

STAGES INDOOR CYCLING

Bike Assembly and Installation

Standard Operating Procedure (SOP)



Table of Contents:

SERVICE/ASSEMBLY TOOLS.....	3
SC3 BIKE ASSEMBLY	4
POWER METER INSTALLATION.....	8
PEDAL INSTALLATION.....	10
CONSOLE INSTALLATION.....	12
PAIRING (AND INTERNAL ZERO RESET)	16
CONSOLE DEFAULT SETTINGS.....	18
PRE/POST INSTALLATION CHECKLIST	20
BIKE TRANSPORTATION AND INSTALLATION	21
EXTERNAL ZERO RESET.....	22
FIRMWARE UPDATING.....	23
CONSOLE/POWER METER BATTERY MAINTENANCE.....	24
FITLOC ADJUSTMENT	26
ACCESSORIES INSTALLATION	27
PREVENTATIVE MAINTENANCE CHECKLIST	29
MECHANICAL TROUBLESHOOTING.....	30
CONSOLE/POWER METER TROUBLESHOOTING.....	32
REFERENCE MATERIALS	34
SERIAL NUMBER LOCATIONS.....	35
CUSTOMER SUPPORT	36

This SOP (along with reference material provided, within) contains all information necessary to assemble and install the Stages SC3.18 Indoor Cycling bikes, 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 Stages SC3.18 Indoor Cycling bikes. **Note: It is not recommended that you use power tools in the assembly of Stages Indoor Cycling 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	Side cutters
Size 17mm Open-end wrench	Razor Knife
Size 19mm Open-end wrench	15mm Pedal wrench
Socket wrench, (3/8" drive)	

Optional Tools:

Listed below are additional tools that would be needed to perform advance service on all models of Stages Indoor Cycling bikes.

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

Used to remove the bottom bracket from the bike. It can be found on-line at: 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-cp-44>. **Note: The cranks on all models of the Stages Indoor Cycling bikes are supplied with a self-extractor 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 all models of Stages Indoor Cycling 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 all models of Stages Indoor Cycling bikes.

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.

SC3.18 BIKE ASSEMBLY

SUMMARY: This section provides information on how to assemble the SC3.18 model of Stages Indoor Cycling bikes. *Note: It is not recommended that you use power tools in the assembly of Stages Indoor Cycling bikes.*

DETAILS:

1. You will first 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 the either the left or right seam.



3. Open the bottom flap of the box. *Note: If it is a single bike order the console and power meter will ship inside the bike box. With multiple bike orders the console and power meters will ship in its on separate boxes.*



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



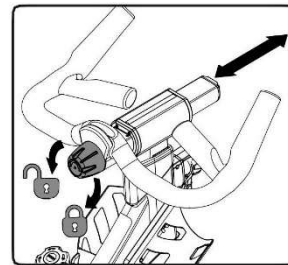
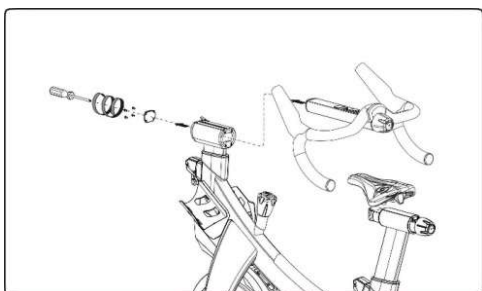
5. Turn the box back onto the bottom and then grab the box and pull it up and off of the bike, exposing the bike and setting on the floor.



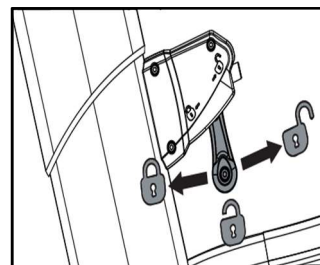
6. Remove all of the packaging from the bike. **Note: To prevent cut marks on the bike, make sure to use side cutters to cut strings and/or tie straps versus knives. Also make sure when unpacking the handlebars to not lose the wedge pin.**



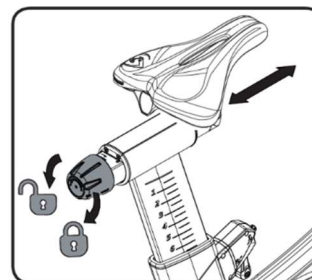
7. Install the handlebars by inserting the handlebars through the handlebar stem and then lock the forward and aft adjustment by tightening the adjustment knob. Install the end cap on the front of the handlebars with the four (4) screws provided. **Note: Do not install the end cap if you are going to be adding Aerobars in lieu of the end cap. If installing the end cap, do not overtighten the cap.**



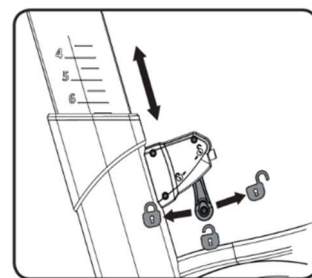
8. Tighten the up and down handlebar movement by engaging the FitLoc on the front of the handlebar stem.



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



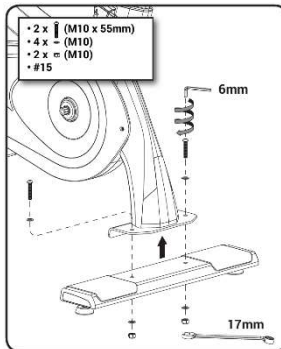
10. Tighten the up and down adjustment by engaging the FitLoc on the frame directly below the seat.



11. 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. Install bolts and stabilizer that doesn't cause damage to the bike.**



12. Install the front stabilizer on the front of the bike, with two (2) 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.**



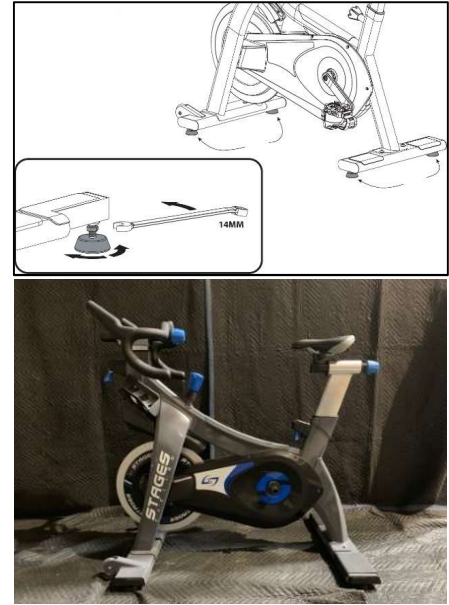
13. Turn the bike to the opposite side so that it is resting on the end cap (if installed) and front stabilizer wheels. **Note: Ensure that the bike is not wobbly and won't fall over. If the bike is not stable, position the bike in such a manner that it won't fall over or damage can occur to the bike.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



14. Install the rear stabilizer on the rear of the bike, with two (2) 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. The holes of the stabilizer should align with the ones on the frame and the angles of the stabilizer should match that of the bike frame.**



15. 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.



