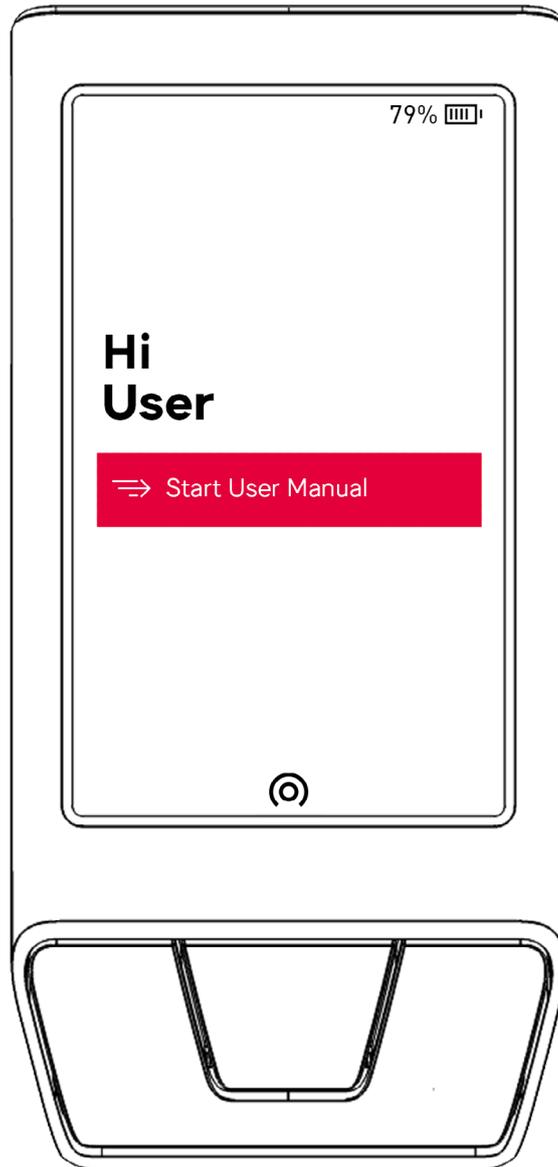


User Manual



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1. Introduction

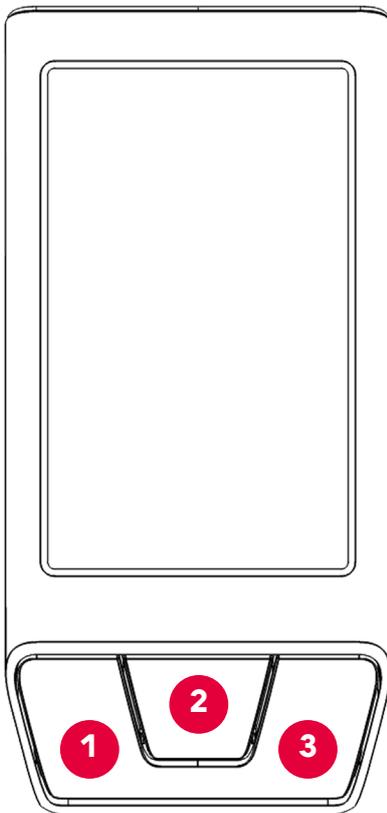
1.1 Welcome Note

Welcome to your new adventure with Absolute Cycling! Congratulations on your acquisition of The One, and a hearty welcome to our community! We're thrilled to have you on board and are eager to assist you as you explore the capabilities of your device.

This user manual is designed to guide you through the setup, usage, and maintenance of your purchase, ensuring you get the most out of it. Each section is crafted with clear instructions and helpful tips to enhance your experience.

Should you have any questions or need further assistance, our dedicated support team is just a call or click away. We're committed to providing you with an exceptional experience. Thank you for choosing Absolute Cycling. Let's get started!

2. Device Overview



- 1 Left button**
Click to navigate up through menus and options or go back, depending on the screen.
- 2 Middle button**
Confirm button: click to confirm an action, depending on the screen you are on.
Long press (1 sec) to turn the device on and off, save an activity or go to the navigation menu.
- 3 Right button**
Click to navigate down through menus and options.
Factory Reset: Long press (1 sec) this button on the start screen to perform a factory reset.

2.1 Key Features

- **High-Resolution Display:** Experience clear and detailed visuals for all your cycling data and maps.
- **GPS Navigation:** Enjoy precise real-time route tracking with turn-by-turn navigation to guide your activities.
- **Sensor Compatibility:** Easily connect with heart rate, power, and cadence sensors to monitor your performance.
- **Wi-Fi and Bluetooth Connectivity:** Sync your device with other equipment and apps seamlessly using Wi-Fi and Bluetooth.
- **Customizable Data Screens:** Tailor your data screens to display the metrics that matter most to you.
- **Long Battery Life:** Ride longer with up to 20 hours of battery life on a full charge.

3. Getting Started

3.1 Box Contents

The One Box:

- The One cycling computer
- Charger with USB-C connector cable
(Note: No power adapter included)
- Quick Start Guide

The Mount Box:

- Mount of your choice
 - Standard mount
 - Stem mount
 - Extension mount
 - Pin-joint mount
- Allen key
- Screws
- Quick Start Guide

4. Unboxing and Setup

4.1 The First Steps

Unboxing:

- Open the box containing The One cycling computer.

