

STAGES INDOOR CYCLING

Les Mills Bike Assembly and Installation Standard Operating Procedure (SOP)



Table of Contents

SERVICE/ASSEMBLY TOOLS	3
LES MILLS BIKE ASSEMBLY.....	4
TABLET INSTALLATION	8
HANDLEBAR INSTALLATION	11
POWER METER INSTALLATION	12
PEDAL INSTALLATION	14
TABLET AND WIFI SETUP.....	16
ZERO RESET	21
PRE/POST INSTALLATION CHECKLIST	23
BIKE TRANSPORTATION AND INSTALLATION	24
FIRMWARE UPDATING.....	25
POWER METER BATTERY MAINTENANCE	26
PREVENTATIVE MAINTENANCE CHECKLIST	27
MECHANICAL TROUBLESHOOTING.....	28
TABLET/POWER METER TROUBLESHOOTING.....	30
REFERENCE MATERIALS	32
SERIAL NUMBER LOCATIONS	33
CUSTOMER SUPPORT	34

This SOP (along with reference material provided, within) contains all information necessary to assemble and install the Les Mills bike, along with the information necessary to fix any problems that may be found during assembly or installation. *Note: Failure to assemble or install the bikes correctly, could result in installer having to go back out and fix bikes at no cost to Stages Indoor Cycling, or back billing the installer for work that may need to be performed, as a result of the improper assembly or installation of bikes.*

SERVICE/ASSEMBLY TOOLS

SUMMARY: This section provides information in-regards to the necessary tools, optional tools, lubricants and additional tools that are needed to build and service the Les Mills bikes. ***Note: It is not recommended that you use power tools in the assembly of Les Mills bikes.***

DETAILS:

Necessary Tools:

#0 Phillips screwdriver	Torque wrench (3/8" drive)
#1 Phillips screwdriver	Size 7mm Socket (3/8" drive)
#2 Phillips screwdriver	Size 8mm Allen socket (3/8" drive)
#2 Flat head screwdriver	Size 13mm Socket (3/8" drive)
Set of Allen wrenches ranging from Size 2mm-8mm	Size 17mm Socket (3/8" drive)
Size 13mm Open-end wrench	10" Adjustable wrench
Size 14mm Open-end wrench	Razor Knife
Size 17mm Open-end wrench	15mm Pedal wrench
Size 19mm Open-end wrench	
Socket wrench, (3/8" drive)	

Optional Tools:

Listed below are additional tools that would be needed to perform advance service on the Les Mills bikes.

1. **8 Tooth Cartridge bottom bracket tool:**

Used to remove the bottom bracket from the bike Note: You will need to have a 3/8" to 1/2" drive "step-up" adapter to allow the ISIS bottom bracket tool to mount to the torque wrench. It can be found on-line at: <https://uniorusa.com/shop-bicycle-tools/cartridge-bottom-bracket-tool-2/>



2. **Dust cover removal tool:** Used to remove the dust cover from crank arms and power meters. There are many different types of dust cover removal tools, but this is our recommendation. It can be found on-line at: <http://www.amazon.com/Shimano-TL-FC20-Crank-dustcap-chainring/dp/B000R37JGI>.



3. **Crank arm puller** – Used to remove the crank arm from the bike. There are several types of crank arm pullers, but this is our recommendation. It can be found on-line at: <http://www.parktool.com/product/crank-puller-for-splined-crank-crp-44>. ***Note: The cranks on the Les Mills bikes are supplied with a self-extracting bolt (also known as a 1 key release bolt), so use of this tool will be very unlikely. However, if the self-extractor bolt is inoperable, the crank arm puller will be needed to extract the crank.***



Lubricants/Additional Items:

1. Listed below are lubricants that may be needed to perform installation of parts or service on the Les Mills bikes.

A. Spray silicone: To be used to lubricate the forward and aft slides and up and down slides of the seat and handlebar stems. ***Note: Any type of straight silicone can be used. If spray silicone is not available, a gel silicone can be used.***

B. General purpose grease: To be used to lubricate pedal threads and bottom bracket splines when installing pedals or crank arms on bikes. There are several types of general purpose grease, but this is our recommendation. It can be found on-line at: <http://www.amazon.com/Perk-Tool-PPL-2-Polylube>. ***Note: Stay away from heavy grease.***

2. Listed below are other items that may be need to perform installation of parts or service on the Les Mills bike.

A. Loctite® 240 (blue) thread lock compound (either in liquid or gel form): To be used on parts that have been removed and need to be reinstalled, due to service and originally had LocTite on them.

B. Loctite® 270 (red) thread lock compound (either in liquid or gel form): To be used on parts that have been removed and need to be reinstalled, due to service and originally had LocTite on them.

LES MILLS BIKE ASSEMBLY

SUMMARY: This section provides information on how to assemble the Les Mills bike. *Note: It is not recommended that you use power tools in the assembly of the Les Mills bike.*

DETAILS:

1. To begin you will need to remove the bike from the box. To start the process in removing the bike from the box you will need to turn the bike on its long side, exposing the bottom of the box.



2. Cut the bottom of the box open from top to bottom on either the left or right seam.



3. Open the bottom flap of the box and remove the power meter and tablet from the bottom of the box (for single bike order). *Note: If multiple Les Mills bikes are being shipped to a location, the power meters and tablets will come in a separate package.*



4. Tuck the remaining flaps to the outside of the box.



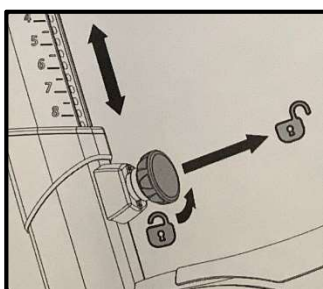
5. Turn the box back onto the bottom and then grab the box and pull it up and off of the bike, exposing the bike and support boxes on the top of the bike and setting the bike on the floor.



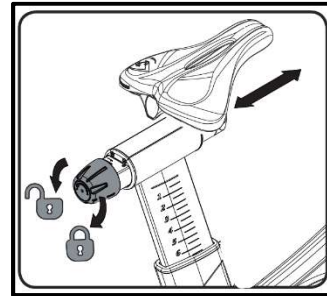
6. Remove all of the packaging from the bike. **Note: Make sure when unpacking the handlebars to not lose the wedge pin.**



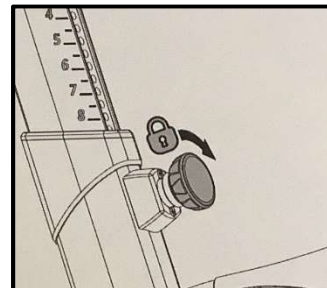
7. Tighten the up and down handlebar movement by engaging the Pop-pin on the front of the handlebar stem.



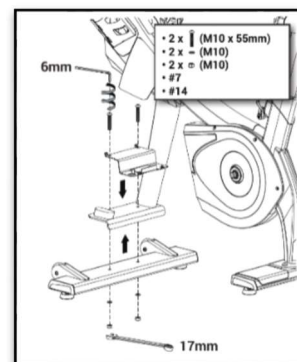
8. Lock the seat forward and aft adjustment by tightening the adjustment knob.



9. Tighten the up and down adjustment by engaging the Pop-pin on the frame directly below the seat.



10. Turn the bike so that it is resting on the seat post and rear stabilizer mount area. **Note: Ensure that the bike is not wobbly and won't fall over. If the bike is not stable, position the bike in such a manner that it won't fall over or damage can occur to the bike.**



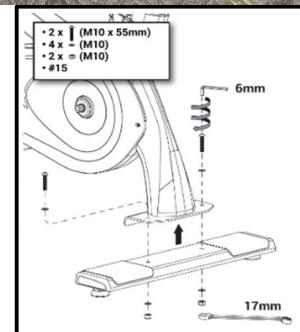
11. Remove the cover from the power brick bracket by loosening the (4) 3mm screws (bracket and cover can be found in the support box). Set aside because it will be used on a later step. Then, install the front stabilizer and power brick bracket on the front of the bike, with the two (2) 6mm bolts, four (4) washers and two (2) nuts provided. **Note:** *Make sure to start the nuts on the bolts by hand before applying a wrench to them (to help prevent cross threading). Tighten, but don't over tighten the bolts. If tightened correctly, you should have a slight dimple in the bottom of the stabilizer.*



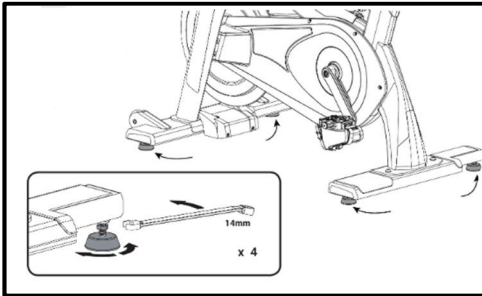
12. Turn the bike to the opposite side so that it is resting on the end cap (if installed) and front stabilizer wheels. **Note:** *Ensure that the bike is not wobbly and won't fall over. If the bike is not stable, position the bike in such a manner that it won't fall over or damage can occur to the bike. Install bolts and stabilizer that doesn't cause damage to the bike.*



13. Install the rear stabilizer on the rear of the bike, with the two (2) 6mm bolts, four (4) washers and two (2) nuts provided. **Note:** *When installing the stabilizer, make sure to line up the bolt holes. Make sure to start the nuts on the bolts by hand, before applying a wrench to them (to help prevent cross threading). Tighten, but don't over tighten the bolts. If tightened correctly, you should have a slight dimple in the bottom of the stabilizer.*



14. Ensure that all of the leveling legs are screwed all the way into the stabilizer and turn the bike so that it is resting on both stabilizers.