16. 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 Power Meter Installation section of this SOP.

POWER METER INSTALLATION

SUMMARY: This section provides information on how to remove, replace and install the Power Meter on the Stages SC3.18 Indoor Cycling bikes. *Note: It is not recommended that you use power tools in the assembly of Stages Indoor Cycling bikes.*

DETAILS:

Removal or replacement of Power Meter:

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

Removal of left crank arm to install Power Meter:

Remove the left crank arm from the bike to allow for the installation of the power meter. *Note: Keep this crank arm for the customer, as they may want it for the future. Crank arms 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).*



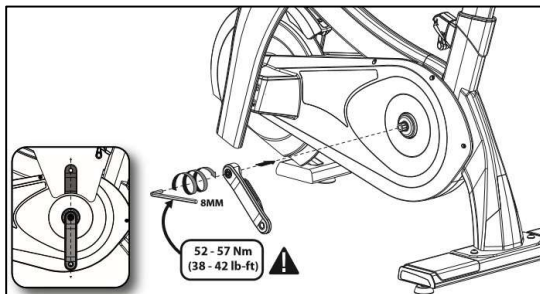
2. Using a small Phillip's screw driver (Size 0), open up the battery door on the power meter and install the (2) AA batteries (positive side up) provided (***DO NOT*** remove tape from batteries, batteries need to stay taped together to prevent lateral movement during operation) close the battery door 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 or have removed a left crank and now are installing 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 installed at 180 degrees opposite of the right crank arm. ***Note: Start the power meter bolt with an Allen wrench to help prevent cross threading.***



3. 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 torquing, 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 to the bikes.

PEDAL INSTALLATION

SUMMARY: This section provides information on how to remove, replace and install OEM and after-market pedals on the Stages SC3.18 Indoor Cycling bikes. ***Note: It is not recommended that you use power tools in the assembly of Stages Indoor Cycling bike.***

DETAILS:

Removal or replacement of pedals:

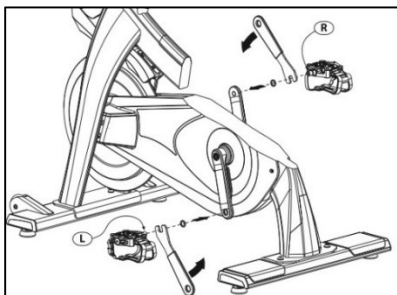
1. If pedal(s) are being removed for replacement, remove pedal(s) with 15mm pedal wrench.
2. If pedal(s) are being removed for service to be performed on the bike, make sure to set the pedal(s) aside.

Installation of OEM Pedals:

1. Remove the pedals from their packaging.
2. Install the pedals. ***Note: You must use Loctite on pedals during the installation of the pedals so not to allow the pedal to come loose.***

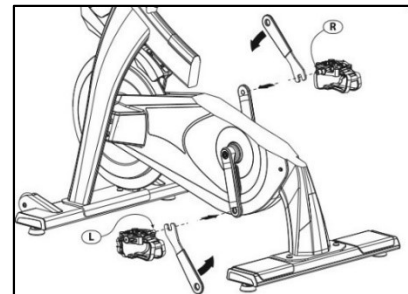


3. Install the pedals on the bike. Pedals are marked with an “L” and “R” indicating which side of the bike that they should be installed on. Pedals need Loctite applied to them prior to installation, if not pre-installed. Start and then tighten the pedals onto the crank arms/power meter as far as you 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.***



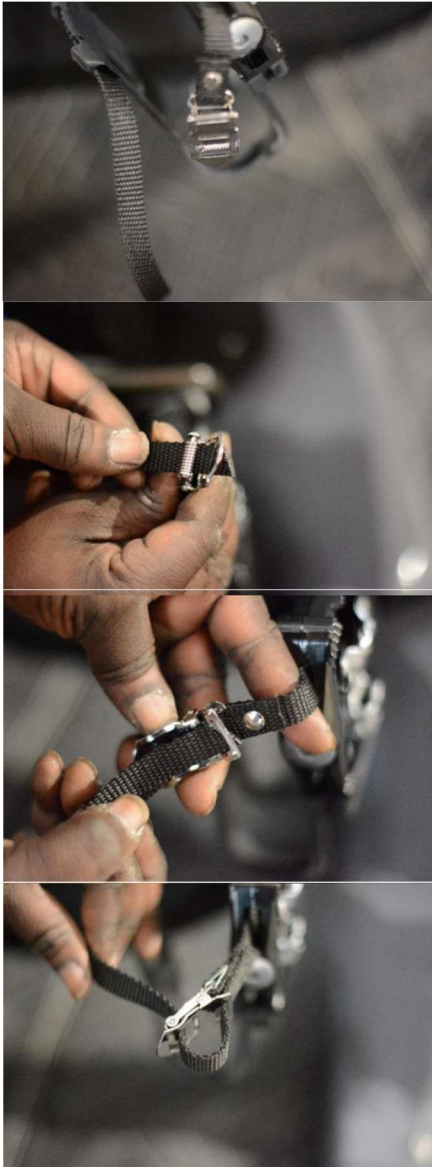
Installation of after-market pedals (All Models):

1. Remove the after-market pedals from their packaging. ***Note: You must use Loctite on your pedals to ensure your pedals stay tight on cranks.***
2. It is recommended to apply a fair amount of blue LocTite on the threads of the after-market pedals, prior to installing the pedals on the bikes.
3. 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):

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 fair amount of LocTite is applied to the pedal(s) threads.
2. If after-market pedals are being reinstalled after service was performed; 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. If after-market pedals are being reinstalled after service was performed; LocTite is necessary.
4. In all cases, ensure that 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 Console Installation section of this SOP.

