému a obnovíme funkčnosť vášho trenažéra Neo Bike Plus.

PRÍLOHA: DOTKNUTÉ PRODUKTY

Skontrolujte biely štítok výrobku na základni trenažéra.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC 90 W
Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ČÍSLO DIELU	OPIS
010-02534-77	Súprava NEO Bike Plus, Čína
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

SERVISNO OPOZORILO: POTREBNO JE UKREPANJE V ZVEZI S TRENAŽERJEM TACX NEO BIKE PLUS

ZAJETI IZDELKI

Tacx NEO Bike Plus

TEŽAVA

Družba Garmin je odpravila težavo pri trenažerju NEO Bike Plus, ki lahko povzroči pregretje ali v redkih primerih celo požar. Za naročilo nadomestnega zunanjšega napajalnika in posodobitev programske opreme trenažerja upoštevajte naslednja navodila.

UPOŠTEVANJE

Obvezno

POTREBEN UKREP

Za varno ponovno vzpostavitev pomoči za vožnjo navzdol in polnjenja prek vrat USB naročite nadomestni zunanji napajalnik in posodobite programsko opremo trenažerja na različico 5.2.0 ali novejšo različico.

Naročilo nadomestnega zunanjšega napajalnika

1. Obiščite spletni naslov http://www.garmin.com/NBP_PowerSupply in oddajte naročilo za nadomestni zunanji napajalnik.
2. Ko prejmete nov zunanji napajalnik, posodobite programsko opremo trenažerja.
3. Prvotni napajalnik odvrzite v skladu z veljavnimi lokalnimi zakoni ali predpisi.

Posodobitev programske opreme trenažerja

1. Priklopite nadomestni zunanji napajalnik na trenažer in stensko vtičnico.
2. Po potrebi namestite program Tacx Training in ga združite s trenažerjem:
 - a. V pametni telefon ali tablični računalnik namestite program Tacx Training iz trgovine s programi in ga odprite.
 - b. Upoštevajte navodila v programu za dokončanje postopka združitve in nastavitve.
3. Po potrebi zavrtite pedala in povežite trenažer s programom.
4. V programu Tacx Training izberite trenažer NEO Bike Plus.
5. Izberite **Posodobitev vdelane programske opreme > Posodobi**.
6. Počakajte, da se konča posodabljanje programske opreme. To lahko traja nekaj minut.
7. Preverite, ali je v programu prikazana najnovejša programska oprema trenažerja, tj. različica 5.2.0 ali novejša različica.

Zahvaljujemo se vam za potrpežljivost, medtem ko smo iskali rešitev za to težavo, ki znova vzpostavi delovanje trenažerja Neo Bike Plus.

PRILOGA: ZAJETI IZDELKI

Preverite podatke na beli nalepki izdelka na spodnjem delu trenažerja.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

ŠTEVILKA DELA	OPIS
010-02534-77	Paket s trenerjem NEO Bike Plus, Kitajska
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

การแจ้งเดือนบริการ: TACX NEO BIKE PLUS ที่จำเป็นต้องดำเนินการ

ผลิตภัณฑ์ที่ได้รับผลกระทบ

Tacx NEO Bike Plus

ปัญหา

Garmin ได้แก้ไขปัญหาที่เกี่ยวข้องกับเทรนเนอร์ NEO Bike Plus ซึ่งอาจทำให้เกิดความร้อนสูงเกินไปหรือในบางกรณีที่อาจทำให้เกิดเพลิงไหม้ได้

กรุณาใช้คำแนะนำในประกาศบริการด้านล่างนี้เพื่อทำการขอแหล่งจ่ายไฟภายนอกใหม่และอัปเดตซอฟต์แวร์ของเทรนเนอร์ของท่าน

การปฏิบัติตาม

บังคับ

จำเป็นต้องดำเนินการ

ขอแหล่งจ่ายไฟภายนอกใหม่และอัปเดตซอฟต์แวร์ของเทรนเนอร์เป็นเวอร์ชัน 5.2.0 หรือเวอร์ชันที่ใหม่กว่านี้เพื่อคืนค่าฟังก์ชันการช่วยเหลือในการลงเขาและการชาร์จผ่าน USB อย่างปลอดภัย

