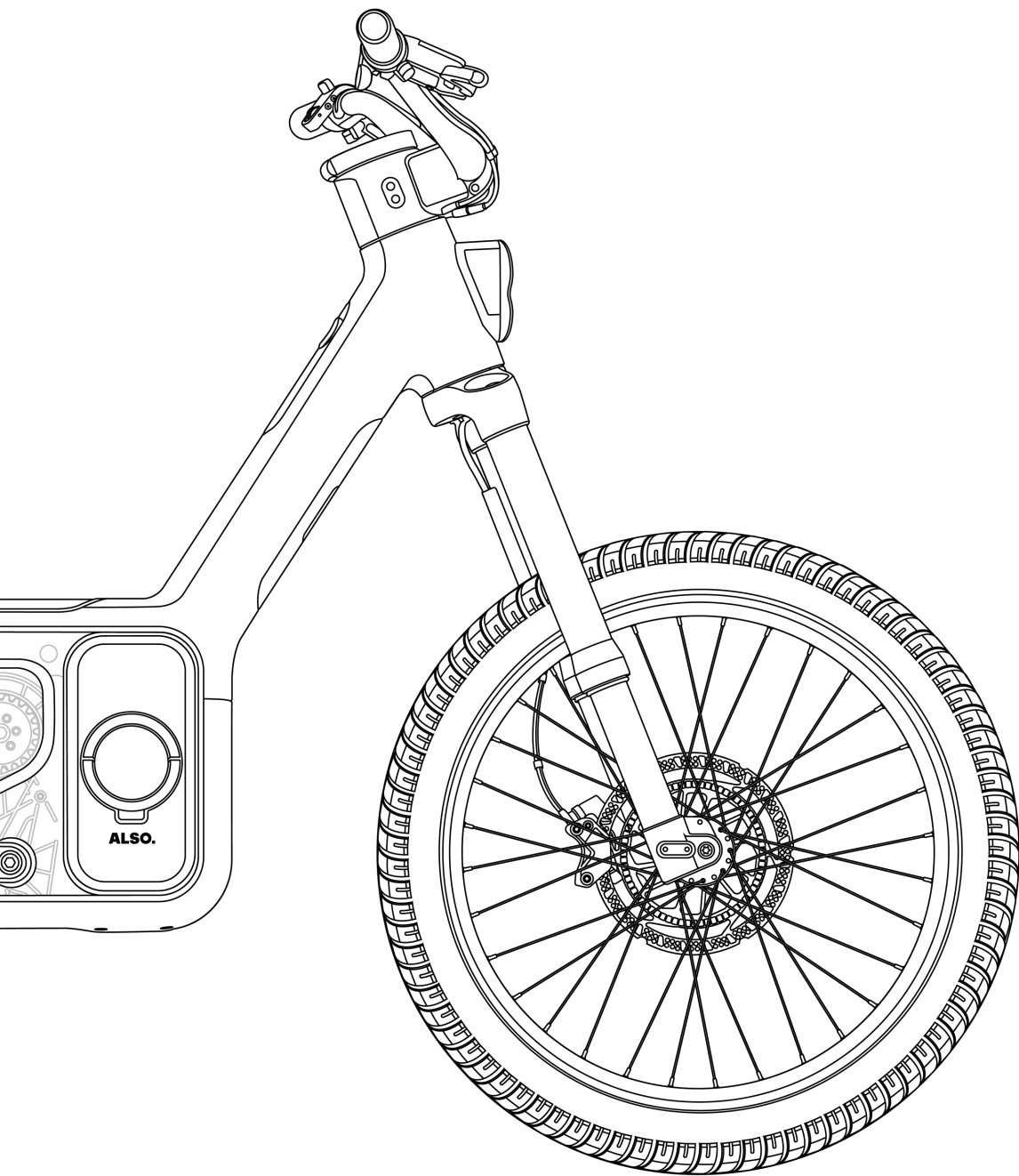


TM-B

Owner's Guide



REGION: USA

PART #: 720-0000001-01

RELEASE DATE: JULY 2026

ALSO.

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ALS0. Inc. (also referred to as "ALS0" herein) is constantly updating and improving its products. Software is updated using periodic over-the-air (OTA) updates, which can add, change, or remove features. For the latest information, always refer to the digital Owner's Guide in the mobile app or on the website. PDFs or printed documents might be out of date.

Some features might not be available depending on your product configuration or region.

The images in this document are for illustrative purposes only. Depending on the product details and region, the information in this document may appear slightly different from your product. This guide is informational only and does not modify or expand any limited warranty provided with the product.

ALS0. Inc., 450 Lambert Ave, Palo Alto, CA 94306

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Symbols Used in This Guide

Here's what these symbols mean:



WARNING: Risk of injury or death.



SHOCK WARNING: Risk of electric shock or electrocution.



CAUTION: Risk of equipment damage.



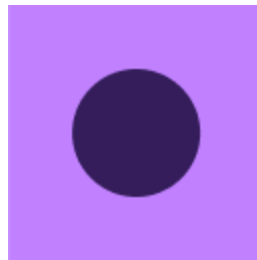
IMPORTANT: Details that are needed to successfully complete a task.

Introduction

Welcome! We're so glad you're here. Let's get you introduced to your new Transcendent Mobility Bike, or TM-B, and get you riding out in the world.

Start Here

Start by downloading the ALSO mobile app. This lets you pair your TM-B to your phone, register it to your account, and configure basic settings like a bike name and a PIN. It also links to helpful videos and guides. Find it in Google Play or the Apple Store:



The printed Quick Start Guide in the box gives you the safety, assembly, operation, and basic maintenance information to get you started.

TM-B Owner's Guide

The online TM-B Owner's Guide includes all the printed information, plus detailed feature descriptions and model specifications. The Owner's Guide evolves as over-the-air (OTA) updates add

or improve your TM-B's features. To see all the latest online manuals and videos, click the links in your mobile app or visit: <https://ridealso.com/pages/help-center>

Basic Safety Information

IMPORTANT SAFETY INSTRUCTIONS: SAVE THESE INSTRUCTIONS.



WARNING: When using this product, basic precautions should always be followed, including the following:

- Read all instructions before using this product.
- To reduce the risk of injury, use close supervision when the product is used near children. Keep batteries, moving parts, and the throttle out of the reach of children.
- Do not put fingers or hands into the product, including moving pinch points around wheels, brakes, and belts.
- Do not use this product if the flexible power cord or output cable is frayed, has broken insulation, or shows any other signs of damage.
- This equipment is not intended to be used at ambient temperatures less than -20 °C (-4 °F) or above ambient temperatures of 43 °C (109 °F). The battery is not intended to be charged at ambient temperatures less than 0 °C (32 °F) or above ambient temperatures of 43 °C (109 °F).
- Riding an e-bike involves inherent risks that cannot be eliminated, regardless of the care taken in the design or manufacture of the product. These risks include serious injury or death resulting from falls, collisions, road hazards, weather conditions, rider error, or actions of third parties.



WARNING: Safety information about the connectivity module:

- Do not disassemble or modify the module.
- The module operates only when integrated into the certified e-bike system.
- Exposure to RF energy complies with FCC limits when used as intended.
- The connectivity module does not have user-serviceable parts and should only be removed and replaced by a qualified service partner. Safety-critical parts such as brake lines could be damaged if installed incorrectly.



WARNING: Only use the throttle if you are in full control of the bike, as it can accelerate away from you.

**WARNING:** Safety information about accessories:

- Carrying additional cargo on the e-bike can change your center of gravity, braking distance, steering, and cornering.
- Secure all loads before riding to prevent contents from shifting or getting caught in the e-bike mechanisms.
- Make sure that child seats are approved, are compatible with this bike, and fall within correct weight limits. Be aware that riding with a passenger changes your balance points and stopping distance.
- Keep the total weight of all passengers and cargo within the e-bike specifications listed in this manual.

**SHOCK WARNING:** INSTRUCTIONS PERTAINING TO RISK OF FIRE OR ELECTRIC SHOCK:

- Do not charge the battery overnight.
- Do not leave the battery unsupervised while charging.
- Do not cover the battery or block any vents while charging.
- Only use the USB-C charger included with the TM-B to charge it. Incompatible chargers can damage the battery, cause overheating, or even cause a fire.
- Do not plug a battery charger into an extension cord. Plug it directly into a socket when charging.
- A strong enough impact can damage a battery even if it does not look damaged from the outside. Protect the battery pack from falls or other damage. Do not use the battery pack if it has been involved in an accident until inspected by a ALSO qualified service partner.



WARNING: Following any collision or significant impact, discontinue riding until the bicycle has been inspected by a qualified ALSO service partner.



WARNING: Ride with caution in wet conditions. Ride smoothly and avoid abrupt throttle application or braking. Rainy or snowy weather can affect traction and stopping distance, especially at higher speeds or higher levels of assistance.



WARNING: Always ride with working lights and reflectors in dark or dim conditions. Inspect lights before riding to ensure you are more visible to drivers and pedestrians.



WARNING: California Prop 65 WARNING: This product can expose you to chemicals including PFOA, which is known to the State of California to cause cancer, and cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.



WARNING: This product contains a button cell or coin battery. It is not user-serviceable. Death or serious injury can occur if ingested. A swallowed button cell or coin battery can cause internal chemical burns in as little as 2 hours. Always keep new and used batteries out of the reach of children. Seek immediate medical attention if you suspect a battery has been swallowed or inserted into any part of the body.



IMPORTANT: E-bikes, including the TM-B, are heavier than manual bikes. Familiarize yourself with the weight and how it affects handling and transporting the e-bike. Remember that you can remove the battery and the top frame (seat) to lighten the weight when lifting it into a vehicle.



IMPORTANT: The acceleration on the TM-B is powerful. Make sure you are fully seated and have full control of the e-bike before pressing the throttle.



IMPORTANT: Always wear a properly fitted CPSC-certified bicycle helmet and additional protective equipment appropriate for local conditions. Obey local traffic laws.



IMPORTANT: Check the laws in your state or region about e-bike classes. They can affect:

- Which e-bike classes are allowed where you live
- The minimum age allowed to ride
- What ages require a helmet to ride
- Where you are allowed to ride (parks, bike paths, bike lanes on roads, etc.)

Children must not operate this e-bike until the age permitted by local law.

The TM-B is designed for on-road and light off-road riding corresponding to ASTM (American Society for Testing and Materials) Category 3. The TM-B is not intended for downhill riding, jumping, stunts, racing, freeride use, or any activity exceeding ASTM Category 3. Use best judgment when testing any bike or e-bike on a new trail. Damage from use exceeding the e-bike's intended use may not be covered under warranty. Off-road performance may be assisted by using the All Terrain Package and Trail Mode. See the ALSO website for available on-road and off-road accessories. Certain modes or accessory packages may only be legal for off-road use.

E-bike Types

Electric bikes (e-bikes) come in multiple designs. These are categorized by what kind of assistance the motor gives the rider, and what top speed is allowed.

- **Pedal assist:** The motor multiplies the work you put in by pedaling. You have to keep pedaling to move forward, but higher levels of assistance make pedaling easier and easier.
- **Throttle:** Holding down the throttle moves the e-bike forward even without pedaling. Depending on design and region, this could be a steady acceleration such as you get on an e-scooter, or it could be a brief boost to your assist level for walking your e-bike or climbing a short hill.



IMPORTANT: Check the laws in your state or region about e-bike classes. They can affect:

- Which e-bike classes are allowed where you live
- The minimum age allowed to ride
- What ages require a helmet to ride
- Where you are allowed to ride (parks, bike paths, bike lanes on roads, etc.)

Children must not operate this e-bike until the age permitted by local law.

E-BIKE CLASS	ASSISTANCE TYPE	TOP SPEED*
Class 1	Pedal-assist	20 mph
Class 2	Pedal-assist and throttle	20 mph
Class 3	Pedal-assist	28 mph
*This is the generally accepted system in most U.S. states, but some regions change it.		

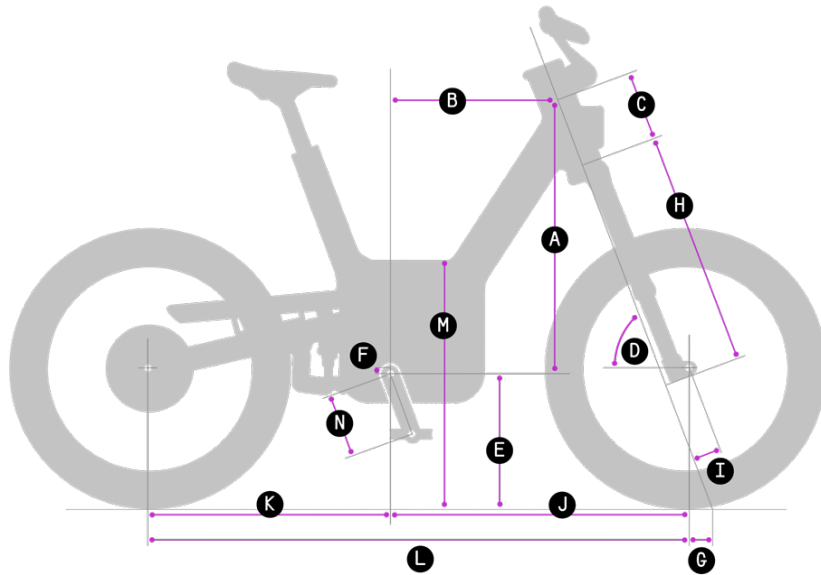
The ALSO TM-B is classified as a Class 3 e-bike. In most states, Class 3 e-bikes are allowed to use a throttle to 20 mph. In regions where throttle is not allowed on a Class 3, its throttle is only configured as a boost in all ride modes.



WARNING: Never modify the motor, controller, software, battery, drivetrain, or other components to increase the maximum assisted speed or power output of the TM-B. Doing so may reduce braking performance, alter vehicle handling, increase stopping distance, damage components, and result in serious injury or death. Such modifications void the warranty and may violate applicable laws. Modifying the TM-B may change its legal classification under applicable federal, state, or local law, potentially requiring registration, licensing, insurance, or restricting where it may be operated.

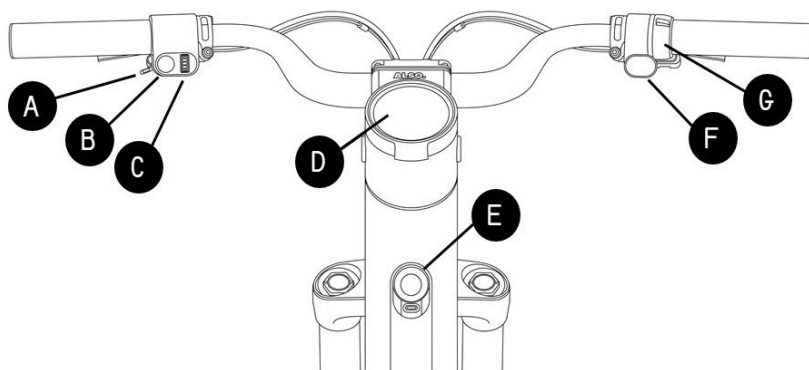
Overview Diagrams

Frame Geometry



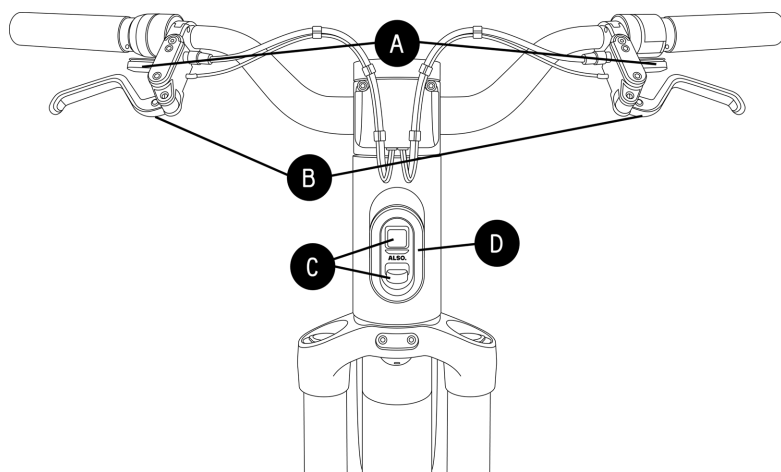
A	Stack	24.9 in (632.3 mm)
B	Reach	15.7 in (398.7 mm)
C	Head tube length	6.3 in (160 mm)
D	Head tube angle	2.7 in (68.5 mm)
E	Bottom bracket height	12.2 in (309 mm)
F	Bottom bracket drop	0.5 in (13 mm)
G	Trail	3.1 in (78 mm)
H	Fork length	20.6 in (523 mm)
I	Fork rake / offset	1.7 in (44 mm)
J	Front center	27.2 in (690 mm)
K	Chainstay length	18.5 in (470 mm)
L	Wheelbase	48.7 in (1237 mm)
M	Standover height	22.4 in (570 mm)
N	Crank length	5.9 in (150 mm)

Cockpit Controls



A	Bell
B	Programmable action button
C	Scroll wheel
D	Portal (display unit)
E	USB-C charging port and cover
F	Assist boost or throttle
G	DreamRide toggle (assist level or gear selector)

Front View



A	Turn signals
B	Brake levers
C	Headlights
D	Ring light

Specification Tables

BASICS	
Wheelbase	48.7 in (1237 mm)
Step through height	22.4 in (570 mm)
Weight of e-bike without battery or top frame	70.3 lbs (31.9 kg)
Swingarm length	18.4 in (468 mm)
Saddle-to-handlebar reach	21.7 to 26.3 in (550 to 667 mm)
Handlebar width	30.3 in (770.4 mm)
Handlebar rise	Standard 4.7 in (120 mm) Sport 3.1 in (80 mm)
Wheel size	24 in x 2.6 in*
Tire maximum width	3.0 in*
Wheel suspension travel	4.7 in (120 mm), front and rear
* Max width for ALSO fenders: 2.6 in	

TOP FRAMES (SEATS)	SOLO	UTILITY	BENCH
Rider height range	Small 4 ft 11 in - 5 ft 8 in (149.9 - 172.7 cm) Large 5 ft 5 in - 6 ft 8 in (165.1 - 203.2 cm)	Small 4 ft 11 in - 5 ft 8 in (149.9 - 172.7 cm) Large 5 ft 5 in - 6 ft 8 in (165.1 - 203.2 cm)	One size fits all
Seat height	Small 22.2 - 27.1 in (565 - 688 mm) Large 25.1 - 32.8 in (638 - 834 mm)	Small 22.2 - 27.1 in (565 - 688 mm) Large 25.1 - 32.8 in (638 - 834 mm)	22.6 in (574 mm)
Seat post length	Small 9 in (228 mm) Large 11.9 in (302 mm)	Small 9 in (228 mm) Large 11.9 in (302 mm)	n/a
Seat tube length	Small 19.1 in (485 mm) Large 22.0 in (559 mm)	Small 19.1 in (485 mm) Large 22.0 in (559 mm)	n/a
Min / max insertion	Small 3.1 - 8 in (80 - 203 mm) Large 3.1 - 10.9 in (80 - 277 mm)	Small 3.1 - 8 in (80 - 203 mm) Large 3.1 - 10.9 in (80 - 277 mm)	n/a
Seat tube angle	70 degrees	70 degrees	n/a

TOP FRAMES (SEATS)	SOLO	UTILITY	BENCH
Saddle width	6.3 in (159 mm)	7.7 in (195 mm)	5.6 in (143.3 mm)
Weight	Small 5.0 lbs (2.3 kg) Large 5.5 lbs (2.5 kg)	Small 11.5 lbs (5.2 kg) Large 12 lbs (5.5 kg)	7.2 lbs (3.3 kg)

CAPACITY	
Max payload (rider plus cargo)	324 lbs (147 kg)
Max rear rack load (optional)	77 lbs (34.9 kg)
Max front rack load (optional)	24 lbs (10.9 kg)

TRIM FEATURES	TM-B LAUNCH EDITION	TM-B PERFORMANCE	TM-B
Peak wheel torque	180 Nm	180 Nm	180 Nm
Max assisted speed	20 mph throttle*, 28 mph pedal assist (32.2 / 45.1 kph)	20 mph throttle*, 28 mph pedal assist (32.2 / 45.1 kph)	20 mph throttle*, 28 mph pedal assist (32.2 / 45.1 kph)
E-bike classification	Class 3	Class 3	Class 3
Motor wattage	750 W	750 W	750 W
Levels of assist	10	10	5
Suspension type	Air shock, air fork	Air shock, air fork	Air shock, coil fork
Ride modes	All standard + Sport	All standard + Sport	Standard
Color accents	Ube / Sonic / Tales	Ube	Gray
DreamRide cover	Transparent Ube	Transparent Charcoal	Gray
* Where throttle use is allowed on a Class 3 e-bike			

BATTERY	STANDARD	LARGE
Dimensions	4.9 W x 4.4 D x 10 H (in) 125 W x 110.75 D x 252.8 H (mm)	4.9 W x 4.4 D x 10 H (in) 125 W x 110.75 D x 252.8 H (mm)
Weight	10.8 lbs (4.9 kg)	13 lbs (5.9 kg)
Ports	2 USB-C (1 bi-directional)	2 USB-C (1 bi-directional)
Voltage	48 V	48 V
Capacity	11.2 Ah	16.8 Ah

BATTERY	STANDARD	LARGE
Energy	538 Wh	808 Wh
Range	Up to 60 mi (96.6 km)	Up to 100 mi (160.9 km)
Charger standard	Up to 240 W USB-C	Up to 240 W USB-C
Charge time, USB-C on bike	0-80%, 1.80 hrs Full, 2 hours 20 minutes	0-80%, 2.7 hrs Full, 3 hours 45 minutes
Charge time, battery when removed	0-80%, 4.3 hrs Full, 5.3 hours	0-80%, 6.5 hrs Full, 8 hours
Included charger	5 A / 240 W	5 A / 240 W
Operating temperature	14 to 109 °F (-10 to 43 °C)	14 to 109 °F (-10 to 43 °C)
Charging temperature	32 to 50 °F (0 to 10 °C), max 80% charge 50 to 109 °F (10 to 43 °C) 100% charge	32 to 50 °F (0 to 10 °C), max 80% charge 50 to 109 °F (10 to 43 °C) 100% charge
Storage and transport temperature	-4 to 140 °F (-20 to 60 °C)	-4 to 140 °F (-20 to 60 °C)

ENVIRONMENTAL AND SAFETY	
Lighting (lumens)	1500 / 250 front, 200 rear
IP rating	• IP66 fully assembled or with only battery removed • IP65 with top frame removed • IP65 for individual top frames, batteries, or cockpits when not attached to a TM-B
Battery ratings	UL 2271, UL 2849



IMPORTANT: Actual e-bike capability depends on selected options and trim. Torque and acceleration timing estimates vary based on battery, tire, drive modes, vehicle load, and weather. Range estimate is based on manufacturer tests under ideal conditions. Your actual range will vary significantly depending on factors like terrain, rider weight, ride mode, or weather.