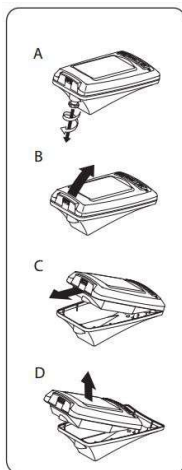
CONSOLE INSTALLATION

SUMMARY: This section provides information on how to remove, replace and install the console on the Stages SC3.18 Indoor Cycling bikes. **Note:** *It is not recommended that you use power tools in the assembly of Stages Indoor Cycling bikes.*

DETAILS:

Removal or replacement of Console:

1. Separate the console from the base by removing the thumb screw. Slightly pull the top of the console upward and off the base (as there are tabs at the bottom of the console), and separate the battery wire from the bike wire. **Note:** *Failure to unplug the wire before pulling off the console, could rip the wire. You do not need to remove the base of the console from the bike, as it can be reused for the new console.*



1. Remove the lithium battery from the back of the old console.

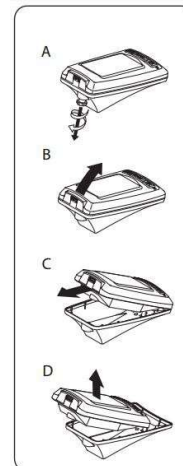
A. Use a small screwdriver to wedge the between the battery and the side of the console.

B. Gently pry the battery free from the retaining tabs and pull the battery out.

C. Set the battery aside as you will need to reuse it in the new console.

Removal or replacement of Console:

Separate the console from the base by removing the thumb screw. Slightly pull the top of the console upward and off the base (as there are tabs at the bottom of the console). **Note:** *You do not need to remove the base of the console from the bike, as it can be reused for the new console.*

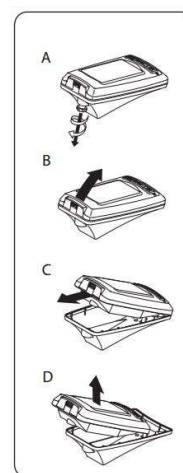


Console Assembly/Installation:

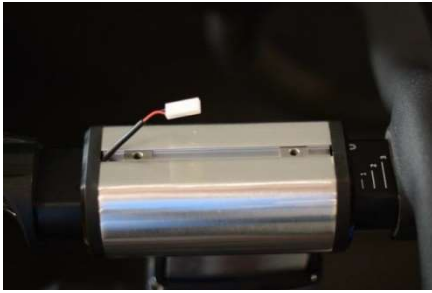
1. Remove the console contents from its box.



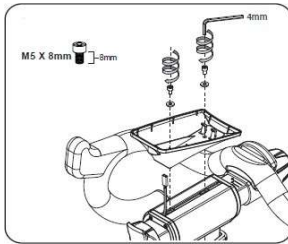
2. Separate the new console from the base by removing the thumb screw. Slightly pull the top of the console upward and off of the base (as there are tabs at the bottom of the console).



3. On top of the handlebar stem, remove the piece of tape holding the generator wire inside the handlebar stem and lift it upward, so that it is sticking up. **Note: This step only has to be done if a new assembly.**



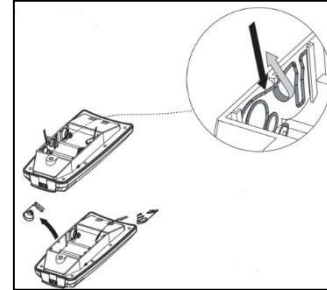
4. Take the console base and route the generator wire through the bottom of the base (oval hole). Using two (2) of the screws and two (2) of the washers included in the console kit, attach the console base to the top of the handlebar stem (the channel nuts are already installed in the top of the handlebar stem, so the ones in the kit will be extras). Align the channel nuts so that you can insert the screws and washers through the console base into the handlebar stem. If adding a Media Shelf, see Accessories Installation Section for proper installation.



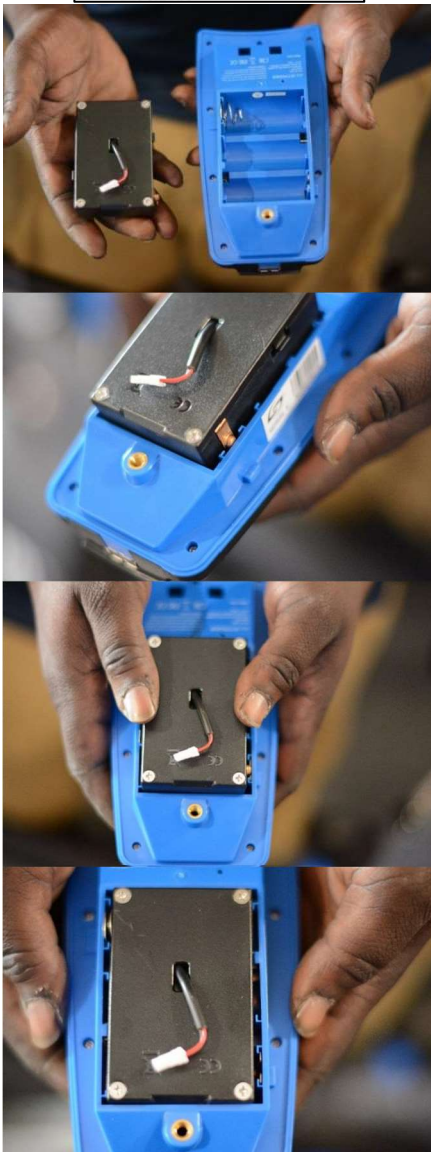
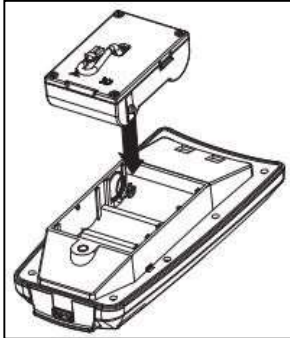
5. Align the console base so that it sits evenly between the front and back cover of the handle bar stem (front of console base should be touching the front cover of the handlebar stem, but not over). Tighten the console base to the handlebar stem. **Note: To ensure that the consoles don't come loose, give the screws an extra 1/4 turn. If you are installing a media Shelf to a bike, reference the installation instructions in the accessory section.**



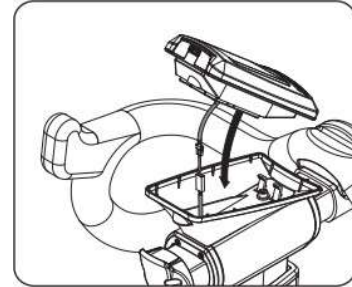
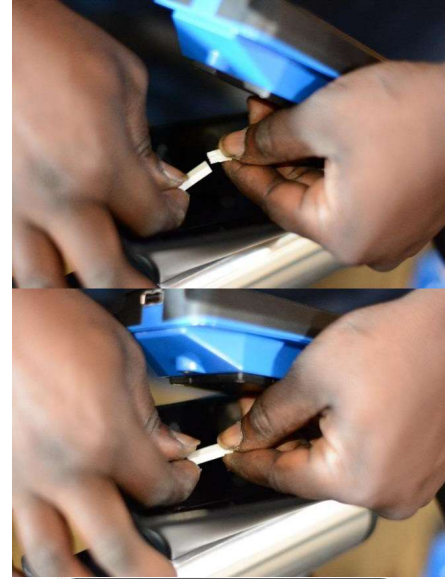
6. Remove the two double battery springs from the back of the console, leaving only the positive terminal and single negative spring.



