

TRUEBIKE BASE

USER MANUAL | ENGLISH



TRUEKINETIX
TRUE REVOLUTIONS



BENELUX
ENTERPRISE AWARD



BIKE MOTION
BENELUX AWARD



DUTCH SPORTS
INNOVATION AWARD

TABLE OF CONTENTS

INTRODUCTION OVERVIEW	3
1. BEFORE YOU START	4
1.1 Important precautions	
1.2 Parts of the TrueBike	
1.3 Meaning of the LEDS	
1.3 The TrueKinetix App	
1.4 Adjusting the seatpost & handlebar	
2. QUICK START	10
2.1 How to connect the TrueBike Base to WIFI	
2.2 How to start/end a workout	
2.3 Virtual Shifting	
2.4 How to simulate hills	
2.5 ERG Mode	
2.6 LAPS	
2.7 How to view your training data	
3. ADVANCED FEATURES	13
3.1 Virtual Gears	
3.2 Connecting third-party apps	
3.3 Connecting Sports watches	
3.4 Connecting ANT+ devices	
4. TRUEBIKE BIKE + FEATURES	15
4.1 How to connect a second screen (HDMI port)	
4.2 Overview of extra workout metrics	
4.3 How to modify the screen layout	
4.4 How to charge devices (USB-port)	
5. SUPPORT & WARRANTY POLICY	18

INTRODUCTION

Welcome to TrueKinetix and congratulations on your new TrueBike Base, the world's first robotic indoor smart bike! The TrueBike Base is the only indoor bike that offers the most realistic road feel along with a range of unique features such as virtual gears, advanced performance tracking, accurate power measurements of 0.5% accuracy, and riding with the virtual cycling platforms you love.

At TrueKinetix, our mission is to set the golden standard of indoor cycling and fitness. We are dedicated to creating revolutionary fitness equipment that empowers athletes to surpass their limits and unlock their true potential. Through our unwavering commitment to quality, design, and user experience, we aim to inspire and motivate athletes, fitness enthusiasts, and everyday individuals to embrace a healthier and more active lifestyle. With a focus on sustainability in our products, we strive to make a positive impact on the world, one revolution at a time.

In this user manual, we will guide you through every aspect of the TrueBike, from the setup and maintenance to advanced customization options and the start of your first ride. Please make sure to read this manual thoroughly before riding.

Join us in the revolution and share your ride with us
for a chance to become featured

#TrueAthlete

Follow @truekinetix_



1. BEFORE YOU START

The TrueBike Base is a robotic indoor bicycle trainer and should be used as an indoor bicycle trainer. This document contains screenshots and instructions to describe how the TrueBike Base's system works. If you have any questions after reading this manual, please visit the TrueKinetix Online Support Center for additional resources (<https://truekinetix.com/support>)

1.1 Important precautions

WIFI REQUIREMENTS:

- To use the TrueBike Base, it should be connected to a WIFI network that meets the requirement below:
 - TrueKinetix products only support 2.4 GHz band. This is an older band and some newer routers have this band disabled since it is quite full. So you need to check whether the 2.4 GHz band is enabled on your access point.
 - To connect your TrueKinetix product it performs a WiFi scan to determine which access points are around to connect to. Therefore your SSID cannot be hidden.
 - TrueKinetix supports WPA2 security. This means you need to give an SSID (network name) and a password to connect to your wifi. Newer routers also support WPA3, TrueKinetix products do not. So ensure that you have enabled WPA2 security. We also support networks that don't require a password at all (please be aware that these networks can be quite unsafe).
NOTE: We do not support networks that don't require a password, but then connect you to a website where you must enter additional info. This is not WPA2

PLACEMENT & USAGE:

- Use the TrueBike Base only as described in this manual.
- Always turn off the TrueBike Base after each use.
- Wear appropriate exercise clothes when using the TrueBike.
- Perspiration moisture and condensation can harm the electronics. Therefore, do not use the TrueBike Base in damp areas.
- Do not expose the TrueBike to water or moisture.
- The motor unit is provided with a sturdy frame. However, avoid stepping onto the motor unit as much as possible.
- Your TrueKinetix Base might come with pre-installed pedals. It is your responsibility to regularly check that the pedals are still tightly (30 Nm minimum, 40 Nm max) connected to your crank.
- If you install your pedals yourself, you also have to comply with the prescribed torque of both the pedals and your TrueBike Base (30 Nm minimum, 40 Nm max). Failure to do so might damage the thread in your cranks.