Assembly and Adjustment

The TM-B ships partially assembled.



WARNING: Improper assembly can result in serious injury. If you're unsure about any assembly step, take the e-bike to a professional bicycle mechanic.



WARNING: The unopened TM-B box weighs over 110 lbs (49.9 kg). Use caution when lifting or moving it. If needed, get equipment or a friend to help.

If possible, open and assemble your TM-B in an area that has electricity and cellular connectivity. These instructions show you how to charge your e-bike and pair it to your account while you're assembling, which reduces the time it takes to get you on your first ride.

If you don't have connectivity or electricity right now, don't worry! Finish the physical assembly, then roll the e-bike to a better spot to complete updates and charging if needed.

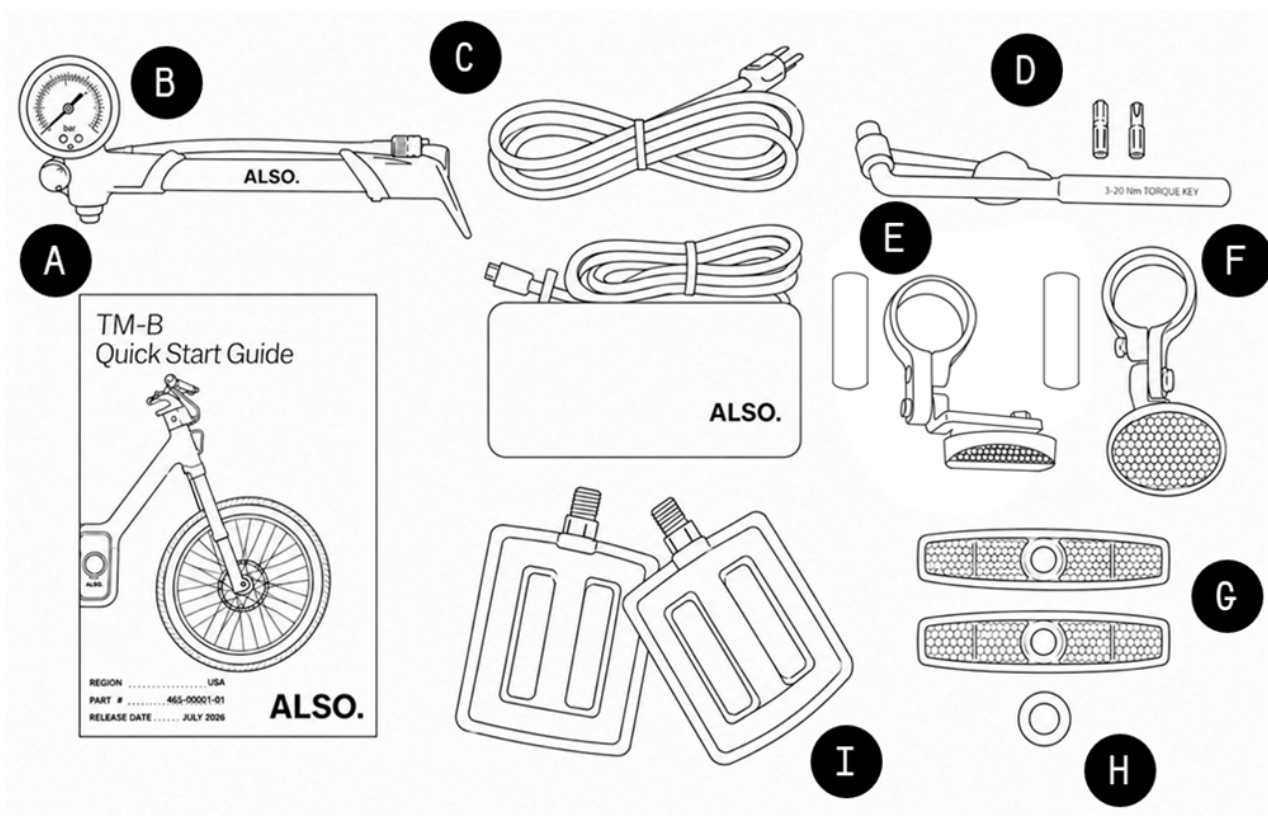
Included Parts and Tools

Your box contains all the parts and tools you need for basic assembly. Read through this section to orient yourself before beginning work.

The major components inside the TM-B box are:

- TM-B frame, with rear wheel and battery already installed
- Front wheel
- Top frame box (seat), with seat-specific hardware if needed
- Cockpit box (handlebars and controls)
- Small parts box (has a Start icon on it)

The small parts box contains:



A The Quick Start Guide (with assembly instructions)

B Schrader valve pump for shocks and tires

C USB-C charger

D Torque wrench with 4 mm and 6 mm Allen bits

E Front reflector (white) and grip tape

F Rear reflector (white) and grip tape

G Wheel reflectors

H 5 mm aluminum spacer for through-axle towing mounts (in reflector bag)

I Pedals*

* If you bought an on-road configuration, your small parts box has one set of on-road pedals. If you bought an off-road configuration, the box contains both on-road and off-road pedal sets.



CAUTION: The TM-B is only compatible with non-drive side trailer mounting at the axle. The rear thru axle thread-in location on the drive side is incompatible with trailer mounts on that side. The TM-B rear thru axle measures 12 x 1.75 x 202 mm.

Additional Tools

These tools are also good to have ready:

- Scissors (for removing packaging ties)
- 2.5 mm Allen key (for adjusting control alignment if you change handlebar pitch)
- Phillips head screwdriver (for installing reflectors)

Using the Torque Wrench

To use the included torque wrench:

1. Check each assembly step for the required tool size and whether there is a torque specification.
2. Insert the correct Allen bit (4 mm or 6 mm) into the end of the wrench.
3. Tighten the fastener until the handle of the wrench aligns with the correct number on the attached scale. Stop when the lines match; the wrench does NOT stop or click at the correct torque.



CAUTION: Do not press on the scale itself while torquing. Do not overtorque fasteners above the listed torque spec, or you can damage the product.

Assembly

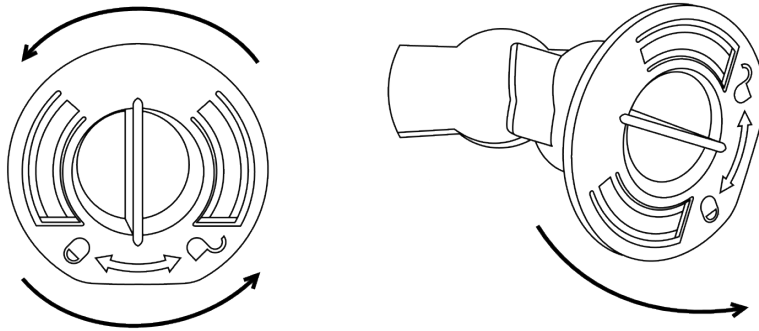
This section describes how to assemble your TM-B from its box. If a qualified service partner already assembled your e-bike, you can skip this section and restart at "Seat Adjustment" on page 32.



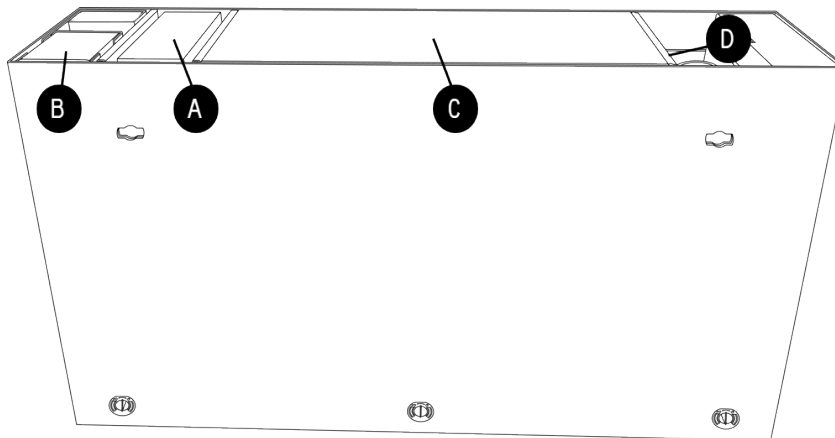
IMPORTANT: Most TM-B packaging can be recycled. Recycle all cardboard and paper using your usual facilities.

1. Open the box and lay out parts:

- a. Release the clips around the top and bottom of the box by twisting and pulling outward. Lift the top box lid off.

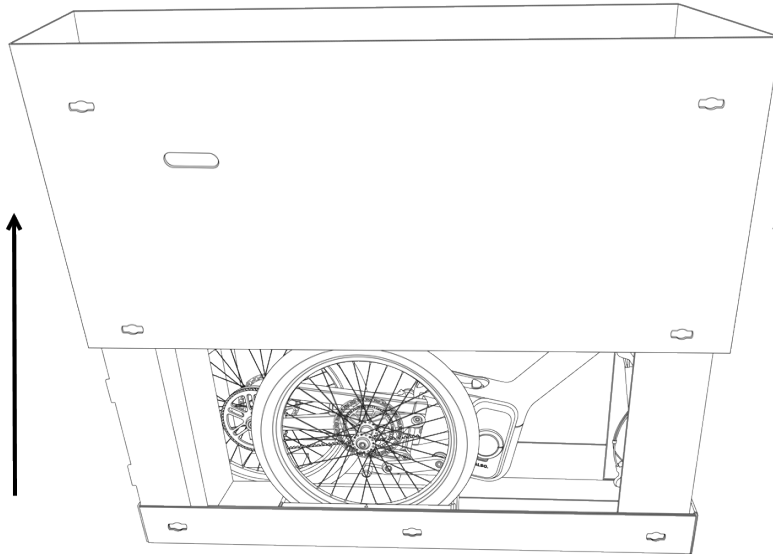


- b. Lift these smaller boxes out and set them aside where you can reach them:

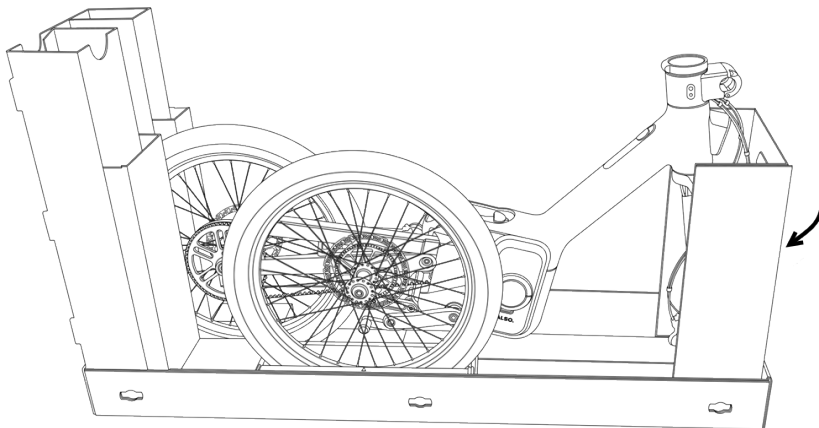


A	Small parts box (contains the Quick Start Guide)
B	Cockpit box (handlebars and controls)
C	Top Frame box (seat)
D	Top tray (underneath the others)

- c. Grab the outer box sleeve by its handholds and lift it completely off.



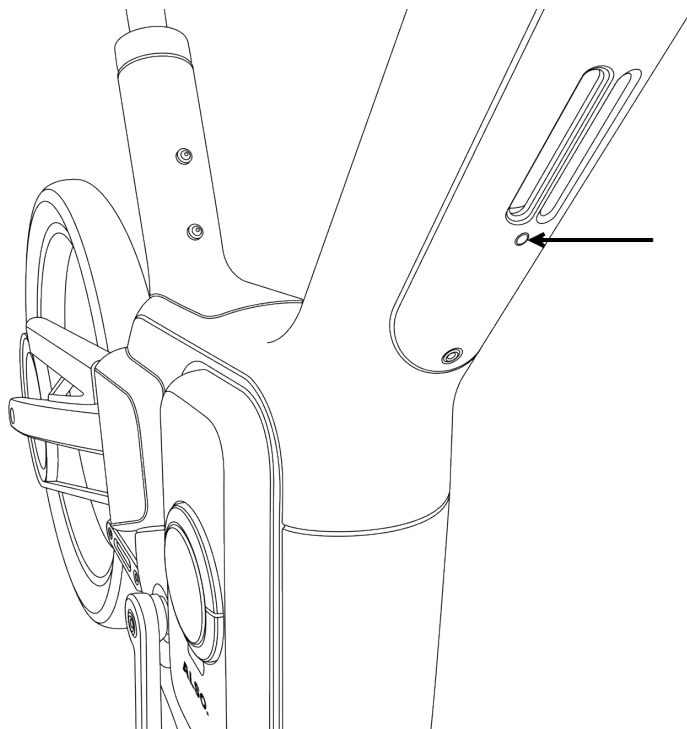
- d. Cut the zip ties at the front to detach the brake levers from the front cardboard. Ensure the brake levers don't scratch the fork as they fall. Remove the front cardboard.



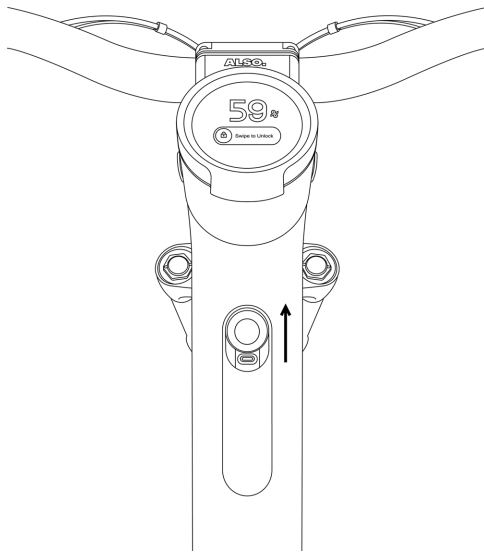
- e. Remove the front wheel and its tray and set them aside.

2. Power on your e-bike:

- a. Locate the reset button below the speaker on the downtube. Press and release it to power the bike on. The Portal display wakes up.



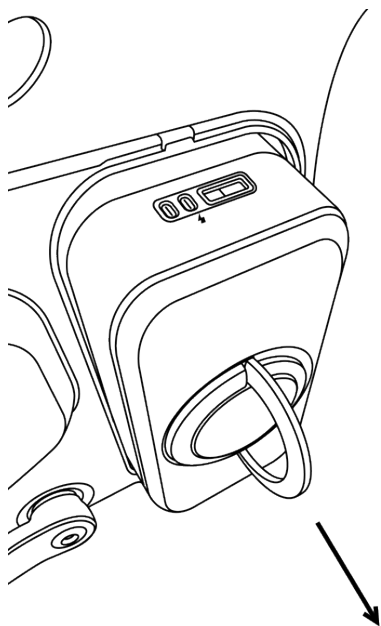
- b. If the Portal shows a low battery warning, get the USB-C charger from the small parts box. Push up on the round cover to reveal the USB-C port on the frame, then plug the charger into the port.



If you don't have electricity nearby, you can remove the battery and charge it elsewhere while you're assembling. To remove the battery, lift its center handle from the bottom and rotate it counter-clockwise, then pull the battery straight out. Plug the charger from the small parts box into the port with the lightning bolt icon.

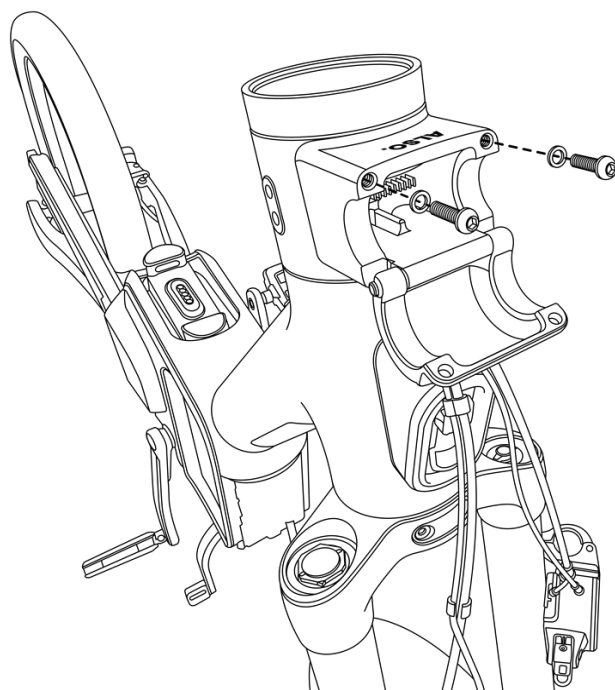


WARNING: The battery is over 10 lbs (4 kg). Be careful when inserting and removing it.

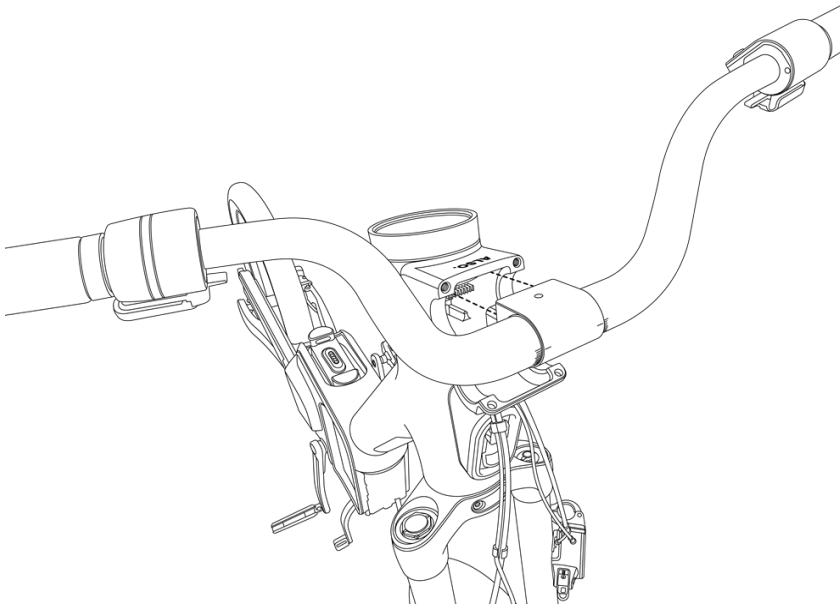


3. Install the cockpit (handlebars and controls):

- a. Get the torque wrench from the small parts box. Use the wrench and the 4 mm Allen bit to remove the two bolts and washers from the stem faceplate and save them. See "Using the Torque Wrench" on page 14 for directions.



- b. Remove the cockpit from its box. Align the power connector on the cockpit with the connector in the stem and seat it firmly.

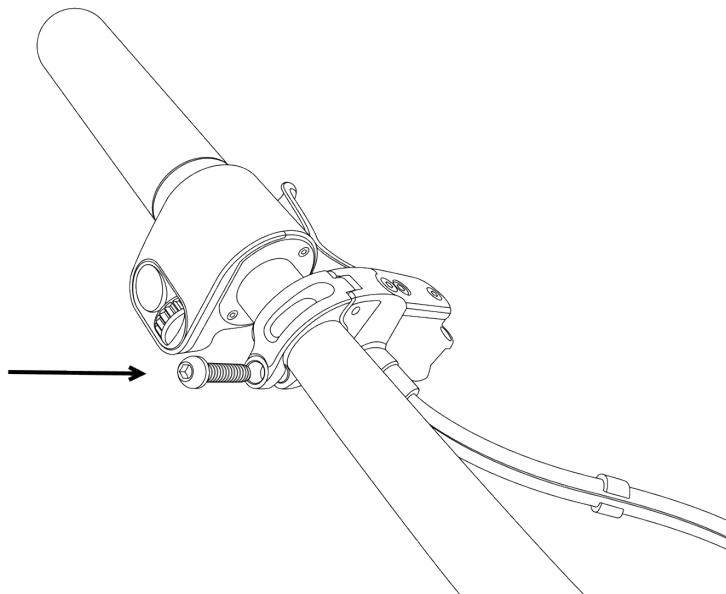


- c. Close the stem faceplate. To avoid cross-threading, apply gentle pressure to the faceplate while you reinstall the bolts. (You can adjust handlebar pitch in a later section.) Torque the stem faceplate bolts to 12 Nm. Do not overtorque.
- d. Identify the left and right brake levers. When installed, the levers should point outward and the mounting bolt should sit below the handlebar, as shown in the image below.



IMPORTANT: Don't squeeze the front (left) brake lever until after assembly is done. This closes the brake calipers and makes front wheel installation much more challenging.

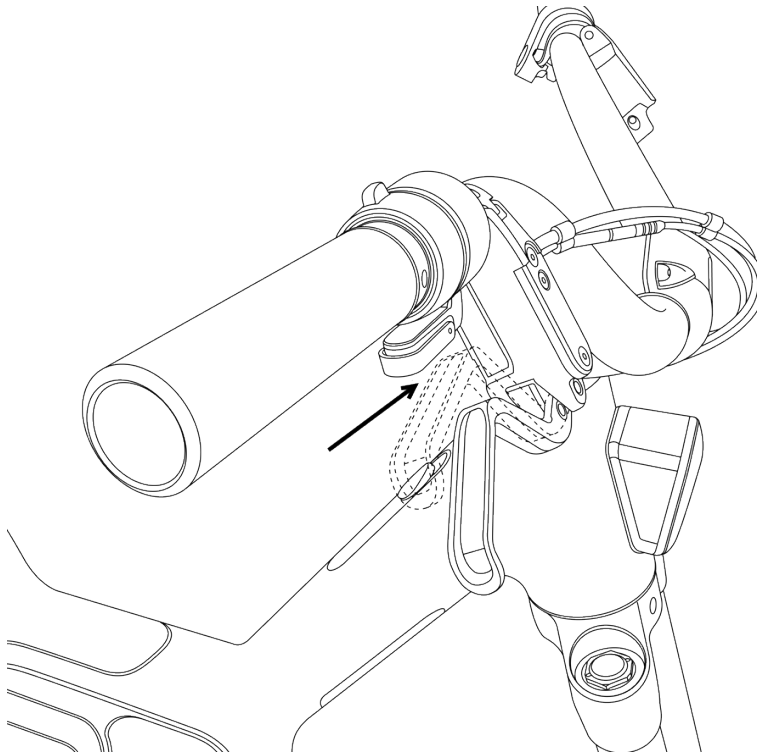
- e. Use the wrench and 4 mm Allen bit to remove the left brake lever bolt and install the brake clamp around the handlebar. Reinstall the bolt and partially tighten it. Repeat with the right brake lever.