15. Align the seat of the bike, ensuring that it is parallel to the floor and in-line with the handle bars. If adjustment is needed, loosen one nut on the seat clamp, align the seat and retighten. ***Note: Make sure that that seat is really tight. Tightness can be checked by pushing down on the front the seat to make sure that it won't move.***



Next Step:

Proceed to the Tablet Installation section of this SOP for the next step in assembling the Les Mills bike.

TABLET ASSEMBLY

SUMMARY: This section provides information on how to install the tablet bracket and the tablet. *Note: The tablet will come inside the bike box on a single order but if there is multiple bikes it will ship separately. It is not recommended that you use power tools in the assembly of the Les Mills bike.*

DETAILS:

1. Grab the tablet bracket, phone holder and the hardware. *Note: The phone holder and hardware can be found in the support box.*



2. Remove plastic holder strip from tablet bracket. *Note: Make sure to not lose the screws.*



3. Remove tablet and power supply (located in the side of the packaging) from the box.



4. Remove the (4) small Phillips screws from the rear of the tablet. *Note: Make sure to not damage the tablet while removing the screws. Do not lose the screws.*



5. Grab the tablet bracket and insert the tablet cable through the tablet bracket, and then install the cable boot into the bracket. *Note: Make sure that the tablet cable in-line filter is inside the tablet back cover when received, if not, remove the back cover and tuck it in before proceeding.*



6. Attach the tablet to the tablet bracket using the (4) small Philips screws, that you removed previously.



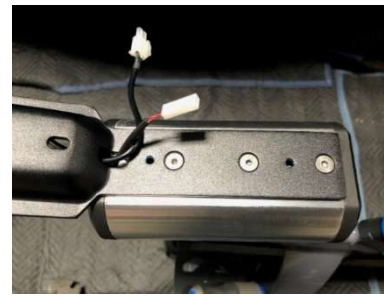
7. Evenly spread out the dove tail nuts in the handlebar stem. Then, run the tablet power cable under the bracket and insert the cable up through the bottom of the bracket.



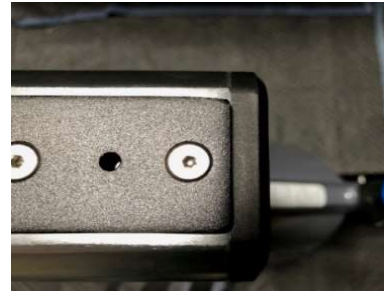
8. Next, insert the cable from the bike handlebar stem through the bottom of the bracket.



9. Line up the holes on the bracket with the dove tail nuts, then insert and loosely attach with (3) flat topped 3mm bolts and bolt to the top of the handlebar stem. **Note: Do fully tighten at this time.**



10. Position the tablet bracket so the back of the bracket is touching but not over the rear black plastic endcap of the handlebar stem and then tighten. **Note: Make sure to completely tighten bolts.**



11. Run both the tablet wire and power wire cables through the bottom of the phone holder base.



12. Using the (2) 4mm bolts and washers attach the phone holder base to the tablet bracket by aligning the base with the predrilled holes on bracket. **Note: Make sure to completely tighten bolts.**



13. Attach the extension cable to the tablet cable and to the bike cable. **Note: Extension cable can be found in support box.**



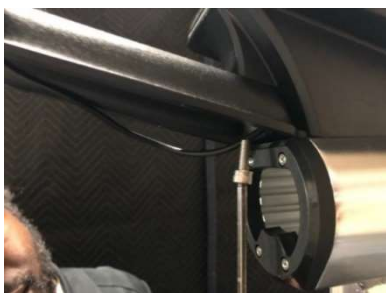
14. Place the cables inside the phone holder and attach the top of the phone holder to the phone holder base. **Note: Pull all extra cable from tablet inside phone holder before attaching top.**



14. Install the phone holder top onto the holder base by placing the back of the cover onto the hooks in the back of the base and then press down the front.



15. Install the long 4mm bolt and washer through the bottom of the bracket and up through the phone holder base into the cover and then tighten.



16. Next grab the bottom tablet bracket cover and the (7) 2mm screws previously removed. **Note: Do not lose screws.**



17. Place the bottom cover on the bottom of the tablet bracket and align the power cable down the center of the bracket. Then bolt down the cover with the (7) 2mm screws. **Note: Make sure to lose any screws.**



18. Next you will need to install the power brick onto the bike. Remove the adhesive strip from velcro and attach to the bottom of the power brick and place in center of bracket. Plug the power brick into frame. Then, replace the cover over the power brick (previously removed) and tighten down the (4) 3mm bolts to secure the cover. **Note: Make sure not to pinch the wire when putting on the cover.**



Next Step:

Proceed to the Handlebar Assembly section of the SOP for the next step in assembling the Les Mills bike.

HANDLEBAR ASSEMBLY

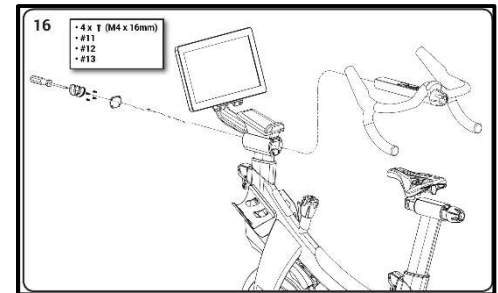
SUMMARY: This section will go over the handlebar assembly and how to attach the aero bar and the end cap. **Note: It is not recommended that you use power tools in the assembly of the Les Mills bike.**

DETAILS:

1. Remove the plastic holder strip from the handlebar stem.
Note: Make sure not to lose the wedge when inserting the handlebar into the handlebar stem.



2. Install the handlebars by inserting the handlebars through the handlebar stem and then lock the forward and aft adjustment by tightening the adjustment knob.



3. Next attach the handlebar endcap with the (4) screws provided. This step attaches the endcap and aero bar to the end of the handlebar. Install the end cap on the front of the handlebars with the four (4) screws provided.
Note: Do not overtighten the cap.



Next Step:

Proceed to the Power meter installation section of the SOP for the next step of assembling the Les Mills bike.

POWER METER INSTALLATION

SUMMARY: This section provides information on how to remove, replace and install the Power Meter on the Les Mills bike. **Note: It is not recommended that you use power tools in the assembly of Les Mills bike.**

DETAILS:

Removal or replacement of Power Meter:

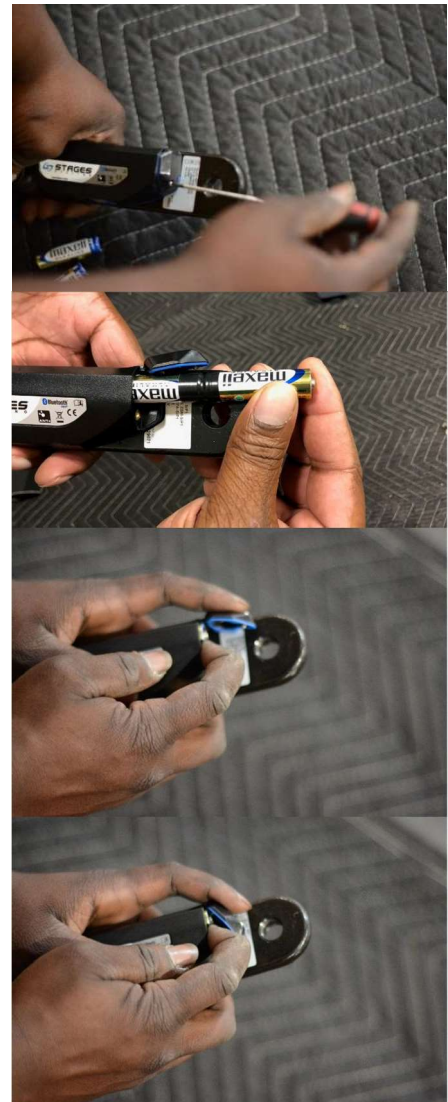
1. Remove the pedal from the current power meter and set aside.
2. Remove the power meter from the bike. **Note: Power Meters are self-extracting and don't require a crank arm puller.**

Assembly of Power Meter:

1. Remove the Power Meter contents from its box. **Note: This can be done by unfolding the cardboard inset that houses the Power Meter and it will slide out (no need to cut the plastic).**