- Damage to the cranks due to poorly installed pedals, or pedals that have become loosened during use is not covered by the warranty.
- Incorrect use and/or maintenance will void the warranty. Read more in chapter 5 or visit <https://truekinetix.com/returns-and-warranties>.

BATTERY:

- The TrueBike Base contains a battery. The battery will be irreversibly damaged if its completely drained. Therefore it's paramount that you keep your battery well- conditioned by keeping it sufficiently charged. This means the product should be connected to a power main at least every two months. Especially if you don't use the TrueBike for prolonged periods.
- Damage incurred to the batteries due to bad condition as described before will void the warranty.
- Only use the external power adapter that came with the TrueBike Base. Use of another type or brand of external power adapter may cause a dangerous situation, which could lead to personal injury or damage to the equipment or even fire, or it can cause irreversible damage to the TrueBike Base.
- We recommend keeping the TrueBike Base connected to a power mains to ensure the best indoor cycling experience and foremost during training sessions that are more taxing on the battery such as intervals and hilly rides.
- After your workout, unplug TrueBike Base from the power outlet to prevent the battery from overcharging, when the battery is already fully charged.
- Keep the power cord away from heat.

HEALTH

- Before beginning any exercise program, consult your physician. This is especially important for persons over age 35 or persons with pre-existing health problems.
- 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 the use of the appliance by a person responsible for their safety.
- 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.
- 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.

MAINTENANCE & CLEANING:

- Clean only with a dry cloth. Do not use cleaning solvents or abrasives.
- 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.

1. BEFORE YOU START

- Never remove any housing unless instructed to do so by an authorized staff member of TrueKinetix.
- Servicing other than the procedures in this manual should be performed by TrueKinetix's mechanics only
- The TrueBike Base should not be used by persons weighing more than 150kg (265 330.6 lbs).
- The temperature of the room should be within 10°C - 30°C to ensure a proper climate for training.

1.2 PARTS OF TRUEBIKE BASE

The TrueBike Base consists out of the following components:

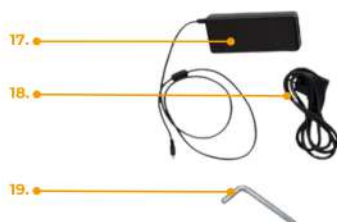
TRUEBIKE

1. Saddle
2. Saddle adjustment bolt
3. Seatpost adjustment bolt
4. Bottle cage
5. Pedal inserts
6. Crank set
7. Entry point for power adapter
8. Wheels
9. Power button
10. Keypad and control buttons
11. Shifters/brake levers
12. Handlebar distance adjustment bolt
13. Handlebar height adjustment bolt
14. Flexible feet caps
15. USB port*
16. HDM port*

*Activated when the TrueBike Base software upgrade is purchased

COMPONENTS

17. Power adapter
18. Power cable
19. Allen key n. 5



1.3 MEANING OF THE LEDS

The TrueBike Base has three LEDS that display, the connection status, battery status and the logged in user (part 9) You can setup your personal color in your TrueKinetix app, at the profile settings. Refer to the table below for the meaning of each LED.

Color	Pattern	Status
Blue	Stable	Power is on
Green + Red	Blinking	TrueBike is starting up/signing off
Green + Red	Alternation between lights	Software update in process
Red	Stable	Error, please visit support desk (chapter 6)
Green	Stable	Battery is fully charged
Green	Blinking slowly	Battery is charging
Red	Blinking slowly	Charge the battery
Red	Blinking	Battery charge almost 0%. Charge immediately to avoid shutdown

1.4 THE TRUEKINETIX APP

Before you proceed, you will need to download the TrueKinetix app and make a TrueAthletes account first to connect the TrueBike with your WIFI network, configure virtual gears and view training data. Scan the QR codes below to download the TrueKinetix app from the Google Play Store (Android) or App Store (IOS), and create a TrueAthletes account.



Android



IOS

1.5 ADJUST THE HANDLEBAR & SEAT POST

The TrueBike Base's reach and height can be adjusted using a 5 mm Allen key. Please see chapter 1.2 for the location of each adjustment bolt.

WARNING:

Most important electronics and wiring run through the handlebar of the TrueBike. Therefore, extra care should be taken when adjusting the height of the handlebar. Never should you remove the handlebar from the TrueBike's frame. Failure to comply will void the right to your warranty.

