

TRUEBIKE

USER MANUAL | ENGLISH



TRUEKINETIX
TRUE REVOLUTIONS



BENELUX
ENTERPRISE AWARD



BIKE MOTION
BENELUX AWARD



DUTCH SPORTS
INNOVATION AWARD

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INTRODUCTION

Welcome to TrueKinetix and congratulations on your new TrueBike, the world's first robotic indoor smart bike! The TrueBike is the only indoor bike that offers the most natural 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!

#TrueAthlete

Follow @truekinetix_



1. BEFORE YOU START

The TrueBike is the world's first robotic indoor bicycle trainer and should be used as an indoor bicycle trainer. This document contains screenshots and instructions to describe how the TrueBike 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, 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 only as described in this manual.
- Always turn off the TrueBike 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 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 device 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 TrueKinetix device (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 warranty

- Incorrect use and/or maintenance will void the warranty. Read more in chapter 6 or visit <https://truekinetix.com/returns-and-warranties>.

BATTERY:

- The TrueBike 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. 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.
- We recommend keeping the TrueBike 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 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.

- 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 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

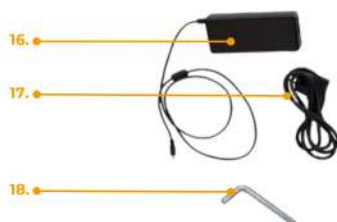
The TrueBike consists out of the following components:

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. Display
12. Shifters/brake levers
13. Handlebar distance adjustment bolt
14. Handlebar height adjustment bolt
15. Flexible feet caps

COMPONENTS

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



1.3 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

1.4 ADJUST THE HANDLEBAR & SEAT POST

The TrueBike'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 CONNECTING THE TRUEBIKE TO WIFI

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

You can connect the TrueBike using the TrueKinetix app or using the keypad and the TrueBike's display:

USING THE TRUEKINETIX APP

1. Press the power button on the side of the motor housing.
2. The display will show a start-up cycle. After having arrived at the welcome screen (image 2A), open the TrueKinetix app.
3. Press the 'CONNECT' button in the TrueKinetix app (image 2A).
4. Search for the TrueBike with the same four-digit TrueBikeID as shown on the display's top-right corner, 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)
6. Once connected, you will be automatically logged into the TrueBike and the workout screen (image 2D) will pop up.

You are now logged in. The next time you start the TrueBike, you can select your profile on the TrueBike display and log in with your PIN.

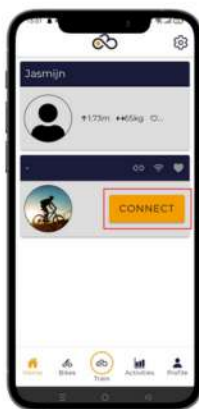


Image 2A



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.

USING THE KEYPAD AND TRUEBIKE DISPLAY

1. Use the keypad to navigate to 'System Settings' and press 'Enter'.
2. Enter the PIN to access 'System Settings' and use the arrows to navigate to 'Select Network'
3. Press the '>' arrow and the TrueBike will begin to scan and search for available networks (this may take up to 30 sec).
4. Select your WIFI network from the displayed list and press 'Enter'.
5. Enter the WIFI password for this network using the arrows on the keyboard and press 'Done'.
 - a. If you want to add an additional field for a new letter or number press the '>' arrow.
 - b. If you want to delete a field, use the down arrow to go back to the beginning (one field before the 'a').

2.2 HOW TO SIGN IN

1. In the user menu, select 'SIGN IN' using the keypad and press 'ENTER'.
2. Use the buttons '^' to select a letter and use the keys '>' to add a field. The username should be in lowercase and only contain letters.
3. If you are done, press 'ENTER' to save your username.
4. Enter your PIN using the '^' key.
5. Press 'ENTER'.