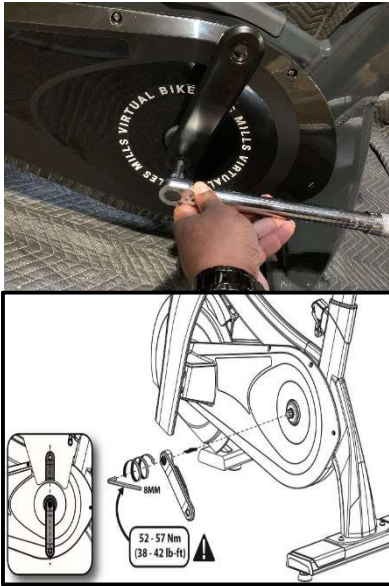


2. Using a small Phillip's screw driver (Size 0), open up the battery door on the power meter and install the (2) AA batteries (positive side up) provided (**DO NOT** remove tape from batteries, batteries need to stay taped together to prevent lateral movement during operation) close the battery door and tighten. **Note: Make sure to push down on batteries, prior to closing battery door (to help ease the pressure on the battery posts). Do not over tighten door as it can break the door.**



Installation of Power Meter:

1. If you are replacing a power meter on the bike, make sure to grease the splines on the bottom bracket prior to installing the power meter.
2. Install the power meter on the bike. Ensure that the power meter is being install at 180 degrees opposite of the right crank arm. ***Note: Start the power meter bolt with an Allen wrench to help prevent cross threading***



2. Tighten down the power meter ensuring that there is **NO** space between the Power Meter and the bottom bracket. Once you have removed all the space between the power meter and the bottom bracket, torque the power meter to 52-57 NM or 38-42 lb-ft. ***Note: Failure to ensure that there is no space between the power meter and bottom bracket prior to torqueing, will allow the power meter to come loose.***



In-Correct



Correct

Next Step:

Proceed to the Pedal Installation section of this SOP for adding pedals on the Les Mills bike.

PEDAL INSTALLATION

SUMMARY: This section provides information on how to remove, replace and install OEM and after-market pedals on the Les Mills bike. *Note: It is not recommended that you use power tools in the assembly of Les Mills bike.*

DETAILS:

Removal or replacement of Pedals:

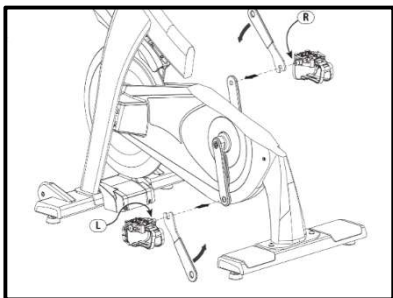
1. If pedal(s) are being removed for replacement, remove pedal(s) with a 15mm pedal wrench. Add Loctite to the new pedal(s) threads if none is preinstalled.

Installation of OEM Pedals:

1. Remove the pedals from their packaging. *Note: You will notice that pedals come with Loctite pre-installed on pedals.*



2. Install the pedals on the bike. Pedals are marked with an “L” and “R” indicating which side of the bike that they should be installed on. Start and then tighten the pedals onto the crank arms/power meter as far as you can by hand, prior to tightening them with a 15mm pedal wrench. *Note: The left pedal will tighten to the left and the right one to the right. Tighten the pedal as much as possible, to ensure that it won’t come loose. Failure to tighten properly will allow the pedal to come loose.*



Installation of after-market pedals:

1. Remove the after-market pedals from their packaging. *Note: Apply a fair amount of LocTite to after-market pedals when installing.*

2. Install the pedals on the bike. Pedals should be marked with an “L” and “R” or in some manner or form indicating which side of the bike they should be installed on. Start and then tighten the pedals onto the crank arms/power meter as far as you can by hand, prior to tightening them with a pedal wrench. *Note: The left pedal will tighten to the left and the right one to the right. Tighten the pedal as much as possible, to ensure that it won’t come loose. Failure to tighten properly will allow the pedal to come loose.*

Installation/routing of pedal straps (OEM and after-market pedals):

1. After installing the pedals, you will need to attach the pedals strap to the strap clamp. *Note: Follow pictures below for procedure.*



Reinstallation of pedals:

1. If OEM pedals are being reinstalled after service was performed, make sure that LocTite is added to the threads before reinstalling.
2. If after-market pedals are being reinstalled after service was performed; and no pedal washer is being used, apply a fair amount of blue LocTite on the threads of the pedal(s) prior to installing the pedals on the crank

arm/power meter. ***Note: Make sure to clean up the pedal threads as much as possible prior to reinstallation as this will keep the pedals from locking up during reinstallation.***

3. In all cases, ensure that the pedals are being installed on the proper side. Pedals should be marked with an “L” and “R” or in some manner or form indicating which side of the bike they should be installed on. Start and then tighten the pedals onto the crank arms/power meter as far as you can by hand, prior to tightening them with a pedal wrench. ***Note: The left pedal will tighten to the left and the right one to the right. Tighten the pedal as much as possible, to ensure that it won’t come loose. Failure to tighten properly will allow the pedal to come loose.***

Next Step:

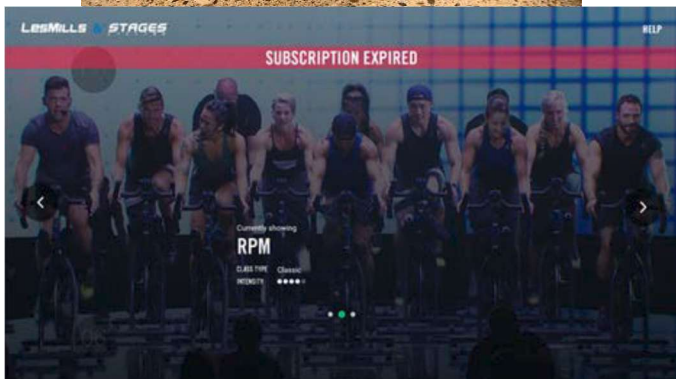
Proceed to the Tablet Setup section of this SOP for the next step in assembling the Les Mills bike.

Tablet WiFi Setup and Application Update

SUMMARY: This section provides information on how to perform the setup of the tablet and power meter on your bike. *Note: The tablet cannot be set up without the customer intake form, which has been filled out by the salesman. This procedure should only be performed when installing a new tablet, power meter (or both), but, should not be used on a routine basis to zero reset the bike. For steps to reset, reference the Zero Reset section in this SOP.*

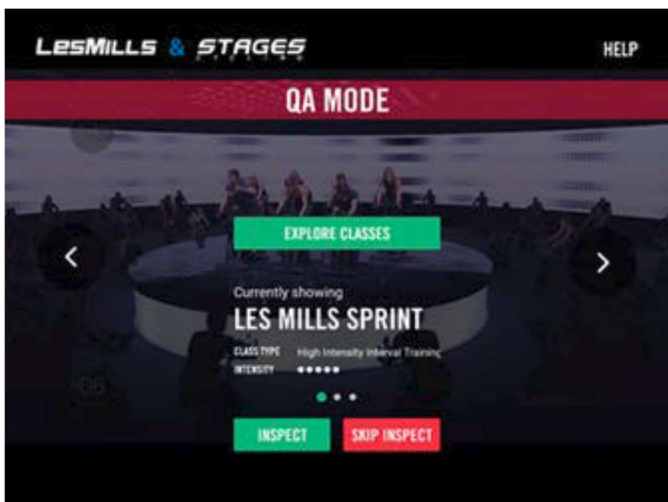
DETAILS:

1. After constructing the bike and installing the console, connect and turn on the power. The console will automatically start and the Les Mills Virtual Bike application will be launched straight away. Initially you will be presented with the following “Splash Screen”



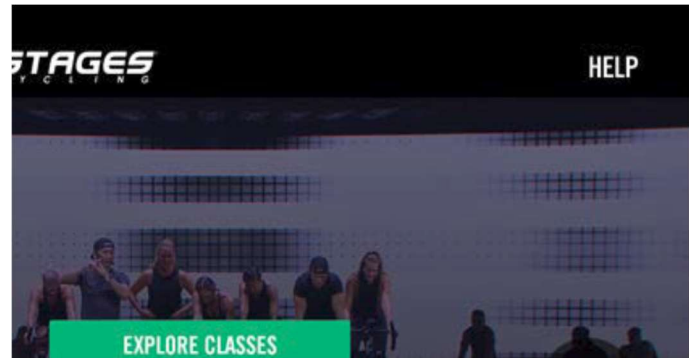
WARNING:

If you are presented with the following “QA MODE” screen, please contact the Support team.

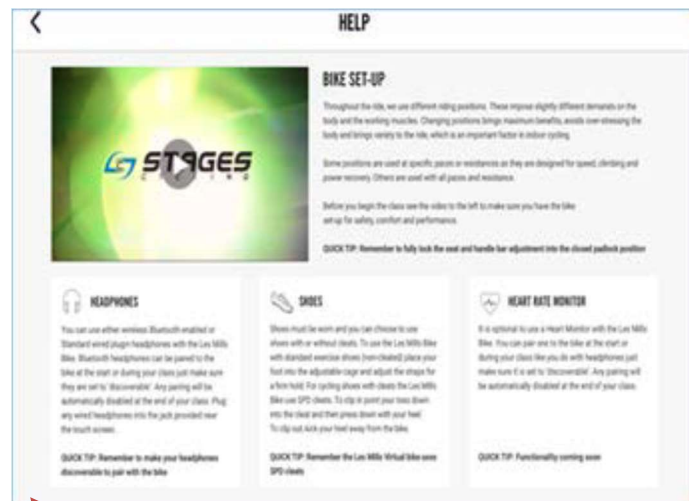


2. The first step in this process is to connect to the club's WiFi and allow the Les Mills Mobile Device Management (MDM) service to update the application. This step **MUST** be completed first.