- To adjust the height of the seat post and handlebar, place the hex bar at the designated height adjustment bolts (no. 3 & 14), and loosen the bolts. Tighten the bolts once set at the desired height.
- To adjust the distance between the seat post and the handlebar, place the hex bar at the designated reach adjustment bolts, loosen the bolts, and tighten the bolts once set at the desired reach (no 2 & 13).
- To change the saddle, loosen the bolt directly below the saddle's rails. Slide the saddle off and mount the other saddle.

2. QUICK START

2.1 HOW TO CONNECT THE TRUEBIKE BASE TO WIFI

To enable all features of the TrueBike and synch your workouts to your TrueAthletes account, you should connect the TrueBike Base to WIFI.

1. Press the power button on the side of the motor housing.
2. The LED lights will start to blink. After aprox. 60 seconds, the TrueBike Base is ready to connect.
3. Press the 'CONNECT' button in the TrueKinetix app (image 2A).
4. Search for the TrueBike Base with the same four-digit TrueBikeID as shown on the sticker at the back of the motor housing and connect it to your WIFI network (image 2B).
5. After the connection is established, the home screen will show your TrueBikeID and 'CONNECT' has changed to 'SETUP' (image 2C)

You are now logged in. The next time you start the TrueBike Base, repeat this cycle.



Image 2A



Image 2B



Image 2C

 In order for the TrueBike to connect to your WIFI network, your network needs to be 'visible' and meet the WIFI requirements laid out in this manual. If your password is incorrect or there is no WIFI connection, a cross will be displayed in front of the connection icon at the top of the screen. A red question mark will be displayed if the system is still looking for a connection. Please consult the TrueKinetix Online Support Center for additional resources and support.

2.2 START/END A TRAINING SESSION

1. To start a training session on the TrueBike Base, select the 'TRAIN' button in the menu bar of the TrueKinetix app (see image. 3A)
2. Select the 'START TRAINING' button at the bottom of the training screen.
3. The time will start running.
4. To end you training session, select 'FINISH' (image 3B)

2.3 VIRTUAL SHIFTING

The TrueBike features a virtual shifting system that is operated by two buttons per side. The shifters are located on the sides of the brake levers:

- To change the front chainrings, use the two buttons on the left brake.
- To change gears on the cassette, use the buttons on the right brake lever.
- When you change gears, the cog number changes in real-time on the screen. If you would like to customize your gear settings, see chapter 3.1

2.4 HOW TO SIMULATE HILLS

If you want to climb or descend during your workout, you can set your slope percentage in the training screen by 0.5% up (+) or down (-) to a maximum of 26% AND -15% at the slider called "Hill" (Fig. 3B). The TrueBike Base will automatically adjust the resistance to your desired incline percentage.

Important: Set the incline percentage back to '0%' before ending your workout so that the TrueBike is back in a neutral position for the next training session.


 Important: Set the incline percentage back to '0%' before ending your workout so that the TrueBike is back in a neutral position for the next training session.



Image 3A



Image 3B

2.5 ERG MODE

If you wish to ride at a certain power (wattage) during your workout, you can set the ERG sensitivity to the power you wish to cycle at. The TrueBike Base will automatically adjust the resistance so that you cycle at the desired wattage.

1. In the TRAIN" screen, select the slider called 'POWER' (see image 4A).
2. Drag the slider to your desired power level.
3. The resistance will be tuned by the TrueBike Base to cycle the desired wattage. You can change the power level at any time during an active workout.
4. To turn off Power mode, move the bar to '0 W'.

2.6 LAPS

The "LAPS" function allows you to split the workout into stages. By selecting "ADD LAP" you can mark a new stage. The time of your last stage is displayed with your other training data (image 4B).

2.7 HOW TO VIEW YOUR TRAINING DATA

You can view the data of your past workout sessions in the 'Activities' tab of the TrueKinetic app (image 4C). Select a workout session for the full breakdown of your workout, including average power, speed, calories burnt and travelled distance.