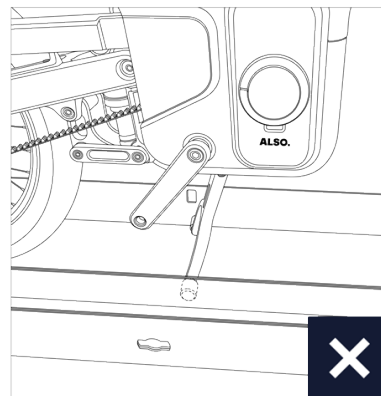
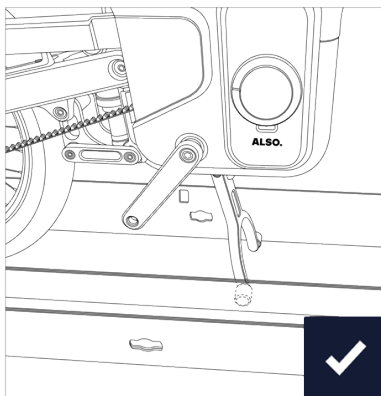
- f. Align both brake levers carefully, to prevent the turn signal paddles from interfering with full brake lever movement. Torque the brake lever bolts to 6 Nm.



WARNING: Always make sure the brake levers can be fully depressed. Interference with the brake lever can prevent a full braking motion and risks loss of control and/or injury.

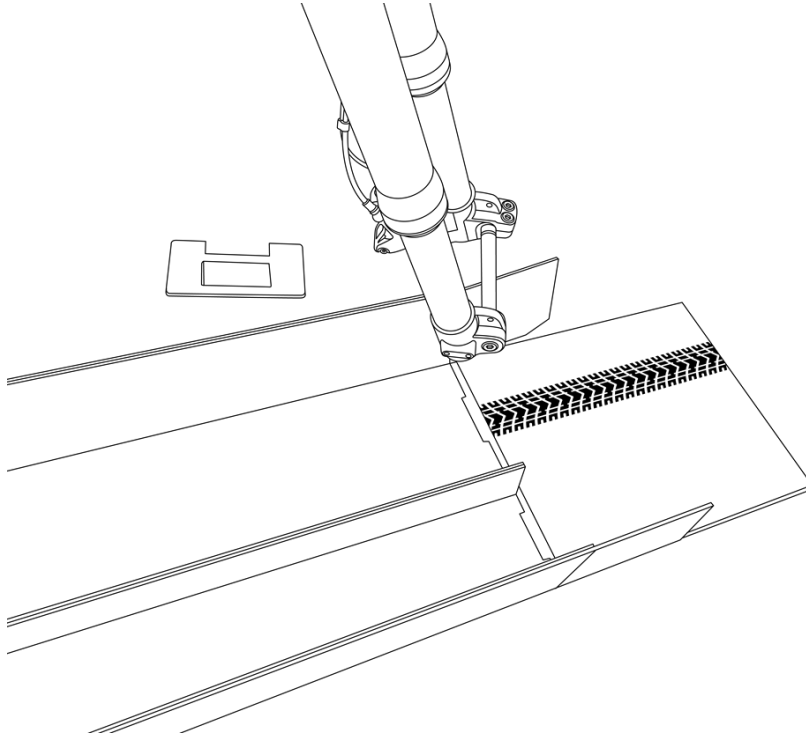


- g. Lift the front of the e-bike, pushing the small bottom box aside. Make sure to push the kickstand fully down and forward. The e-bike can fall over if the kickstand isn't fully engaged.

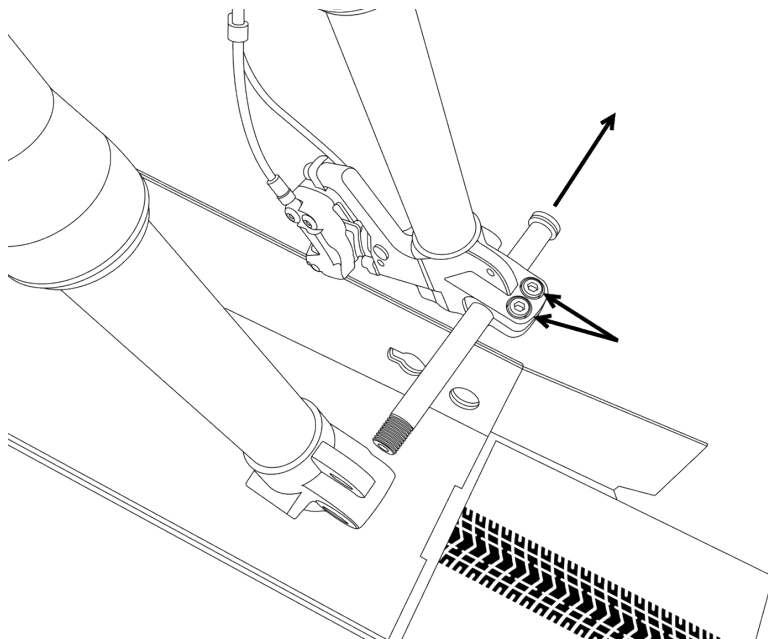


4. Install the front wheel:

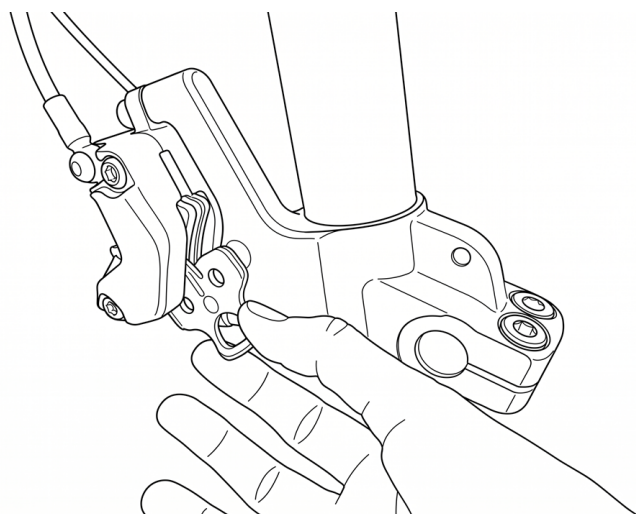
- a. Remove the plastic brace from the front axle, then lift the tabs on the front of the bottom tray box. Open the front of the box and fold it flat.



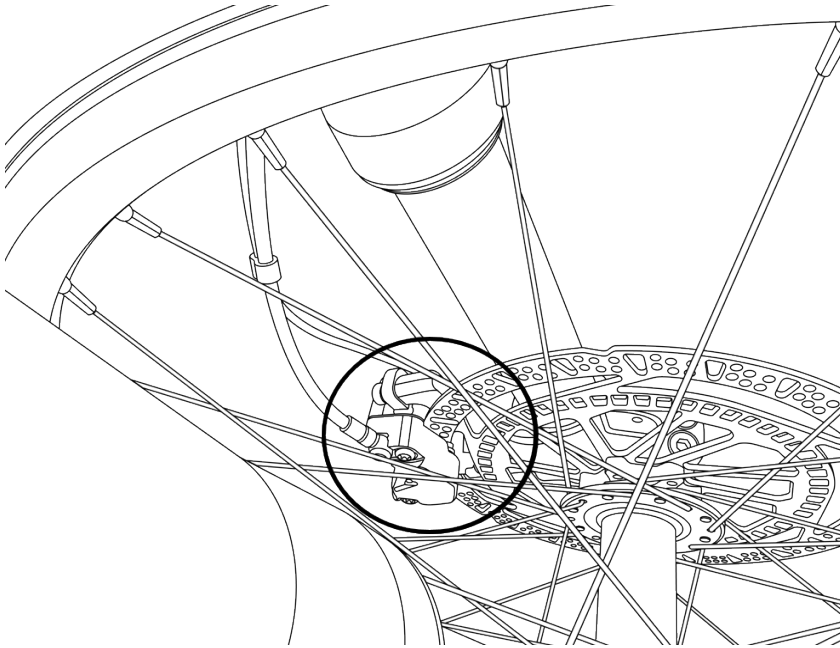
- b. Unscrew and remove the front thru axle. You might need the wrench and 6 mm Allen bit to loosen the two axle locks on top.



- c. Remove the plastic brake pad spacer from the caliper.



- d. Remove the front wheel from its tray, then roll it into the front fork until its brake rotor slides most of the way into the brake caliper.

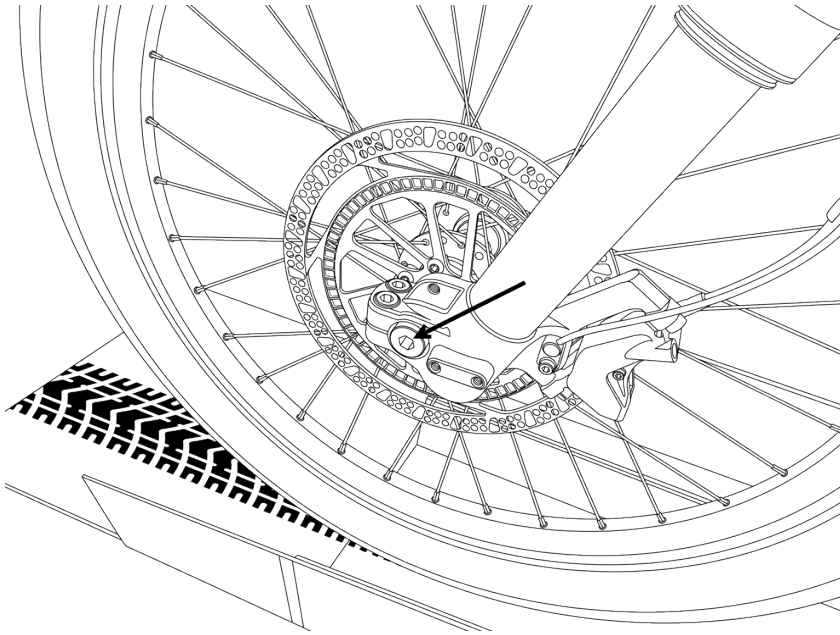


- e. Position yourself in front of the e-bike. Insert the thru axle through the right fork (as seen from the front), through the wheel, and thread it into the left fork. Adjust the wheel and forks as needed to align the axle holes.

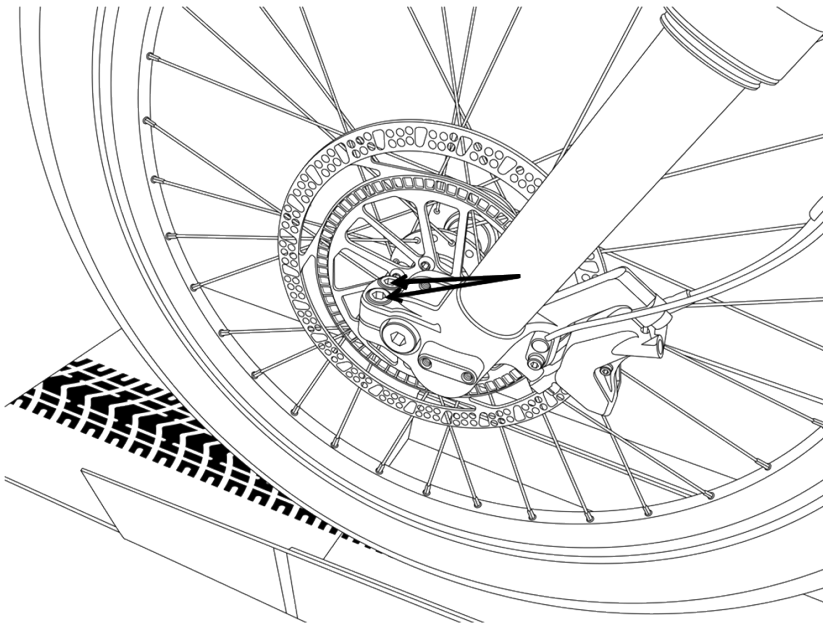
**IMPORTANT :**

- Don't press on the handlebars in this step. It compresses the fork and makes alignment harder.
- Keep the wheel upright while aligning the axle, not tipping left or right.
- To help with axle insertion, don't press the rotor completely against the back of the caliper. Once it's seated, pull the wheel slightly toward you.

- f. Use the wrench and 6 mm Allen bit to torque the thru axle to 12 Nm.



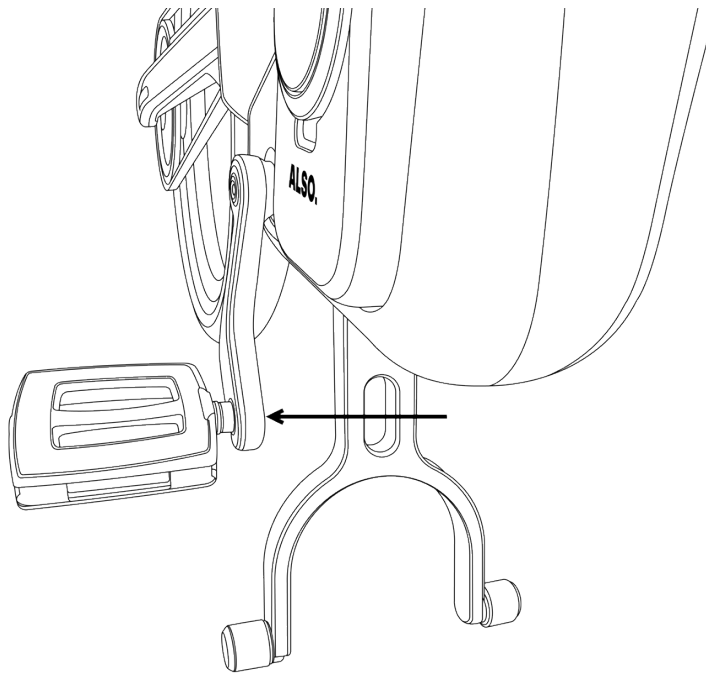
- g. Torque the two axle locks to 12 Nm.



- h. Get the Schrader valve pump from the small parts box. Finish inflating both tires to the recommended pressure listed on the side of the tire.

5. Install the pedals:

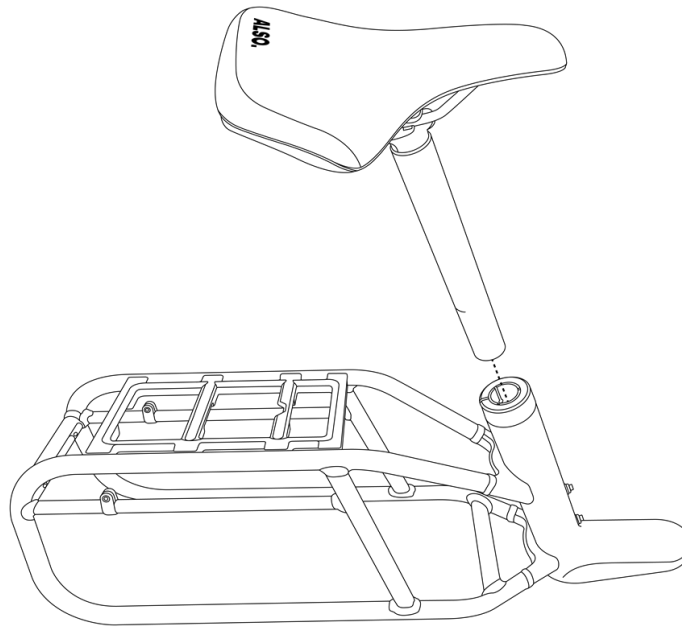
- a. Get the pedals from the small parts box. All pedals have imprints just below the threads that end in -R and -L for Right and Left, relative to a rider sitting on the e-bike.
- b. Align the right pedal onto the crank. Wind the crank backward to thread on the pedal (the opposite of the usual direction for threading on a part).
- c. Start tightening the nut by hand. Once it's fully seated, use the wrench and 6 mm Allen bit to torque it to 20 Nm.



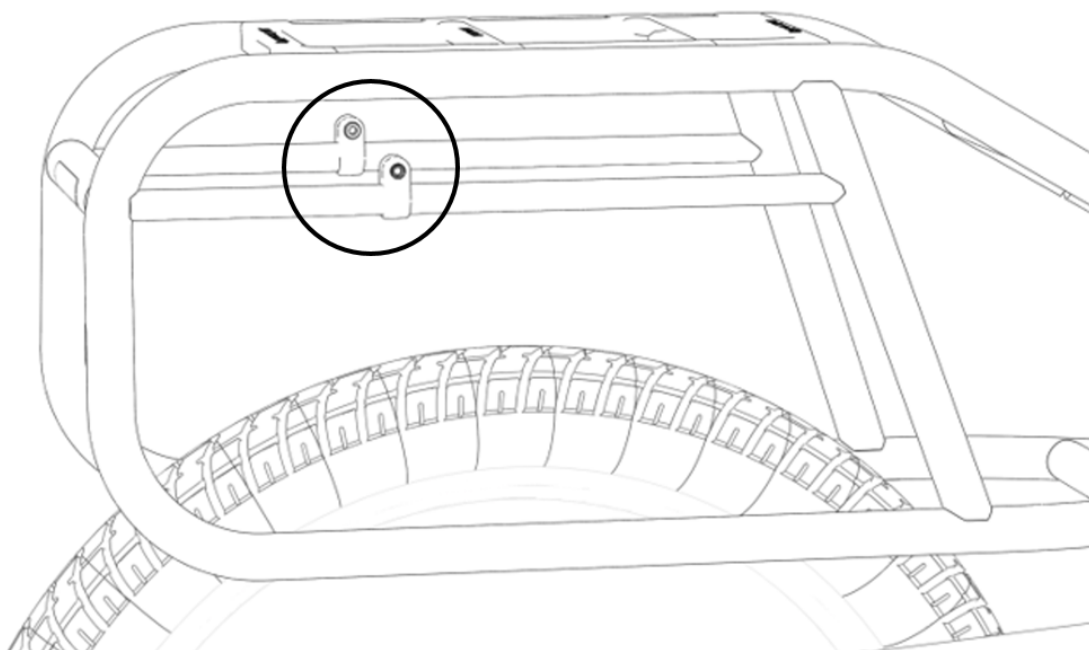
- d. Repeat with the left pedal, winding the crank forward (the usual direction).

6. Install the top frame. Some top frames have extra parts that are specific to them.

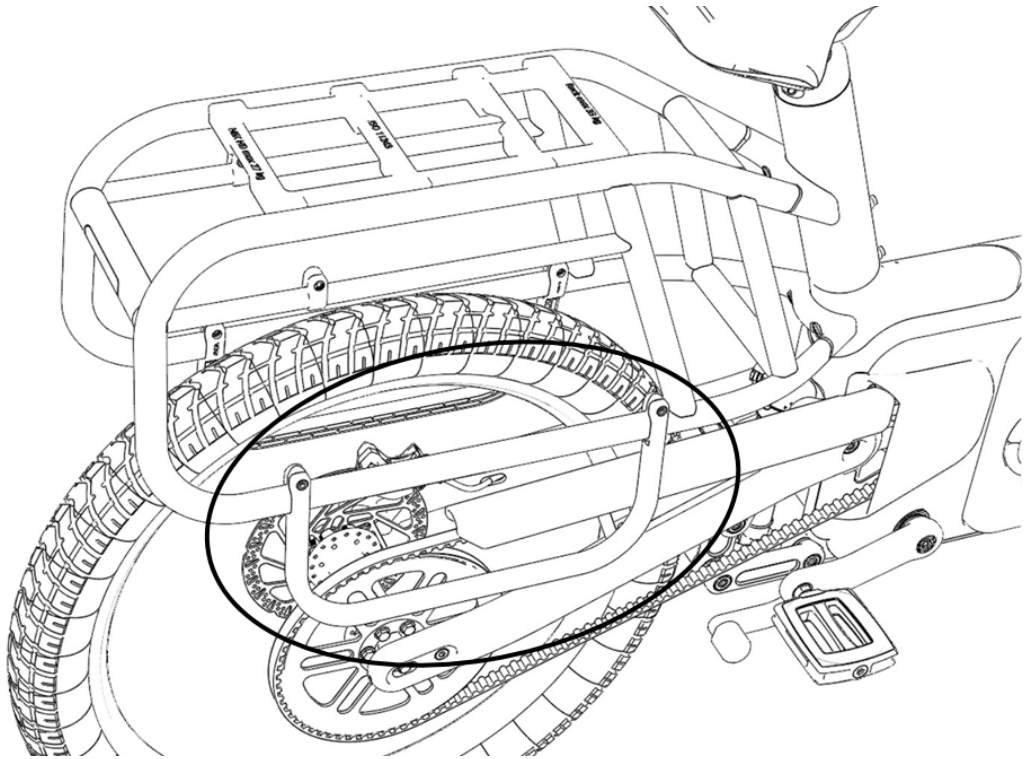
- a. If you have a Solo or Bench top frame, skip just this step and go to (b). If you have the Utility top frame:
- Open the top frame box and insert the seat into the seat tube. Be careful not to wipe off the grease on the inside of the seat tube. Use the wrench and 6 mm Allen bit if needed to loosen the seat post collar bolt.



- Use the wrench and 4 mm Allen bit to fasten the bag clamps onto the middle rails if needed. These prevent bags or buckets from sliding on the rails. Position the clamps to secure bags or buckets as far forward as possible without hitting your heels while pedaling. Fasten hand-tight and do not over-torque.

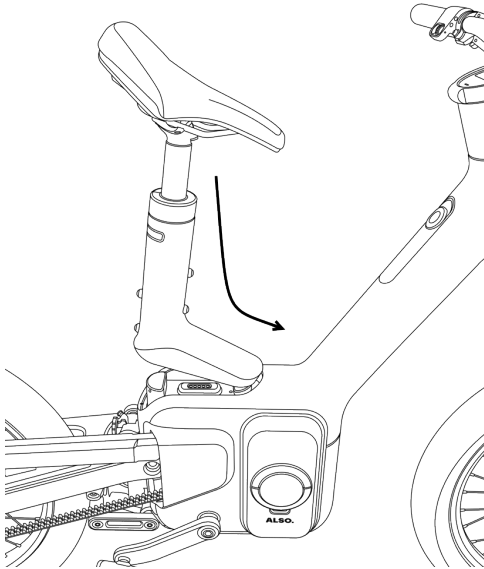


- If you use soft pannier bags, use the wrench and 4 mm Allen bit to fasten the soft bag rails onto the bottom rails. Position bags as far forward as possible without hitting your heels while pedaling, then center each rail under the bag. Gently fasten hand-tight until the soft bag rails do not easily rotate on the rack rail. Do not over-torque.