3. To setup WiFi enter the Help menu by tapping on the “Help” menu option at the top right of the Splash Screen, this will bring up the Help page



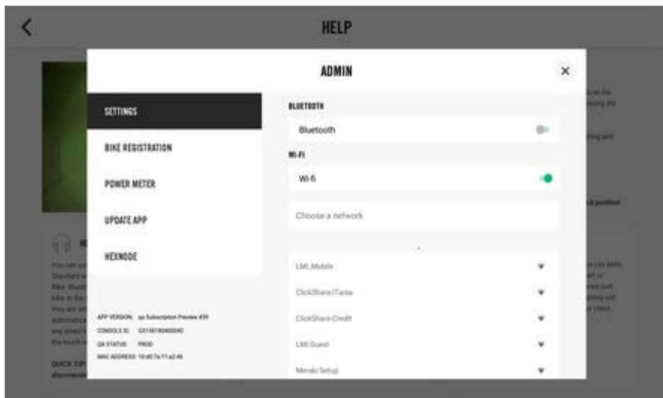
4. Tap the bottom left corner of the help screen 10 times.



5. This will bring up the Admin menu.



6. From the Settings menu option, toggle the WiFi switch on, this will present a list of available WiFi connections.

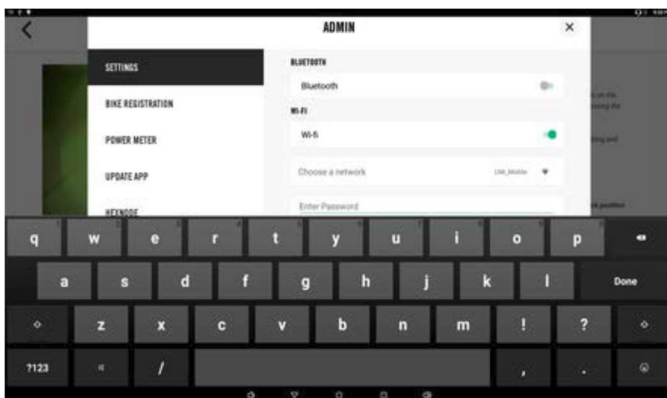


7. Choose the appropriate network by tapping on it, this will bring up the screen where you can enter the password for the network connection.

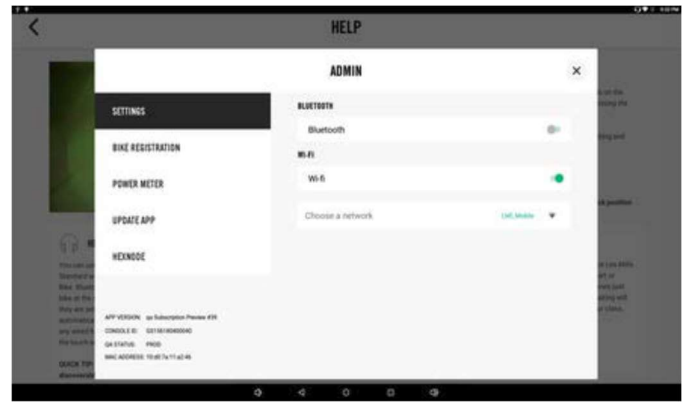
CRITICAL NOTE

The bike MUST be connected to a WiFi network that allows for a permanent connection (i.e. NOT one that only allows a connection for a defined period of time, nor one that requires user acceptance via a web page).

8. To enter the password, tap on the “Enter Password” text box, this will bring up the keyboard.



9. Once successfully connected the WiFi connection will be shown as green (active).

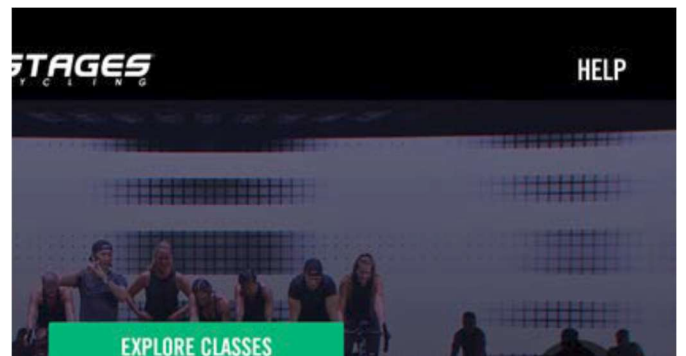


10. The next step is to step away from the bike and allow the application to be automatically updated. This can take up to five minutes and the console will be re-booted. If you want to check if something is happening, tap on the android menu home button which will take you to a blue screen with the Les Mills icon showing, this should be "spinning."

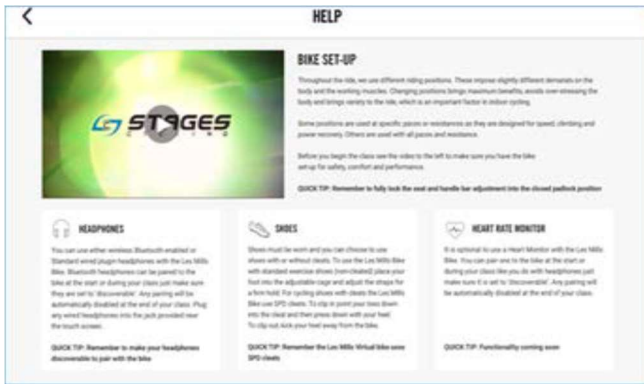
Select Language, Time Zone, and Register Console

Once the application has been successfully updated and the application re-started, please proceed to the registration menu in the Admin page.

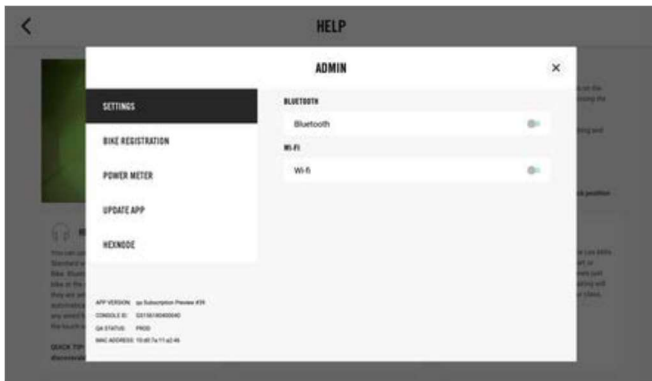
1. To set regional preferences and to register the bike enter the Help menu by tapping on the “Help” menu option at the top right of the Splash Screen, this will bring up the Help page.



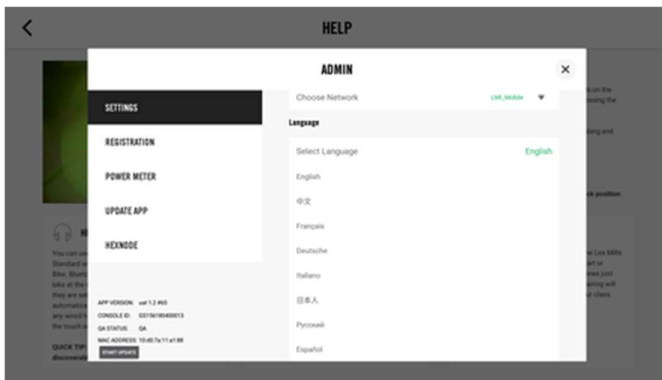
2. Tap the bottom left corner of the help screen 10 times



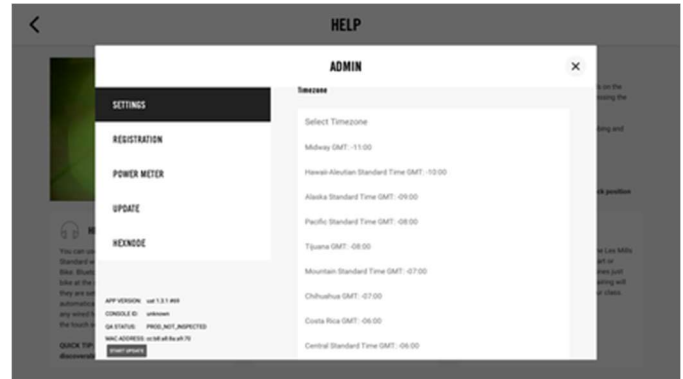
3. This will bring up the Admin menu.



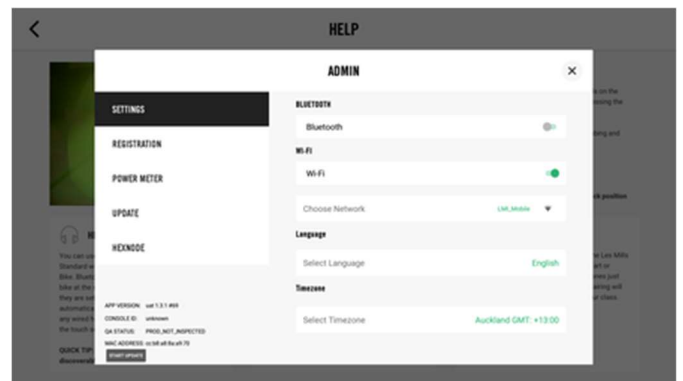
4. Ensure WiFi is on and the console connected to the internet. From the Settings menu, select your preferred language (scroll up to reveal all languages). Note that the preferred language is applied to the application **and** to the default audio for the rides themselves.