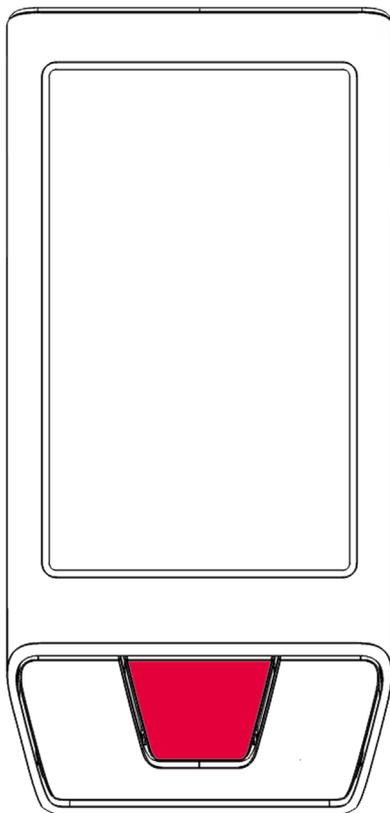
Charging:

- Charge the device fully before first use by mounting it on the Absolute Cycling charger. Ensure the USB connector is connected to a 5V power supply. The One will fully charge within 5 hours, providing up to 20 hours of cycling time.

Power On:

- Long press (1 second) the middle button to power on The One. A QR-code will appear on the screen for pairing.

long press middle button



QR-code appears for pairing



4.2 Installing the Absolute Cycling App

4.2.1 For Android Users:

- Open the Google Play Store, search for “Absolute Cycling,” or scan the QR code in the Quick Start Guide included in the box. Download and install the app.

4.2.2 For iOS Users:

- Open the App Store, search for “Absolute Cycling,” or scan the QR code in the Quick Start Guide included in the box. Download and install the app.

4.2.3 Open the App:

- Launch the Absolute Cycling app on your smartphone.

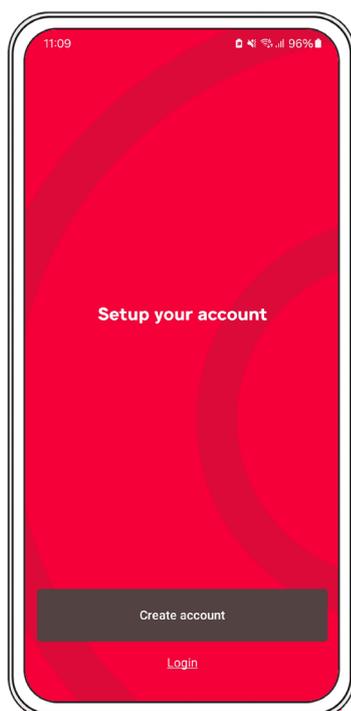
4.3 Onboarding the Absolute Cycling System

Note: To watch a video on this topic, click [here](#).

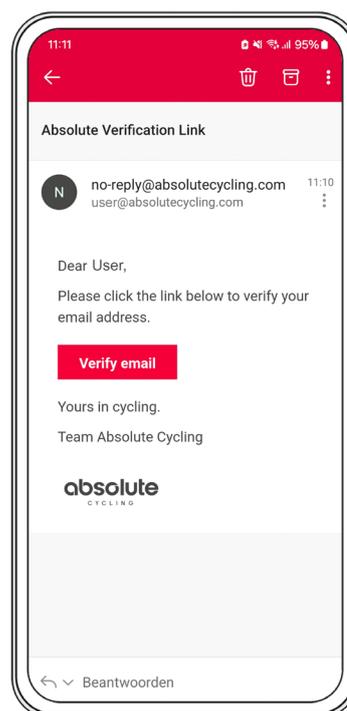
4.3.1 Account Setup:

- Tap “Create account” in the app.
- Enter your name, email, and choose a password.
- Read and accept the Privacy Policy and Terms of Service.
- Go to your email, where you will find the verification email. Click on the link in the email to verify your account.
- Enter your preferred system of measurement, date of birth, and body weight.
 - **Note:** On Android phones, you can change your year of birth by tapping the year in the calendar.

create account



verify account



4.3.2 Heart Rate Settings:

- If known, enter your maximum heart rate. The app will calculate customized zones (0-5). You can manually adjust these zones if desired.

4.3.3 Power Settings:

- If known, enter your FTP (Functional Threshold Power). The app will calculate customized zones (0-7). You can manually adjust these zones if desired.

4.4 Pairing the App to The One

4.4.1 Power On The One:

- **Important:** Only power on The One when you reach the pairing screen in the app.

4.4.2 Pairing Process:

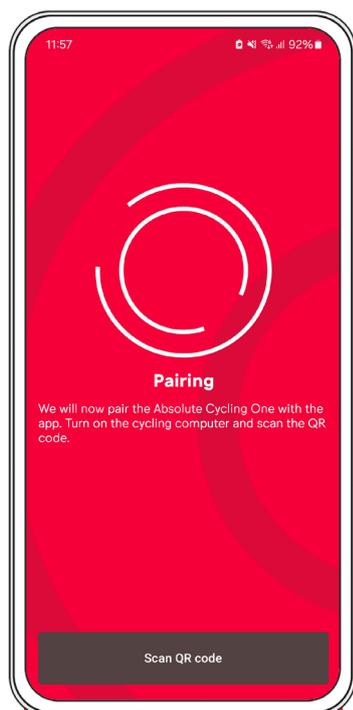
- Congratulations! You have just created your Absolute Cycling user account. Now, pair your account with The One by scanning the QR code displayed on the device.