2.3 START MENU

After logging in to your account the Start Menu will be displayed (image 2D) with various options:

- TRAIN: To begin training on the TrueBike, both stand-alone and with third-party apps.
- PROGRAM: To create your own workouts (see chapter 4)
- HISTORY: To view your training data, such as power, cadence, heart rate, etc. (see chapter 5)
- SETTINGS: Managing and editing your TrueBike settings.



Image 2D

2.4 DISPLAY

After selecting the 'TRAIN' option, the workout screen will appear. 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
- Vert Vel -> M/min (meters per minute) = Vertical displacement per minute
- 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 customize the layout and show different metrics (see chapter 3.5)



2.5 CONTROLS

The controls shown in the center display are used to begin and end your training session, change the slope, mark segments, customize the layout, and change training mode:

- START/STOP: Starting or ending a training session (see chapter 2.6)
- LAYOUT: Customize the shown metrics on the display (see chapter 3.5)
- MODE: Change training mode (see chapter 3.2)
- LAP: Mark new segments in your training session.
- +0.5%/-0.5%: Ascend or descend 0.5%. In POWER MODE these will change to '+50 W/-50W'.

2.6 START/END A TRAINING SESSION

1. In the start menu, select 'TRAIN'.
2. Now the workout screen will be shown. The control buttons in the center of the display have changed to 'START', 'LAP', 'MODE', and 'LAYOUT'.
3. To begin training, select 'ENTER' using the keypad.
4. The TrueBike will start spinning as part of the start-up cycle. This will stop automatically after 30 seconds.
5. Select 'START' to begin your workout session. The timer will in the right corner will start to run.
6. If you want to end a training session, select 'STOP' and the time will stop.
7. Select 'ESC' to leave the training session, and do not forget to save your training session.

2.7 SIMULATE HILLS

The TrueBike can simulate hills up to 26% and descend down to -15%.

1. To climb, press the top button '+0.5%' until the desired percentage of the climb
2. To descend, press the lower button '-0.5%' until the desired percentage.
3. The current slope is shown in percentage (%) in the upper left corner (image 2E)

2.8 VIRTUAL SHIFTING

The TrueBike features a virtual shifting system that can be 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

3. ADVANCED FEATURES

The TrueBike 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 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 3A)
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 3B).
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" (3B).
8. Return to the previous screen, and make sure your 'bike' has an orange frame (image 3A). If not, the virtual gears will not be applied to your TrueBike.
9. Upon saving, the new gears will show on the TrueBike's display.

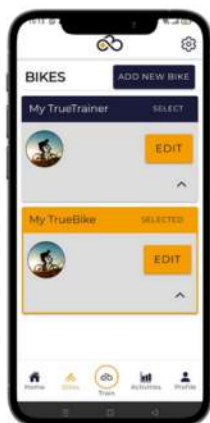


Image 3A

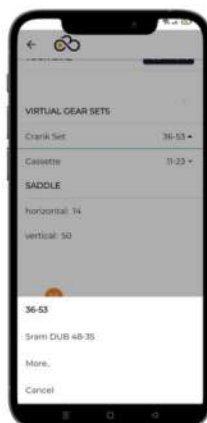


Image 3B

3.2 TRAINING MODES

There are various ways to start training that can be accessed through the menu option 'MODE' in the workout screen (image 2E):

- ROAD MODE: The default mode used to stand-alone training.
- CONTROL MODE: Train with a third-party app.
- POWER MODE (ERG): Train at a fixed power (in Watts). This can be set with the keypad. For more on this, see Chapter 3.3.

There are also two simulation options called 'Bikes'. Using the keypad arrows '>' you can select a different simulation mode that affects the output of the resistance:

- TRUE: Default simulation of outdoor cycling through our TrueForce Technology. We recommend not changing it for the best indoor training experience.
- SPIN: Simulation of cycling with a flywheel trainer. This is only for demonstration purposes only.