WARNING: You must install the soft bag rails before attaching soft bags. Soft items on the utility rack can sag toward the rear wheel and get caught between the rack and the rear swingarm as the suspension moves through its travel, risking injury and equipment damage.

- b. Install a top frame by placing the front of its base into the lock first, like putting a shoe on your foot. Lower the back of the base in and hold it in place for a moment. The TM-B detects the top frame and locks it.



7. Install the reflectors:

- a. Use a Phillips head screwdriver to rotate the central mounting peg out of the back of each long white wheel reflector. Position the reflector over a wheel spoke, then insert and rotate the peg to lock it. Repeat with the second long reflector on the other wheel.
- b. Use a Phillips head screwdriver and a clamp mount to fasten the circular white reflector to the front handlebar toward the center, where it won't interfere with handlebar controls.
- c. Use a Phillips head screwdriver and a clamp mount to fasten the circular red reflector to the seat post. (For a bench seat top frame, use the L-bracket in that top frame box instead, to mount it to the bottom rear edge of the seat.)

8. Pair your TM-B to your account:

- a. Press the brake levers to wake up the e-bike, then check the Portal display. If you have connectivity, you'll see a QR code. Scan it to download the ALSO mobile app. (If the Portal says you don't have connectivity, continue assembly and then wheel the bike to a better spot to connect.)

- b. Follow the instructions on the mobile app to pair your TM-B with your account. Adjust your personal settings such as:

- Naming your TM-B
- Setting a PIN

9. **Check the Portal display to see if an OTA update is ready to install.** We recommend installing the latest firmware before your first ride, to ensure the bike is up to date.

Congratulations! Your TM-B is assembled. Keep reading to learn more about adjustments and features.

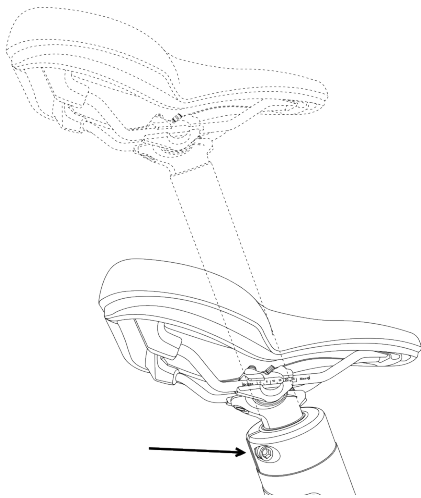
Adjusting Fit

Now that your TM-B is assembled, adjust it to your height and stride.

Seat Adjustment

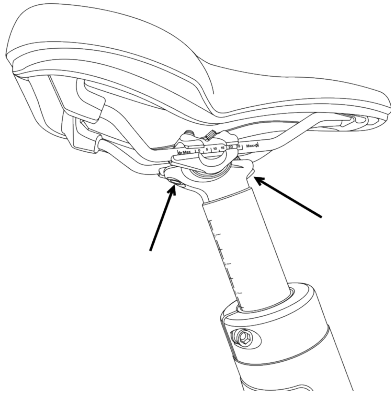
This process is for the Solo or Utility seats. The Bench seat cannot be adjusted.

1. Using the wrench and 6 mm Allen bit, loosen the seat post collar bolt.



2. While standing next to the e-bike, adjust the seat to the height of your hipbone. Tighten the seat enough to sit on.
3. Sit on the seat. Extend one leg fully, with your heel on the pedal. Readjust the seat height to match your full extension at the heel.

4. Sit on the seat again and verify that your knee is not locked when you put the ball of your foot on the pedal for a normal stride. Readjust if needed. Note the numbered marking on the rear face of the seat post for future use.
5. Lean on the handlebars to test riding position. If needed, loosen one or both of the seat rail bolts and slide the saddle forward or backward. Retighten and note the numbered marking on the side of the seat post for future use. Torque to 12 Nm.



6. Ensure the seat is aligned with the body of the e-bike, not twisted left or right. Loosen, readjust, and tighten if needed. Torque to 12 Nm.



WARNING: Incorrectly adjusting your seat and handlebars can make riding harder, or even cause injury over time. If you're not sure how to best adjust your TM-B to fit you, find a qualified service provider on the ALSO website to help.

Handlebar Adjustment



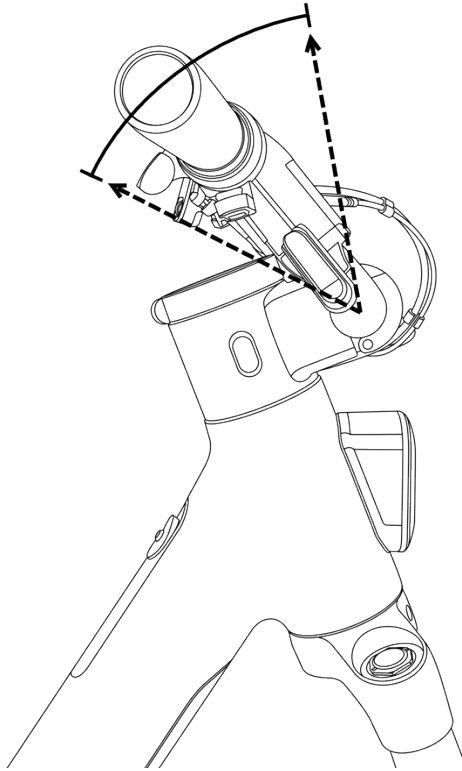
WARNING: Handlebar fasteners must be properly torqued. Loose handlebars can slip, resulting in injury and/or loss of control. Check these fasteners regularly.

1. Follow the steps in "Seat Adjustment" on the previous page first, to adjust the seat height and distance.
2. Use the wrench and 4 mm Allen bit to remove the two bolts and washers from the stem faceplate and save them. Open the faceplate.

3. Sit on the seat. Without removing the handlebars from their connector, rotate them to find the best angle for your riding position. Note where the alignment line sits on the built-in markings.



CAUTION: Do not rotate the handlebars beyond the range of the setting markings. Over-rotation could pinch or damage internal wiring.



4. Close the stem faceplate. Use the torque wrench to tighten the stem faceplate bolts to 12 Nm.



IMPORTANT: After you change handlebar pitch, use a 2.5 mm Allen key if needed to adjust the positions of the left and right cockpit control modules for the correct grip. Refer to "Assembly" on page 14 for instructions on adjusting the brakes.

Brake Adjustment and Positioning



WARNING: Brake fasteners must be properly torqued. Loose brakes can slip, resulting in injury and/or loss of control of the e-bike. Check these fasteners regularly.

1. Follow the steps in "Seat Adjustment" on page 32 to get the seat height and distance adjusted.
2. Follow the steps in "Handlebar Adjustment" on the previous page to get the handlebar angle adjusted.

3. Use the torque wrench and 4 mm Allen bit to loosen the left brake lever bolt around the handlebar.
4. Align the brake lever carefully, to prevent the turn signal paddle from interfering with full brake lever movement, then torque to 6 Nm.



WARNING: Interference with the brake lever can prevent a full braking motion and risks loss of control and/or injury.

5. Repeat the above steps with the right brake lever.

Suspension Adjustment

The TM-B's rear suspension is adjustable. If you have a Launch or Performance version, the front suspension is also adjustable.

- Changing the amount of air in either the front or rear suspension changes how stiff (higher air pressure) or bump-absorbing (lower air pressure) your ride is. Too high an air pressure gives a stiff ride. Too low bottoms out.
- Changing the rebound setting adjusts how quickly the suspension bounces back after encountering a bump. Too fast of a rebound gives a bouncy ride. Too slow gets progressively lower through successive bumps.

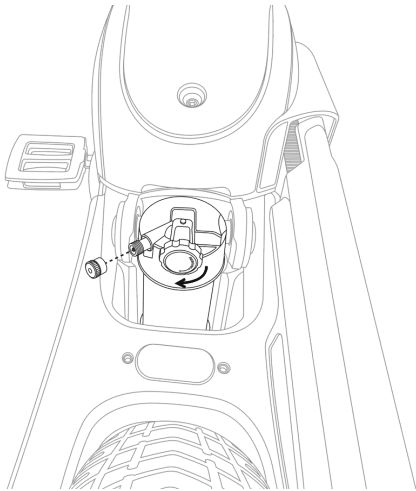
Suspension performance is affected by the rider's weight, the amount of cargo carried, and the roughness of the expected terrain, among other factors. Refer to the table below for the recommended settings.



CAUTION: Over-inflation can damage the suspension.

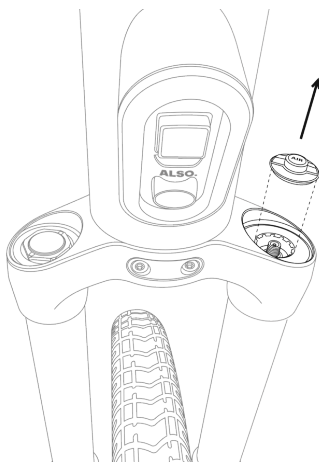
- Only inflate to the pressure range in this guide.
 - Use a shock pump with an accurate gauge. Regular floor pump gauges aren't precise enough for the pressures involved. DO NOT use a compressor.
 - If a fork suddenly feels harsh, doesn't return smoothly, or is leaking oil near the seals, it may have been overinflated or is due for service. See an ALSO qualified service partner.
-

To set your rear suspension:



1. Rotate the rebound knob to the maximum setting (fully clockwise).
2. Unscrew the cap on the rear suspension valve. Use the included pump to adjust the air according to the table below. Replace the cap.
3. Rotate the rear rebound knob to your preferred setting. Turning the knob counterclockwise increases rebound (bounce).

To set your front suspension (if equipped): Unscrew the cover on the front right fork labeled "Air". Use the included pump to adjust the air according to the table below. Add or remove air in small increments, compress the fork 5–10 times after each change, then re-measure. Adjust pressure with the fork upright only. Replace the cover when complete.



RIDER WEIGHT (LBS/KG)	FORK PRESSURE (PSI)	SHOCK PRESSURE (PSI)	SHOCK REBOUND SETTING (MAX -CLICKS)
100 / 45.4	75	100	-10
120 / 54.4	90	120	-10
140 / 63.5	105	140	-10
160 / 72.6	120	160	-10
180 / 81.6	135*	180*	-10*
200 / 90.7	150	200	-9
220 / 99.8	165	220	-8
240 / 108.9	180	240	-7
260 / 117.9	195	260	-6
*Default settings when shipped			
Fork pressure guideline = 75% of rider weight in lbs. Max pressure 200 PSI.			
Shock pressure guideline = 100% of rider weight in lbs. Max pressure 300 PSI.			

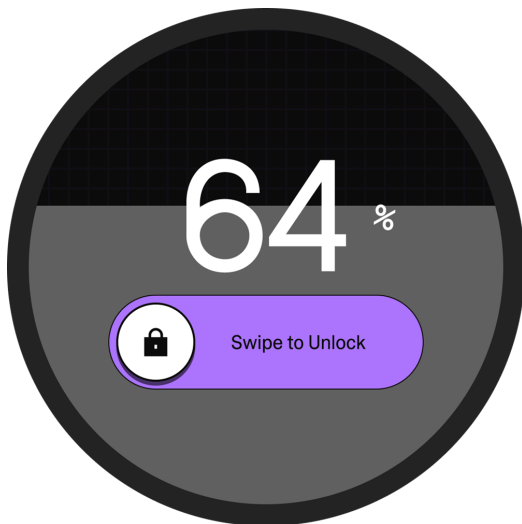
Operation

This section explains the controls on the TM-B. For detailed images of the controls, refer to "Overview Diagrams" on page 7.

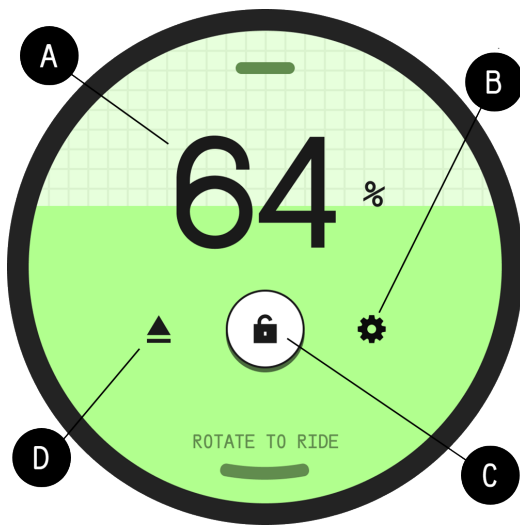
Portal Overview

The Portal is the 2.75 inch, high-resolution touch display that controls your TM-B's settings. This section describes the default views.

To access your TM-B, swipe right on the wake-up screen to unlock it.



Having the e-bike in Walk turns on the taillight and allows the TM-B to move freely. (See more about Walk and Ride in "Pedaling, Gears, and Assistance" on page 43.

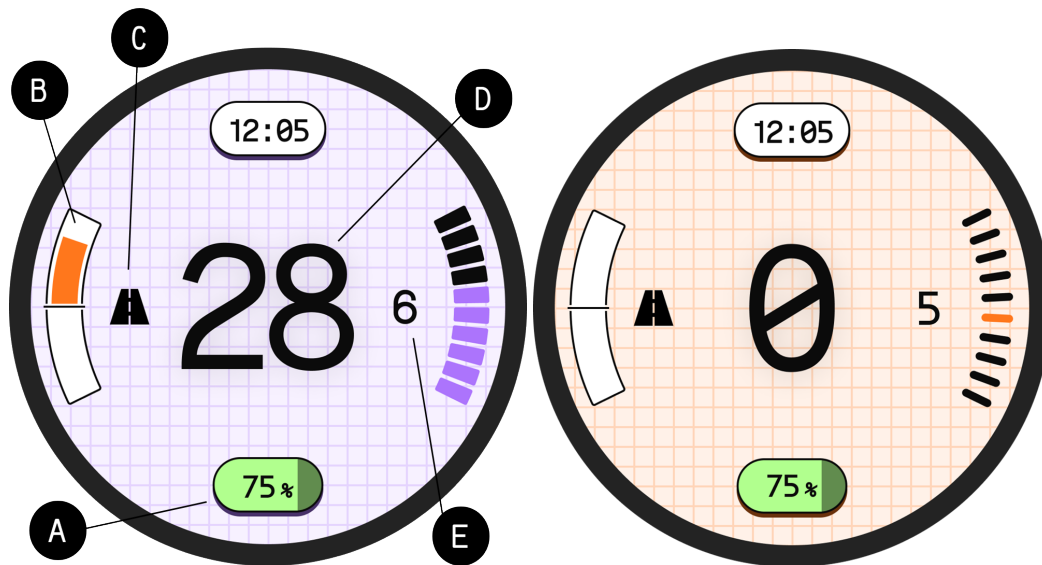


- | | |
|----------|--|
| A | Battery charge remaining |
| B | Opens the Settings menu |
| C | Tap to lock |
| D | Opens the Eject menu (either top frame or battery) |

To shift the e-bike into Ride, rotate the whole Portal housing. To shift back into Walk, rotate the housing again.



The default Ride background color depends on your chosen transmission style: purple for automatic, orange for manual. It displays these settings:

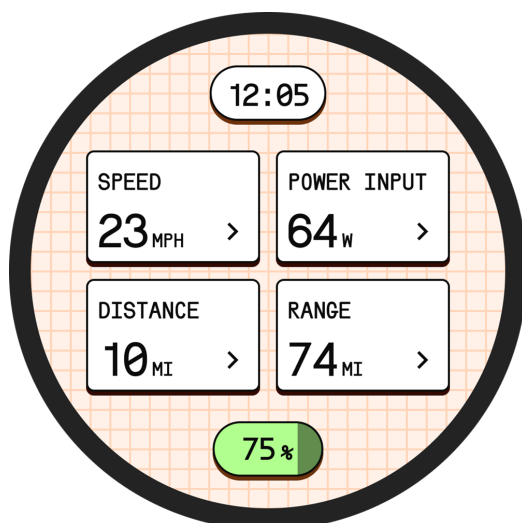


- | | |
|----------|---|
| A | Battery charge remaining (tap to see remaining range in miles) |
| B | Energy bar (orange upward for battery power used, green downward for regen) |
| C | Ride mode icon |
| D | Speedometer |
| E | Assist or gear level |

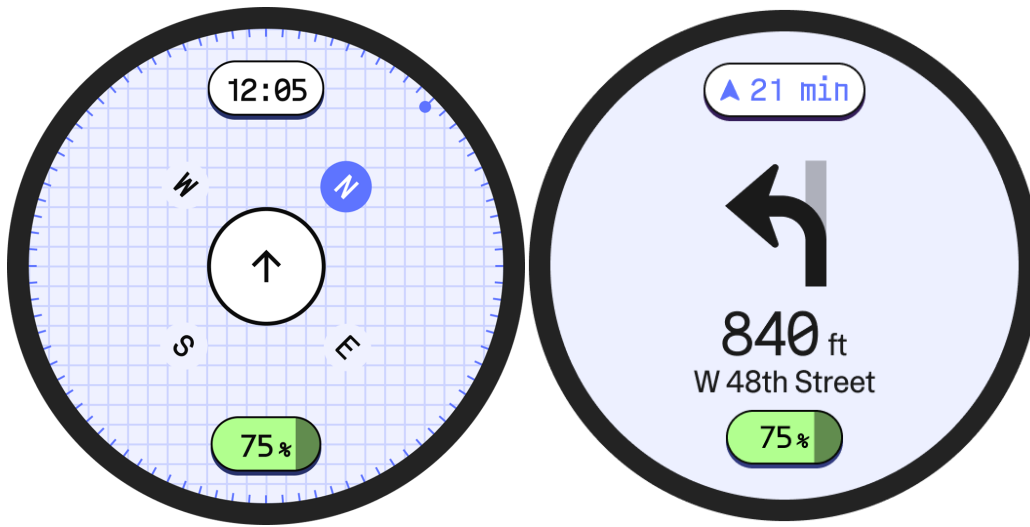
If power is restricted due to a low state of charge, the top end of the energy bar turns grey to show that the available level of assist is reduced.

To move between Portal screens, turn the left handlebar scroll wheel, or swipe right and left on the touchscreen.

The second screen shows your ride activity. "Miles" displays your miles ridden (trip odometer).



The third screen shows navigation if the TM-B is connected to your phone, or a compass if not. See "Navigation" on page 55.



The Portal shows your charge level on most screens.

Seats

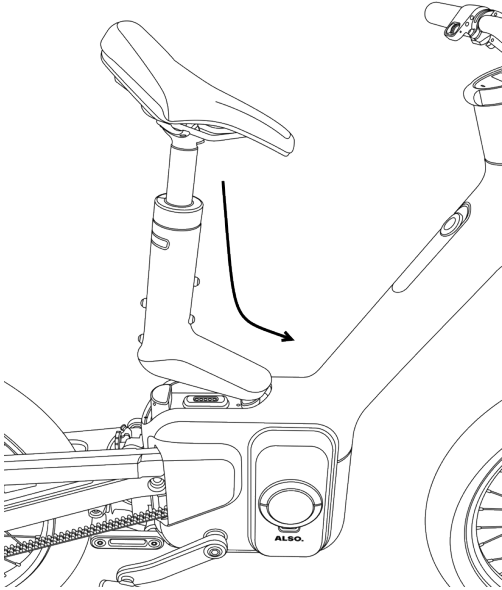
Seats on the TM-B are modular. Every seat is part of a "top frame", made up of the saddle, the seat post, and the latch to attach them to the e-bike. Every TM-B can change between a Solo, a Utility, or a Bench top frame as needed. You can purchase additional top frames on the ALSO website.

Solo and Utility top frames come in small and large sizes. Bench top frames are one size fits all. See "Specification Tables" on page 9 for detailed measurements.

To change a top frame:

1. Make sure the TM-B is unlocked.
2. Remove a top frame by setting the Portal to the Walk screen, tapping the Eject arrow, then tapping the Top Frame icon. After a moment, the Portal displays a message that it's safe to remove. Lift the top frame off the e-bike frame and set it aside.

3. Install a top frame by placing the front of its base into the lock first, like putting a shoe on your foot. Lower the back of the base in and hold it in place for a moment. The TM-B detects the top frame and locks it.



To adjust the fit of the seat, see "Seat Adjustment" on page 32.

Brakes

The right brake controls the rear wheel, and the left brake controls the front wheel.



WARNING: Applying force suddenly to the front brake can cause the rear wheel to lose traction or the rider to tip forward, resulting in loss of control. Apply pressure to the brakes as gradually and evenly as possible.

Pressing either brake lever automatically activates regenerative braking. In the first part of each lever's range of motion, the drive motor is used to brake the rear wheel and adds power to the battery, even before the brake discs are engaged. After the first part of the motion, both discs and regenerative braking are applied.



IMPORTANT: Regenerative braking may not be operable in ambient temperatures below 32 °F (0 °C), or if the battery is above 90% State of Charge (SoC). Disc braking still occurs.

Kickstand Use

To use the dual-leg kickstand, push it down with your foot until it's on the ground, then rock the TM-B up and backward until the kickstand is fully extended.



WARNING: Just lowering the kickstand is not enough to stabilize the TM-B. Failing to properly position the e-bike over the kickstand can result in the e-bike tipping over, and risks injury to people or damage to the e-bike.

Pedaling, Gears, and Assistance

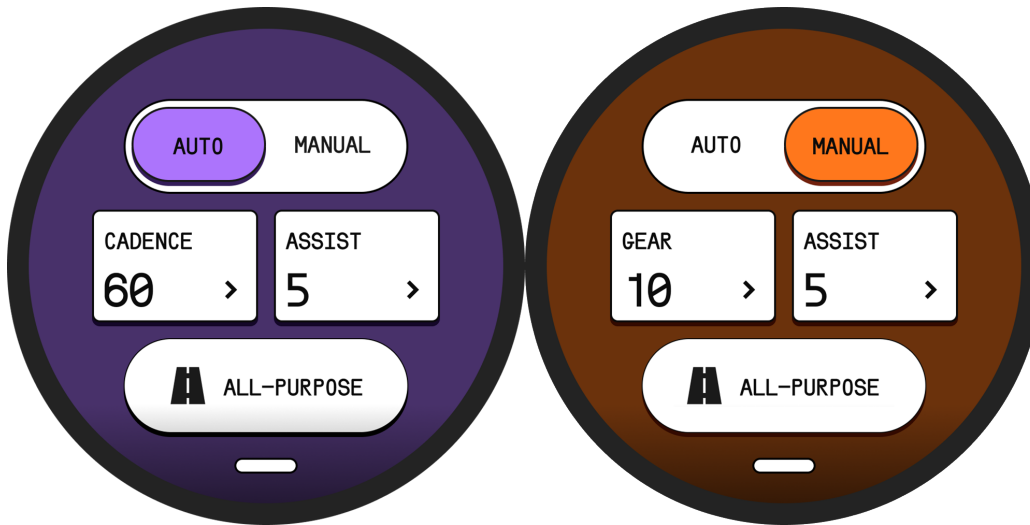
Pedaling behavior and level of effort are controlled by two main methods on your right handlebar: the DreamRide toggle for transmission settings, and the throttle for boost behavior. Refer to the control layouts in "Overview Diagrams" on page 7.

