



Product Safety Recall



Do you own this product?

Tacx NEO Bike Plus Trainer

Dates sold: 1 January 2023 – 24 June 2024



Why the product is recalled: A power supply board inside the bike can overheat and catch fire.

Hazard: There is a risk of serious injury from burns and/or property damage if the power supply board overheats and catches fire.

What consumers should do



1. Disconnect the Trainer from the power source.
2. Only use your Trainer in standalone mode, disconnected from the power source, until you have completed the steps below.
3. Dispose of the original power cord in accordance with local requirements.
4. Visit http://www.garmin.com/NBP_PowerSupply to order a replacement power cord free of charge.
5. After you receive the new replacement power cord, update your Trainer software to version 5.2.0 or newer.

Do not use a third-party power cord with your trainer. Only use the power cord and adapter provided by Garmin/Tacx.

For more information consumers can visit

www.garmin.com/fitness/servicealerts



Contact Tacx B.V.
1800 244 143
au.consumer.sse@garmin.com



Purchased from: Garmin website (garmin.com/en-AU), Achieva Agents, 99 Bikes, The Odd Spoke, Urban Pedaler, Fast Lane Bike Shop, ABC Bikes, City Bicycle Express, Health Management Group Pty Ltd, Adventure Online t/a Pushys Online

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See productsafety.gov.au for
Australian product recall information