สั่งซื้อแหล่งจ่ายไฟภายนอกทดแทน

1. ไปที่ http://www.garmin.com/NBP_PowerSupply เพื่อทำการขอแหล่งจ่ายไฟภายนอกทดแทน
2. หลังจากที่คุณได้รับแหล่งจ่ายไฟภายนอกใหม่แล้วให้อัปเดตซอฟต์แวร์เทรนเนอร์ของคุณ
3. กำจัดแหล่งจ่ายไฟเดิมตามกฎหมายหรือข้อบังคับท้องถิ่นที่เกี่ยวข้อง

อัปเดตซอฟต์แวร์เทรนเนอร์

1. เชื่อมต่อแหล่งจ่ายไฟภายนอกทดแทนเข้ากับเทรนเนอร์และเต้าเสียบที่ผนัง
2. หากจำเป็น ให้ติดตั้งแอป Tacx Training และจับคู่กับเทรนเนอร์ของคุณ:
 - a. จากร้านค้าแอปในมือถือหรือแท็บเล็ตของคุณ ให้ติดตั้งและเปิดแอป Tacx Training
 - b. ทำตามคำแนะนำในแอปเพื่อทำการจับคู่และตั้งค่าให้เสร็จสมบูรณ์
3. หากจำเป็น ให้หมุนแป้นเหยียบ และเชื่อมต่อเทรนเนอร์เข้ากับแอป
4. จากแอป Tacx Training ให้เลือกเทรนเนอร์ NEO Bike Plus ของคุณ
5. เลือก อัปเดตเฟิร์มแวร์ > อัปเดต
6. รอจนกว่าการอัปเดตซอฟต์แวร์จะเสร็จ อาจต้องใช้เวลาสักครู่
7. ตรวจสอบว่าแอปแสดงซอฟต์แวร์เทรนเนอร์ล่าสุด เวอร์ชัน 5.2.0 หรือใหม่กว่า

เราขอขอบคุณอย่างยิ่งที่คุณอดทนรอในขณะที่เรากำลังดำเนินการค้นหาวิธีแก้ไขปัญหาค้นหาวิธีแก้ไขปัญหาที่ช่วยคืนฟังก์ชันการทำงานของเทรนเนอร์ Neo Bike Plus ของคุณ

ภาคผนวก: ผลิตภัณฑ์ที่ได้รับผลกระทบ

ตรวจสอบฉลากผลิตภัณฑ์สีขาวที่ฐานเทรนเนอร์

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC 90 W
Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

This device complies with part 15 of the FCC Rules and with the Industry Canada license – exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

หมายเลขชิ้นส่วน	คำอธิบาย
010-02534-77	NEO Bike Plus Bundle, China
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

サービスアラート：TACX NEO BIKE PLUSで対応が必要です

対象製品

Tacx NEO Bike Plus

問題

Garminは、NEO Bike Plusトレーナーに過熱、またはまれな状況で火災を引き起こす可能性のある問題を解決しました。次の手順に従って交換用の外部電源(無償提供)を依頼し、トレーナーソフトウェアを更新してください。

対応の必要性

必須

対応が必要です

ダウンヒルアシスタンスとUSB充電機能を安全にご使用頂けるようにするため、交換用の外部電源(無償提供)を提供して、トレーナーソフト

ウェアをバージョン5.2.0以降に更新してください。

交換用外部電源の依頼方法(無償提供)

1. 交換用外部電源を依頼するには、http://www.garmin.com/NBP_PowerSupply へアクセスし必要事項を送信します。
2. 新しい外部電源が届いたら、トレーナーソフトウェアを更新します。
3. 元の外部電源は、該当する現地の法律または規制に従って廃棄してください。

トレーナーソフトウェアの更新

1. 交換用外部電源をトレーナーとコンセントに接続します。
2. 必要に応じて、Tacx Trainingアプリをインストールし、トレーナーとペアリングします。
 - a. スマートフォンまたはタブレットのアプリストアからTacx Trainingアプリをインストールして開きます。
 - b. アプリの指示に従って、ペアリングおよびセットアッププロセスを完了します。
3. 必要に応じてペダルを回し、トレーナーをアプリに接続します。
4. Tacx Trainingアプリから、NEO Bike Plusトレーナーを選択します。
5. **【ファームウェアの更新】** > **【更新】** の順に選択します。
6. ソフトウェアの更新が完了するまで待ちます。これには数分かかる場合があります。
7. アプリに最新のトレーナーソフトウェア (バージョン5.2.0以降) が表示されていることを確認します。