DreamRide Toggle

The DreamRide toggle on the right handlebar either selects your gear level in the manual transmission style, or your assist level in the automatic transmission style.

- The automatic transmission style keeps your cadence constant while adjusting the rear wheel speed accordingly. (Cadence is your pedaling speed, measured in RPM.) You can change your cadence setting using the quick control menu.
- The manual transmission style lets you choose your virtual gear, and maintains the assist level you set before entering Manual. This lets your cadence be dynamic. In Manual, you change assist level using the quick control menu.

Tap the ride mode icon on the Ride screen, or swipe down on any Ride screen, to access the quick controls view. Select either manual or automatic transmission style. The quick controls screen changes background color depending on the selection: purple for automatic, orange for manual. From this screen you can also tap to change your assist level, gear, or cadence.



Throttle Behavior

When the e-bike is in Walk, you can press the throttle for 3.7 mph of walk assist if you need to go over a curb or up a ramp. The pedals don't provide propulsion in Walk.

When the e-bike is in Ride, the throttle control can have different behaviors depending on your region and local e-bike laws:

- In regions that allow a throttle, holding down the control moves the e-bike forward even without pedaling. This gives you a steady acceleration such as you get on an e-scooter.
- In regions that don't allow a throttle feature without pedaling, the throttle acts as an assist boost that temporarily increases your pedal assist level. The assistance to your pedaling is stronger the farther you push the throttle. The e-bike then returns to your previous assist level when you release the throttle. See more about this topic in "E-bike Types" on page 5.

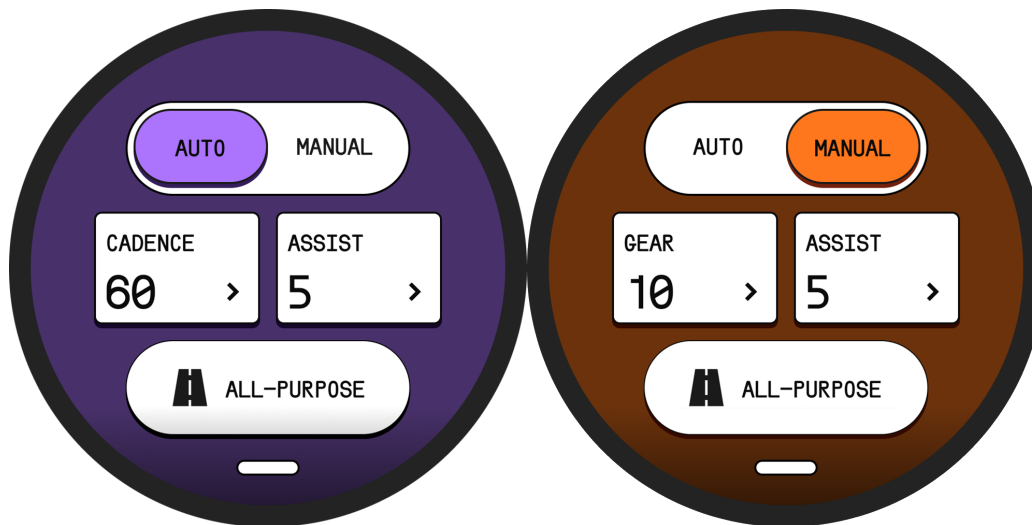
The throttle has a top speed of 20 mph (32.2 kph), and a top pedal assist speed of 28 mph (45.1 kph).



IMPORTANT: The acceleration on the TM-B is powerful. Make sure you are fully seated and have full control of the e-bike before pressing the throttle.

Ride Modes

You can change your ride mode by swiping down from the top of any Ride screen. On the quick controls screen that follows, tap the bottom button.

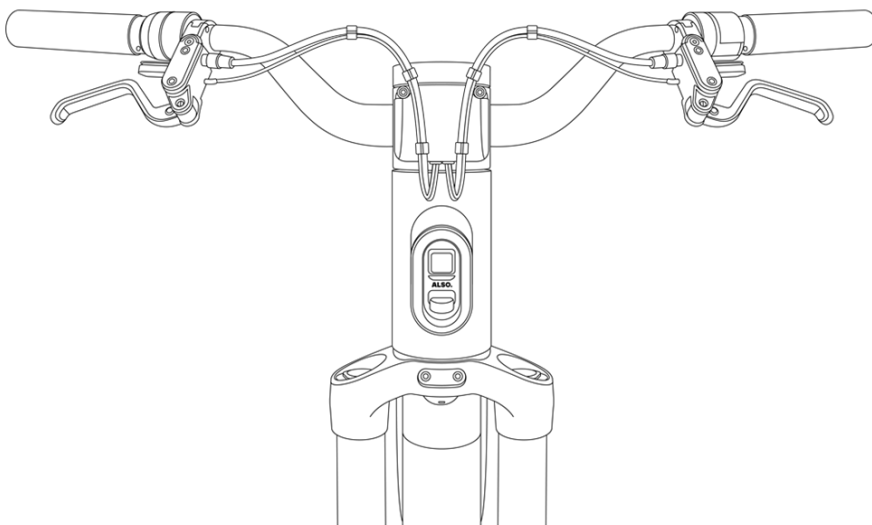


The TM-B has different ride modes for different use cases:

- All Purpose: Medium acceleration for on-road applications.
- Sport: Top power and performance. Prioritizes acceleration over range.
- Trail (All Terrain configurations only): Steady acceleration and power for off-road rides. Speed is limited to 20 mph and changes the throttle button from throttle behavior to assist boost behavior while you press it.

Lights

You can power on the headlight on the Portal by tapping Settings > Lights.

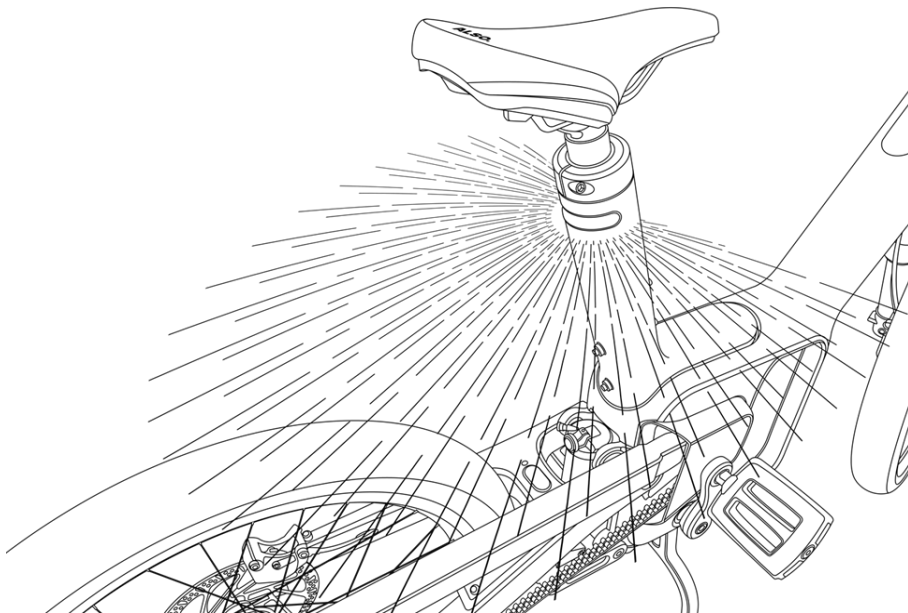


The headlight's outer ring light has several functions:

- Acts as an always-on daytime running light
- Blinks yellow, half at a time, as a turn signal
- Glows green as a status light while the battery is charging, to show charge progress

The interior of the headlight is made of an upper high-beam light (up to 1500 lumens) and a lower low-beam light (up to 250 lumens).

The taillight is always on when the TM-B is unlocked, in either Walk or Ride. The taillight (up to 200 lumens) has LEDs specifically designed to illuminate the motion of your legs pedaling, to make you more visible at night to others on the road.



Turn Signals

The TM-B has turn signal buttons on each side, behind the handlebar and above the brake. Pressing a turn signal button lights up a blinking half circle on that side of:

- The headlight
- The taillight
- The Portal UI

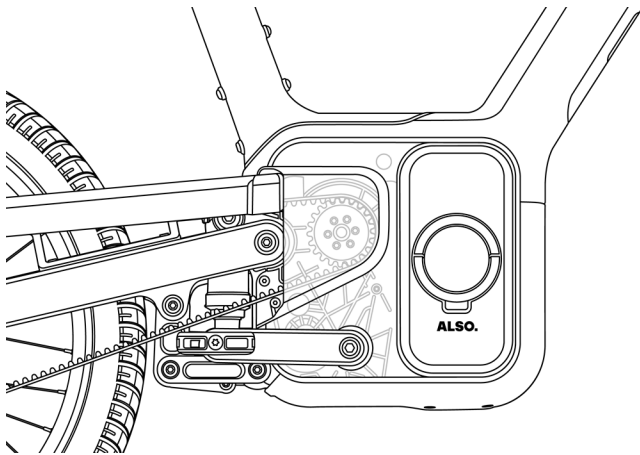
Bell

A short flick on the left handlebar tab creates a friendly bell sound.

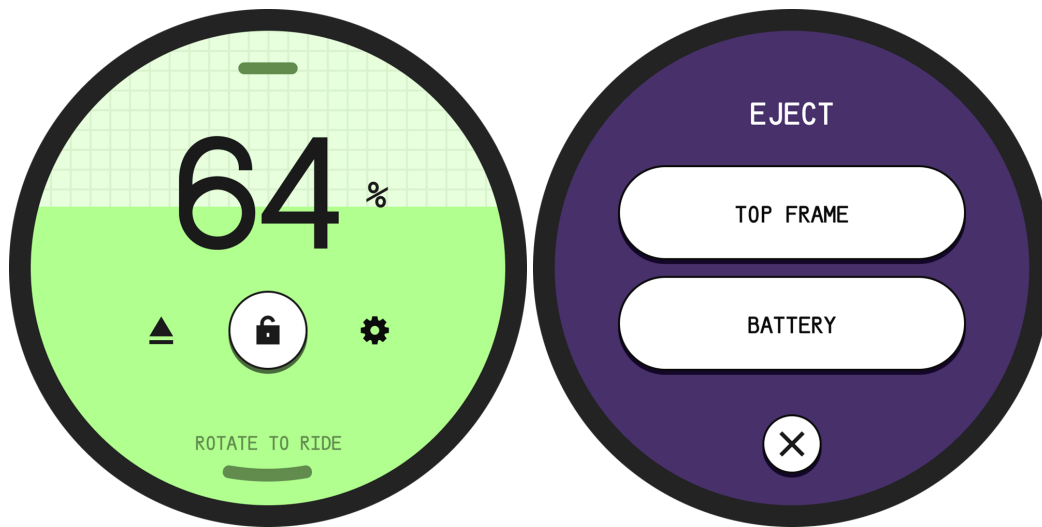
The TM-B speaker is on the front of the downtube under the headlight. For the clearest sound, ensure the openings aren't blocked or covered.

Battery

The TM-B has a removable lithium-ion battery that can also act as a portable power pack. It comes in either Standard or Large size.



Remove the battery by tapping the eject icon on the Portals' Walk screen, then selecting Battery. Lift the battery's center handle from the bottom and rotate it counter-clockwise, then pull the battery straight out.

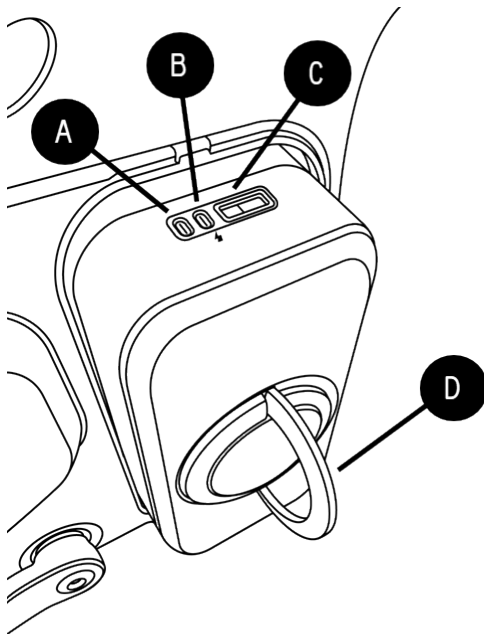


WARNING: The battery is over 10 lbs (4 kg). Be careful when inserting and removing it.



CAUTION: Only remove the battery after the Portal displays it's safe to do so. Forcing the battery handle to rotate before the e-bike releases its lock can damage or jam the battery lock.

Replace the battery by holding it with the handle straight up and down and the USB-C ports on top. Push it completely into the dock before turning the handle clockwise to lock it.



A	USB-C charging port, 65 W, output only
B	USB-C charging port, 240 W, bi-directional (has lightning symbol)
C	E-ink display (basic battery info, including state of charge)
D	Handle

The serial number of the battery is on the battery's rear face. The battery compartment on the e-bike itself has the serial number of the TM-B, plus a two-sided bike tool (Allen key) for fit adjustments. The compartment for the bike tool is magnetized to secure it.

Battery Range

The state of charge left on your battery is visible on the e-ink display on the top of your battery itself. It's also visible on most Portal screens. Tapping the state of charge icon on any screen displays the amount of range remaining in miles.

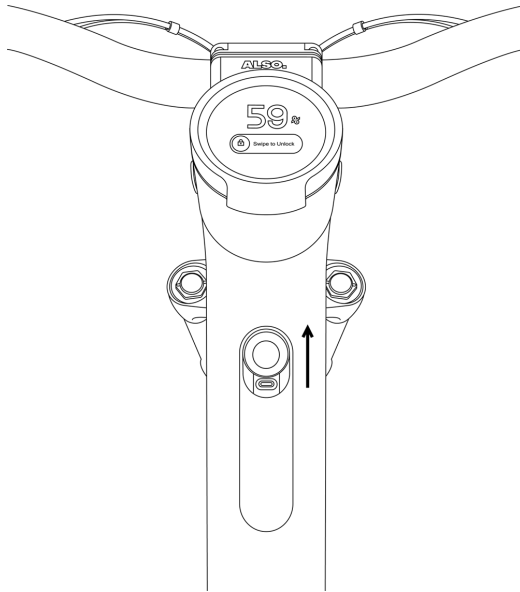
Several factors can affect battery range for any e-bike. Be aware of these when planning your rides:

- The combined weight of all riders, accessories, and luggage
- The amount of assistance you use, whether pedaling or using throttle
- The difficulty of the terrain: hilly or flat, trail or road
- Your tires: low-friction road tires or grippy all-terrain tires

Charging the TM-B

Your TM-B comes with a 240 Watt USB-C charger that delivers 5 amps.

To plug the included charger into the TM-B, push the round cover up to reveal the USB-C port on the frame. Keep the charging cover closed when not in use.



IMPORTANT: The e-bike will not shift into Ride if a cable is plugged into the USB-C port. If you plug in a cable while in motion, the e-bike will lose propulsion the next time you come to a stop. The only bi-directional charging (charging a device) is available using the removable battery, from the port with the lightning bolt symbol.

You can also remove the battery from the TM-B and plug it in separately using the port with the lightning bolt icon. Refer to the battery safety instructions in "Basic Safety Information" on page 3.

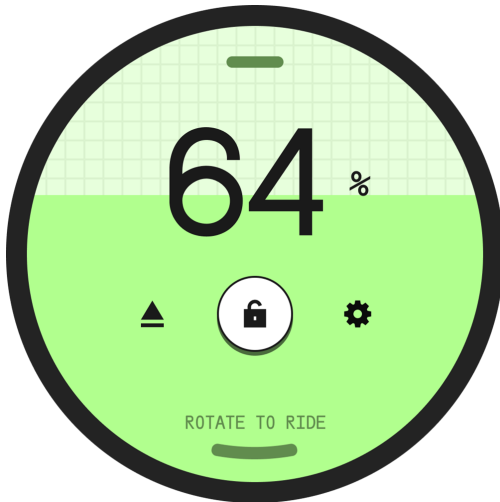


IMPORTANT: The battery can charge in cold weather above 32 °F (0 °C), but does not charge above an 80% State of Charge in temperatures between 32 and 50 °F (0 and 10 °C).

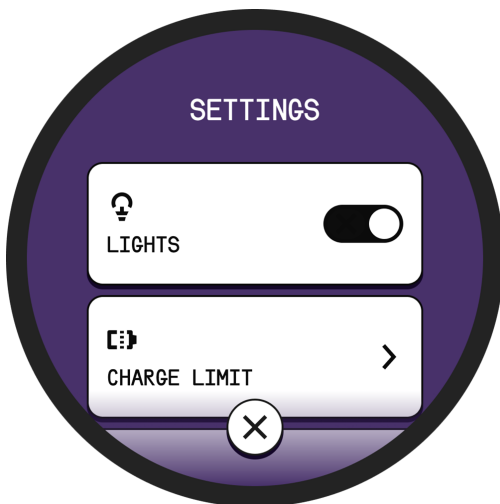
Set a Charge Limit

To set an automatic limit on charging your TM-B's battery:

1. On the Portal's Walk screen, tap the Settings gear icon on the right.



2. Scroll down and select Charge Limit.



3. Tap the - and + buttons to raise or lower the charge limit. The minimum is 50% and the maximum is 100%.

Reserve Mode

As your battery drops to a low state of charge, the amount of available assistance is gradually reduced to extend battery life. This is shown by a gray band at the top of the energy bar.

If your battery drops to a very low state of charge, the TM-B enters a mode called Get Home Mode, where the battery offers very low or no pedal assist level and the bike is powered only by the energy

from your pedaling. ALSO recommends charging your battery as soon as possible if you reach this state.

If your battery loses power completely, it defaults to an unlocked state to allow you to remove it for charging. However, you won't be able to unlock the top frame until the battery has power again.

Connected Features

Your TM-B supports these connections:

- GPS for navigation features
- Bluetooth (BLE) for device pairing
- LTE-M for cellular

The Connectivity Module on the TM-B contains a SIM card for its LTE connection.



IMPORTANT: SIM cards vary by country and region. If you move your TM-B to a different region than where you bought it, you may need to get it serviced by a qualified service partner to change the SIM card. ALSO can't guarantee connectivity in regions where we aren't yet supporting products.

Pairing

Your ALSO mobile app can pair your phone to one TM-B. This associates one account, one e-bike, and one phone together.

Pairing lets you configure basic settings like a bike name and a PIN, and use the navigation feature. It also links to helpful videos and guides.

Be cautious about choosing the correct level of action if you want to change this association:

- Re-pairing the e-bike keeps you as the owner, but lets you (for example) update the bike's association to a new phone. Start the pairing process again from the mobile app on the new phone.
- Factory Reset removes your ownership of the e-bike and all configured settings.



IMPORTANT: These settings require the e-bike to be unlocked, in Walk, and within Bluetooth range to respond:

- Lock/unlock via the mobile app
- Resetting a PIN
- Factory resetting the TM-B
- Pairing to a phone

For a factory reset to succeed, these conditions must be true:

- The e-bike is paired and connected to a phone using Bluetooth
- The e-bike is in Walk (not Lock or Ride)
- The removable battery is installed and has more than a 3% state of charge
- The e-bike is not currently charging and has no USB-C cables plugged in

OTA Updates

ALSO can push new features to your TM-B using Over The Air (OTA) firmware updates on a LTE cellular connection.

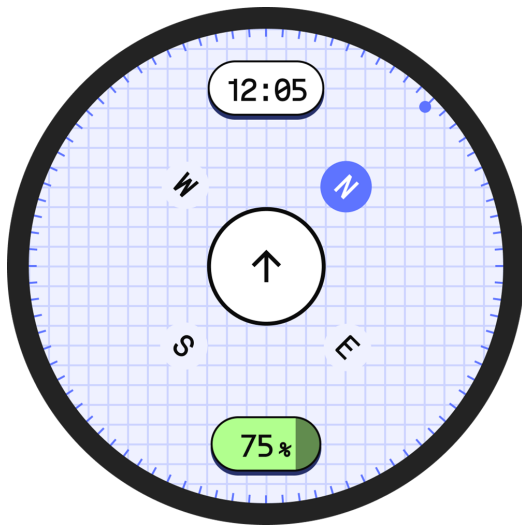
OTA updates download automatically in the background. When a new OTA update is ready to install, a notification appears on your Portal. You can choose to dismiss it if you're in a hurry, then go back to install later by tapping Settings > SW Update.

Release notes describing the changes in each update can be found on the mobile app under Settings > Firmware and Connectivity.

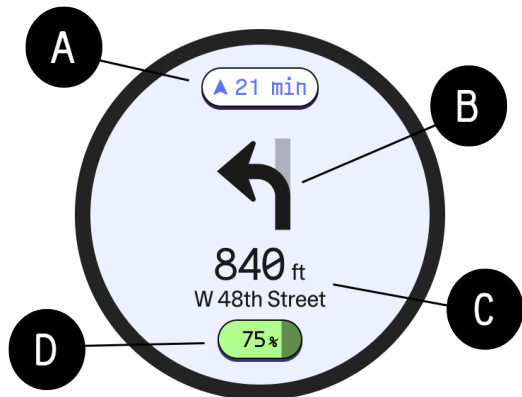
OTA updates require the battery to be installed, to power the Connectivity Module. The e-bike must also be in Walk (not Lock) to update.

Navigation

Scrolling to the third screen on the Portal shows the navigation display. If your phone isn't connected or doesn't have a navigation route active, it shows a simple compass.



With a connected phone and a plotted course, you see these details:



A	Estimated time to destination
B	Graphic of your next movement
C	Distance and description for your next movement
D	Estimated battery percentage remaining

You can choose between Turn view and List view:

- Turn view only displays your next move.
- List view displays your next TWO moves to let you plan ahead.

To change between turn view and list view, tap a long press on the center of the navigation screen. You can also swipe right to end the navigation route.

You can create your navigation route in the Also app, or you can select to Send Destination from another app that supports sharing (such as Google or Apple Maps).