7. Install the lithium battery (in small bike support) by aligning the positive and negative terminals on the console to the ones on the battery. Make sure that the positive tab on the battery is on the inside of the console and then with both of your thumbs, press down on the battery and it will lock the lithium battery into the console. **Note: During install of the battery, if one of the blue tabs breaks off of the console, don't worry, it will still work.**



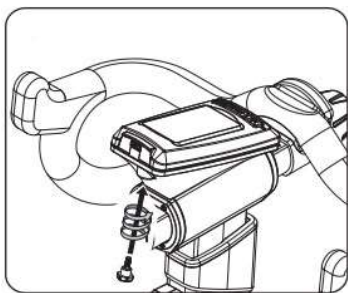
8. Plug the generator wire from the bike into the one from the back of the battery. **Note: This wire will only connect one way (it is color coded) and should click when it is properly installed.**



9. Install the console onto the console base (making sure to feed all of the wires and connector into the middle channel of the console base) and then push down on the front of the console until you hear it click into place. **Note: If you don't ensure that the wires are in the center channel of the console base, it can pinch, cut or not allow you to install the console.**



10. Install the thumb screw to secure the console back to the console base. *Note: If the customer would like extra security, install additional Allen head screw from the console kit, in place of thumb screw) and tighten.*



Next Step:

Proceed to the Pairing (and Internal Zero Reset) section of this SOP if you are replacing or installing a new console or power meter on any bike.

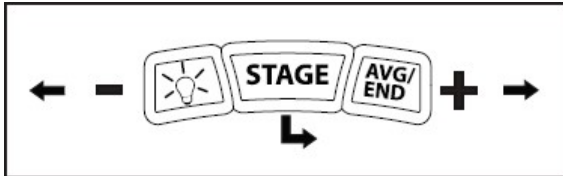
PAIRING (AND INTERNAL ZERO RESET)

SUMMARY: This section provides information on how to perform the pairing (and internal reset) of the console and power meter on your bike(s). This section applies to the Stages SC3.18 Indoor Cycling bikes that have a console and power meter installed. **Note: This procedure should only be performed when installing a new console, power meter (or both), but should not be used on a routine basis to zero reset the bike. For steps to reset on a routine basis, reference the External Zero Reset section in this SOP.**

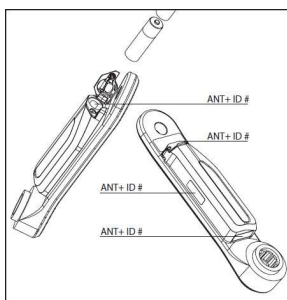
DETAILS:

Pairing Steps:

1. Activate the console by pressing any button (BACKLIGHT, STAGE or SETTINGS).



2. Press and hold the BACKLIGHT and AVG/END buttons for five seconds to enter the SETTINGS menu.
3. Use the AVG/END button to advance the settings menu and press the STAGE button to enter PAIRING.
4. Press the STAGE button to enter PWR METER.
5. Press the STAGE button to enter ANT+ ID.
6. Press the STAGE button to enter ANT.
7. 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.**



8. Enter the ANT+ ID from the power meter that is on the bike, into the console by using the BACKLIGHT button to advance the digit to number required (numbers will increase from 0-9 and return to 0). **Note: If you have a 4 digit number on your crank sticker, insert a 0 in the first position of the console when entering your ANT+ ID number. The pairing process can be done on multiple bikes at the same time, as they are being directly paired by their own individual ANT+ ID.**

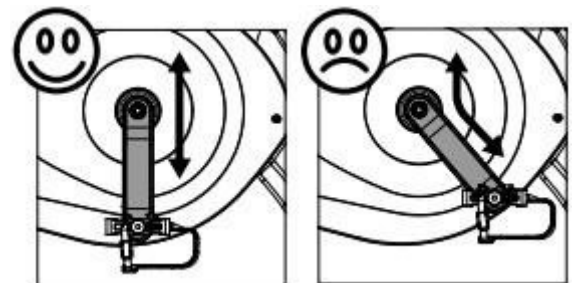
9. Press the AVG/END button to select the number and move to the next number. The highlight will move from left to right and then return to the first digit.

10. After you have entered all of the numbers into the console that match the ANT+ ID number from power meter, press the STAGE button to begin pairing and spin the power meter on the bike. **Note: You must crank the power meter really hard, (with your leg) with force or the pairing process may fail.**

11. If the pairing process is successful, the word PAIRED will appear in the message banner. If FAILED appears on the screen, make sure that you have entered all of the correct numbers of the ANT+ ID into the console and try again. Once paired, the console and power meter will remain paired unless it is paired to another. **Note: If it continues to fail, look at trouble shooting option. Pairing the power meter only needs to be performed on a new console upon installation. Once paired, the console will remain attached to that specific power meter.**

12. After the console is paired to the power meter, the words ZERO RESET will be displayed on the screen.

13. Place the power meter in the 6 o'clock position.



14. With **NO** weight (feet or outside force) on the left pedal, press the STAGE button to begin the zero reset process. After pressing the STAGE button, you will see dashes moving across the bottom right side of the console, indicating that the Zero Reset process is taking place.

15. The Zero Reset process will take a few seconds. If the Zero Reset was performed correctly, you will see the word SUCCESS and 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 Console Default Setting section of this SOP if you are replacing or installing a new console or power meter on any bike.

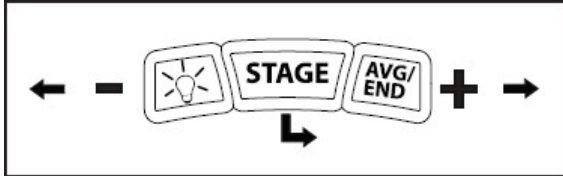
CONSOLE DEFAULT SETTINGS

SUMMARY: This section provides information on how to set some of the most common default settings on the console such as Units, Kcal, Backlights and Autopause. This sections applies to the Stages SC3.18 Indoor Cycling bikes.

DETAILS:

Setting Units to English or Metric:

1. Activate the console by pressing any button.



2. Enter the menu by holding down the backlight (light bulb) and AVG/END buttons simultaneously for five seconds to enter SETTINGS.
3. Use the AVG/END button to advance the settings menu and press the STAGE to enter DISPLAY.
4. Select UNITS by pressing the STAGE button.
5. Toggle between to the unit that you would like to set (ENGLISH or METRIC), by using AVG/END button.
6. Highlight either ENGLISH (for distance in miles and speed in mph) or METRIC (for distance in kilometers and speed in kmph) and press the STAGE button on the unit you wish to select. **Note: Your current selection will be displayed with a dark background.**
7. Press AVG/END button to scroll to the word BACK and press the STAGE button for each menu level, until you have returned to the USB screen.