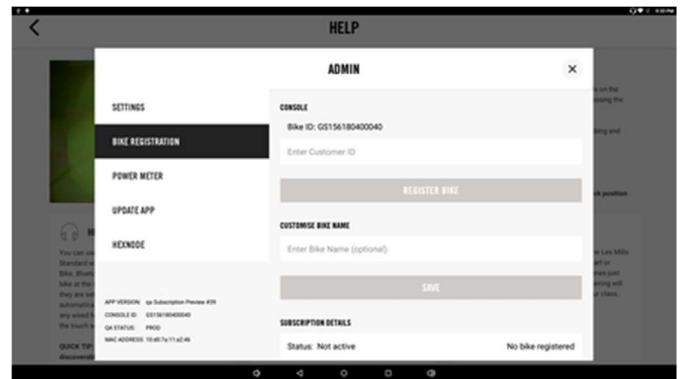
5. Next, select the Time Zone for the region the bike is in. To do this tap on the "Select Timezone" field to show a list of common time zones (scroll up to reveal all time zones) This is a very important step. Please do not skip!



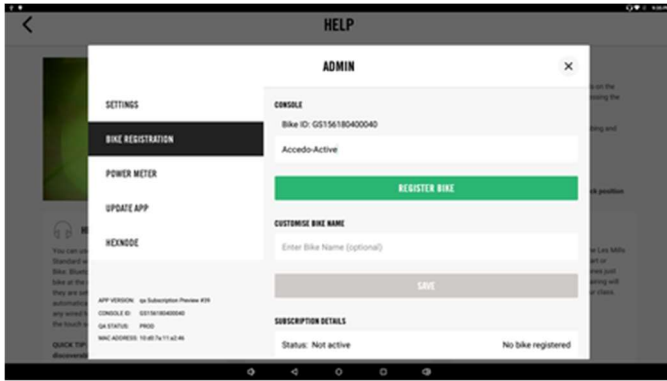
6. You should now have a screen that looks similar to the following.



7. Next step is to press the Bike Registration menu option which will display the registration page.

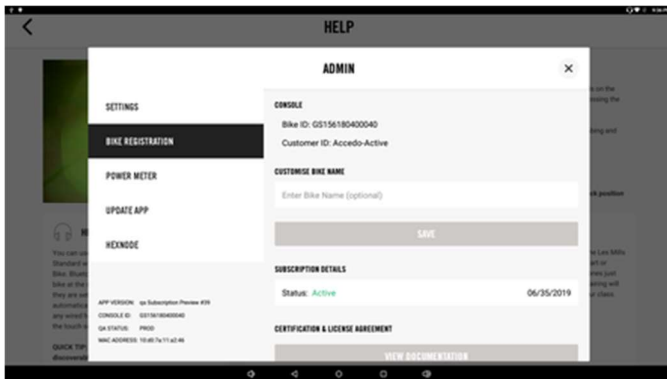


8. Enter the Stages Customer ID from the worksheet into the Customer ID field and press the green "REGISTER BIKE" button.

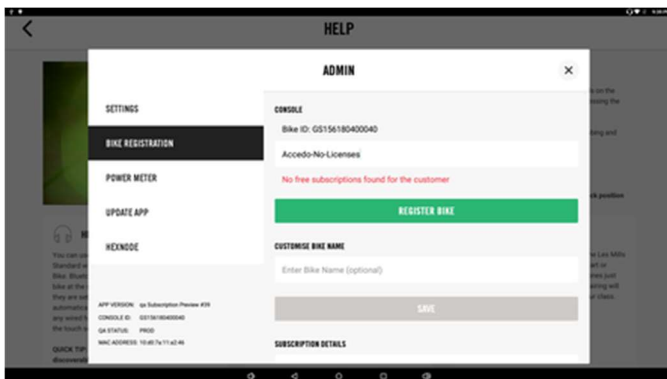


The application will then contact the back-end server and select a subscription to register against.

9. If there is an available subscription, the application will display the subscription as Active along with the subscription's expiry date.



10. If an unassigned subscription is not available the following will be displayed.



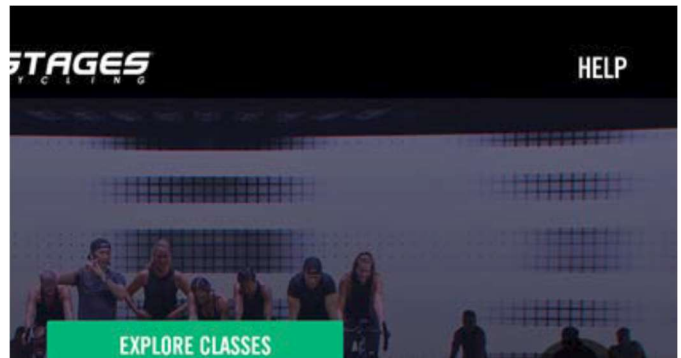
In this situation, please check that the customer ID you have entered is correct. If incorrect, simply edit the customer ID and press the green "REGISTER BIKE" button again. If the customer ID is correct and the error continues, please contact Stages Support.

Set up Application Connectivity and Background Settings

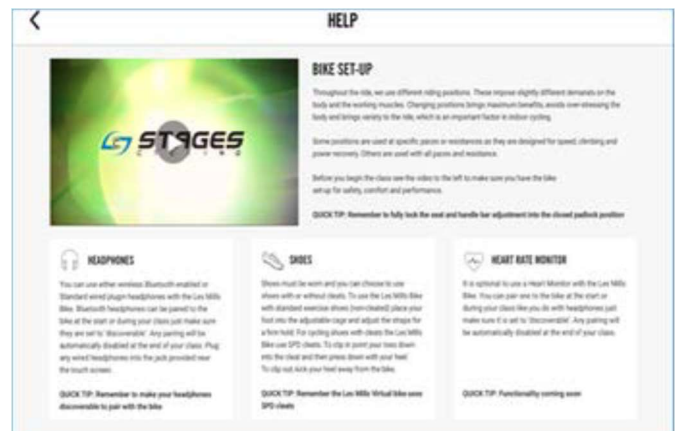
The final step is to set up application connectivity and any background settings (future functionality).

An important aspect of the proposition is connectivity to the Stages Power Meter. This is done by enabling Bluetooth and pairing it to the application.

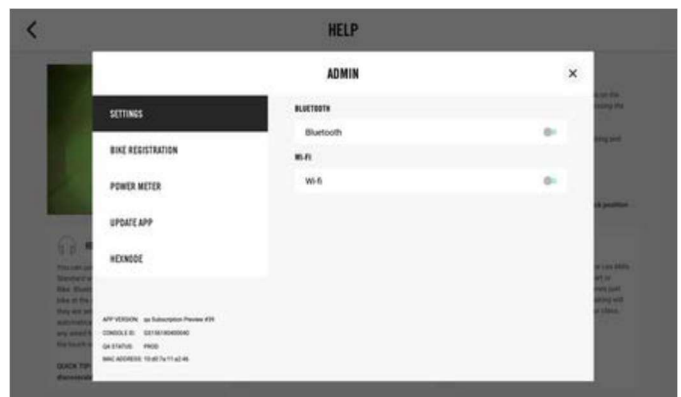
1. To register enter the Help menu by tapping on the "Help" menu option at the top right of the Splash Screen, this will bring up the Help page.



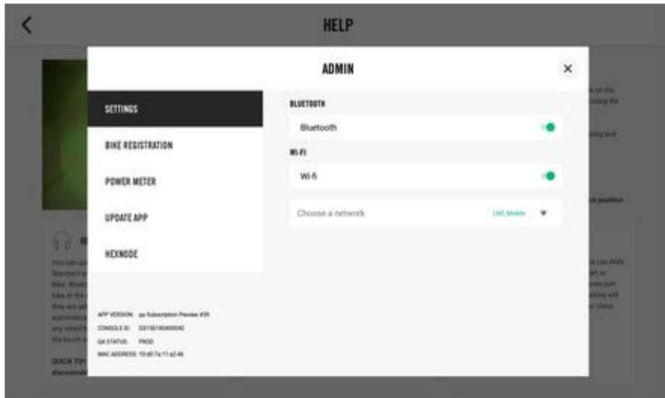
2. Tap the bottom left corner of the help screen 10 times.



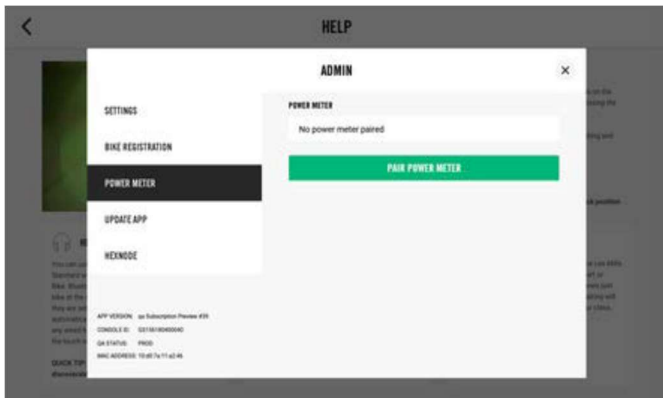
3. This will bring up the Admin menu.



