Technical Service Bulletin
DATE April 17, 2020

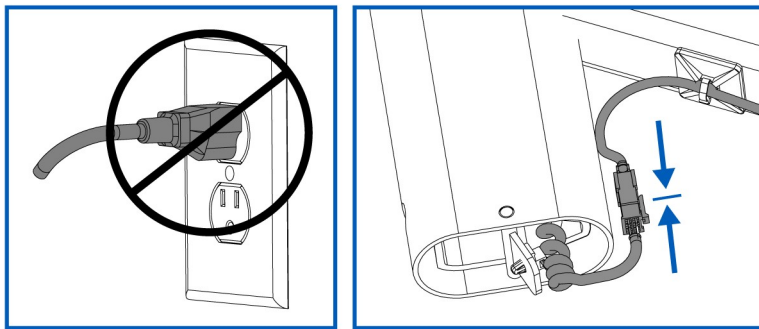| ELECTRICAL	TSB#-04172020

Title: **Electrical connection, assembly sequence**
Models: **StagesBike SB20 Smart Bike**

Introduction:
A potential risk for damage to the bike has been discovered when the assembly steps are completed out of order. In the event that the bike is plugged into external power 120/220v before connecting the handlebar wiring harness, there are possible adverse effects:

1. Flywheel resistance can be stuck at 100%.
2. Bike can no longer connect to Bluetooth devices.

Service Action:

Do not plug the bike into AC power until the handlebar stem wiring harness and shifting wires have been **FULLY** connected, as per the instructions laid out in the StagesBike Assembly Guide steps 1-9. Perform an additional visual check to confirm that the connector set is **FULLY** seated, with no gap between the two ends. The connection is very tight to prevent disconnections while riding the bike and may take multiple attempts to seat the connection. **Only after the connectors are secure**, plug the AC adapter into the bike and connect it to line voltage.

Service Procedure:

If you experience very high resistance from your flywheel upon assembly, please follow these steps:
1. Immediately disconnect the bike from AC power.
2. Remove the nose cap and check that the wiring connectors are properly seated beneath the handlebar stem.
3. Allow the bike to cool down if heat is felt from the flywheel. After the bike has cooled down and the connectors are properly seated, plug the bike back in to AC power.
4. Search for the bike in Stages Link app. Verify that the bike is visible and able to be connected to via Bluetooth.
5. Pedal the bike and confirm that the bike has resumed to normal resistance levels.

If you cannot find the bike in the Stages Link app or the resistance has not returned the normal, please immediately unplug the bike and contact Stages Cycling support for warranty support to resolve your issue.