Trick: If you want to know if the back light has already been set to "ON" press the stage button and go to the warm up screen, and either mph or kmph, will be displayed on the screen.

Setting KJul (Kcal) Toggle to "ON":

Setting Kcal's to "ON" allows the console to toggle between Kcal's and heartrate on the console (if the rider has linked a heartrate monitor to the console) (and will be displayed in the fourth box down on the console).

1. Activate the console by pressing any button.
2. Enter the menu by holding down the backlight (light bulb) and AVG/END buttons simultaneously for five seconds to enter SETTINGS.

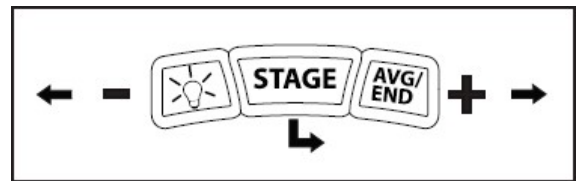
3. Use the AVG/END button to advance the settings menu and press STAGE to enter DISPLAY.
4. Use the AVG/END button to advance the settings menu and press STAGE to enter KCAL.
5. Make the selection to "ON" or "OFF" by scrolling to appropriate setting using the AVG/END button.
6. Select your setting by pressing the STAGE button. **Note: Your current selection will be displayed with a dark background.**
7. Press AVG/END button to scroll to the word BACK and press the STAGE button for each menu level, until you have returned to the USB screen.

Setting Backlight to ON for the duration of the ride:

Each Stages Indoor Cycling console has a backlight button that can be used to turn the backlight on based on a duration determined in the settings. It can also be set to stay on or stay off completely. **Note: The backlight can stay on, on an SC3.18 because it has a generator on it, to give continuous power to the console, charging the Lithium battery that is installed in the console.**

To adjust the backlight settings to be set to "ON" for entire ride or OFF, follow the steps indicated below:

1. Activate the console by pressing any button.



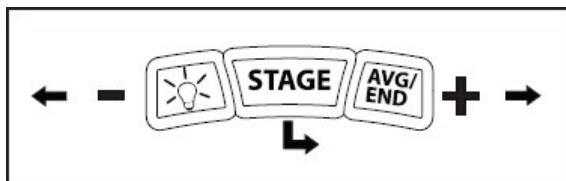
2. Enter the menu by holding down the backlight (light bulb) and AVG/END buttons simultaneously for five seconds to enter SETTINGS.
3. Use the AVG/END button to advance the settings menu and press STAGE to enter DISPLAY.
4. Use the AVG/END button to advance the settings menu and press STAGE to enter BACKLIGHT.
5. The current backlight setting will be displayed under the heading BACKLIGHT.
6. Press STAGE to highlight BK LT TIME.

7. Press the AVG/END button.
8. Make the selection to “ON” or “OFF” by scrolling to appropriate setting using the AVG/END button.
9. Select your setting by pressing the STAGE button. **Note: Your current selection will be displayed with a dark background.**
10. Press AVG/END button to scroll to the word BACK and press the STAGE button for each menu level, until you have returned to the USB screen.

Trick: If you want to know if the back light has already been set to “ON” press either the STAGE or AVG/END (not backlight) buttons and if the console lights up you know it has been set.

To adjust the backlight settings to 1, 3, 5, 10 or 15 seconds:

1. Activate the console by pressing any button.



2. Enter the menu by holding down the backlight (light bulb) and AVG/END buttons simultaneously for five seconds to enter SETTINGS.
3. Use the AVG/END button to advance the settings menu and press STAGE to enter DISPLAY.
4. Use the AVG/END button to advance the settings menu and press STAGE to enter BACKLIGHT.
5. The current backlight setting will be displayed under the heading BACKLIGHT.
6. Press STAGE to highlight BK LT TIME.
7. Scroll to DISPLAY and press STAGE.
8. Scroll to BACKLIGHT and press STAGE. The current backlight setting will be displayed under the heading BACKLIGHT.

9. Adjust the number of seconds that the backlight stays on by selecting BK LT TIME, by pressing STAGE and then select the # of seconds you would like it to stay on by pressing STAGE.
10. Select your setting by pressing the STAGE button. **Note: Your current selection will be displayed with a dark background.**
11. Press AVG/END button to scroll to the word BACK and press the STAGE button for each menu level, until you have returned to the USB screen.

Setting Autopause to OFF on the instructor bike:

This setting allows for the instructor to get off their bike and go help riders in their class without their bike turning off, (up to 10 minutes).

1. Activate the console by pressing any button.
2. Enter the menu by holding down the backlight (light bulb) and AVG/END buttons simultaneously for five seconds to enter SETTINGS.
3. Use the AVG/END button to advance the settings menu and press STAGE to enter SYSTEM.
4. Use the AVG/END button to advance the settings menu and press STAGE to enter AUTOPAUSE.
5. Make the selection to “ON” or “OFF” by scrolling to appropriate setting using the AVG/END button.
6. Select your setting by pressing the STAGE button. **Note: Your current selection will be displayed with a dark background.**
7. Press AVG/END button to scroll to the word BACK and press the STAGE button for each menu level, until you have returned to the USB screen.

Next Step:

Proceed to the Pre/Post Installation Checklist section of this SOP.

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 bikes, 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)
	Seats all set to the same height (and locked into place)
Check and adjust the tension on the FitLoc system	
	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 console	
	Ensure tight on handle bar stem
	Ensure set evenly between front and back of handlebar
	Ensure thumb screw is installed and tight
	Ensure back light is set to "ON", or to customer specification if non (1/3/5/10 or 15 seconds)
	Ensure that Kcal's are turned to "ON", or to customer specification if non (necessary to see heart rate readings on console)
	Ensure that Unit of Measurement is set to English if in US or Metric or to Customer's specification (automatically set to English)
	Set Auto Pause to "OFF" if there is a designated instructor bike or if requested by customer
Ensure Accessories are installed (if purchased)	
	Aerobars
	Aerobar number caps
	Media Shelf
	Dumbbell holders
Check tightness of all bolts	
	Console/Console base
	Accessories (if installed)
	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
	Console is displaying data (if all functioning, perform external reset)
	Perform adjustments as necessary
	Remove any extra packaging material
Ensure bikes is positioned in customers requested locations (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 the Stages SC3.18 Indoor Cycling Bikes 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 be transported blanket wrapped and strapped into the trucks to ensure that no undo damage will occur during transport.
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. Bikes should be set up and aligned per the Customer's request.
2. Bikes should all be function checked according to the Pre/Post Installation Checklist (contained in this document).
3. If bikes 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:

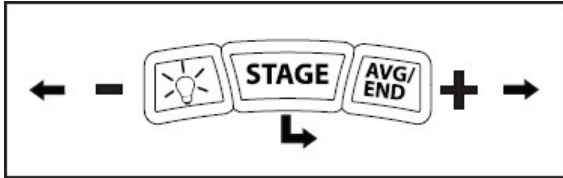
If you have any questions on building or installation of the bikes, or if the Customer needs help after the install, please call or have the Customer call Customer Support at 1-800-717-8076.