Security

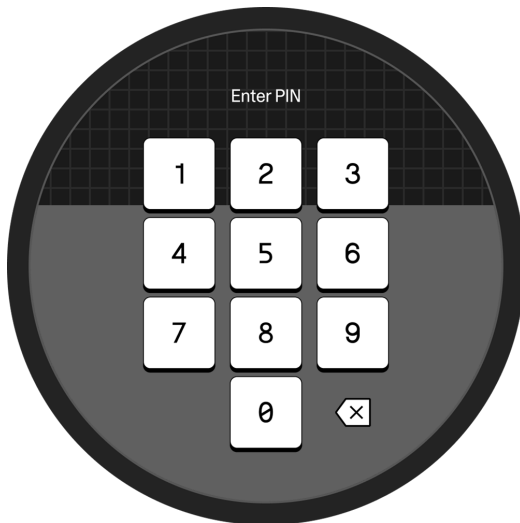
Your TM-B supports these security features:

- Manual unlocking: use either a swipe or a PIN on the wake-up Portal screen. Swiping to unlock requires a paired, connected phone.
- Realtime bike tracker: displays the TM-B's GPS coordinates on your mobile app, with an active LTE connection.

You can configure all security settings in your ALSO mobile app.

Lock and Unlock

To lock and unlock your TM-B, you can either swipe to unlock/ tap to lock on your Portal display, or set it to require a PIN. Swiping to unlock requires a paired, connected phone. When told to lock, the TM-B secures the battery, top frame, and rear wheel.





IMPORTANT: These settings require the e-bike to be unlocked, in Walk, and within Bluetooth range to respond:

- Lock/unlock via the mobile app
 - Resetting a PIN
 - Factory resetting the TM-B
 - Pairing to a phone
-

Preventative Maintenance

To keep your TM-B running at its best, perform regular maintenance as described in this guide. We also recommend a periodic service ("tuneup") that includes inspecting the e-bike, adjusting the brakes and drivetrain, checking fastener torque, truing the wheels if needed, and verifying that the electrical system is functioning properly. Schedule this service 3 to 4 months after purchase, and again every 6 to 12 months depending on your ride style and mileage.



IMPORTANT: Maintenance beyond basic inspection and adjustment should be performed by a qualified bicycle mechanic.



SHOCK WARNING: Always remove the battery before performing maintenance. Removing the battery also prevents activating controls during service.



SHOCK WARNING: Do not work on your TM-B's electrical system. Sealed components such as the battery pack, connectivity module, and Portal have no user-serviceable parts inside. Opening them could be a shock hazard and/or damage the equipment. Opening or removal of electrical components by anyone other than an ALSO qualified service provider also voids your warranty.



WARNING: Use only genuine replacement parts for safety-critical components. Do not change them for aftermarket parts that are not approved by ALSO. Check the ALSO website for approved accessories or accessory specifications.



WARNING: Overtightening the steerer tube clamp can crack or damage the stem-to-fork assembly, which may cause sudden loss of steering control and serious injury or death to the rider. The steerer tube clamp is located underneath the Portal on the TM-B and has been installed and torqued correctly from the manufacturer. The steerer tube clamp should only be removed or replaced by a qualified ALSO service partner.

Inspect your bike before every ride for a loose connection between the stem and steerer tube, which may indicate a fastener is loose or a component is damaged.



CAUTION: Do not use aerosols or brake cleaners on or around the cockpit and controls. Some chemicals can mar or damage the plastic housings.



CAUTION: Do not pressure wash your TM-B. Components like the speaker electronics, USB-C port, and bearings can be damaged or lose required lubrication.

Regular Safety Checks

Check your TM-B regularly to make sure these safety points are working correctly:

- Front and rear lights are working
- Reflectors are clean and firmly installed
- Front and rear turn signals are working
- Handlebar fasteners are torqued firmly
- Front and rear brakes are clean and engaging firmly
- Control cables have tight connectors and are not cracked, sharply bent, frayed, or rusted
- Seat fasteners are torqued firmly
- Bearings rotate smoothly, without grinding, wobbling, clicking, or knocking
- Wheel fasteners are torqued firmly
- Tires are correctly inflated and have appropriate amounts of tread for the terrain you ride in
- Belt is clean, working without noise or uneven motion, and adjusted to the correct tension
- Suspension is tuned for the weight of all riders and luggage

Belt Care

The TM-B uses a Gates Carbon Drive belt. Unlike a chain, it never rusts or needs lubrication.



CAUTION: Do not crimp, back-bend, twist, or pry on the belt. This damages the internal carbon cords and can cause belt failure.



CAUTION: Never lubricate the belt. It is engineered to run completely dry.

Tension: Too little tension causes tooth jump — a sudden pop or slip while pedaling. Too much tension stresses hub bearings and creates drag. Use the free Gates Belt Drive app to check belt tension: pluck the belt near your phone's microphone and average four readings at different pedal positions. The target reading is 50 Hz (± 5 Hz). For the tensioning procedure, refer to "Adjust Belt Tension" on page 83 in this guide.

Clean the belt with plain water. Use a soft bristle brush if needed to remove debris. (A standard bike cleaning kit has appropriate brushes and tools.)

Do not lubricate with anything other than a dry silicone spray. Lubricant attracts debris and shortens belt life. If needed, clean the belt before applying a dry silicone spray to reduce friction and possible noise. Do not use degreasers or chain cleaners on the belt or sprockets.

Inspect the belt regularly. With the battery removed to avoid throttle activation, rotate the rear wheel to inspect the entire belt. Replace it if you see cracks, missing teeth, exposed carbon cords, asymmetric ("shark tooth") wear, or fabric worn through to the polymer body. Color fading is normal and is not a sign of wear. Inspect the sprockets at the same time, since worn teeth can accelerate wear on a new belt.

Alignment: Both front sprockets should be aligned within 1.0 mm of each other. Signs of misalignment are: the belt tracking to one side, persistent noise after cleaning, or recurring tooth jump after tensioning. On the TM-B, alignment is set by the rear wheel position in the sliding dropouts — tension bolts must be adjusted evenly on both sides. Check alignment any time you remove and reinstall the rear wheel. If the belt comes off the sprocket, re-install carefully without prying or rolling it on under tension.

Maintenance Interval	Task
Before every ride	Listen for unusual noise; check for visible damage
Every 500 mi (800 km)	Check tension; clean with water
Every 1,000 mi (1,600 km)	Full visual inspection; inspect sprocket teeth
Every 2,000–3,000 mi (3,200–4,800 km)	Replace belt if worn; inspect sprockets
When replacing the belt	Inspect and replace sprockets if worn



IMPORTANT: Aggressive riding, heavy loads, or wet and muddy conditions shorten these intervals. In adverse conditions, clear debris from around the rear sprocket with water and a soft bristle brush before riding.

Brake Care



WARNING: Calipers and rotors get very hot during use. Allow them to cool before touching.



WARNING: If fluid is leaking from the lever, hose, or caliper, stop riding immediately. Please take a photo of the leak and do not ride until your brakes are inspected by a qualified ALSO service partner.



WARNING: Do not adjust or disassemble the brake lever. It contains a motor cutoff sensor that must function correctly during braking.



CAUTION: The TM-B uses Q13RS brake pads (5.0 mm thick) and 2.3 mm rotors. These are matched components that must not be substituted.

The TM-B uses hydraulic disc brakes. When sitting on the e-bike, the left lever controls the front wheel; the right controls the rear. The system integrates regenerative braking — the first portion of each lever's travel recovers energy to the battery before the pads engage with the rotors.

Bedding in brakes refers to the transfer of a microscopic layer of brake pad material onto the surface of the metal rotor. Do this when your pads or rotor have been replaced. This controlled process creates an even, mated surface between the two parts, which maximizes stopping power, improves lever feel, and prevents brake squeal. To bed in your brakes, accelerate to ~15 mph, apply the brakes firmly, slow to a walk, and release. Repeat 8–15 times. Then repeat at ~20 mph with more pressure, 10–15 times. Let the brakes cool before riding normally. Do not come to a complete stop at any point during this process.

Clean dirty rotors with isopropyl alcohol only. Avoid degreasers, soapy water, or chain lube. After muddy rides, wipe the caliper slot and body with a dry cloth. Do not touch pad or rotor surfaces with bare hands, since skin oil is enough to contaminate them.



CAUTION: Brake pads that are contaminated with oils or cleaners must be discarded and replaced. They cannot be cleaned. Cleaning rotors is recommended for elongating life and removing debris. However, if your brakes are making excessive noise, see a qualified ALSO service partner to diagnose and address the noise.

Replace with Tektro Q13RS pads when the total thickness reaches 2.2 mm or less. Replace the rotor when worn to 1.9 mm or less, or if you find deep scoring, warping (rhythmic rubbing noise), or cracks. Inspect the rotor any time you replace the pads, since a worn rotor accelerates wear on new pads.

Fluid and brake bleeding: Use mineral oil only. Never use DOT fluid, which will destroy the seals.

Brake squeaking: Brief cold or damp squeak is normal. Persistent squeaking means a dirty rotor, contaminated pads, caliper misalignment, or air in the brake line. Clean the rotor first. If it continues, see a service partner.



WARNING: A spongy lever that doesn't improve with pumping means air in the lines; the system needs to be bled by a qualified service partner. If the lever reaches the handlebar before braking, stop riding and have it bled before your next ride.

Maintenance Interval	Task
Before every ride	Check lever feel; listen for noise; check for leaks
After wet or muddy rides	Wipe caliper slot and body with dry cloth
Every 500 mi (800 km)	Inspect pad thickness; clean rotors with isopropyl alcohol
Every 1,000 mi (1,600 km)	Full pad and rotor inspection
Every 12 months (6 for heavy use)	Professional brake bleed
When pads reach 2.2 mm	Replace Q13RS pads
When rotor reaches 1.9 mm	Replace rotor

Drive Unit Care

The TM-B Drive Unit is professionally sealed and repair of any internal components should be completed by ALSO.

To keep the drive unit running smoothly, these are common periodic maintenance items that can help increase longevity:

- Keep the unit clean and dry as much as possible
- Maintain proper torque on all fasteners
- Inspect and adjust belt tension as needed to maintain proper torque on the drivetrain

If you experience any sudden changes in drive unit performance or noise, contact customer support.

Suspension Care

The TM-B's rear suspension is adjustable. If you have a Launch or Performance version, the front suspension is also adjustable.

- Changing the amount of air in either the front or rear suspension changes how stiff (higher air pressure) or bump-absorbing (lower air pressure) your ride is. Too high an air pressure gives a stiff ride. Too low bottoms out.
- Changing the rebound setting adjusts how quickly the suspension bounces back after encountering a bump. Too fast of a rebound gives a bouncy ride. Too slow gets progressively lower through successive bumps.

The TM-B uses a dual-suspension system: an inverted fork at the front and a trunnion-mount air shock at the rear, each with 4.7 in (120 mm) of travel.

Front Inverted Fork (Coil or Air Fork)

Your type of front fork depends on your TM-B trim. If you have a Launch or Performance version, you have an air fork. If you have a Standard version, it's a coil fork.

- What riders can do: Set air pressure, adjust rebound, and keep components clean. See "Suspension Adjustment" on page 35.
- What requires a service partner: Seal replacement, oil bath, bushing service, and any internal disassembly.



WARNING: Do not ride if the fork or shock shows bending, cracking, oil leakage, or unusual looseness.



IMPORTANT: Always set suspension with the battery installed — its weight significantly affects correct settings.

Daily care: Wipe stanchions before every ride. Rinse and wipe dry after wet or muddy rides. No high-pressure water at the seal area.



CAUTION: After storing or transporting the TM-B upside down compress the fork 10–20 times before riding to redistribute damping fluid.



CAUTION: Do not use lithium-based grease. It degrades O-rings, wipers, and seals.

Signs service is needed: Oil below the wiper seals, roughness or play in fork movement, visible bending or cracking, or spongy or unresponsive damping.

Maintenance intervals are the same for both coil and air forks.

Maintenance Interval	Service Provider Task
Every 6 months	Dust seals and lubrication
Annually	O-rings and rubber seals
Annually or per service partner recommendation	Full internal service

Rear Trunnion Air Shock

Unlike a standard shock with eyelets at both ends, a trunnion shock mounts with the shock body pivoting directly on a through-pin between two frame tabs. This allows a lower, more compact position in the frame. The mounting hardware is under load and needs periodic torque checks. See "Suspension Adjustment" on page 35 for setting air pressure and rebound.



CAUTION: All internal shock service must be performed by a qualified service partner. Do not open the shock body or air valve assembly.

Daily care: Wipe the shock shaft after wet or muddy rides. Check trunnion hardware for tightness periodically. Do not use high-pressure water aimed at seals or pivot bearings.

Signs service is needed: Oil on the shaft or shock body, bottoming out at correct pressure, knocking or creaking from the rear end, loose trunnion hardware.

Maintenance Interval	Service Provider Task
Every 500 mi (800 km)	Trunnion mount hardware torque
Annually	O-rings and rubber seals
Annually or per service partner recommendation	Full internal service

Suspension FAQ:

- **Fork or shock losing air between rides:** A few PSI over several weeks from temperature changes is normal. Rapid or consistent pressure loss indicates a seal issue. See a service partner.
- **How often do I need to service the suspension?** Every 6 months for dust seals and lubrication; annually for full internal service. On a frequently ridden e-bike in mixed conditions, lean toward the shorter end.
- **Fork feels stiff after being stored upside down:** Compress through full travel 10–20 times to redistribute damping fluid. If stiffness persists, have it inspected.

Moving and Storage

When moving your TM-B, either on or inside a vehicle:

- Consider removing the battery if you're transporting the e-bike external to a vehicle, such as on a tow hitch. This reduces the risk of battery damage in the event of a collision. The internal reserve battery gives the bike enough power to retain its settings.
- You can leave the battery in the e-bike if you're transporting it inside a vehicle, such as in a cargo space or moving truck, to protect the battery during transit.
- You can lighten the weight of the e-bike before lifting it by removing the top frame and battery first.
- It's best to have the e-bike in Walk when loading the TM-B. Full throttle behavior is enabled in Ride, which risks strong unintended motion. Sleep mode locks the wheels.

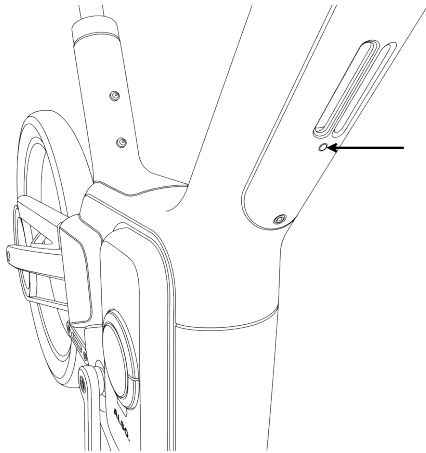


WARNING: Use caution when moving or lifting the e-bike, even in Walk. The throttle behaves as a short boost for getting over curbs or up hills in this mode, and therefore powers the rear wheel if you press it.

When storing your TM-B for three months or longer, follow these recommendations to keep it in the best condition:

- Charge the battery to around 80 percent before storing.
- Disconnect any power cords. The battery stays awake if any USB-C cable is connected.
- On the Portal's Walk screen, tap Settings > Power Off. This moves the e-bike from a normal inactive sleep mode to a deep sleep that disconnects the battery from the bike, significantly reducing battery drain. Note that deep sleep prevents any communication or locking functions.
- Check that the temperatures in your storage location will not exceed specifications for the e-bike. Refer to the battery section in "Specification Tables" on page 9 for storage temperatures.

To wake up the e-bike later: ensure the battery is installed, then press and release the downtube button under the speaker. You can also wake the e-bike by charging it from the USB-C port on the downtube.



User Maintenance

These are service or replacement procedures that some e-bike owners choose to perform themselves. If you're ever unsure about the steps, or don't have the correct tools, an ALSO qualified service partner can help.

Torque Chart

This table lists the important torques for owner-accessible fasteners.

LOCATION	TORQUE (NM)	HEX SIZE (MM)
Front Thru Axle	12	6
Fork Pinch	10	6
Rear Thru Axle	12	6
Drop out slider bolts	18	5
Pedals	20	6
Seat Post Collar	12	6
Seatpost Rail Clamp	12	6
Stem Faceplate	12	4
Handlebar Control Module	HT*	2.5

LOCATION	TORQUE (NM)	HEX SIZE (MM)
Handlebar Angle Adjustment	HT*	2
Brake Lever Clamp	6	4
Stem Accessory Mount	8	4
Fender	8	4
Front Rack Fork	7	6
Front Rack Clamp	7	4
*Hand tight, do not overtorque		

Troubleshooting

Below are steps you can try yourself for minor issues with your TM-B. If you need further help, follow the links in "Customer Support Resources" on page 91.

Battery Left at Low State of Charge

If the removable battery has been at a state of low or no charge for 10 or more days: remove the battery from the bike and charge it by plugging the charging cable into the USB port with the lightning bolt. Once the battery has charged successfully above 3%, you can choose to insert it into the e-bike and continue charging more quickly from the USB-C port on the downtube.

If the backup battery is also at a state of low or no charge (the Portal does not come on even if the removable battery shows charge): charge the bike first by plugging the charging cable into the USB-C port on the downtube. Once the bike powers on, command the bike to unlock the removable battery, then charge it separately.

Belt Came Off the Sprocket



CAUTION: Do not crimp, back-bend, twist, or pry on the belt. This damages the internal carbon cords and can cause belt failure.



CAUTION: Never lubricate the belt with anything other than a dry silicone spray if needed. It is engineered to run completely dry.

Follow the instructions in "Adjust Belt Tension" on page 83 to loosen the tension, reinstall the belt, and tension it. Do not try to roll it back onto the sprocket under tension. Inspect the belt closely for damage; if in doubt, replace the belt with a new one.

Belt Noise



CAUTION: Never lubricate the belt with anything other than a dry silicone spray if needed. It is engineered to run completely dry.

- Inspect the belt for debris or dirt. Clean the belt with plain water. Use a soft bristle brush if needed to remove debris. (A standard bike cleaning kit has appropriate brushes and tools.)
- Check belt alignment and tension using the instructions in "Adjust Belt Tension" on page 83
- For minor belt noise, dry silicone spray can be used.

Bike Lost Propulsion

To prevent excess battery drain, the TM-B powers off after 36 hours if no activity is detected. To wake it up again, press the Reset button on the downtube or plug the ALSOcharger into the USB-C port.

Bike Not Waking Up

Ensure no cables are plugged into the downtube USB-C port. The e-bike will not shift into Ride if a cable is plugged into the USB-C port. If you plug in a cable while in motion, the e-bike will lose propulsion the next time you come to a stop. The only bi-directional charging (charging a device) is available using the removable battery, from the port with the lightning bolt symbol.

Bluetooth or Connection Issues

Reset the connectivity module by pressing the small reset button below the speaker grille for 15 seconds.

Display Not Responsive

- See whether a low battery charge is responsible by plugging a charger into the USB-C port on the downtube.
- Reset the software by pressing the small reset button on the downtube for 15 seconds.

Factory Reset Failed

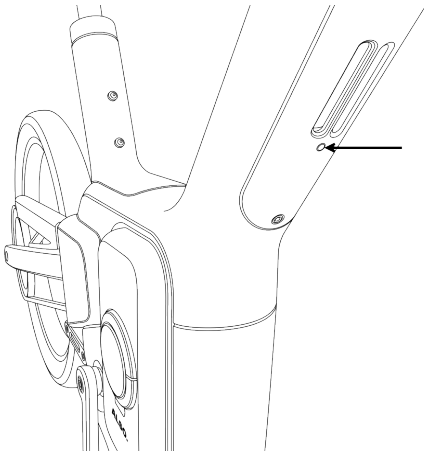
For a factory reset to succeed, these conditions must be true:

- The e-bike is paired and connected to a phone using Bluetooth
- The e-bike is in Walk (not Lock or Ride)

- The removable battery is installed and has more than a 3% state of charge
- The e-bike is not currently charging and has no USB-C cables plugged in

Software Reset

To reset the software, press the reset button on the downtube for 15 seconds.



Replace the Front Wheel

Safety



WARNING: Watch pinch points when the wheel is rotating. Fingers can get caught between the spokes and the fork.



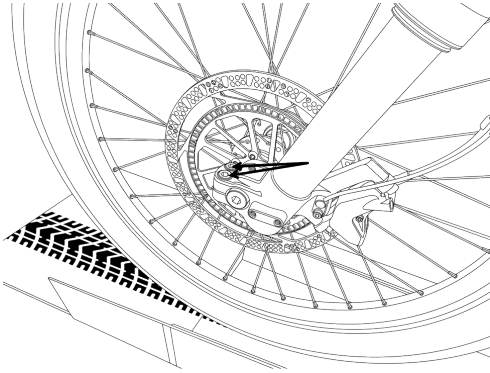
WARNING: Wheel torques are safety critical and must be tightened correctly.

Parts and Tools

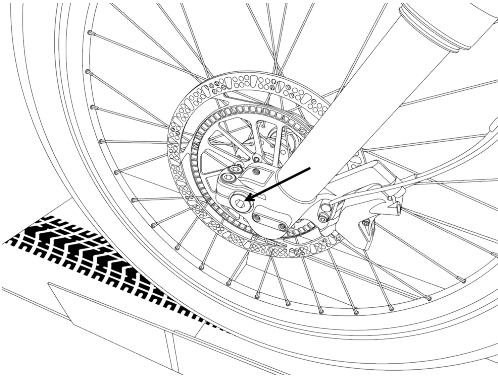
- 6 mm Allen key
- Torque wrench capable of 5-20 Nm

Removing the Front Wheel

1. Use the 6 mm Allen to loosen the two axle locks.



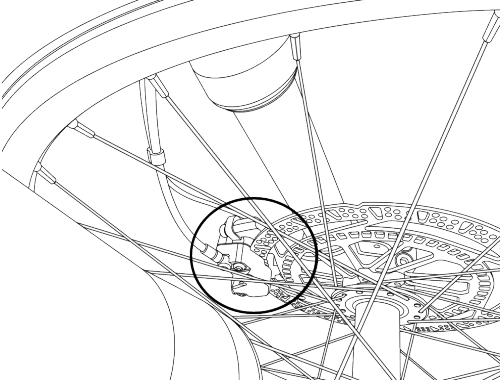
2. Use the 6 mm Allen to loosen and remove the thru axle. Remove the front wheel.



IMPORTANT: Do not press the front brake while the wheel is out, or the brake pads will close and need to be reopened. If you don't know how to do that, see a service partner.