3.3 POWER MODE (ERG)

1. Select 'MODE' with the keypad on the handlebar. A menu will show.
2. Use the '>' key using the keypad to select 'MODE'.
3. Press 'ENTER' to confirm your choice. You will return to the workout screen. Notice how the buttons for the slope have changed to '+50W/-50W'.
4. In the top left corner, next to your username, the current power output is shown.
5. Press the button +50W until you have reached the desired power output.
6. To leave POWER MODE, select 'MODE' using the keypad, select 'ROAD', and press 'ENTER'.

3.4 CONTROL MODE (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 6)

3.5 CUSTOMIZING DISPLAY LAYOUT

Customize the layout of your workout screen through presets or manually adjust the data fields. There are five pre-programmed screen layouts to choose from (Pre-sets). You can easily limit or expand the amount of training data per field using the 'LAYOUT' option displayed in the workout screen (image 2E) The table below shows which data you will see for each pre-set. In addition to these four pre-sets, there is a fifth called 'The Matrix' where you can customize all fields. Consult the table below for an overview of all presets.

USING PRESETS

To select a preset, select 'LAYOUT' using your keypad, select the '>>>' to navigate to presets, and press the 'AAA' button to change presets. Select 'ENTER' to apply the desired layout.

	Easy rider	Gear it Up	The Fundamentals (Default)	Show me the Data
Power (W)	X	X	X	X
Speed	X	X	X	X
Cadence	X	X	X	X
Heart rate		X	X	X
L/R balance			X	x
Pedal Force Graph			X	X
Ascend			X	X
Elevation (m)			X	X
Energy (kCal)				X
Average power, heart rate, speed.				X
MAX Power, MAX Heart rate,				X

Table 1: Overview of presets.

3. ADVANCED FEATURES

THE MATRIX

Use the (AAA) or (VVV) buttons on your keypad to select 'The Matrix'. Confirm by pressing 'Enter'. Once in 'The Matrix', move the yellow frame to the field you want to edit [Field 1, 2, 3 or 4]. Then press (>>>) to edit the field. Here you can choose the number of values and which subcategories will be shown on the training screen. To exit the screen, press the 'ESC' button on the bottom right of your handlebar.

Power 1 (W)	Gemiddelde Power over 10 seconde
Power Average (W)	Average Power over entire session
Power Lap Average (W)	Average Power over last lap
Power Previous Lap (W)	Average Power over previous lap
Energy (J)	Total amount of Calories burned in KiloJoules

Power 2 (W)	Gemiddelde Power over 10 seconde
Power 3s Avg (W)	Average Power 3 seconds
Power 30s Avg (W)	Average 30 second POver
Power Previous Lap (W)	Total Power of the previous lap
Pedal Force (N)	Pedal force on pedals

Speed (km/h)	Instant speed in km/h
Speed avg (km/h)	Average Speed in entire session
Power Lap Average (W)	Average Speed of last lap
Speed Previous Lap (km/h)	Average Speed of previous lap
Distance (km)	Travelled distance in kilometres

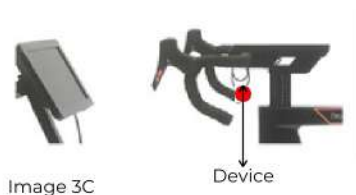
HR (bpm)	HR in beats per minute
HR Average (bpm)	Average Heart Rate in BPM
HR lap Avg (bpm)	Average Heart Rate of previous lap in BPM
HR Previous Lap (bpm)	Average Heart Rate of previous lap in BPM
Intensity	<i>Value not yet available</i>

Cadence (rpm)	Amount of revolutions per minute
Cadence Average	Average Cadence
Cadence Lap Average (W)	Average Cadence of last lap
Cadence Previous Lap (W)	Average Cadence of previous lap
Balance	<i>Value not yet available</i>

Vertical Velocity (m/min)	Vertical displacement per minute
Vert Vel Lap Average (m/min)	Average vertical displacement per minute for the entire session
Vert Vel Prev Lap Avg (m/min)	Average vertical displacement per minute of the previous round
Incline (%)	Slope percentage in percent
Elevation (m)	Average vertical displacement in meters

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 3C 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.