EXTERNAL ZERO RESET

SUMMARY: From time to time, the watts readings on the console may seem to be too high, too low or may not be reading at all. This may be caused from the bikes being moved frequently (in clubs where the room is multiple usage), shipping of the bikes, etc. This section is to be used to bring the watt readings back in alignment, by bringing the power meter and the console back in line and to clean up the data. *Note: We currently use firmware that automatically performs a zero reset 1 minute after the bike has been rode, but this function may be needed in future if you have to perform this task. If you don't know if the bike has already, refer to the firmware updating section.*

DETAILS:

1. Activate the console by pressing any button (BACKLIGHT, STAGE, or AVG/END) on the console.



2. Press the STAGE button to bring up the WARM UP mode on the console.
3. Pedal the power meter until you start to see data on your console. Note: You must crank the power meter really well, (with your leg) with force or the Zero Reset process may fail.
4. Place the power meter in the 6 o'clock position.

5. With NO weight on the pedal, press and hold the BACKLIGHT button on the console until ZERO RESET shows up on the screen and dashes are moving across the screen, indicating that the Zero Reset process is taking place.

6. The Zero Reset process will take a few seconds. If the Zero Reset was performed correctly, you will see the word SUCCESS and 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 rest. 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.*

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 or tablet.



Updating Console Firmware:

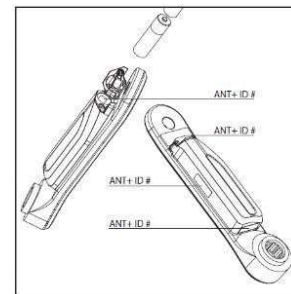
1. Activate the console by pressing any button.
2. Press the STAGE to advance to WARM UP mode.
3. Pedal the power meter (left crank) until you start to see watts and RPM's being displayed on the console.
4. Open the Stages Power App on your phone and observe the various power meters and consoles that are available.
5. Hold your device very close to the console.
6. Select the strongest "Stages IC Console" from the list being displayed on your phone. It should have at least 3 green bars (if on iOS phone) and 5 green bars (if on Android phone).
Note: If it has fewer, you're connected to the wrong console. Setting your phone directly onto of the console that you are wanting to update, will ensure that you get 3 or 5 bars.
7. Wait for the phone to connect to the console. Four boxes will show up in white on your phone screen. Current Firmware will be displayed in the bottom left corner of the screen. If not on the most current version, the Firmware button will be illuminated.

8. Push the firmware button on your phone to begin the update process. **Note: The update should start and complete within a minute, but if not, close the Stages Power App on your phone, restart the console (by pressing the AVG/END button), and start the process again.**

9. Once the update completes and you receive the success message, you can back out of the Stages Power App.

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 are wanting 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.

CONSOLE/POWER METER BATTERY MAINTENANCE

SUMMARY: This section provides information on how to check to the battery levels on your console and power meter and how to change them out if they are. This sections applies to the Stages SC3.18 Indoor Cycling bikes that have a consoles on them.

DETAILS:

Types of battery indicators: There are two low battery indicators that may appear on the console:

1. If the console displays “CNSL”, this refers to the rechargeable battery pack in the console. This could mean that the battery has run down due to lack of use or might indicate a problem with the wiring between the battery and the generator at the front hub of the bike.
2. If the console displays “PWR”, this refers to the two AA batteries in the power meter on the bike’s left crank. These batteries will need to be changed after approximately 2000 hours of use. The instructor bike will most likely be the most frequently used bike. We recommend that facilities replace the full classroom set of batteries in the power meters when the instructor batteries run low.

Checking the Batteries in the Power Meter (using the Console):

1. Push STAGE to turn the console on.
2. Press and hold down the lightbulb button and AVG/END together to enter service mode.
3. When you see SETTING, press AVG/END to scroll through menu options. Press AVG/END 3 times until you see the SYSTEM sub menu.
4. Press STAGE.
5. You now see BTT LVL (battery level). Press STAGE.
6. You now see CNSL (console) with a battery cell image.
7. Press the AVG/END one time to see POWER.
8. The number below will show the percentage of life left in the console battery(ies). *Note: On a SC3.18 with a Lithium battery in the console, the battery cell image will show full, but the battery percentage won’t read more than about 50% at full charge, due to putting a Lithium battery in a C- cell system. If in C-cell system the percentage indicated will be accurate.*
9. Exiting the Console Settings.

10. To exit service mode and return to normal workout mode, press AVG/END 2 times until you see BACK.
11. Press STAGE.
12. Press AVG/END 5 times until you see BACK.
13. Press STAGE.
14. Press AVG/END 2 times until you see USB. You have now exited service mode.

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

1. Open the StagesPower App.
2. Look at the Ant + 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 are wanting 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 bottom 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 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.

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 an external Zero Reset. The purpose of external Zero Reset is to ensure the power meter is calibrated correctly. Please see the External Zero Reset procedures in this SOP for instructions.**

Checking the Batteries in the Console without using the App:

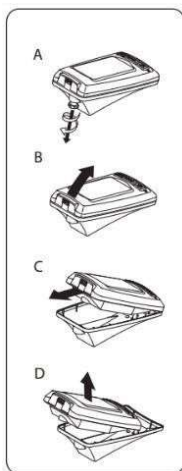
It is not required for you to replace the lithium battery in the console unless it goes completely dead.

How to check:

1. Get on the bike and start riding.
2. If you see the screen flicker and the console starts to work, pedal for a min or two.
3. Stop pedaling.
4. If the console stays on for a little bit, the battery is good and just needs to be rode a little longer to charge up more. Note: if the bike is already in a Customer's location, **move or make sure that the bike is in a location that it will be rode more to charge battery.**
5. If the console shuts off right away, the battery is dead and needs replaced.

If needs replaced:

1. Separate the console from the base by removing the thumb screw.
2. Slightly pull the top of the console upward and off the base (as there are tabs at the bottom of the console).