Image 4A



Image 4B

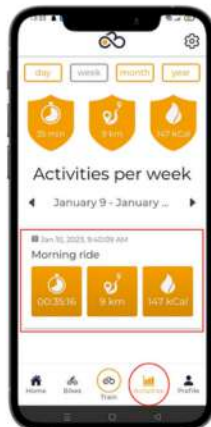


Image 4C

3. ADVANCED FEATURES

The TrueBike Base offers many features to elevate your indoor riding experience and to get the most out of your training, such as hyper-realistic road feel, virtual shifting, advanced training metrics, rocking frame, and connections to your favorite cycling software. In this chapter, we'll explore the advanced features and customization options that empower you to optimize your indoor ride. Unlock the full potential of TrueBike base and take your fitness journey to new heights. Let's dive in and make the most of your indoor cycling adventure!

3.1 VIRTUAL GEARS

The default gears are set to 53/36 on the front chain rings and 11-28 for the cassette which you can customize with over 400 online virtual gears.

1. To customize the gearset, open the TrueKinetix app, and select 'BIKES'. Create a new 'BIKE' by selecting 'ADD NEW BIKE' (image 5A)
2. After naming your 'bike', select the block so that the border turns orange.
3. select 'EDIT', and open the dropdown menu below 'Virtual Gears (Image 5B).
4. Select 'MORE'. The Virtual Gearset Shop will open in your browser.
5. Use the filters to find the desired crankset and cassette, and then select 'ADD TO BASKET'. Then select 'CHECKOUT' to confirm your selection or select 'ADD CRANKSET/CASSETTE' to download more cassettes or cranksets.
6. Close the browser with the Virtual Gearshop and return to the TrueKinetix App.
7. Select your newly installed gears and press "SAVE".
8. Return to the previous screen, and make sure your 'bike' has an orange frame (image 5A). If not, the virtual gears will not be applied to your TrueBike.

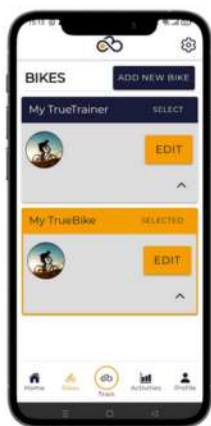


Image 5A



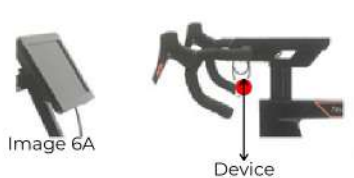
Image 5B

3.4 CONNECTING THIRD-PARTY APPS

1. Open the third-party apps or platforms you wish to use.
2. Connect the TrueBike using the instructions of the third-party app.
3. Once connected, the TrueBike shows a message, asking to connect to an external controller; press 'YES' using the keypad.
4. On the TrueBike's display
 - a. If the TrueBike cannot connect to the third-party app, first try to set the CONTROL MODE manually by pressing 'MODE' on the keypad, and selecting 'CONTROL'.
 - b. If the above method fails, consult the TrueKinetix Online Support Centre (see chapter 5)

3.5 CONNECTING SPORTS WATCHES

To connect your watch to the TrueBike, the TrueBike must be in Train mode. When in Train mode, the watch should be held just below the handlebars of the TrueBike (hold it where the circle is in image 6A below) and follow the instructions on your watch.



3.6 CONNECTING ANT+ DEVICES

To connect ANT+ devices you can either use the TrueKinetix app or the TrueBike's display. Once the device is connected to your TrueBike, the ANT+ ID is stored in your account, so you don't have to perform a new scan next time. In your TrueAthletes account you can see which devices are connected to your account and change or delete them if necessary.

1. Open the app and navigate to 'PROFILE'.
2. Select 'CONNECTED DEVICES'
3. If you have added ANT+ devices before, the device will appear in a list. If this is the first time or if you want to connect another device, you must select 'Scan for new device' and wait for the system to find your device.
4. Select your device and connect.
5. Now your device is connected.

4. TRUEBIKE BASE + FUNCTIONS

You can obtain more features through TrueKinetix's optional software upgrade package for TrueBike Base. In this chapter you can find information and instructions to use the following features: mirroring training data on a second screen, pedal force analysis, USB-outlet for charging mobile devices.

4.1 HOW TO CONNECT A SECOND SCREEN USING THE HDMI PORT

The TrueBike Base software package unlocks more metrics to track your performance and shows these on a second screen.

- 1.Ensure both the TrueBike Base and the second screen of your choice are on.
- 2.Connect the HDMI cable to the TrueBike Base's HDMI port and the second screen of your choice. The screen with training data will start to show.
- 3.Use the keypad on the TrueBike Base's handlebar to navigate the menu displayed on the bottom of screen.
- 4.Select 'START' to begin the training session.
- 5.Select 'END' to end the training session.