この問題の解決策を特定し、Neo Bike Plusトレーナーの機能を回復させるために取り組んでいる間、お待ちいただきありがとうございました。

付録：対象製品

トレーナーのベース部にある白い製品ラベルを確認してください。

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

部品番号	説明
010-02534-77	Neo Bike Plusバンドル、中国
010-02534-76	Tacx、NEO Bike Plus、CN
010-02534-74	Tacx、NEO Bike Plus、AR
010-02534-73	Tacx、NEO Bike Plus、TW
010-02534-72	Tacx、NEO Bike Plus、JP
010-02534-71	Tacx、NEO Bike Plus、BR
010-02534-69	Tacx、NEO Bike Plus、KR
010-02534-68	Tacx、NEO Bike Plus、AU/NZ
010-02534-67	Tacx、NEO Bike Plus、ZA
010-02534-66	Tacx、NEO Bike Plus、IL
010-02534-62	Tacx、NEO Bike Plus、GB、A0S4229、A0S4230
010-02534-61	Tacx、NEO Bike Plus、EU/CL、A0S4229、A0S4230
010-02534-60	Tacx、NEO Bike Plus、NA、A0S4229、A0S4230

서비스 알림: TACX NEO BIKE PLUS 조치 필요

영향을 받는 제품

Tacx NEO Bike Plus

문제

Garmin은 NEO Bike Plus 트레이너에서 과열 또는 드물게 화재를 유발할 수 있는 문제를 발견했습니다. 다음 지침에 따라 교체용 외부 전원 공급 장치를 신청하고 트레이너 소프트웨어를 업데이트하시기 바랍니다.

규정 준수

필수

조치 필요

교체용 외부 전원 공급 장치를 신청하고 트레이너 소프트웨어를 버전 5.2.0 이상으로 업데이트하여 내리막 지원 및 USB 충전 기능을 안전하게 복원하세요.

교체용 외부 전원 공급 장치 신청

1. http://www.garmin.com/NBP_PowerSupply 주소로 이동하여 교체용 외부 전원 공급 장치를 신청하세요.
2. 새 외부 전원 공급 장치를 받으면 트레이너 소프트웨어를 업데이트하세요.
3. 기존의 전원 공급 장치는 해당 지역 법률이나 규정에 따라 폐기하세요.

트레이너 소프트웨어 업데이트

1. 트레이너와 벽면 콘센트에 교체용 외부 전원 공급 장치를 연결합니다.
2. 필요한 경우 Tacx Training 앱을 설치하고 트레이너와 페어링합니다.
 - a. 휴대폰 또는 태블릿의 앱 스토어에서 Tacx Training 앱을 설치하고 엽니다.
 - b. 앱의 지침에 따라 페어링 및 설정 프로세스를 완료합니다.
3. 필요한 경우 페달을 회전하고 트레이너를 앱에 연결합니다.
4. Tacx Training 앱에서 NEO Bike Plus 트레이너를 선택합니다.
5. **펌웨어 업데이트 > 업데이트**를 선택합니다.
6. 펌웨어 업데이트가 끝날 때까지 기다립니다. 이 작업은 몇 분 정도 소요될 수 있습니다.
7. 앱에 최신 트레이너 소프트웨어 버전 5.2.0 이상이 표시되는지 확인합니다.

Neo Bike Plus 트레이너의 기능을 복원하기 위해 이 문제의 해결책을 찾는 동안 인내심을 가지고 기다려 주셔서 대단히 감사합니다.

부록: 영향을 받는 제품

트레이너 베이스에 있는 흰색 제품 레이블을 확인합니다.



부품 번호	설명
010-02534-77	NEO Bike Plus 번들, 중국
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
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010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

THÔNG BÁO DỊCH VỤ: YÊU CẦU HÀNH ĐỘNG TACX NEO BIKE PLUS

SẢN PHẨM BỊ ẢNH HƯỞNG

Tacx NEO Bike Plus

VẤN ĐỀ

Garmin đã giải quyết sự cố liên quan đến máy tập NEO Bike Plus có thể gây quá nhiệt hoặc trong một số trường hợp hiếm gặp có thể gây cháy. Sử dụng các hướng dẫn sau để đặt mua nguồn điện ngoài thay thế và cập nhật phần mềm máy tập của bạn.