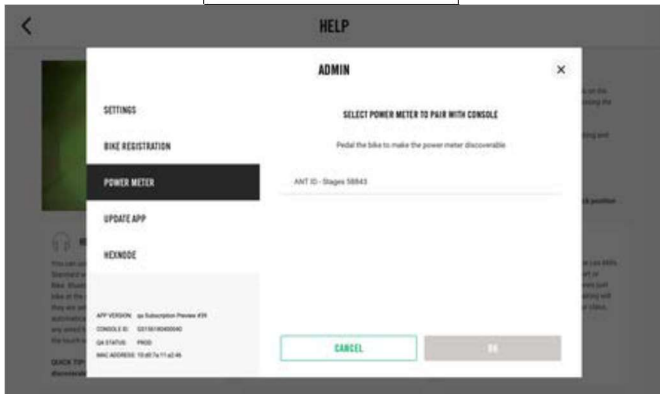
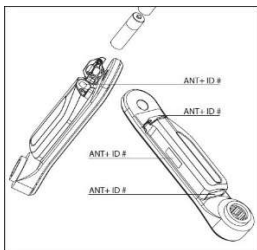
4. On the settings menu, turn Bluetooth on.



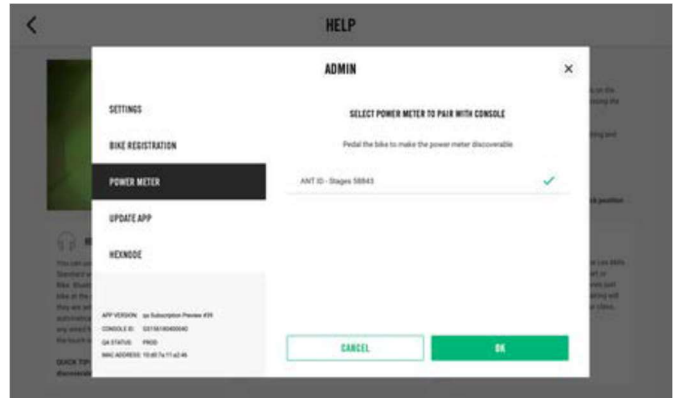
5. Select the POWER METER menu option.



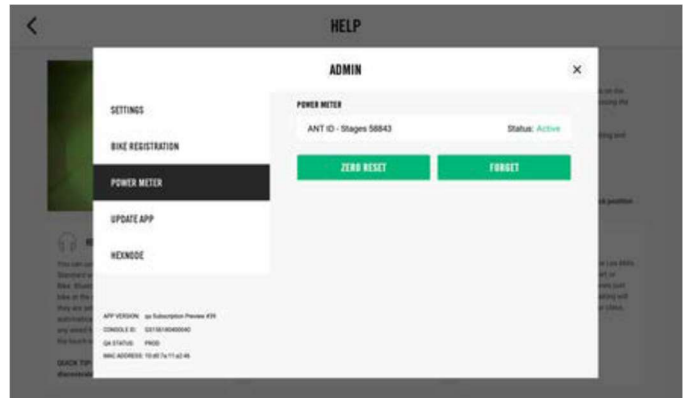
6. Ensure the bike's power meter has batteries installed and is active (do this by pedaling the pedal with the Power Meter on it – user left side). Press the green PAIR POWER METER button to show the available Power Meters. Please note that there may be more than one active Power Meter. Please ensure the one on the bike you are configuring is active, check the ID(s) on the screen with the ANT ID on the Power Meter.



7. Pair to the appropriate Power Meter ID by tapping on it. Once connection is established a green check mark will appear against the Power Meter ID. Press the green OK button.



8. The Power Meter is now paired with the console.



Next Step:

Proceed to Zero Reset section of the SOP for the Les Mills bike.

ZERO RESET

SUMMARY: This section provides information on how to perform the zero reset of the power meter on your bike. *Note: This procedure should only be performed when installing a new power meter. You will need to have your phone with the Stages Power app open to perform these steps. The tablet should be powered down during this procedure so the Bluetooth signal from the power meter is available.*

DETAILS:

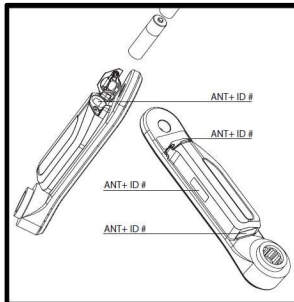
Stages Power App Downloading:

To perform the zero reset on your Solo bike, you will first need to download the Stages Power App to your iOS or Android phone. Also remove power to the bike.



Zero Reset Steps:

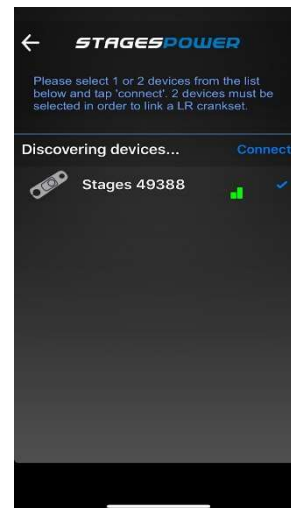
1. Locate the ANT+ ID on the sticker attached to the power meter (left crank arm). *Note: The ANT+ ID will be a 4-5 digit ID number that appears in several stickers applied to the crank arm.*



2. Next, you will need to open the Stages Power App on your phone and press the “Connect with Bluetooth”.



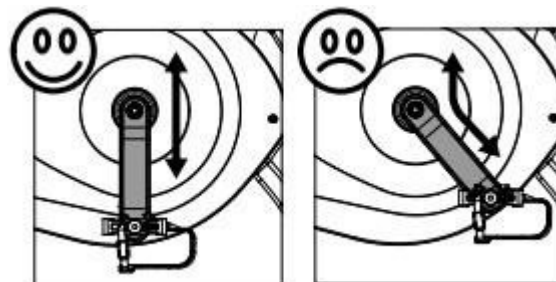
3. Pedal your bike to bring up your ANT+ ID then select your ANT+ ID and press “connect”. *Note: You will need to power off tablet to allow the power meter to connect to app.*



4. Continue to pedal the bike hard until the app is connected to power meter and the rpm and watts are showing up on the app.



5. Stop the pedals from spinning and place the power meter in the 6 o'clock position with **NO** weight (feet or outside force) on the left pedal.



6. Once connected and the left crank arm is in the 6 o'clock position press the "Zero Reset" tab on the app.



7. Then press the "perform zero reset" tab on your app.



8. Once performed the zero reset value you will be shown on your screen. The Zero Reset process will take a few seconds. If the Zero Reset was performed correctly, you will see a numerical calculation on the screen will appear. The number should be between 790 and 990. If it is not within this range, try and reset. If the word FAILED appears on the screen, don't be alarmed. Ensure that the crank was in the 6 o'clock position and NO weight is on the pedal and try again. **Note: If it continues to fail, reference trouble shooting area.**



Next Step:

Proceed to the Pre/Post Installation Checklist section of the SOP for the Les Mills bike.

PRE/POST INSTALLATION CHECKLIST

SUMMARY: This section provides a list of items that are required to be checked during the final assembly and after installation of the bike, to ensure that they have been put together correctly, working correctly, installed correctly, **every time, for every Customer.** *Note: This checklist, along with other section contained in this SOP (along with reference material provided, within) must be used during the build and during the installation of bike. Note: Failure to assemble or install the bikes correctly, could result in installer having to go back out and fix bikes at no cost to Stages Indoor Cycling, or back billing the installer for work that may need to be performed, as a result of the improper assembly or installation of bikes.*

DETAILS:

PRE/POST INSTALLATION CHECKLIST	
Check forward/aft slides on seats and handlebars	
	Silicone
	Set to 0 (and tightened)
Check up/down slides on seat and handlebars	
	Silicone
	Handlebars all set to same height (and locked into place)(if more than 1 Les Mills bike in facility)
	Seats all set to the same height (and locked into place)(if more than 1 Les Mills bike in facility)
Check and adjust the tension on the Pop-pin	
	Handlebars
	Seats
Check bike leveling	
	Adjust stabilizer to floor (adjust all the way up first into stabilizer, then to floor)
	Tighten nut against stabilizers after leveled
Check tablet and bracket	
	Ensure tight on handle bar stem
	Ensure set to the back of handlebar stem
Check tightness of all	
	Tablet/tablet base
	Stabilizers
	Power Meter
	Pedals
	Seats (level and in-line with handlebars)
Ride and function check the bike	
	Listen for rubbing noises (metal to metal, plastic, etc.)
	Listen and feel for vibrations
	Test resistance knob and SprintShift lever
	Tablet is displaying watts and rpms (if all functioning, perform zero reset) Via the StagesPower app
	Perform adjustments as necessary
	Remove any extra packaging material
Ensure bikes is positioned in customers requested location(s) (post install only)	
Clean bikes	

Next Step:

Proceed to the Bike Transportation and Installation section of this SOP.