3. Check to see if the generator wire is plugged into the back of the console.
4. Check to see if the lithium battery is secure in the back of the console.

If the console wire is plugged in and the wire is secure and still not working:

1. Remove the battery from the back of the old console.
2. Use a small screw driver to wedge the between the battery and the side of the console.
3. Pull the battery out.
4. Replace the battery.
5. Plug the console wire back into the battery.
6. Set the console back onto the base.
7. Insert thumb screw.

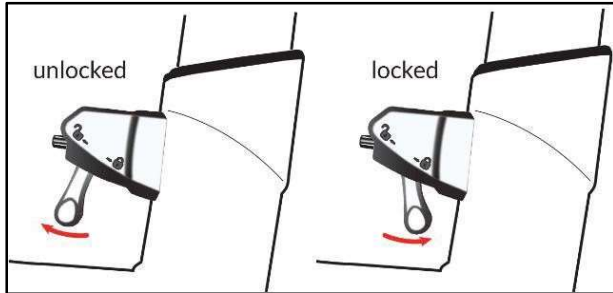
FITLOC ADJUSTMENT

SUMMARY: This section provides you with the information necessary on how to adjust the FitLoc levers on the bikes.

DETAILS:

How to use:

1. Hold the seat and PULL the lever forward to unlock and adjust.



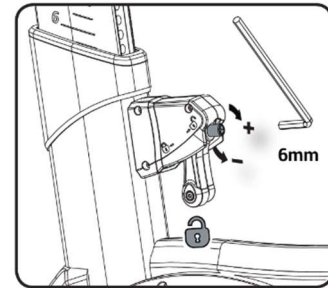
2. Once seat height is set, PUSH the lever back to lock it.
3. An audible “CLICK” indicates the lever is fully locked. Use the same process to adjust handlebars.
4. Tension on the lever should ONLY be adjusted by an instructor or service tech if FitLoc becomes too tight and will not fully lock, or becomes too loose and will not engage.



How to adjust:

How to loosen the tension:

1. Hold onto the seat or handlebar with one hand and unlock the FitLoc lever (pulling out as far as possible). While the lever is pulled out as far as possible, turn the small micro-adjustment dial (black dial) to the LEFT in small increments with a 6mm Allen.



2. Test by locking it into place and continue to adjust until the FitLoc can be firmly locked into position, but isn't too tight or too loose.
3. Turn in small increments until the FitLoc lever can be firmly locked into position.

How to tighten tension:

1. Hold onto the seat or handlebar with one hand and unlock the FitLoc lever (pulling out as far as possible).
2. While the lever is pulled out as far as possible, turn the small micro-adjustment dial (black dial) to the right in small increments with a 6mm Allen.
3. Test by locking it into place and continue to adjust until the FitLoc can be firmly locked into position, but isn't too tight or too loose.
4. Turn in small increments until the FitLoc lever can be firmly locked into position, but isn't too tight or too loose.

Note: The micro-adjustment on the FitLoc should NEVER be used by riders or members.

ACCESSORIES INSTALLATION

SUMMARY: This section provides information on how to install additional accessories on your bike(s). This sections applies to the Stages SC3.18 Indoor Cycling bikes that have a console and power meter installed. **Note: It is not recommended that you use power tools in the assembly of Stages Indoor Cycling bikes.**

DETAILS:

Aerobar Installation:

Assembly:

Aerobars can be installed on the Stages SC3.18 Indoor Cycling bikes but, if installed on a bike with Media Shelf, it becomes hard to use.

1. Remove the end cap from the front of the handlebars by removing the four (4) that attaches it to the front of the handlebars. **Note: Make sure to keep the end caps and screws and give them to the customer as they want them in the future.**
2. Remove the Aerobars and the four (4) screws provided from its box.
3. Install the Aerobars to the front of the handlebar set by inserting the Aerobars into the front of the handlebars and ensuring that the Aerobars are pointed upward.
4. Insert the four (4) screws provided into the front of the Aerobar and attach it to the front of the handlebars. **Note: Do not use the old screws that were used on the end cap as they won't hold Aerobars tight enough. Make sure to start all screws prior to tightening any of them (to prevent cross threading). See illustrations received with Aerobars for further instructions and diagrams (link provided in Reference Material section).**

Media Shelf Installation:

Assembly:

Media Shelf can be installed on the Stages SC3.18 Indoor Cycling bikes but, if installed on a bike with an Aerobars, it becomes hard to use the Aerobars.

1. Remove the console from the bike by separating the console from the base by removing the thumb screw. Slightly pull the top of the console upward and off of the base (as there is tabs at the bottom of the console). **Note: On a SC3.18, make sure to unplug the generator from the lithium battery before fully removing the console.**
2. Remove the two (2) screws and two (2) washers from the console base and remove it from the bike. **Note: Make sure to keep these screws and washers for the customer as they may want them in the future.**
3. Remove the Media Shelf and the two (2) screws and four (4) washers provided from its box.

4. Place media shelf onto the handlebar stem lining up the bolt holes in the bottom of the Media Shelf with the wedge nuts in the handlebar stem. **Note: Raised edge of the Media Shelf should be towards the rear of the handlebar stem. On a SC3.18, make sure to feed the generator wire through the Media Shelf.**

5. Place the console base on top of the media shelf, lining up the holes in console base, Media Shelf and wedge nuts in the handlebar stem. **Note: On a SC3.18, make sure to feed the generator wire through the console base.**

6. Attach the console base, Media Shelf to the handlebar stem by inserting the two (2) screws and four (4) washers provided through the Media Shelf and into the wedge nuts on the handlebar stem. Tighten the console base and Media Shelf to the handlebar stem. **Note: Give an extra ¼ turn on the screws to make sure that they are tight enough, to ensure that they don't come loose. Give the original console screws to the customer, as they may want them in the future.**

7. Install the console back on the console base. **Note: On a SC3.18, plug the generator wire from the bike into the one from the back of the battery. This wire will only connect one way (it is also has colored wires to match up if you are unsure) and should click when it is properly installed.**

8. Insert the bottom of the console to the back of the console base and then push down the front of the console, until you here it click into place. **Note: On a SC3.18, if you don't ensure that that the wires are in the center channel of the console base, it can pinch the wires, and can either cut the wire, or not allow you to install the console.**

9. Re-install the thumb screw to secure the console back to the console base (or if the customer would like extra security, install additional Allen head screw from the console kit, in place of thumb screw) and tighten. **Note: See illustrations received with Media Shelf for further instructions and diagrams (link provided in Reference Material section).**

Dumbbell Installation Guide:

Assembly:

Dumbbell Racks can be installed on the Stages SC3.18 Indoor Cycling bikes.