Installing the Front Wheel

1. Roll the front wheel into the front fork until its brake rotor slides most of the way into the brake caliper.



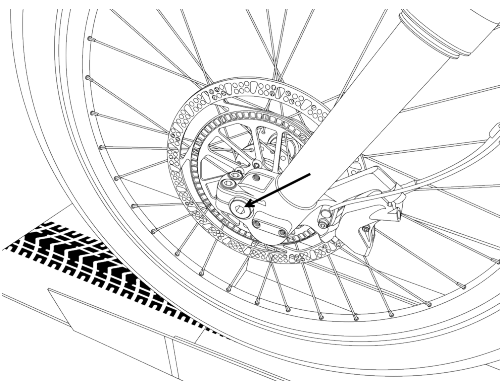
2. Position yourself in front of the e-bike. Insert the thru axle through the right fork (as seen from the front), through the wheel, and thread it into the left fork. Adjust the wheel and forks as needed to align the axle holes.



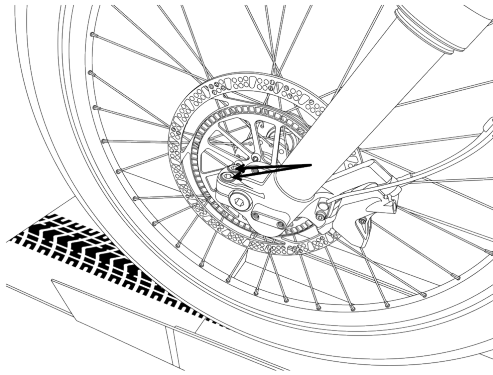
IMPORTANT:

- Don't press on the handlebars in this step, since it will compress the fork and make alignment harder.
- Keep the wheel upright while aligning the axle, without tipping left or right.
- The rotor won't press against the back of the caliper when properly aligned. Pulling the wheel slightly toward you helps axle insertion.

3. Use a torque wrench and 6 mm Allen bit to torque the thru axle to 12 Nm.



4. Torque the two axle locks to 12 Nm.



5. Use the Schrader valve pump to finish inflating the tire to the recommended pressure listed on the side of the tire.

Replace the Rear Wheel

Safety



WARNING: Watch pinch points when the wheel is rotating. Fingers can get caught between the cog and the belt.



WARNING: Wheel torques are safety critical and must be tightened correctly.



WARNING: The belt must be aligned correctly to prevent slipping off the cog, resulting in loss of propulsion and possibly control.

Parts and Tools

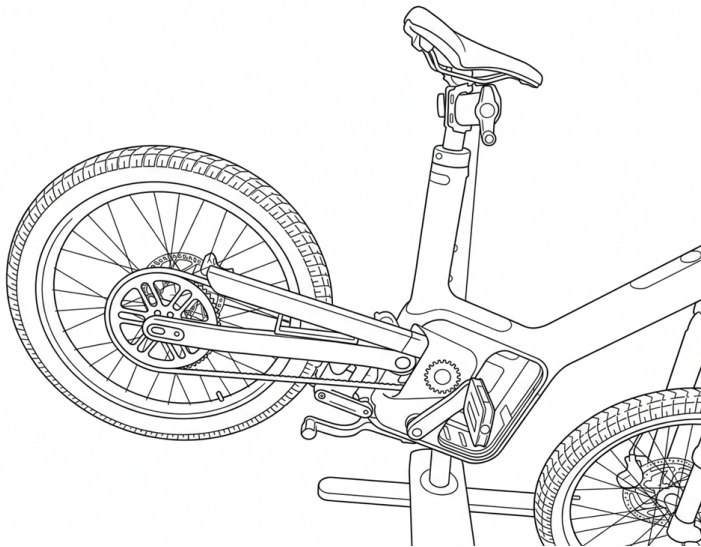
- 4, 5, and 6 mm Allen keys
- Tape measure
- Gates Belt Drive mobile app
- Torque wrench capable of 5-20 Nm

Removing the Rear Wheel

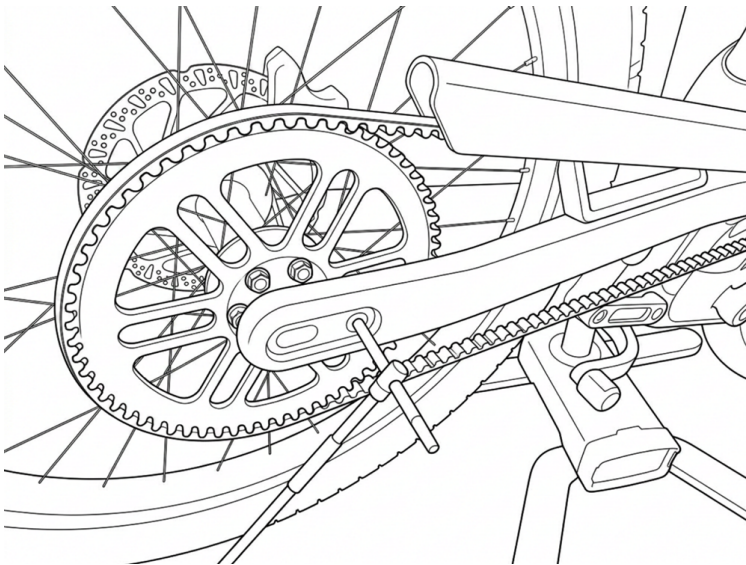
1. Steady the e-bike on a stand or its kickstand. A bicycle service stand is recommended.



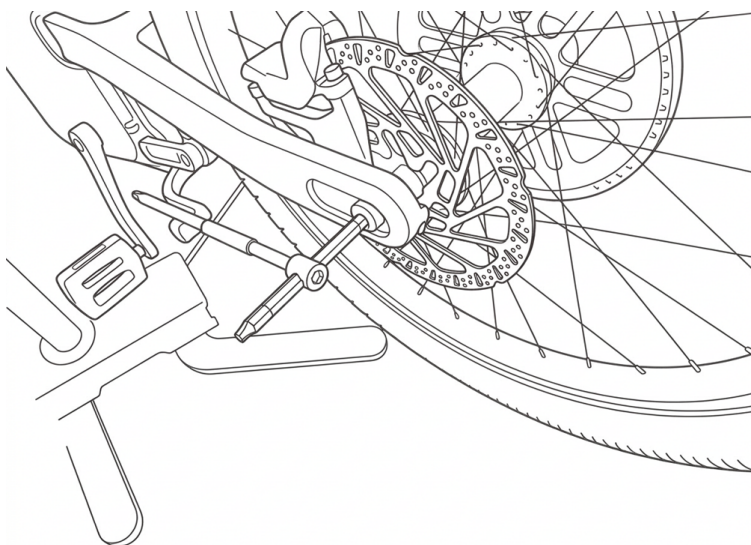
WARNING: Resting the bike upside down on the saddle and handlebars is NOT recommended, due to possible injury or damage. The TM-B is heavy enough to require caution when flipping it. Putting weight on the cockpit could damage or activate the controls.



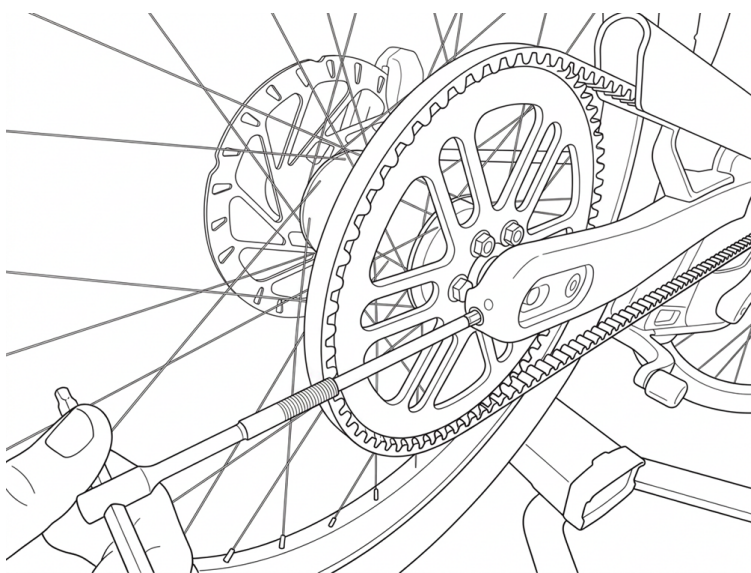
2. Use a 5 mm Allen to loosen the lock nut on the right (drive) side sliding dropout. Repeat on the left (non-drive) side.



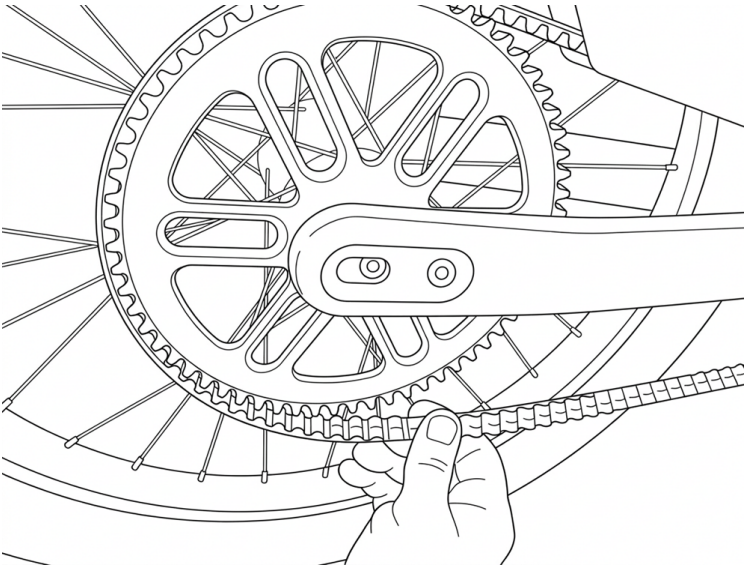
3. Use a 6 mm Allen to loosen the rear thru axle. Don't remove it completely.



4. Use a 4 mm Allen to loosen the tensioning bolts on both sides. The belt should loosen.



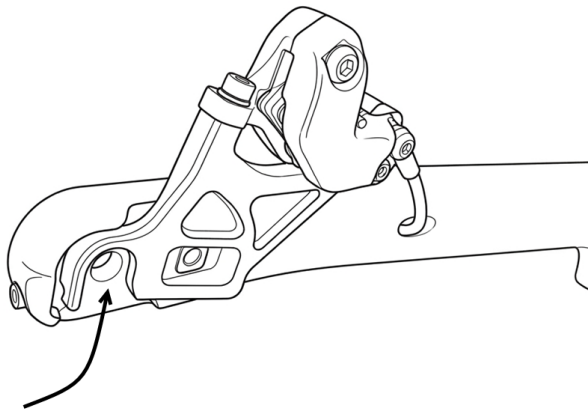
5. Carefully rotate the rear wheel as you remove the belt from around the cog.



6. Completely unthread the thru axle. Holding the rear wheel, remove the rear thru axle and wheel.

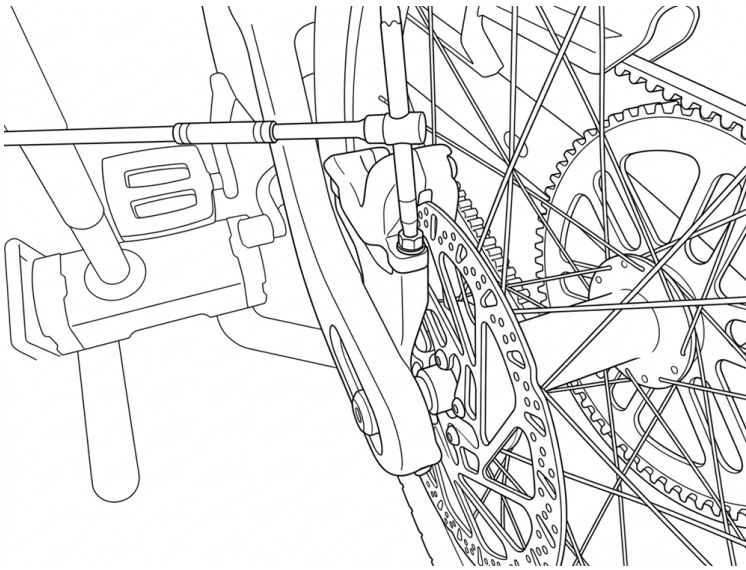
Installing the Rear Wheel

1. Make sure both sliding dropouts are pushed completely forward (tensioner bolts are loosened as counter-clockwise as possible).
2. Insert the rear wheel from below and behind, so that the brake disc is inserted into the brake calipers and the wheel's hub slides up into both dropouts.



3. Insert the rear thru axle. Thread it halfway and do not torque yet.

4. Align the belt with the top teeth of the cog. Carefully spin the rear wheel to pull the belt onto the cog fully.
5. Use the 4 mm Allen to tension the belt. See "Adjust Belt Tension" on page 83.
6. Once the belt tension and wheel alignment are both correct, use the 6 mm Allen to completely fasten the rear thru axle. Torque to 12 Nm.
7. Use the 5 mm Allen to tighten the lock bolts on the sliding dropouts on both sides. Torque to 18 Nm.
8. Check the brake rotor alignment relative to the brake pads. If they are not aligned, use the 5 mm Allen to loosen the brake caliper and center it over the rotor.



Replace a Tire

Tire Type	Tire Size	Valve Type	Tire Pressure
On-road	24 x 2.6 in	Schrader	25-35 PSI
Off-road	24 x 2.6 in	Schrader	35-45 PSI

The TM-B frame can support tires up to a width of 3.0 in. However, ALSO fenders only support a maximum width of 2.6 in.

Safety



WARNING: Do not overinflate the tire, which risks injury of ears, eyes, and other body parts from a tire explosion.



WARNING: Be careful to correctly seat the bead when replacing the tire. An incorrectly seated tire can blow itself off the wheel rim, resulting in loss of control or injury.

Parts and Tools

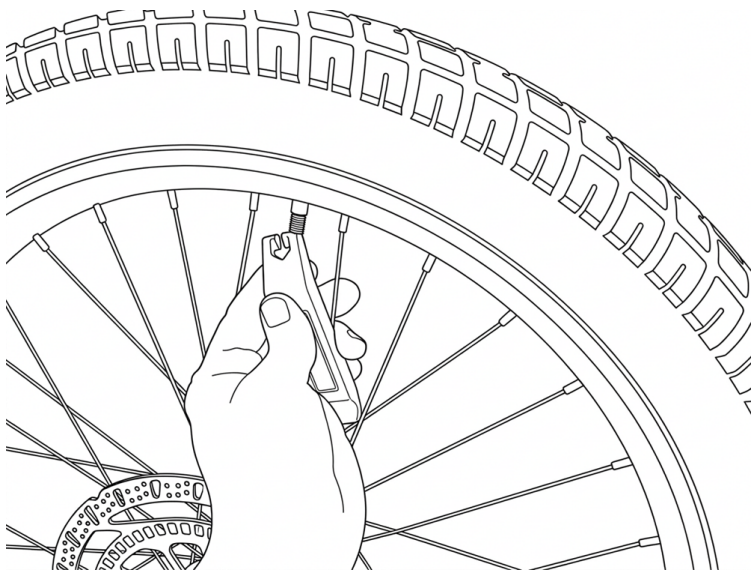
- Tire lever
- New tube, 24 in x 2.5-2.6 in (If you have aftermarket tires, refer to that tire's allowed tube sizes)
- Schrader valve pump

Removing the Tire and Tube

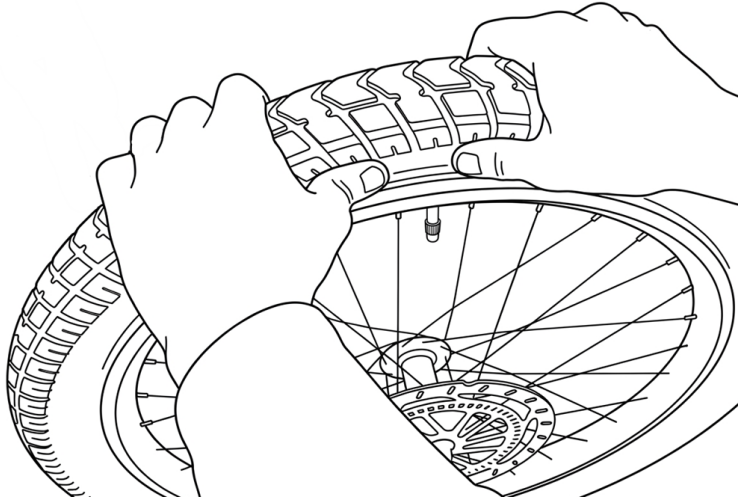


CAUTION: Wire bead bicycle tires can be stiff and challenging to mount. If needed, check the ALSO website for a list of qualified service partners who can help.

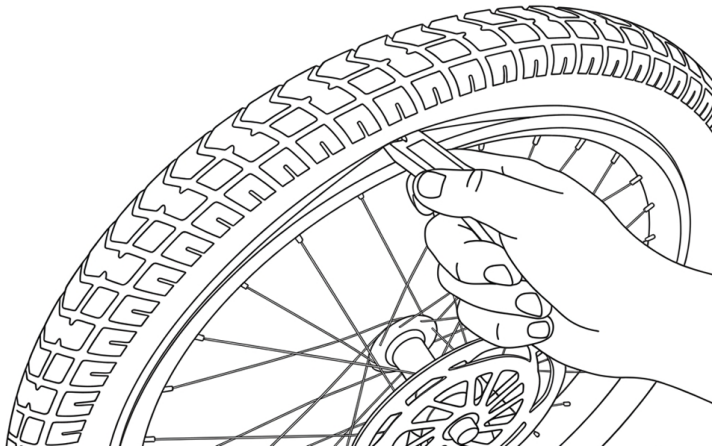
1. Follow the procedure in either "Replace the Front Wheel" on page 70 or "Replace the Rear Wheel" on page 73 to remove the wheel you are working on.
2. Remove the tire cap. Use the edge of a tool to press the valve and completely deflate the tire.



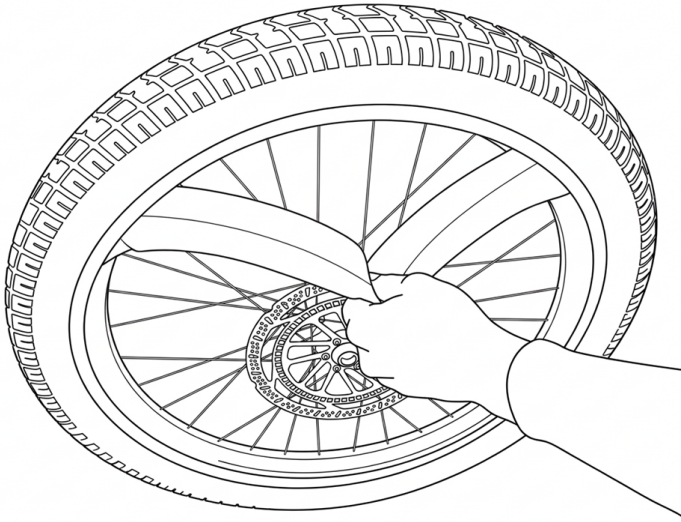
3. Use your thumbs to press in on the bead of the tire, all the way around the edge. Flip the wheel around and repeat on the other edge. This relieves the tension between the tire and the rim.



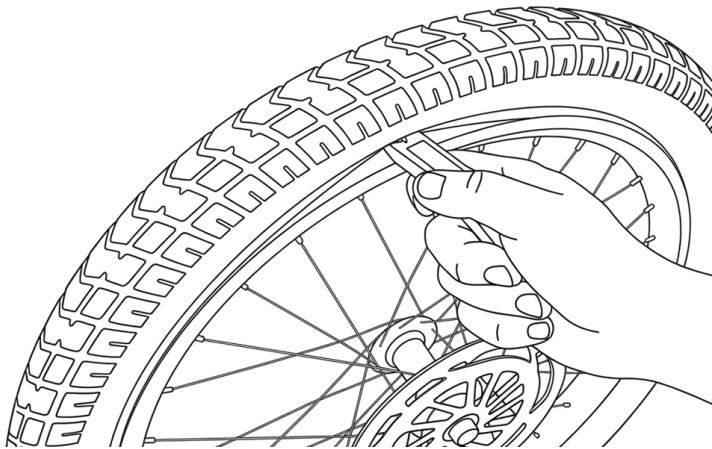
4. Use the tire lever to pry the bead of the tire out of the rim. Slide it around the entire rim to release the tire.



5. Reach inside the tire and pull the tube free of the wheel.

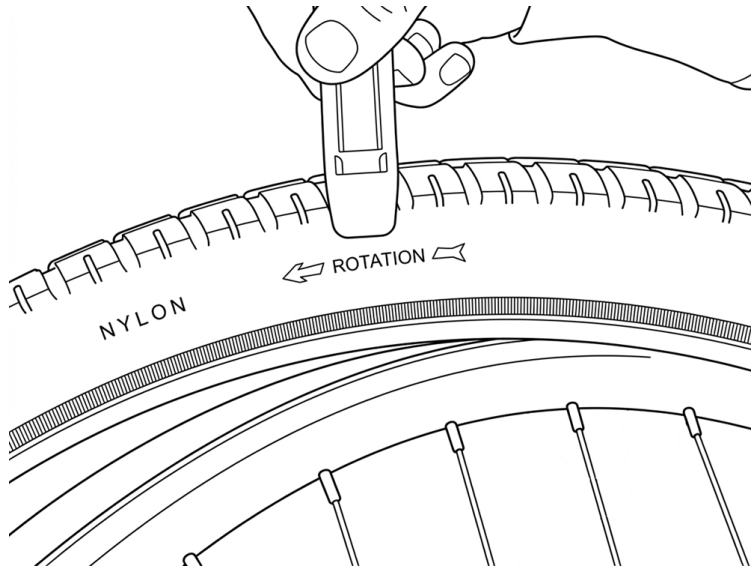


6. Use the tire lever to continue to pry the other edge of the tire off the wheel. Slide the lever completely around the rim until the tire comes free.

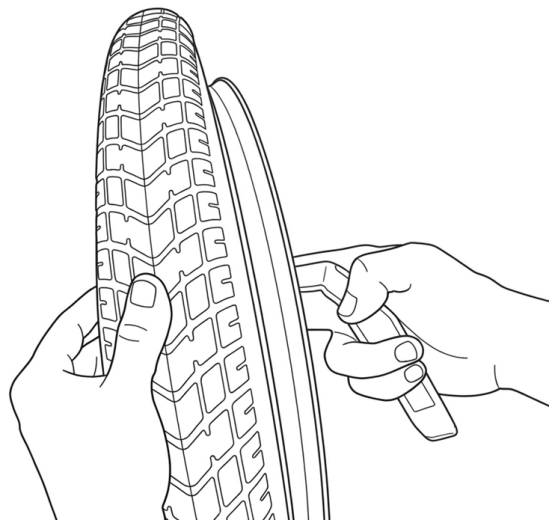


Installing the Tire and Tube

1. Check the sidewall of the tire for the arrow that notes the direction of travel. Tires have a right and wrong direction.