4.4.3 Camera Acces:

- Allow the app to use your smartphone's camera. **Note:** Only use the camera through the Absolute Cycling app, not the regular camera app.

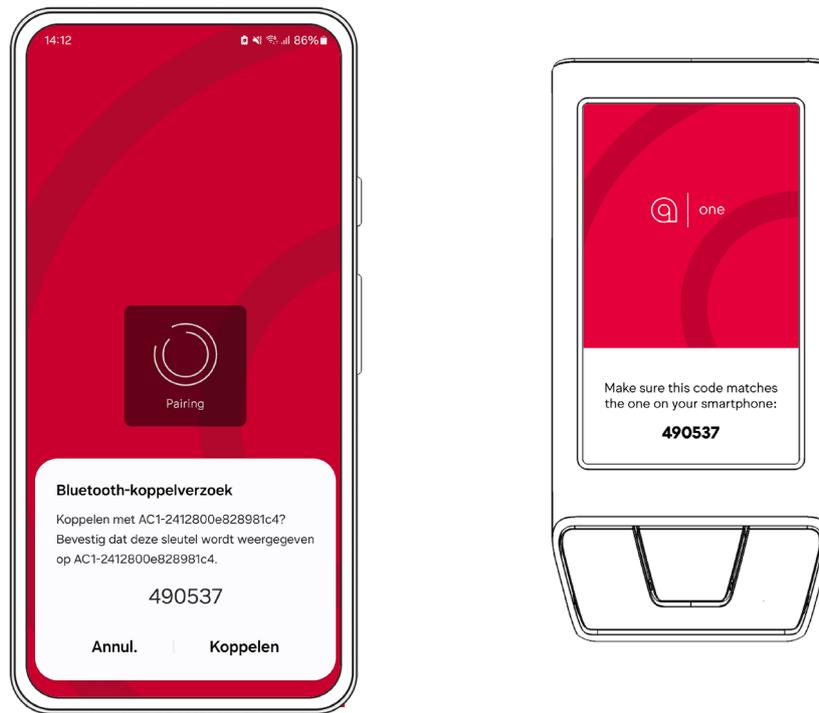
4.4.4 QR-code:

- Ensure Bluetooth (BLE) is enabled on your phone.
- Point your camera at the QR code displayed on The One to pair your device with your account.



4.4.5 Bluetooth Connection:

- Accept the Bluetooth connection. **Check that both codes displayed match.** If they match, accept the connection.



4.5 Additional Setup

4.5.1 Connecting to Wi-Fi:

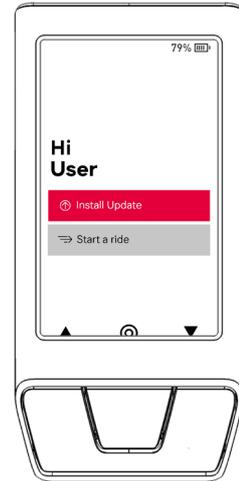
- **Power On:** Make sure The One is powered on and hasn't start an activity before attempting to connect to a Wi-Fi network.
- **Network Selection:** The app will display available Wi-Fi networks detected by The One. Select your preferred network and enter the password. Note: 5G networks are not supported. You can also use your own smartphone's hotspot, but avoid using open networks that do not require a password.
 - **Note:** On iPhones, you need to enable 'Maximize Compatibility' for your personal hotspot in order to connect.
- **Sync and Updates:** Once connected, The One will automatically sync your configurations, download maps, and search for software updates in the background. The device will automatically shut down once all synchronizations and downloads are complete.



4.5.2 Software Updates:

- **Update Notification:** If a software update is available, it will appear on The One under the “Start a Ride” button. Follow the on-screen instructions to install the update.
- **Battery Requirement:** There is an automatic safeguard that prevents The One from installing updates unless the battery is at least 50% charged. Ensure that your unit is charged to at least 50% before attempting to install any updates.

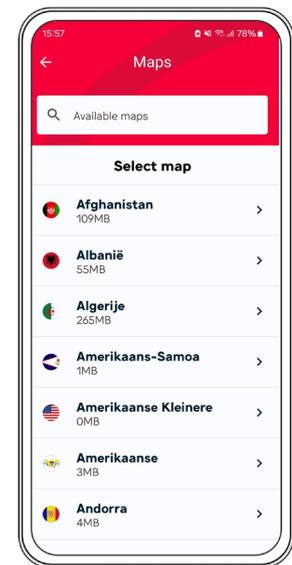
update ready



4.5.3 Downloading Maps:

- **Map Selection:** To start using The One for navigation, search for and select the country or region where you've planned your activity. The map installation process will begin immediately if connected to a Wi-Fi or hotspot connection.
- **Download Progress:** The progress of the map download will be visible next to the selected map in the app.
- **Slow Download:** Downloading an entire country can take a long time. If you're in a hurry, it's recommended to download only the region.
- **Additional Maps:** You can install additional maps later through the app's profile settings. For more guidance, you can watch a video tutorial on this topic [here](#).