4.2 OVERVIEW OF EXTRA WORKOUT METRICS

The workout screen shows various metrics to track your performance and in which gears you are (image 2E).

- Power in W (watts) = Average 10 sec power
- Speed -> Km/h (kilometers per hour) = Instantaneous speed
- Heart Rate -> Bpm (beats per minute) = heartbeats per minute
- Cadence (Rpm) (revolutions per minute) = Crank revolutions per minute
- Left/Right balance -> L/R Balance = Power distribution between left and right leg.
- Polar View = Pedalling Efficiency Score to analyze pedaling technique.
- LAPS = Time per segment of the workout
- Virtual gearset = virtual gearset employed, front chainring and cassette.

You can also modify the layout, see chapter ...

4.3 HOW TO MODIFY THE SCREEN LAYOUT

With the TrueBike + software package, you can now modify the layout of the screen and select what data should be displayed.

1. Ensure you are in the 'TRAIN' screen.
2. Select the 'LAYOUT' button using the keypad of your screen.
3. Select one of our 5 presets and press 'APPLY'
4. Or select the 'MATRIX' and customize each block to your liking.

4.3 HOW TO CHARGE DEVICES (USB-PORT)

To charge your phone, tablet or laptop with your own cycling energy, plugin the charge cable with the USB-connector into the USB-port of the TrueBike Base.

5. SUPPORT & WARRANTY POLICY

We are continuously optimizing the TrueBike and trying to give you the best TrueBike experience. We strive for a trouble-free TrueBike and we will do everything possible to achieve this goal. Despite all our efforts to achieve this goal, it is possible that you may experience a problem while using the TrueBike. If errors or problems occur, we will try to help you by finding an appropriate solution.

ONLINE SUPPORT CENTER & CONTACT

Do you need help? Visit the TrueKinetix Online Support Center for additional resources about installing, using, or troubleshooting your product and customer support.

Scan the QR code below or visit the following URL: <https://truekinetix.com/support/>



TrueKinetix Online
Support Center

WARRANTY

- The warranty period for new TrueKinetix 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.
- A limited warranty applies certain components and/or products which is set for the duration of one year, calculated from the date of purchase.
 - The internal battery of all TrueKinetix products
 - Refurbished TrueBikes,
- The warranty only applies on the first owner of the product and if an original proof of purchase can be furnished.
- Should a fault occur within the warranty period as a result of a material and/or manufacturing fault, TrueKinetix guarantees that this fault will be repaired without costs and/or to replace the defective part.
- Should repair or replacement not be possible, or cannot reasonably be expected of TrueKinetix, then TrueKinetix reserves the right to reimburse the market value of the part that has been returned.
- 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.
- When a fault arises this should be notified to TrueKinetix in writing as soon as possible, but not later than one month after it has been discovered.

- There is no entitlement to claim under the warranty and all warranties are invalidated if the defect is the result of:
 - Maintenance work/repair work not carried out by the mechanics of TrueKinetix.
 - Improper use, therefore, use for a purpose other than the purpose for which the product is intended) the use of parts that are not original TrueKinetix parts
 - Changes to the product, which have been implemented without permission from TrueKinetix
 - Normal wear and tear and/or poor maintenance
 - External influences, such as moisture penetration (perspiration, condensation, or others
 - Damage(s) occurred while the product is being shipped/transported.
 - Damage(s) incurred through bad conditioning of the battery and/or other parts of TrueKinetix products.
 - Damage to the cranks due to poorly installed pedals, or pedals that have become loosened during use.

WARRANTY PROCEDURE

- The delivery and warranty conditions vary from country to country. Contact the TrueKinetix support service any hardware or software problem.
- If the product proves to be defective after analysis then send the product, together with a copy of the proof of purchase to your (online)shop.
- If the product is covered by the warranty, then in principle it will be repaired or replaced without charge within 30 days of receipt via your (online)shop.
- The decision on whether a defect in a product is covered by the warranty rests solely with TrueKinetix B.V. in the Netherlands.



**DUTCH SPORTS
INNOVATION AWARD**



**BIKE MOTION
BENELUX AWARD**



TrueKinetix.com



Satellietbaan 12B, 2181 MH Hillegom, The Netherlands



Follow @truekinetix_