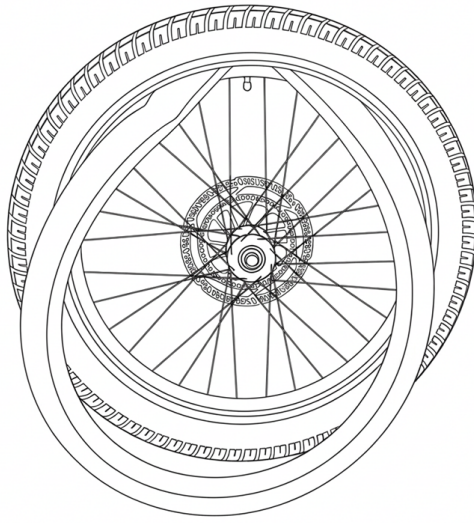


2. With the tube removed, mount one side of the tire bead inside the rim of the wheel. Use the tire lever to pry the bead into the rim channel.



3. Partially inflate the tube with a pump to provide shape.

4. Find the valve hole in the rim. Insert the valve of the tube from the inside.

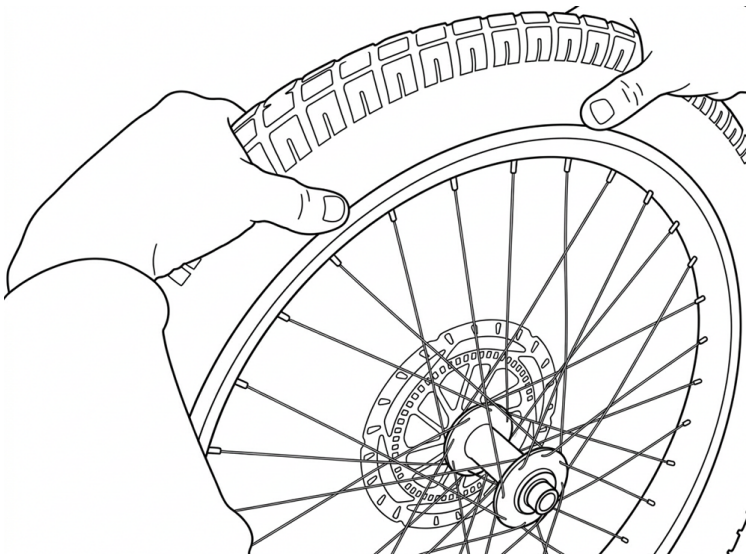


5. Insert the tube inside the tire.
6. Starting at the valve, use your thumbs to seat the bead of the second edge inside the rim. Use the tire lever to help as the fit gets tighter.



IMPORTANT: If the fit is too tight, you can deflate the tube slightly to help.

7. Use your thumbs to check the bead is seated all the way around, and that the tube is not stuck underneath the bead.



8. Use a pump to partially inflate the tube. Recheck the fit, then fully inflate the tube. Check the seating one more time around both edges of the tire. Replace the valve cap.

Adjust Belt Tension

Safety Information



CAUTION: Do not crimp, back-bend, twist, or pry on the belt. This damages the internal carbon cords and can cause belt failure.



CAUTION: Never lubricate the belt. It is engineered to run completely dry.

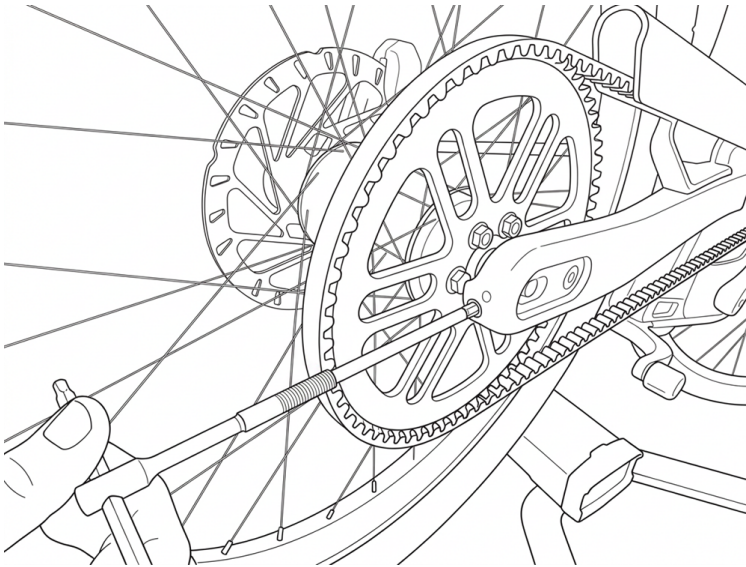
Parts and Tools

- 4 mm Allen key
- Tape measure

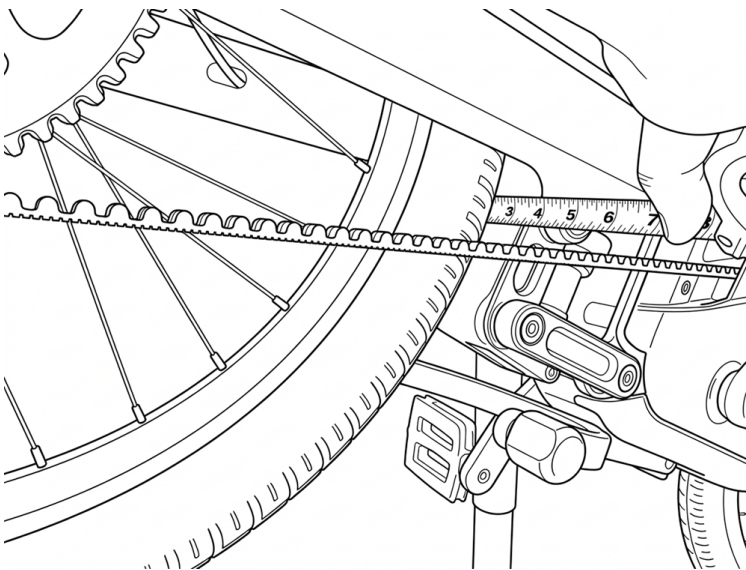
Belt Tensioning Procedure

1. Download the Gates Belt Drive mobile app.
2. With the app open, hold your phone just under the belt. Pluck the belt downward like a guitar string and check the frequency on the app. The correct tension is 50 Hz, +/- 5 Hz.
3. Average four readings at different pedal positions.

4. If the frequency is too high, loosen the drive side tensioning bolts. Repeat on the non-drive side. If the frequency is too low, tighten the tensioning bolts.



5. Use the tape measure to check that the distance is the same on both sides from the edge of the wheel to the inside edge of the rear linkage. If they're different, adjust the tensioning bolts.



6. Alternate bolt adjustment and measurements until: a) belt is at the correct tension, and b) the rear wheel is aligned.

Brake Pads

Safety Information



WARNING: Only work on brakes if you already have the required tools and skills. Brake operation is fundamental to e-bike operation and rider safety.



CAUTION: Be sure to use Tektro Q13RS brake pads. Other aftermarket pads might not have the correct fit or materials for the correct stopping power for this e-bike. Using pads that are not from the brake manufacturer may not fall within warranty.



IMPORTANT: During this procedure, do not press your brakes. Closing brake calipers without a rotor present will require re-spacing of your brake pistons.

Parts and Tools

- Needle nose pliers
- 3 mm Allen
- Calipers
- Brake pad spacer or piston press

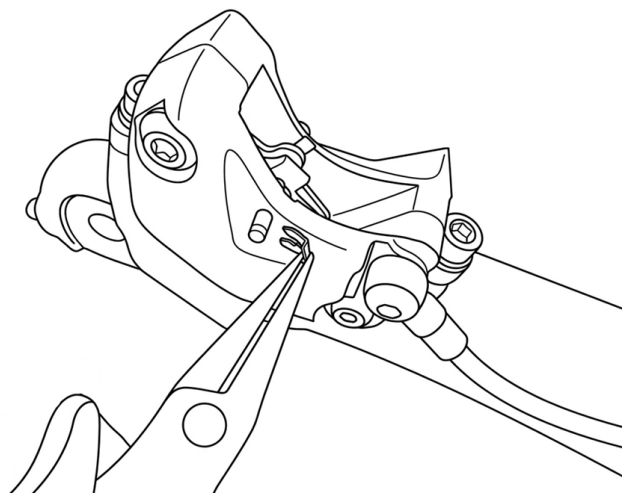
Removal Procedure

1. Check both front and rear brake pads for wear.
2. Remove the front or rear wheel as needed. (This procedure uses example images from the rear wheel, but the steps are the same for front brake pads once the front wheel is removed.) See "Replace the Front Wheel" on page 70 or "Replace the Rear Wheel" on page 73.

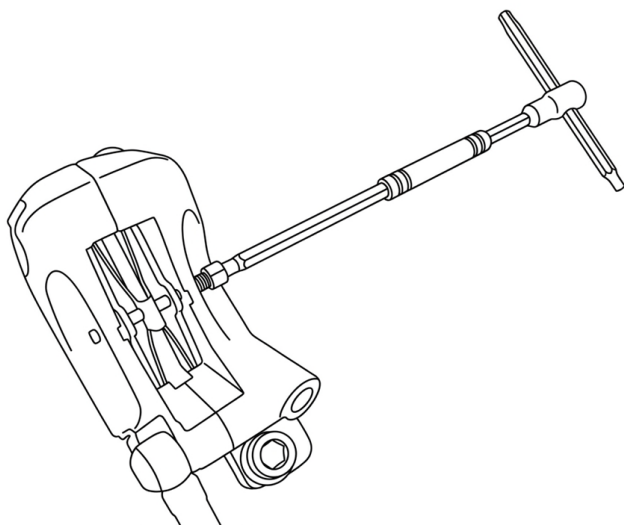


CAUTION: Remove the wheel instead of removing the brake calipers if you are not already experienced in caliper alignment. Reinstalling calipers is more challenging, and misalignment can cause added resistance and wear.

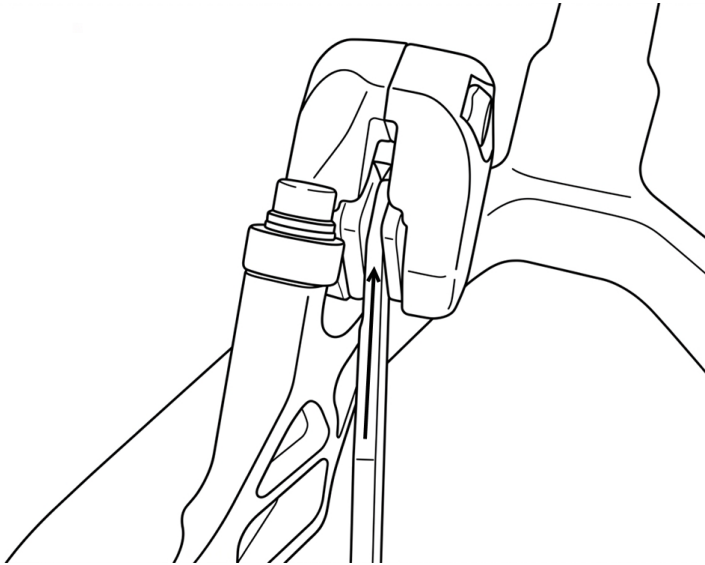
3. Use needle nose pliers to remove the retaining clip from the retaining bolt.



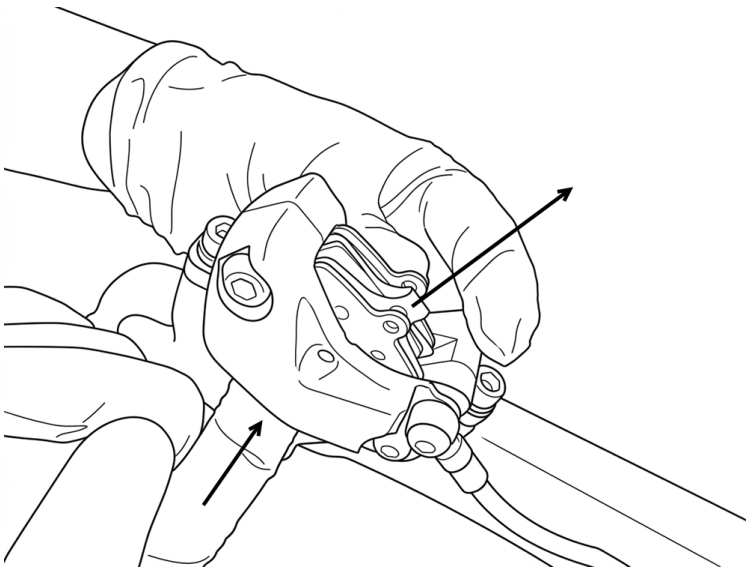
4. Use a 3 mm Allen to unthread the retaining bolt.



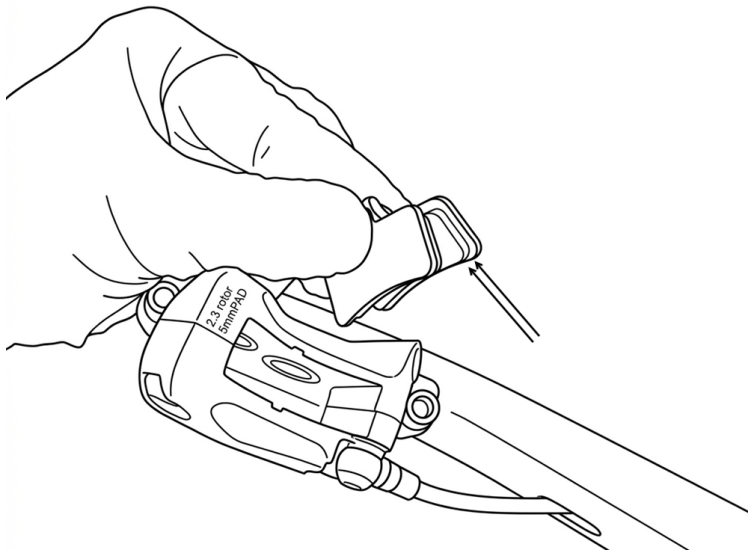
5. Use a brake pad spacer to push between the brake pads. Gently press until the pads are at their widest position. This creates room for the new, thicker pads.



6. Pushing from behind, route the entire brake pad packet out through the top of the caliper (both pads and their spring clip).

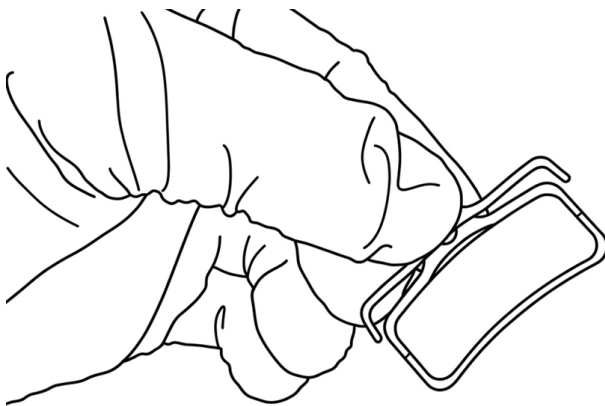


7. Use calipers to measure the thickness of the brake pad material. If the thickness is less than 1.5 mm per pad, replace these brake pads with new ones.



Installation Procedure

1. Place the new pads onto the outsides of the new spring clip. ALSO recommends replacing both the brake pads and the spring clip supplied with the ALSO brake kit.



2. Pinching the assembly together, feed it into the top of the caliper until the retaining bolt holes on the brake pads align with the holes in the caliper.
3. Use the 3 mm Allen to reinstall the retaining bolt. Torque to 3 Nm.
4. Use the pliers to replace the retaining clip on the retaining bolt.

Rotor

Safety Information



WARNING: Torques and belt tension are safety critical in this procedure.



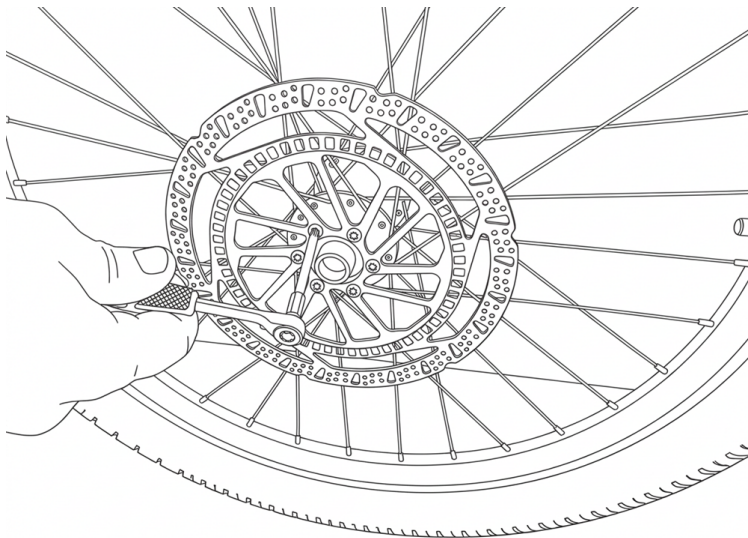
CAUTION: The front rotor part must include a 140 mm tone wheel for the speed sensor to work correctly. The e-bike might not function without a tone wheel.

Tools and Parts

- T25 Torx wrench
- Torque wrench capable of 5-10 Nm
- Loctite 243

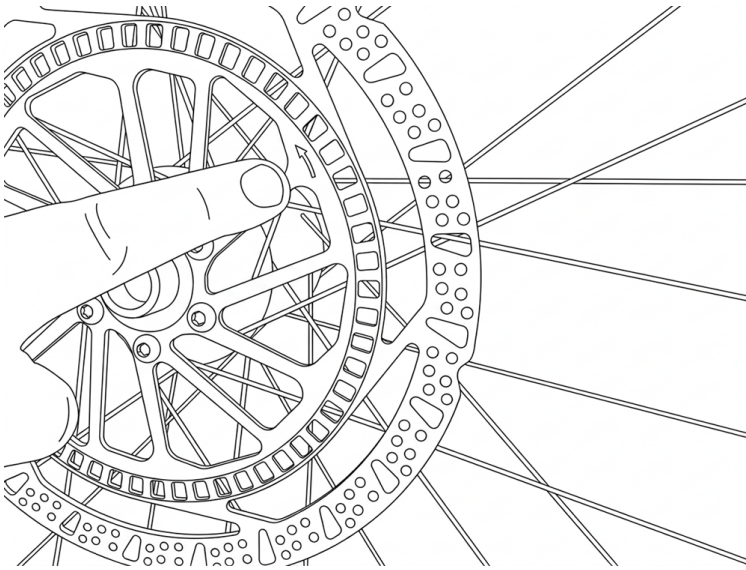
Removal Procedure

1. Follow the procedure in either "Replace the Front Wheel" on page 70 or "Replace the Rear Wheel" on page 73 to remove the wheel you are working on.
2. Use the T25 Torx to remove the 6 fasteners from the hub. Remove the rotor.



Installation Procedure

1. Identify the rotational icon on the rotor. Align it with the rotational direction of the wheel.



2. Install the rotor over the hub.
3. Loosely install all 6 Torx bolts.
4. Torque in a star pattern to 6.3 Nm.
5. Reinstall the wheel according to its procedure.

Customer Support Resources

- Online content is always the most up to date. To see all the latest online manuals and videos, click the links in your mobile app or visit: <https://ridealso.com/pages/help-center>
- To reach ALSO Customer Support, email: support@ridealso.com
- To find our network of approved service partners, visit: <https://ridealso.com/pages/service>



IMPORTANT: Maintenance beyond basic inspection and adjustment should be performed by a qualified bicycle mechanic.

Legal

This section covers ALSO's statements of legal compliance, and your legal rights as an owner.

Warranty

For the full terms of the TM-B warranty, and instructions on how to file a warranty claim, go to:
<https://ridealso.com>

Data Privacy

Reference the privacy policy found at: <https://ridealso.com/pages/privacy>

To request ALSO to delete your account data, open your mobile app and select the data privacy section under your profile page. Select the option to delete your profile. If you confirm, this deletes all Personally Identifiable Information (PII), including your profile, associated e-bike and gear, history, and preferences. It also anonymizes any telemetry data that ALSO has collected relating to product improvement.

You can opt out of non-essential data collection by opening your mobile app and selecting the data privacy section under your profile page. You can opt out of any data that is non-essential to product safety or improvement (such as screen views). Any essential data that we are allowed by law to retain will be further de-identified and anonymized. You can also request anonymization of telemetry data by writing to ALSO via email.

ALSO requires app permissions for certain features to work, such as sharing location (for features like navigation) or allowing push notifications.

Declarations of Conformity

The TM-B complies with these regulatory requirements.

Federal Communications Commission (FCC) Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.



CAUTION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment. UWB devices may not be employed for the operation of toys. Operation onboard an aircraft, a ship or a satellite is prohibited.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



WARNING: The ALSO Connectivity Module is only intended for use in products manufactured by ALSO, Inc.. Unauthorized installation or use of this device could result in equipment damage or personal injury.

RF Exposure Warning

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of <https://apps.fcc.gov/oetcf/eas/reports/GenericSearch.cfm> after searching on FCC ID: 2BVBP-TMB-CON.

How to Find the FCC E-Label

1. Swipe to unlock the Portal UI.
2. Tap the Settings icon in the lower right side.
3. In the Settings screen, scroll down and tap Details.
4. Scroll to the bottom of the Details screen to find the FCC ID (2BVBP-TMB-CON).

CAN ICES (B) / NMB (B)

Innovation, Science and Economic Development Canada (ISED) Compliance Statement

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Innovation, Science and Economic Development Canada (ISED) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the ISED Specific Absorption Rate ("SAR") limits when operated in portable exposure conditions. (Antennas are greater than 5 mm from a person's body).

Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie rayonnée de l'appareil sans fil est inférieure aux limites d'exposition aux radiofréquences d'Innovation, Sciences et Développement économique Canada (ISDE). L'Appareil sans fil doit être utilisé de telle manière que le potentiel de contact humain pendant le fonctionnement normal soit minimisé.

Cet appareil a été évalué et démontré conforme aux limites de débit d'absorption spécifique ("SAR") ISDE lorsqu'il est utilisé dans des conditions d'exposition portables. (Les antennes sont à plus de 5 mm du corps d'une personne).

End of Life Disposal

Several components in the TM-B are classified as electronic or battery waste. Do not dispose of them in normal household waste. Dispose of your device, batteries, and accessories according to local environmental and transportation regulations.

ALSO.