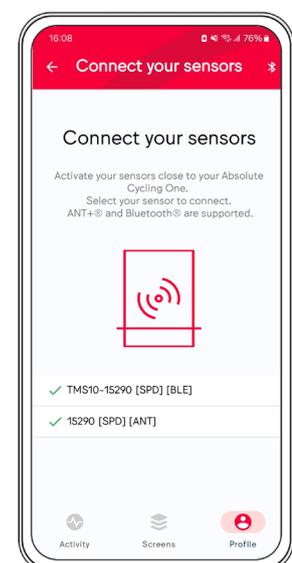
select a map



4.5.4 Connecting Sensors:

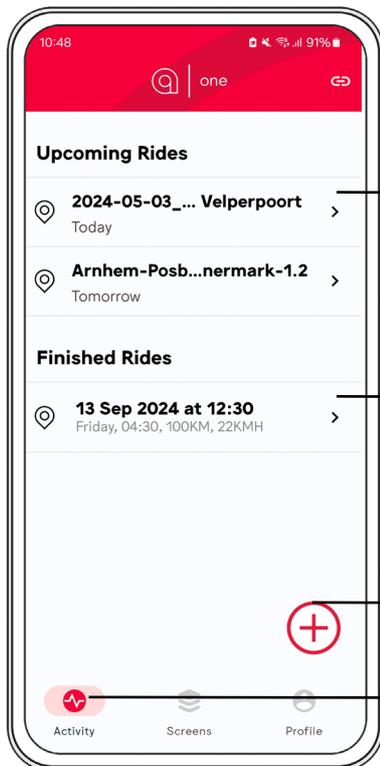
- If you have heart rate, power, or cadence sensors, ensure they are activated near The One. They will become visible in the app for pairing.
- Choose either BLE or ANT+ as your connection type. For optimal performance, especially when using multiple sensors, it is recommended to use the same type of connection for all sensors. For more guidance, you can watch a video tutorial on this topic [here](#).

connect sensors



5. The App explained

5.1 Start Screen



Upcoming Activities

View your scheduled activities here. To add a new activity, click on the plus icon at the bottom right of your screen

Finished Activities

Click here to view the summary of your finished activity. You can also download a FIT file of the activity from this section.

Add an Activity

Click here to import a GPX file and schedule an upcoming activity.

Activity

Click here to view your activities.



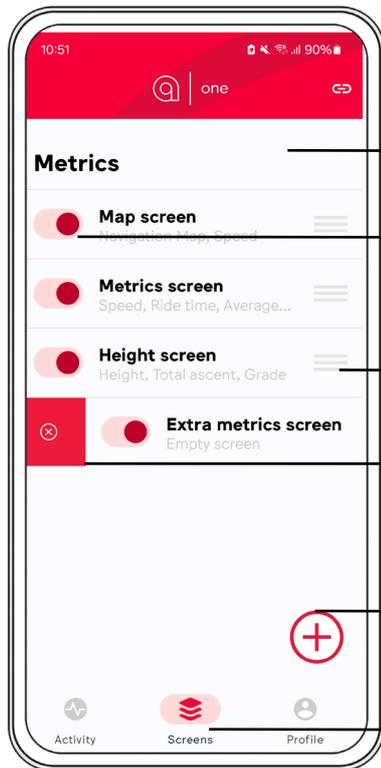
Schedule an Activity

Schedule an activity with the selected GPX file. To watch a video on this topic, click [here](#).

Plan an Activity

Click here to change the date for your scheduled activity.

5.2 Interfaces on The One



Default Screens

Three default screens ready for you to use.

On/Off

Click to turn a screen on or off.

Sequence

Click, hold and drag to change the sequence of your screens.

Deleting a Screen

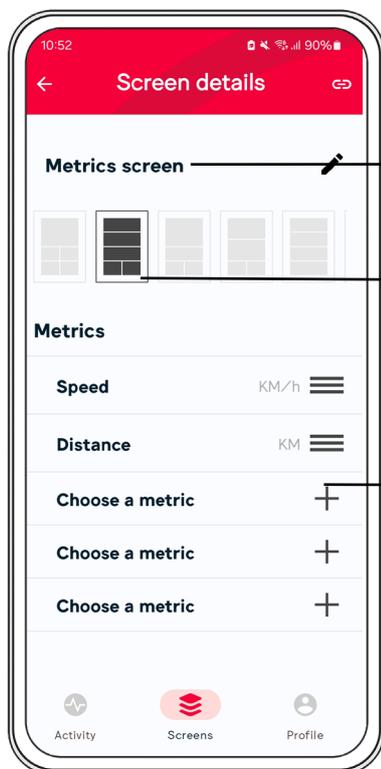
Slide to the right to delete a screen.

New Screen

Click here to add a new screen. Choose from Metrics, Height or Map screen.

Screens

Click here to view your screens.



Name a Screen

Click here to edit the name of a your screen.

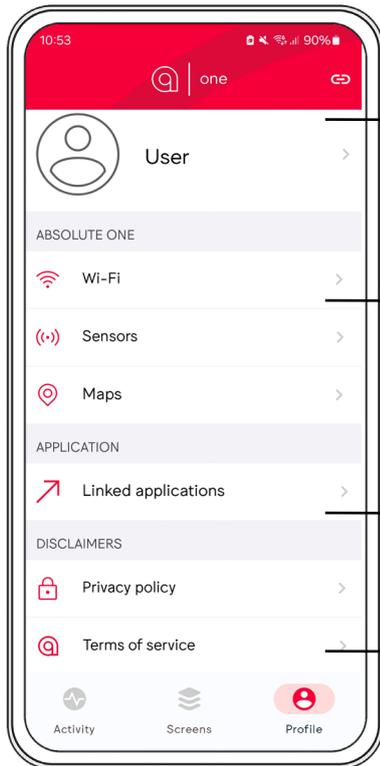
Change the Layout

Click here to change the layout of your screen.