TUÂN THỦ

Bắt buộc

YÊU CẦU HÀNH ĐỘNG

Đặt mua nguồn điện bên ngoài thay thế và cập nhật phần mềm máy tập lên phiên bản 5.2.0 hoặc mới hơn để khôi phục chức năng hỗ trợ xuống dốc và sạc USB một cách an toàn.

Đặt mua nguồn điện ngoài thay thế

1. Truy cập http://www.garmin.com/NBP_PowerSupply để đặt hàng bộ nguồn điện bên ngoài thay thế.
2. Sau khi nhận được nguồn điện ngoài mới, hãy cập nhật phần mềm máy tập của bạn.
3. Xử lý nguồn điện ban đầu theo đúng luật pháp hoặc quy định hiện hành của địa phương.

Cập nhật phần mềm máy tập

1. Kết nối nguồn điện bên ngoài thay thế vào máy tập và ổ cắm trên tường.
2. Nếu cần, hãy cài đặt ứng dụng Tacx Training và ghép đôi với máy tập của bạn:
 - a. Từ cửa hàng ứng dụng trên điện thoại hoặc máy tính bảng của bạn, hãy cài đặt và mở ứng dụng Tacx Training.
 - b. Làm theo hướng dẫn trong ứng dụng để hoàn tất quá trình ghép nối và thiết lập.
3. Nếu cần, hãy xoay bàn đạp và kết nối máy tập với ứng dụng.
4. Từ ứng dụng Tacx Training, hãy chọn máy tập NEO Bike Plus của bạn.
5. Chọn **Cập nhật chương trình cơ sở > Cập nhật**.
6. Chờ trong khi quá trình cập nhật phần mềm kết thúc. Quá trình này có thể mất vài phút.
7. Xác nhận rằng ứng dụng hiển thị phần mềm máy tập mới nhất, phiên bản 5.2.0 hoặc mới hơn.

Chúng tôi rất trân trọng sự kiên nhẫn của bạn trong khi chúng tôi tìm cách giải quyết vấn đề này để khôi phục chức năng cho máy tập Neo Bike Plus của bạn.

PHỤ LỤC: SẢN PHẨM BỊ ẢNH HƯỞNG

Kiểm tra nhãn sản phẩm màu trắng trên đế máy tập của bạn.

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

MÃ BỘ PHẬN	MÔ TẢ
010-02534-77	Gói NEO Bike Plus, Trung Quốc
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
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010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

服务快讯：NEO BIKE PLUS 需要操作

受影响的产品

NEO Bike Plus

问题

Garmin已解决NEO Bike Plus骑行台存在的可能过热或在极少数情况下可能起火的问题。请按照以下说明申请外部电源替换件，并更新骑行台软件。

合规性

强制

需要操作

申请外部电源替换件，并将骑行台软件更新至 5.2.0 或更高版本，以安全恢复下坡辅助功能和 USB 充电功能。

订购外部电源替换件

1. 请访问http://www.garmin.com/NBP_PowerSupply，申请外部电源替换件。
2. 收到新的外部电源后，更新骑行台软件。
3. 根据当地适用的法律法规处置原本的外部电源。

更新骑行台软件

1. 使用新的外部电源连接骑行台与电源插座。
2. 如有必要，请安装Garmin Indoor Cycling应用程序并将其与您的骑行台配对：
 - a. 从手机或平板电脑上的应用商店安装并打开Garmin Indoor Cycling应用程序。
 - b. 按照应用程序中的说明完成配对和设置过程。
3. 如有必要，请旋转踏板，并将骑行台连接到应用程序。
4. 从Garmin Indoor Cycling应用程序中，选择您的 NEO Bike Plus 骑行台。
5. 选择固件更新 > 更新。
6. 请等待软件更新完成。这可能需要几分钟时间。
7. 确认应用程序显示的骑行台软件版本为 5.2.0 或更高版本。