BIKE TRANSPORTATION AND INSTALLATION

SUMMARY: This section provides you the information to help ensure that your installation of Les Mills Bike(s) will go well and that each customer will receive the same type of install. ***Note: Failure to assemble or install the bikes correctly, could result in installer having to go back out and fix bikes at no cost to Stages Indoor Cycling, or back billing the installer for work that may need to be performed, as a result of the improper assembly or installation of bikes. Use this list along of items along with Exhibit B and C of your installation contract to ensure that you completed all items necessary for the install.***

DETAILS:

Transportation:

1. All bikes should be built prior to installation, so that they can be function checked prior to delivery (and if parts are needed can be sent and problems be addressed, prior to delivery). We do understand that the customer may request that the bikes be built on site, or for logistical reasons that they may need to be built on-site, but this should be exception not the rule.
2. All bikes should transported are blanket wrapped and strapped into the trucks to ensure that no undo damage will occur during transport. Pay close attention to the tablet, during loading and transporting, so it doesn't get broke or scratched.
3. During the loading and unloading of the bikes, all bikes should be carted or carried across the ground, pavement or cement, **NOT** rolled, as it could will tear up the transportation wheels on the bikes and may also embed debris in the wheels that could scratch up a Customer's flooring.

Installation:

1. Bike(s) should be set up and aligned per the Customer's request.
2. Bike(s) should all be function checked according to the Pre/Post Installation Checklist (contained in this document).
3. If bike(s) are built on-site, all cardboard and garbage must be removed unless approved by the Customer.
4. Don't forget to do your paperwork. This information can be found in Exhibit B and C of your installation contract.

Questions:

If you have any questions on building or installation of the bikes, or if the Customer needs help after the install, please call or have the Customer call Customer Support at 1-800-717-8076.

FIRMWARE UPDATING

SUMMARY: Regular service updates may be required to keep the firmware up to date and utilizing our latest revisions, improvements, and bug fixes. Performing a firmware update in the field is easy and simply requires using a compatible mobile device (phone or tablet) with the Stages Power app.

DETAILS:

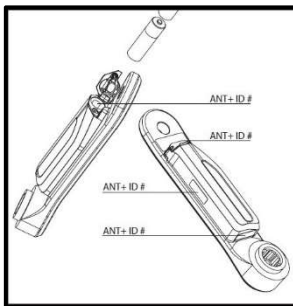
Stages Power App Downloading:

To update the firmware on your power meter or console, you will first need to download the Stages Power App to your iOS or Android phone.



Updating Power Sensor Firmware:

1. Locate the ANT+ ID on your power meter and remember the number.

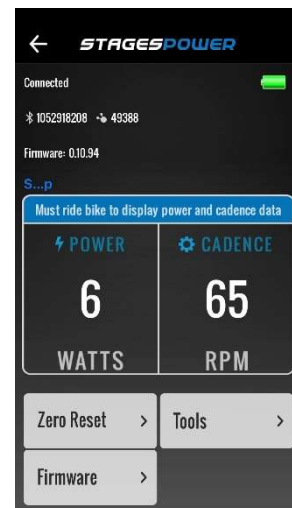


2. Open the Stages Power App on your phone and observe the various power meters and consoles that are available.

3. Pedal the power meter until (left crank) until you see the ANT+ ID show up on your phone.



4. Select the power meter that you want to update.
5. Once connected you will see the serial number and ANT+ ID of the power meter on the top of the screen and four buttons below. If not on the most current version of firmware the Firmware button will be illuminated.



6. Press Firmware button, which will initiate the update process. This upload should only take 1-2 minutes. If for some reason the app takes longer or fails, close the app, re-open and reconnect to attempt again.

Trick: If you don't have an unlimited data plan or data is unavailable on your phone (for the area you are in), put your phone in airplane mode and then turn on WiFi to connect to the app.

POWER METER BATTERY MAINTENANCE

SUMMARY: This section provides information on how to check the battery levels on your power meter and how to change them out if they are. This section applies to the Les Mills bike(s) that have a tablet on them. Tablet must be powered off to connect to power meter so that the Bluetooth signal from the power meter is available.

DETAILS:

Checking the Batteries in the Power Meter (using the StagesPower App – Preferred Method):

1. Open the StagesPower App.
2. Look at the ANT+ ID number on the power meter.
3. Spin the power meter equipped crank arm to “wake” up the power meter.
4. Choose “Connect with Bluetooth” from the menu options in the app.

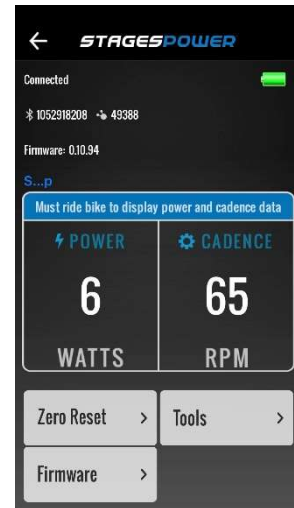


5. Select the Ant + for the power meter that you want to check (will put a check mark by the Ant + on your screen).



6. Click on the button that says connect.

7. The screen should change automatically to the next page where you will see fields for Power and Cadence, you will see both Serial Number and ANT+ ID displayed. (ADC and Temp are shown if you choose Zero Reset)



8. Confirm you have connected to the proper ANT+ ID.
9. Check the battery indicator in the top right corner.

Replacing the Batteries in the Power Meter:

1. Turn the left crank arm to the 12 o'clock position (so you can see the screw at the top of the power meter).
2. Use a size 0 Phillips screwdriver to loosen the screw from the power meter battery door.
3. Change out or install the 2 AA batteries, ensuring that when installing the new ones that the negative (-) ends are against the coils. The batteries should be taped together with electric tape, to prevent the batteries from coming apart while in use in the power meter.
4. Replace the battery cover and lightly tighten the screw to secure the cover. **Note: After changing the batteries in the power meter, it is important to perform a Zero Reset. The purpose of Zero Reset is to ensure the power meter is calibrated correctly. Please see the Zero Reset procedures in this SOP for instructions.**

PREVENTATIVE MAINTENANCE CHECKLIST

SUMMARY: This section provides you with a list of required maintenance tasks to be performed on the bikes on a regular basis. All tasks are quick and will help to avoid larger issues in the future.

DETAILS:

Daily:

Wipe down all bikes using mild soap and water or a mild cleaner

Do not use products with ammonium chloride to clean the bikes, as they will cause the glue to come off

Weekly:

Lubricate sliding tubes silicone lubricant (handlebar and seat stems, fore/aft slides) Inspect pedals - Fraying straps, broken bindings, and tightness

Visually inspect all hardware components Check or ask for noises heard while riding

Monthly:

Check crank bolt tension (Torque to 52-57 Nm or 38-42 lb – ft)

Check power meter battery levels and change out batteries as needed

Perform zero reset on power meters to ensure high accuracy ***Note: If power meters are updated to firmware version 1.5.0 or newer this is unnecessary as this will be done automatically.***

Yearly:

For maximum performance and safety, replace the pedals every year Inspect bottom brackets

MECHANICAL TROUBLESHOOTING

SUMMARY: This section provides some of the standard Mechanical Troubleshooting items for the Les Mills bike. ***Note: If parts or additional help is needed, please call Customer Support.***

Problem	Cause	Solution
Metal to Metal Sound	Brake rubbing on flywheel	Adjust brake
Vibration when riding bike	Bike is not level	Level bike
	Belt too tight	Adjust tension on belt
	Flywheel is crooked in bike	Adjust flywheel to make sure that it is straight in bike
	Bike flywheel has been jarred during shipping	Loosen flywheel to allow it to drop back into place, make small forward and aft adjustments as needed
Pedal has come loose (Factory or Aftermarket)	Pedal was not tightened properly during installation	Tighten with pedal wrench
	Pedal washer was not installed during installation	Install pedal washer and tighten with pedal wrench
Pedal has come off of bike	Pedal was not tightened properly during installation	(Pedal and/or crank arm threads are not stripped) Apply a small amount of grease on pedal threads, make sure pedal washer is on pedal and reinstall
		(Pedal and/or crank arm threads are stripped) If crank is stripped, see if you can tap threads and reinstall pedal (and make sure pedal washer is on pedal). If can be fixed, apply a small amount of grease on pedal threads (and make sure pedal washer is on pedal) and reinstall. If unable to fix crank and/or pedal is stripped, order parts and install
Power Meter or crank arm has come off of bike (pedal is still attached and tight)	Power Meter was not tightened properly during installation	Check to make sure that there is no damage to crank arm, apply a small amount of grease onto the bottom bracket spline and reinstall Power Meter and set to proper torque setting. Double check pedal tightness as well and tighten as necessary
Seat stem is loose and moves during ride	Pop-pin not locked into place	Tighten Pop-pin into place
	Pop-pin is over tight and won't move	Remove Pop-pin from frame and see if the shaft is bent, and if so, replace. If not bent, see if you can lubricate to loosen and reinstall, and if not, replace
Handlebar stem is loose and move during ride	Pop-pin will not locked into place	Tighten Pop-pin into place
Seat is loose or had fallen	Seat bolt is not tight	Adjust seat to proper position (parallel to ground and in-line with handlebars) and tighten
Seat or handlebars will not adjust forward or aft and cap of adjustment knob is spinning	Adjustment knob has come loose	Remove knob, adjust rod outward, reattach knob and tighten
Seat or handlebars will not adjust forward or aft and can loosen and tighten adjustment knob	Wedge pin inside has gotten lodged in tube	Remove knob, and all of components out of seat or handlebar and see if you can un-lodge wedge pin and then put back together. If parts are damaged or unable to un-lodge, order parts and replace