Add a Metric

Click here to add a metric to your screen. Hold the line to move it up or down to place it at your preferred position.

5.3 Settings in the App



Personal Data

Edit your heart rate, power, weight and other personal settings here.

Device Settings Overview

Edit or add your Wi-Fi connection settings. Connect or manage sensors like heart rate or power sensors and download maps for offline use.

Linked Accounts

View, add, or edit linked accounts like Strava or TrainingPeaks. Make sure to link your accounts before your first ride to ensure your activity is uploaded to Strava or TrainingPeaks.

Disclaimers

Access relevant disclaimers by clicking to see them on the website.

6. Installing on the Bike

6.1 Mounting

6.1.1 Video Tutorial

Note: To watch a video on this topic, click on your mount below.

- [Standard mount](#)
 - [Extension mount](#)
 - [Stem mount](#)
 - [Pin-joint mount](#)
- Ensure The One is securely mounted on your handlebar using one of the provided mounts. The device should be positioned horizontally and centered for optimal performance. It can be tilted up or down, but the angle must be less than 80 degrees to function correctly. The One will not work properly if placed in a backpack or any other location. Using The One in your back pocket or backpack can cause issues such as the auto-pause feature not working and positioning errors.

6.2 Using The One

1. Power On:

- Turn on The One by long-pressing (1 second) the middle button.

2. Start a Ride:

- Select 'Start a ride' or choose a route planned from the app by toggling up and down with the left or right button and selecting with the middle button.

3. Switch Screens:

- Navigate between screens by pressing the left or right button.

4. Auto Pause:

- The One will automatically pause when you are stationary or moving slower than 2 km/h. You can also manually pause by long-pressing (1 second) the middle button.
- When the One is in auto-pause for 30 seconds, it will switch to power-saving mode. Power-saving mode will end when the auto-pause ends or when a button is pressed.

5. Zooming on Map Screen:

- On the map screen, zoom in and out by pressing the middle button. There are two zoom levels available. When following a route, a third zoom level shows the complete route.

6. Zooming on Height Profile Screen:

- On the height profile screen, zoom in and out by pressing the middle button. There are two zoom levels available. When following a route, a third zoom level shows the complete route's height profile.

7. Navigation:

- Turn-by-turn information is displayed on every screen via a drop-down layer.
- Turns are indicated 300 meters in advance with a beep signal.
- If you miss a turn, The One will automatically calculate a new route.
- To open the Navigation menu during an activity, long-pressing the middle button.
- In the Navigation menu, the 'Route to Start' function stops your current route and guides you back to your starting location.

8. Lapping:

- On a metrics-only screen, the middle button functions as a lap button. Pressing it starts a new lap within the current trip log.
- Monitor lap count and current lap time by selecting these metrics from the screen page in the app.

9. Save Your Activity:

- To save an activity, long-press (1 second) the middle button until the options "Save" or "Cancel" appear.

10. Power Off:

- On the home screen, you can turn off The One by long-pressing the middle button for 1 second and selecting 'Turn Off.' The One will also automatically shut down after 10 minutes of inactivity on the home screen.
- Battery Save Mode: When the battery level drops to 10%, The One will enter battery save mode. A drop-down warning will appear, and the screen will turn

off to conserve energy while continuing to log your trip. If the screen turns off, you can turn it back on by pressing any button, but it will remain on for only 5 seconds before turning off again.

- **Critical Battery Level:** If the battery level drops to 5%, The One will automatically save the current trip log and shut down to prevent data loss.

7. Charging The One

1. Mounting on Charger:

- Place The One on the Absolute Cycling charger. Ensure the USB connector is connected to a 5V power supply and The One is in an upright position.

2. Charging Time:

- The One will fully charge within 5 hours, providing up to 20 hours of riding time.

3. Charging Rate:

Usage example:

- For 1 hour of cycling, you would need approximately 5% - 10% battery, which requires about 30 minutes of charging.
- For a 3-hour activity, ensure you have at least 30% battery, which would require 1.5 hours of charging.

8. Synchronization and Updates

8.1 Automatic Synchronization

- Triplogs and user configurations are synchronized automatically when The One is connected via Bluetooth (BLE) to your phone or via a Wi-Fi connection. For faster synchronization, a Wi-Fi connection is preferred.
- You can configure everything from the app, even if The One is turned off. The One will begin downloading and synchronizing as soon as it is powered on and connected to Wi-Fi or BLE. Note: Your mobile phone needs to have an active internet connection for BLE synchronization.

8.2 Automatic Updates

- **Software Updates:** Software updates are automatically downloaded only when The One is connected to Wi-Fi and powered on. These updates cannot be performed over Bluetooth (BLE).
- **Maps:** Map downloads also occur automatically but only when The One is connected to Wi-Fi and powered on.

8.3 Manual Updates

- To manually install a software update, select ‘Install Update’ from the start screen of The One, next to ‘Start a Ride.’ Ensure that the battery is charged to at least 50% before initiating the update.

Connection Requirements for Synchronization and Downloads:

1. Software Updates:

- Requires Wi-Fi connection while The One is powered on.
- Cannot be downloaded over Bluetooth (BLE) only.

2. Maps:

- Requires Wi-Fi connection while The One is powered on.
- Map downloads are not available via BLE only.