1. Loosen the seat forward and aft adjustment knob and move the seat to the farthest back position.
2. On the rear of the seat stem, remove the 4 screws from the rear cover and then pull the rear cover the farthest back you can on the forward and aft slide.

3. Remove the Dumbbell Holder and its two (2) screws, two (2) wedge nuts and two (2) washers provided from its box.
4. Remove the black plastic cover from the top of the seat stem, by pulling back and up and over the rear cover and adjusting knob. ***Note: Keep this cover to give to the customer, as they may want it in the future.***
5. Install the two (2) channel nuts from the Dumbbell Holder box into the top of the seat stem.
6. Re-install the rear cover onto the seat stem with its four (4) screws.
7. Place Dumbbell Holder (with the dumbbell holders to the rear of the bike) onto the seat stem lining up the bolt holes in the bottom of the Dumbbell Holder with the wedge nuts in the seat stem.
8. Attach the Dumbbell Holder to the seat stem by inserting the two (2) screws and two (2) washers provided through the Dumbbell Holder on the seat stem. Tighten the Dumbbell Holder to the seat stem. ***Note: Give an extra ¼ turn on the screws to make sure that they are tight enough, to ensure that they don't come loose. See illustrations received with Dumbbell Holders for further instructions and diagrams (link provided in Reference Material section).***

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:

Inspect and adjust FitLoc's for proper tension.

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 2.0.86 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 Stages SC3.18 Indoor Cycling bikes.

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 to tight	Adjust tension on belt
	Flywheel is crooked in bike	Adjust flywheel to make sure that it 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	FitLoc not locked into place	Lock FitLoc into place
	FitLoc is locked into place	Adjust FitLoc so that it locks tight against seat stem when locked into place
Can't lock FitLoc into place (Seat or Handlebars)	FitLoc is over tight	Adjust FitLoc (using micro adjuster) so that it is able to lock, but not over tight
	FitLoc is over tight and won't move	Remove FitLoc 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	FitLoc will not locked into place	Lock FitLoc into place
	FitLoc is locked into place	Adjust FitLoc (using micro adjuster) so that it locks tight against handlebar when locked 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
Clunking noise or spoiling of cooper wire in/from generator area of SC3.18	Generator screw or generator has come loose	Order replacement part and replace
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)
Console is loose on handlebars	Screws attaching console base to handlebar stem have come loose or washer is needed	Remove console, tighten screw or insert washer in base and re-install console. Order parts if needed

CONSOLE/POWER METER TROUBLESHOOTING

SUMMARY: This section provides some of the standard Console/Power Meter Troubleshooting items the Stages SC3.18 Indoor Cycling bikes. *Note: If parts or additional help is needed, please call Customer Support.*

Problem	Cause	Solution
No readings on console (but console comes on)	Console not Paired to Power Meter	Check Pairing (Ant + number is correct in console) 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
	Console is not in sync with power meter	Perform external Zero Reset of Power Meter
Console not turning on at all	Bike isn't getting ridden enough to keep charge on battery	Get on bike and ride at a rate of higher than 35 RPM's and see if the console comes on, and if so, possibly move to location that it gets rode more to charge. You may need to replace battery if charge on battery is too low
	Lithium battery is not inserted in the back of console correctly	Make sure that lithium battery is snapped into the back of the console
	Lithium battery is not plugged into generator wire	Make sure that the charging wire from the lithium battery is properly attached to the generator wire
	Battery is dead	Order new one
	Battery is put in console backwards	Remove battery and reinsert it properly into the back of the console
	Springs are still in back of console	Remove battery, remove two (2) double springs (See console installation guide) and reinsert battery
	Positive terminal tab is not to inside of console	Remove battery and push tab in towards battery and reinsert battery so that tab will be inside of console
	Single negative spring was removed	Install new console and pair to power meter
Backlight is not staying on	Not set up in Display mode in console	Change Display settings in console to "ON"
Heart rate not showing on console	Not set up in KCal mode in console	Change KCal settings in console to "ON"
Console pauses or shuts off during my ride	Lateral movement of batteries	Tape batteries together and or install battery spacer
Watts seem too high or low	Console not in-sync with Power Meter	Perform external Zero Reset of Power Meter
Console 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

	Batteries are dead in Power Meter	Insert new batteries in Power Meter and Pair if necessary
	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
	Ant + number from Power Meter in console is not correct	Insert proper Ant + number in console and Re- Pair
Console 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 you all of the reference material you should ever need for the Stages SC3.18 Indoor Cycling bike and its components and FAQ's.

DETAILS:

Commonly Used Reference Material:

SC3.18 User Manual can be located by [Clicking Here](#)
SIC Console Installation Guide can be located by [Clicking Here](#)
SIC Console 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](#)
Aerobar Installation Guide can be located by [Clicking Here](#)
Medial Shelf Installation Guide can be located by [Clicking Here](#)
Dumbbell Holder Installation Guide can be located by [Clicking Here](#)

Videos:

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

Bike Specification Sheets:

SC3.18 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

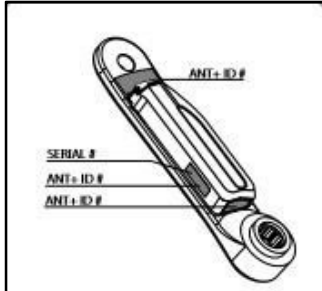
SERIAL NUMBER LOCATIONS

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

DETAILS:

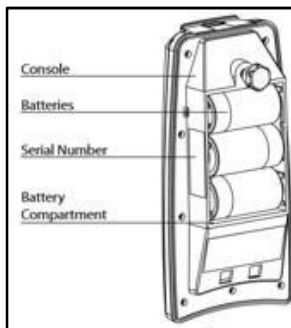
Power Meters Serial Numbers:

Power meter serial numbers begin with a “1”.



Console Serial Numbers:

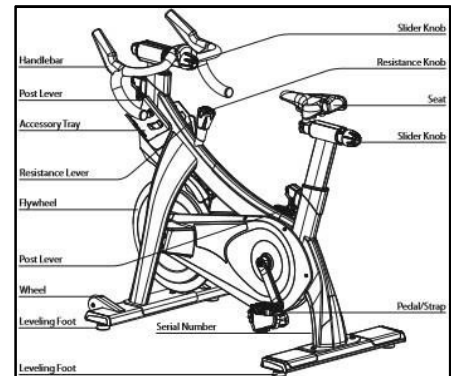
Console serial numbers begin with a “B”.



Frame Serial Numbers:

Frame serial numbers begin with an “A”.

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 for a trouble 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>.

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 to you to ship the 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.

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.

Standard Warranty Information:

1. Stages Indoor Cycling bikes carry the following warranty durations:

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.