我们诚挚地感谢您在我们努力寻找解决方案期间的耐心等待！

附录：受影响的产品

如果您需要确认产品名称，请查看踏板附近的白色产品标签。

GARMIN®

型号 **A0S4229** **NEO Bike Plus**

骑行训练台

48 VDC

90 W

CMIIT ID: 2023DJ16457

类(级)别 SA

本骑行台可支持最大重量 120 kg

WIRELESS ID

 #WID#

Sn. **TA5XXXXXX**

产地:荷兰 #YEAR#

上海佳明航电企业管理有限公司

上海市徐汇区桂平路 391 号

新漕河泾国际商务中心A座37楼

料号	说明
010-02534-77	NEO Bike Plus Bundle, 中国
010-02534-76	NEO Bike Plus, 中国
010-02534-74	NEO Bike Plus, 阿根廷
010-02534-73	NEO Bike Plus, 中国台湾
010-02534-72	NEO Bike Plus, 日本
010-02534-71	NEO Bike Plus, 巴西
010-02534-69	NEO Bike Plus, 韩国
010-02534-68	NEO Bike Plus, 澳大利亚/新西兰
010-02534-67	NEO Bike Plus, 南非
010-02534-66	NEO Bike Plus, 以色列
010-02534-62	NEO Bike Plus, 英国, A0S4229, A0S4230
010-02534-61	NEO Bike Plus, 欧盟/智利, A0S4229, A0S4230
010-02534-60	NEO Bike Plus, 纳米比亚 · A0S4229, A0S4230

服務警示：需要採取 NEO BIKE PLUS 相關行動

受影響的產品

Tacx NEO Bike Plus

問題

Garmin 已解決 NEO Bike Plus 訓練台的問題，此問題可能會造成過熱，或在極少數的情況下起火。請依照下列指示訂購替換的外接式電源供應器，並更新您的訓練台軟體。

符合性

強制

需要採取行動

請訂購替換的外接式電源供應器，並將訓練台軟體更新至版本 5.2.0 或更新版本，以安全回復下坡輔助和 USB 充電功能。

訂購替換用外接式電源供應器

1. 請前往 http://www.garmin.com/NBP_PowerSupply 訂購替換用外接式電源供應器。
2. 收到新的外接式電源供應器後，請更新您的訓練台軟體。
3. 請根據任何適用的當地法律或法規，丟棄原本的電源供應器。

更新訓練台軟體

1. 將替換用外接式電源供應器連接到訓練台和牆上插座。
2. 如有必要，請安裝 Tacx Training app，並與您的訓練台配對：
 - a. 從手機或平板電腦上的 App Store 安裝並開啟 Tacx Training app。
 - b. 依照 app 中的指示完成配對與設定程序。
3. 必要時，請旋轉踏板，然後將訓練台連結至 app。
4. 從 Tacx Training app 中，選擇您的 NEO Bike Plus 訓練台。
5. 選擇**韌體更新** > **更新**。
6. 請稍候，軟體正在完成更新。這可能需要幾分鐘的時間。
7. 確認 app 顯示最新的訓練台軟體版本為 5.2.0 或更新版本。

我們誠摯感謝您的耐心等待，讓我們找出這個問題的解決方案，以回復 Neo Bike Plus 訓練台的功能。

附錄：受影響的產品

請檢查訓練台底座的白色產品標籤。

Tacx

Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229

Product: NEO Bike Plus

48 VDC 90 W

Sn. TA5004187

Made in the Netherlands. 2023

WIRELESS ID

25181

FCC ID: 2AAMI – T8000 IC: 11353A – T8000

This device complies with part 15 of the FCC Rules and with the Industry Canada license – exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounslow Business Park
Southampton, SO40 9LR, UK

零件編號

說明

零件編號	說明
010-02534-77	NEO Bike Plus 套件, 中國
010-02534-76	Tacx, NEO Bike Plus, CN
010-02534-74	Tacx, NEO Bike Plus, AR
010-02534-73	Tacx, NEO Bike Plus, TW
010-02534-72	Tacx, NEO Bike Plus, JP
010-02534-71	Tacx, NEO Bike Plus, BR
010-02534-69	Tacx, NEO Bike Plus, KR
010-02534-68	Tacx, NEO Bike Plus, AU/NZ
010-02534-67	Tacx, NEO Bike Plus, ZA
010-02534-66	Tacx, NEO Bike Plus, IL
010-02534-62	Tacx, NEO Bike Plus, GB, A0S4229, A0S4230
010-02534-61	Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230
010-02534-60	Tacx, NEO Bike Plus, NA, A0S4229, A0S4230