3. GPX Route Planning:

- Can be synchronized via both Wi-Fi or BLE with your mobile phone.
- Your mobile phone must have an internet connection for BLE synchronization.

4. Screen Customization:

- Changes to screen layouts and data fields can be made via BLE.

5. Profile Settings:

- Adjustments to profile settings such as imperial/metric units, HR zones, and power zones can be synced via BLE.

6. Triplog Uploads:

- Triplogs from The One can be uploaded to the cloud via BLE, though the process is faster when using a Wi-Fi connection.

9. Performing a Factory Reset

9.1 Reset Effects

Performing a factory reset will remove all personal configurations, stored triplogs, and the user profile connection from The One, effectively restoring it to its original factory settings. However, when you re-link The One to your app, your personal configurations, sensor settings, and downloaded maps will be automatically restored after a synchronization period of at least 10 minutes. Even planned routes will be re-synced. The only data permanently lost are triplogs that have not been synchronized with the cloud. We strongly recommend contacting our support team before proceeding with a factory reset to explore other possible solutions.

9.1 Reset Effects

Step 1 Initiating Factory Reset:

1. **Power On The One:** Turn on The One by pressing the middle button until the device powers up.
2. **Long Press the Right Button:** Once The One is powered on, long-press the right button until the option for a factory reset appears.
3. **Confirm the Reset:** When the factory reset option appears, click the middle button to confirm and initiate the reset.

Step 2 Logging Out of the App:

1. Before re-linking The One, log out of the app on your smartphone. To log out of the app, navigate to the profile section on the bottom left of the app, scroll down, and click on 'Logout'.
2. Go to the Bluetooth settings on your phone, find 'The One' (listed as AC1-...), and select 'Forget this Device' or 'Unpair' to disconnect it completely.

Step 3 Re-pair The One:

After performing a factory reset, you may wish to reinstall and set up The One:

1. **Log In to the App:** Log in to the app using your existing account, as described in section 4.4.
2. **Pair The One:** Follow the instructions in section 4.4 to pair The One with your app and install Wi-Fi on the device.
3. **Automatic Restoration:** Once paired, The One will automatically reinstall all your personal settings, including screen setups, selected maps, and other configurations.

10. Device Overview

10.1 Pairing and Connectivity

Note: To watch a video on this topic, click [here](#).

10.1.1 Syncing with Third-Party Apps (e.g., Strava®):

1. Navigate to the "Linked Applications" in your profile tab.
2. Select the third-party app you wish to sync (e.g., Strava®).
3. Log in to your account and grant the necessary permissions.
4. Your activities will automatically sync with the selected app.

10.2 Navigation and Maps

10.2.1 Using GPS and Navigation Features

- Utilize GPS for accurate navigation and tracking.
- Access offline maps and navigation to ensure you're covered even without internet connectivity.

10.3 Customization

10.3.1 Customizing Display and Data Fields

1. Open the Absolute Cycling app and go to the "Screens" section.
2. By default, you have a Metric screen, Height screen, and Map screen configured.
3. Customize the number of screens, views, and metrics displayed.
4. Create additional screens for different activity types (e.g., MTB ride, Road ride) and name them accordingly.

10.4 Data Management and Analysis

10.4.1 Syncing with the Cloud

- **Connect to Wi-Fi:** Ensure your device is connected to a stable Wi-Fi network for automatic synchronization.
- **Automatic Sync:** The One will sync data and receive software updates without manual intervention.

10.5 Analyzing Activity Data

1. View Activity Details:

- Open the Absolute Cycling app to view detailed information about your finished activities.

2. Advanced Data Analysis:

- For more in-depth analysis, you can sync your data with platforms like Strava® or TrainingPeaks®.
- Alternatively, you can manually download the FIT-file and upload it to other tools like Relive, Komoot, or similar platforms.

11. Firmware and Software Updates

Firmware and Software updates are provided free of charge to all One users, typically released four times a year. When a new update becomes available, you will be notified via email. If you have any suggestions for updates, feature requests are welcome on our feature base page, which you will receive a link to after purchase.

11.1 Checking for Updates

- Ensure The One is connected to Wi-Fi to automatically download updates.
- To install an update, select 'Install Update' from the start screen of The One.

12. Troubleshooting

12.1 If You Do Not Get the Option to Update

1. Check Connections:

- Ensure your One is connected to Wi-Fi, which can be arranged through the Absolute Cycling app on your mobile device. Also, ensure it is connected to Bluetooth on your mobile device.

2. Charge The One:

- Make sure The One has at least 50% of battery.

3. Allow Time for Updates:

- Keep The One connected for at least 15 to 30 minutes to allow the update process to begin.

4. Additional Recommendations:

- Make sure The One is not in triplog mode (actively recording an activity).
- It's best to keep The One connected to the charger during this time to prevent it from shutting down due to low battery.

5. If the Update Option Still Doesn't Appear:

- Perform a factory reset.
- After reinstalling, let The One be connected for another half an hour.

6. If There Is Still No Option for an Update:

- Contact customer service for further assistance.

12.2 Common Issues and Solutions

1. The One shows 'no position available':

- Ensure The One has an online connection.
 - Connect The One to your mobile phone via BLE (if your phone has internet access) and ensure the app remains actively open on your phone.
 - Connect The One via Wi-Fi and ensure that it's not actively recording an activity.
- An internet connection before the activity helps The One quickly find satellites. Connecting to internet could also help during an activity if the app is not fully closed.
 - **Tip:** The receiver finds it easier to locate satellites when you are stationary. If you're having trouble, stand still in an open area to help The One lock onto satellites.
 - **Recommendation:** Turn on The One a few minutes before you start your activity. Even from the start screen, The One will begin searching for satellites.

