




Garmin Tacx NEO Bike Plus	
Aspect	Details
Images	
PSD Number	2407-0175
Product Type	Hobby/sports equipment - Exercise Bike
Product Identifiers	Brand: Garmin Model/type: Tacx NEO plus
Product Description	An indoor, stationary smart bike trainer.
Country of Origin	Netherlands
Counterfeit	No
Risk Level	Not provided
Risk Type	Fire
Risk Description	<p>The product presents a risk of fire as it has been identified that the internal components of the power supply board may malfunction. This may lead to overheating, or under certain circumstances, a fire.</p> <p>The product does not meet the requirements of the General Product Safety Regulations 2005.</p>
Corrective Measures	<p>Modification programme. The safety alert can be found here: https://www8.garmin.com/fitness/pdfs/NEO_Bike_Plus_Service_Alert.pdf</p> <p>To address the issue, Tacx have issued a software update and have offered all affected consumers a replacement external power supply. To request your replacement power supply, please visit https://supportforms.garmin.com/form/neo-bike-plus-replacement-power-supply-request-form to order your replacement.</p> <p>In addition, Tacx are also offering new power cords to affected consumers free of charge. This will allow users to use Tacx NEO Bike Plus with full functionality while preventing the safety issue occurring.</p>
Online Marketplace	N/A
Notifier	Office for Product Safety and Standards