TACX NEO BIKE PLUS - התראת שירות: נדרשת פעולה ל-

מוצרים מושפעים

Tacx NEO Bike Plus

הבעיה

Garmin פתרה בעיה במאמן של NEO Bike Plus שעלולה לגרום להתחממות יתר או לשרפה במקרים נדירים. פעל לפי ההנחיות הבאות כדי להזמין אספקת חשמל חיצונית חלופית ולעדכן את תוכנת השרת שלך.

תאימות

חובה

נדרשת פעולה

הזמן אספקת חשמל חיצונית חלופית ועדכן את תוכנת התקן האימון לגרסה 5.2.0 ואילך כדי לשחזר בבטחה את פונקציות הסיוע ברכיבה בירידות וטעינת ה-USB.

הזמנת אספקת חשמל חיצונית חלופית

1. עבור אל http://www.garmin.com/NBP_PowerSupply כדי להזמין אספקת חשמל חיצונית חלופית.
2. לאחר שתקבל את אספקת החשמל החיצונית החדשה, עדכן את התוכנה של התקן האימון.
3. השלך את אספקת החשמל המקורית בהתאם לתקנות או לחוקים הרלוונטיים.

עדכון התוכנה של התקן האימון

1. חבר את אספקת החשמל החיצונית להתקן האימון ולשקע בקיר.
 2. במידת הצורך, התקן את יישום Tacx Training ושייך אותו להתקן האימון:
 - a. בחנות היישומים בטלפון או בטאבלט, התקן את היישום Tacx Training ופתח אותו.
 - b. עקוב אחר ההוראות ביישום כדי להשלים את השיוך ואת תהליך ההגדרה.
 3. במידת הצורך, סובב את הדוושות וחבר את התקן האימון ליישום.
 4. ביישום Tacx Training, בחר את התקן האימון ב-NEO Bike Plus.
 5. בחר באפשרות **עדכון קושחה < עדכן**.
 6. המתן שעדכון התוכנה יסתיים. הפעולה עשויה להימשך מספר דקות.
 7. ודא שהיישום מציג את תוכנת המאמן העדכנית ביותר, גרסה 5.2.0 ואילך.
- אנחנו מעריכים מאוד את סבלנותך בזמן שפעלנו למציאת פתרון לבעיה הזו שמשחזר את הפונקציונליות של התקן האימון Neo Bike Plus.

נספח: המוצרים המושפעים

בדוק את תווית המוצר הלבנה על בסיס התקן האימון.



Tacx BV.
de Boeg 2, 2343HK Oegstgeest
The Netherlands

Model: A0S4229
Product: **NEO Bike Plus**
48 VDC  90 W
Sn. TA5004187

Made in the Netherlands. 2023





WIRELESS ID

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FCC ID: 2AAMI – T8000 IC: 11353A – T8000

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UK
CA

Garmin (Europe) Ltd.,
Liberty House, Hounsdown Business Park
Southampton, SO40 9LR, UK

תיאור	מספר חלק
חבילת NEO Bike Plus, סין	77-02534-010
Tacx, NEO Bike Plus, CN	76-02534-010
Tacx, NEO Bike Plus, AR	74-02534-010
Tacx, NEO Bike Plus, TW	73-02534-010
Tacx, NEO Bike Plus, JP	72-02534-010
Tacx, NEO Bike Plus, BR	71-02534-010
Tacx, NEO Bike Plus, KR	69-02534-010
Tacx, NEO Bike Plus, AU/NZ	68-02534-010
Tacx, NEO Bike Plus, ZA	67-02534-010
Tacx, NEO Bike Plus, IL	66-02534-010
Tacx, NEO Bike Plus, GB, A0S4229, A0S4230	62-02534-010
Tacx, NEO Bike Plus, EU/CL, A0S4229, A0S4230	61-02534-010
Tacx, NEO Bike Plus, NA, A0S4229, A0S4230	60-02534-010