2. The Location Shown on The One Is Slightly Off:

- For the best location accuracy, ensure the app is running in the background on your phone with BLE on and an active internet connection.

12.2.1 No Map Issue

If you cannot see maps, this could be caused by three issues. It likely means that the maps have not been downloaded due to a problem with your Wi-Fi connection. It could also mean that there is no Wi-Fi connection at all, preventing the maps from downloading. Lastly, it could be that you are in a region for which you have not yet downloaded the map.

- **Ensure Correct Password:** Make sure you are using the correct Wi-Fi password, and that this password is also entered in the app. The app needs the Wi-Fi password to be able to use the connection, which is why you must enter the password through the app. Click here to read how to do so: [4.5.1 Connecting to Wi-Fi](#).
- **Check Wi-Fi Strength:** Ensure your router has a strong Wi-Fi signal. If the signal is weak, try moving closer to the router or find a location with better signal strength.
- **Check for Bandwidth:** If multiple devices are using the network, it could slow down your connection. Try connecting to a network with more available bandwidth.
- **Restart Your Router:** Sometimes, simply restarting your router can resolve connectivity issues. Turn it off, wait a few seconds, and then turn it back on. During this process, ensure The One is not actively recording an activity.
- **Check Maps of your Ride:** Before you start riding, make sure you've downloaded all the maps for your planned route.

12.2.2 App Logged Out, No QR on One

- Remove the BLE connection to The One in your phone's BLE settings.
- Perform a factory reset and reconnect by scanning the QR code.

12.2.3 App Logged In, QR Displayed

- Remove the BLE connection to The One in your phone's BLE settings.
- Log out and pair the app with The One by scanning the QR code. Click [here](#) to learn how to pair the app with The One.

12.2.4 Can't connect The One to my phone

- Clear the cache from the app in your phone's app settings.

12.2.4 Can't Find Sensor

- **Ensure Bluetooth is On:** Make sure that both The One and your phone's Bluetooth are turned on.
- **Activate the Sensor:** Ensure your sensor is activated. For speed, cadence, and power sensors, it may be necessary to rotate the cranks or wheels to wake them up. For heart rate monitors, make sure the sensor can detect a heartbeat, and that the pads are moist to ensure a proper connection.
- **Check the Sensor Battery:** Verify that the battery in your sensor is functioning properly. A low or dead battery can prevent the sensor from being detected.
- **Refer to the Sensor's Manual:** For specific instructions on activating and troubleshooting your sensor, refer to the user manual provided by the sensor's manufacturer.
- **Closing sensor pairing screen:** Ensure the sensor pairing screen of the app is closed before starting the activity. Otherwise the sensor won't show any data.

12.2.5 Activity Not Uploaded

- **Check Wi-Fi or Bluetooth Connection:** Ensure that The One is connected to either Wi-Fi or your phone via Bluetooth. A stable connection is required for uploading activities.

12.2.6 Activity Not Uploaded to Strava® or TrainingPeaks®

- **Check Strava®/TrainingPeaks® Connection:** Ensure that your One account is properly connected to Strava® or TrainingPeaks®. This connection is necessary for automatic uploads. Click here for instructions on how to do so.
- **Manual Upload:** If the activity does not upload automatically, manually import the FIT file into Strava® or TrainingPeaks®.
 - **Export a FIT file from the One (app)**
 - **Synchronize The One with the App:** Open the Absolute Cycling app on your mobile device. Ensure The One is synced with the app by connecting it via Bluetooth® or Wi-Fi®.
 - **Download the FIT File:** Open the activity you want to upload within the Absolute Cycling app. Click on the '+' icon. Select "Download FIT File" and save it on your mobile device.
 - **Share the FIT File with a Computer:** You can share the FIT file with your computer using various methods, such as emailing it to yourself, using AirDrop (for Apple devices), or sending it via WhatsApp Web, etc.
 - **Upload to Strava®:**
 - Go to the Strava® website (not the app) and log in to your account.
 - Click on the "+" icon in the upper right corner and select "Upload Activity."
 - Choose "File" from the options provided. Select the FIT file from your computer and upload it to Strava®. Once uploaded, your activity will appear in your Strava® feed.
 - **Upload to TrainingPeaks®:**
 - Go to the TrainingPeaks® website and log in to your account.

- Click on the “Add” button in the upper right corner and select “Upload.”
- Choose the “Device File” option. Select the FIT file from your computer and upload it to TrainingPeaks®. Your activity will then be visible in your TrainingPeaks® calendar.

12.2.7 GPX File Issue

- **Valid GPX file:** Make sure the GPX file you are using is valid.
- **Verify Connection:** Ensure that The One is connected to Wi-Fi® or Bluetooth® (BLE), and then retry uploading the GPX file.
- **Check File Name:** Make sure the GPX file name does not contain any smileys or Arabic characters, as these may prevent the file from being uploaded correctly.
- **Follow GPX correctly:** Make sure your actual starting location is not midway through the route. The navigation will stop once you pass the finish point. Additionally, you cannot restart the same GPX route during the currently active ride.

For further assistance, visit our support page or contact customer service directly through the website.