SprintShift moves when adjusting standard resistance knob	SprintShift knob is bad or bent	Order replacement parts and replace.
	Detent in SprintShift is not holding	Order replacement part and replace.
Rattling noise on bike	Screws on shield or inside front covers are loose	Check all screws and tighten as necessary
Plastic to plastic rubbing sound	Power meter or right crank arm rubbing on side covers	Re-adjust side covers
Clicking noise in from inside of belt covers	Covers are not aligned properly	Re-align covers
Side to side movement at pedal area	Bottom bracket has come loose or needs replacing	Remove cranks and check, replace as necessary
Clicking noise in pedals	Cleats are to loose or tight	Adjust cleat tension
	Pedal is clicking by crank arm shaft	Remove and lubricate pedal
Knocking sound in flywheel area	Bearing have come loose from flywheel	Order spacers for flywheel axle and install parts
Clicking noise on outside of covers	Pedals straps are hitting the ground every rotation	Tuck the pedals straps into the clips
Seat or Handlebar tubes sleeves are coming out when moving seat or handlebars	Preventative Maintenance is not being performed on bikes	Lubricated seat or handlebar slides
	Tabs on sleeve(s) are broken or worn	Replace sleeve(s)
Tablet or phone holder is loose on handlebars	Screws attaching phone holder base to handlebar stem have come loose or washer is needed	Remove phone holder top, tighten screw or insert washer in base and re-install phone holder top. Order parts if needed

TABLET/POWER METER TROUBLESHOOTING

SUMMARY: This section provides some of the standard Tablet/Power Meter Troubleshooting items for the Les Mills bike. *Note: If parts or additional help is needed, please call Customer Support.*

Problem	Cause	Solution
No readings on tablet (but tablet comes on)	Tablet not Paired to Power Meter	Check Pairing (Ant + number is correct in tablet) and Re-Pair if necessary to Power Meter
	No batteries in Power Meter	Install batteries in Power Meter and Pair if necessary
	Batteries are inserted wrong in Power Meter	Install batteries correctly in Power Meter and Pair if necessary
	Batteries are dead in Power Meter	Insert new batteries in Power Meter and Pair if necessary
	New batteries are installed in Power Meter and Paired	Perform external Zero Reset of Power Meter
	Power Meter needs to be rebooted	Open battery door and reverse batteries in Power Meter, close battery door for 3 seconds, (this will reboot Power Meter) and then re-insert batteries properly into Power Meter and retest. Re-pair if necessary
Only RPM's showing on screen and no watts	No pressure being applied to power meter	Get on bike and ride to make sure that it is working
	Tablet is not in sync with power meter	Perform external Zero Reset of Power Meter
Tablet not turning on at all	Bike isn't plugged into the wall outlet	Check power cord connection
	Connection of the power cord under tablet is not plugged in	Check connections on the back of tablet
	Connection of power cable inside phone holder is disconnected	Check both connections inside phone holder
	Connection of power brick to bike frame is disconnected	Check connection of power brick at the bottom of bike frame
Heartrate not showing on tablet	Heartrate is not paired to tablet	Hit the Bluetooth icon on the top of the screen and pair heartrate to tablet
Watts seem too high or low	Tablet not in-sync with Power Meter	Perform external Zero Reset of Power Meter. Using the StagesPower app
Tablet will not Pair to Power Meter	No batteries in Power Meter	Install batteries in Power Meter and Pair if necessary
	Batteries are inserted wrong in Power Meter	Install batteries correctly in Power Meter and Pair if necessary
	Tablet paired to another power meter	Check to see if tablet is paired to another power meter

	Batteries are dead in Power Meter	Insert new batteries in Power Meter and Pair if necessary
	Power Meter needs to be reset	Open battery door and reverse batteries in Power Meter, close battery door for 3 seconds, (this will reboot Power Meter) and then re-insert batteries properly into Power Meter and retest. Re-pair if necessary
	Ant + number from Power Meter in tablet is not correct	Insert proper Ant + number in tablet and Re- Pair
Power Meter will not Zero Reset	Power Meter not awake enough	Apply ample pressure and spin power meter enough that it is awake
	Load was on Power Meter when been being Zero Reset	Take load off of Power Meter and retry
	Battery Door Broke	Check for breaks in battery door, order parts if needed
	Power Meter needs to be rebooted	Open battery door and reverse batteries in Power Meter, close battery door for 3 seconds, (this will reboot Power Meter) and then re-insert batteries properly into Power Meter and retest. Re-pair if necessary

REFERENCE MATERIALS

SUMMARY: This section provides all of the reference material needed for the bike, its components and FAQ's.

DETAILS:

Commonly Used Reference Material:

Les Mills User Manual can be located by [Clicking Here](#)

SIC Power Meter Manual can be located by [Clicking Here](#)

Preventative Maintenance information can be found by [Clicking Here](#)

Videos:

A Video Library with additional training SOP's can be located by [Clicking Here](#)

Bike Specification Sheets:

Les Mills Specification Sheet can be located by [Clicking Here](#)

Warranty Information:

Warranty Information for all bikes can be located by [Clicking Here](#)

Preventative Maintenance Information:

Preventative Maintenance Information can be located by [Clicking Here](#)

For all other information not listed:

Go to our website at: <https://stagesindoorcycling.freshdesk.com/support/home> to look up the request information or to look at our FAQ's

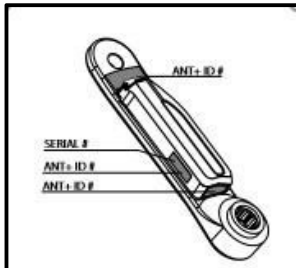
SERIAL NUMBER LOCATIONS

SUMMARY: Each bike, tablet and power meter have a serial number. Please provide the serial number of the relevant components when requesting parts for the bike or replacement tablet and power meters. See illustrations for the location of the serial numbers for each component.

DETAILS:

Power Meters Serial Numbers:

Power meter serial numbers begin with a “1”.



Tablet Serial Number:

Tablet serial: Is on the back of the tablet.



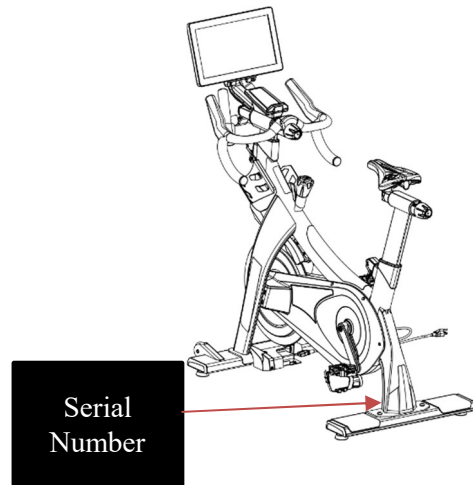
Serial
Number

Frame Serial Numbers:

Frame serial numbers begin with an “A”.

Les Mills:

Serial number is located on the inside of the rear tube.



CUSTOMER SUPPORT

SUMMARY: This section provides you information necessary to contact our Customer Support Team, such as hours of operation and phone numbers, along with our website that can be used to look up videos, printable material or submit a customer support ticket.

DETAILS:

Contact Information:

If you need to contact Customer Support, call 1-800-717-8076, if you receive no answer, please submit a support ticket by emailing support@stagescycling.com and request a return call back.

Hours of Operation:

Customer Support is available from 6:00am-5:00pm
Monday- Friday, Pacific Standard Time.

Website:

If you need to look up parts, review our FAQ's, look at manuals or videos, or open a customer support ticket, feel free to go onto our website at:
<https://stagesindoorcycling.freshdesk.com/support/home>.

Parts:

When calling in for assistance, we request that you have the serial number of the bike and part number from the manual that you are requesting. If the part request is for a console or power meter, please have the serial number available, part number isn't required.

Pictures and Videos:

Depending on the problem you are having with the bike, you may be asked to supply pictures or videos when calling in for support.

Return Labels:

If a replacement console or power meter is sent to repair a bike, Customer Support will send an electronic return label for you to ship the non-functioning part back. We request that the used console or power meter be put in the box that the new part was sent in, taped shut, label attached and sent back to us as soon as possible.

Standard Warranty Information:

1. Les Mills bikes carry the following component warranty durations:
Solo Frame: 15 years
Carbon Drive Belt: 10 years Mechanical Systems: 3 years
Electronics: 1 year
Wear Items (Saddle and Pedals): 6 months
2. Extended warranties are not available at this time.