USING THE TRUEKINETIX APP

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.

USING THE TRUEBIKE DISPLAY

Go to the 'START MENU', and navigate to 'SETTINGS'.

1. Select 'Devices' and press 'Enter'.
2. 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.
3. Select your device and connect.
4. Now your device is connected.
5. 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.

3.7 ADDITIONAL SETTINGS

To change the specific settings of your bike, return to the 'START MENU' and select 'Settings'. When you select 'Settings', the menu appears on the TrueBike display with the following options:

- Personal Info: In 'Personal Info' you can change your weight and maximum heart rate. Interface: Information about your TrueBike Interface.
- Support VPN: When you contact the support desk they may ask you to turn on the 'Support VPN' so they can connect to your bike.
- ANT+ Devices: Press here to connect your ANT+ device to the TrueBike (see below).
- Remove User: If you want to remove your own account, use this option.

4. PROGRAM

4.1 ADD A NEW PROGRAM

Next, to 'TRAIN' in your Start Menu you will find 'PROGRAM'. Select a program from the list if you want to select an existing workout. If you want to add a new workout, select 'Add new workout' using the buttons on your panel. When you select 'Add new workout', you will be presented with a screen where you can create your own workout program:

1. Select 'ADD NEW WORKOUT' and name your program using the buttons on your keypad.
2. Navigate to Add Event to begin editing/creating your workout and press 'Select'. After pressing 'Select' the screen below will be displayed.



Image 4A

This screen allows you to personalize a phase of your program. The following options and subcategories can be changed:

A. Type (the main purpose of the phase in the training):


- Duration (duration of the phase in training)
- Distance (distance of the phase in training)
- Elevation (increase or decrease in the training phase)
- Energy (energy consumed in the training phase)

B. Intensity (the intensity of the phase in the workout):

- WarmUp
- CoolDown (concluding part of training) - Easy
- Moderate
- Hard
- Sprint

C. Intensity (the intensity of the phase in the workout):

- Distance (traveled distance in the training phase)
- Elevation (height in meters traveled in the training phase)
- Energy (energy consumption in Joules during training phase)
- Power (power during training phase)
- Hill (% of slope in training phase)

 Note the limitations when choosing the type of training: if you choose 'Elevation', you can only set the option 'Hill' and not 'Power'. If you choose 'Energy', you can only change 'Power' and not 'Hill'. Press 'Modify' when you are done entering all the data.

5. HISTORY

5.1 VIEWING WORKOUT DATA

After you finish and save your session, the data will be uploaded to your TrueAthletes account (only if you are connected to the WIFI). Log into your online account via athletes.truekinetix.com, then click on the workout you want to see and easily analyze your data.

USING THE TRUEBIKE DISPLAY

If you want to see your training data on the bike itself, you can go to 'History' in your Home screen. A list of your workouts will then appear. Use the buttons to select a date to view a particular training session with all the graphs and data. Initially, the entire session will be shown, but you can also select individual laps to view using the navigation buttons on your keypad. All main categories, shown at the top of the screen, can be displayed in a graph.

USING THE TRUEKINETIX APP

You can view your workout data in the Start Menu by selecting 'HISTORY' or in the TrueKinetix app. Go to "ACTIVITIES" and select the workout (Img.). You can view the following data:

- Speed (km/h): speed in kilometers per hour
- Power (W): power in watts
- Normalized Power: Power corrected for changes such as holding your legs still
- Cadence (rpm): Cadence, expressed in pedal revolutions per minute
- Distance: Distance traveled
- LAPS: Stages covered
- Energy: kilocalories consumed
- Duration: elapsed time in hours, minutes and seconds.
- Heart rate (bpm): heart rate expressed in beats per minute when paired with a heart rate monitor or sports watch.

6. 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.



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