13. Maintenance and Care

13.1 Cleaning and Storage

- **Important:** Do not press hard on the display. Excessive pressure can cause damage, such as pressure points and yellow-ish marks.
- Regularly check and tighten bolts on mounts (2Nm torque recommended).
- After muddy or rainy activities, clean the device with cool running water. Do not clean the device with acids, alcohol, or harsh cleaning agents. Only use mild, non-abrasive cleaners and a soft cloth.
- Store the device at room temperature, avoiding extreme temperatures.
- Never use hard or sharp objects on the device. Avoid chemical cleaners and insect repellents.

13.2 Battery Care and Management

To ensure the best battery condition for your Absolute One, please follow these guidelines:

13.2.1 Proper Use

- **Regular Charging:** Charge your device regularly and avoid letting the battery completely drain before recharging. Aim to recharge the battery when it reaches around 20% capacity.
- **Storage:** If you plan not to use the device for an extended period, ensure the battery is partially charged (between 40% and 60%) and store the device in a cool, dry place.

- **Use the Provided Charger:** Use only the charger provided with The One to avoid damaging the battery.
- **Charging Position:** During charging, ensure the device is in an upright position on the charger and connected to a 5V power supply.

13.2.2 Avoid

- **Full Discharge:** Do not leave the battery fully discharged for extended periods, as this can lead to a permanent reduction in battery capacity.
- **Extreme Temperatures:** Avoid exposing the device to extreme temperatures, both hot and cold, as this can negatively impact battery life.
- **Third-Party Chargers:** Do not use third-party chargers or cables, as these may not provide the appropriate power and could harm the battery.
- **Sharp Objects:** Keep the device away from sharp objects that could puncture or damage the battery casing, as this could cause safety hazards.

By following these instructions, you will help prolong the lifespan of the battery and ensure your device operates at optimal performance.

14. Warranty and Service

14.1 Warranty Information

14.1.1 Coverage

- The Absolute One is covered by a limited warranty against defects in materials and workmanship for a period of two years from the date of purchase.

14.1.2 What is Covered

- Defects in materials and workmanship under normal use.
- Malfunctioning of the device not caused by external factors.
- **Defective Batteries:** If the battery exhibits abnormal performance issues, such as a significant and rapid decline in capacity, failure to hold a charge, or a manufacturing defect, it may be covered under the warranty.

14.1.3 What is Not Covered

- Damage caused by accident, crashing, abuse, misuse, or neglect.
- Unauthorized modifications or repairs.
- Cosmetic damage, including but not limited to scratches, dents, and broken plastic.
- Damage caused by exposure to extreme temperatures, fire, or other environmental conditions.
- Damage resulting from the use of non-approved accessories, cables, mounts, or inserts.
- Normal wear and tear, including **Battery Degradation**: Over time, all rechargeable batteries naturally lose capacity and performance. This gradual degradation is considered normal wear and tear and is not covered by the warranty unless it is determined to be due to a defect.
- **Improper Cleaning**: Damage caused by cleaning the device with acids, alcohol, or harsh cleaning agents. Only use mild, non-abrasive cleaners and a soft cloth.

14.1.4 Making a Warranty Claim

- All warranty claims will be evaluated on a case-by-case basis by our product specialists.
- Contact Absolute Cycling Customer Service for support at service@absolutecycling.com or +31 6 41 92 17 66 (weekdays).
- Provide proof of purchase and a detailed description of the issue.
- Follow the instructions provided by customer service for returning the product.

14.1.5 Warranty Claim Process

- Upon receiving your product, Absolute Cycling will inspect the device to determine if the defect is covered by the warranty.
- If the defect is covered, Absolute Cycling will repair or replace the device at no additional cost.
- If the defect is not covered, you will be notified of any applicable repair charges or replacement costs.

14.1.6 Repair or Replacement

- Repaired or replaced devices are warranted for the remainder of the original warranty period or 90 days from the date of repair or replacement, whichever is longer.

14.1.7 Battery Coverage

- **Normal Degradation**: Battery capacity decreases over time with regular use, which is considered normal wear and tear and is not covered under the warranty.
- **Defective Batteries**: If a battery is found to have a manufacturing defect or exhibits abnormal performance, it will be repaired or replaced under the warranty if within the coverage period.
- **Replacement**: If the battery degrades beyond the warranty period or due to normal use, replacement options may be available at a cost.

14.1.8 Limitations

- This warranty is your exclusive remedy and is in lieu of all other warranties, whether express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.
- Absolute Cycling shall not be liable for any incidental, indirect, special, or consequential damages arising out of or in connection with the use or performance of the device, even if Absolute Cycling has been advised of the possibility of such damages.

14.2 Service and Repair

1. Out-of-Warranty Service

- For devices that are out of warranty, Absolute Cycling offers repair services for a fee. Contact customer service for a quote and further instructions.

2. Authorized Service Centers

- Repairs and services should be performed by authorized Absolute Cycling service centers only. Unauthorized repairs may void the warranty.

For any further questions or to initiate a warranty claim, please contact our support team. We're here to help you get back on the road as quickly as possible.

15. Support Contact Details

- For setup help or further assistance, visit the FAQ and Support page on absolutecycling.com.
- Contact support at service@absolutecycling.com or +31 6 41 92 17 66 (weekdays).

15.1 Feature base

- Participate in our community by providing feedback, reporting bugs and voting on feature requests on our Roadmap page.
- Access our feature base platform by clicking on the link in your email.

**Enjoy your ride
with The One!**

