

Tacx Frequently Asked Questions (FAQ's)

Q: How is an Ergotrainer different from a VR Trainers?

A: An Ergotrainer is sold as a standalone unit; it does not need to be connected to a PC to function as it has a head unit that controls the brake. A PC upgrade is available should they want to experience VR training. WT2189 is for the Bushido and Vortex, WT2186 for the standard Flow. A Virtual Reality trainer already comes with the TTS software in the box and requires a PC to operate the trainer. The head unit does not have a screen or method to control the trainer that is done through Tacx Software on the PC.

Q: Can the Virtual Reality trainers be used as stand-alone trainers?

A: No, they require a PC. The Ergo trainers are stand alone and you can purchase a PC upgrade making the more versatile.

Q: What is the difference between the Fortius Multiplayer and the Flow Multiplayer?

A: The key difference is that the Fortius has Tacx's exclusive downhill drive feature which simulates up to a -6% down slope and give a more realistic road feel. The Fortius is also capable of handling up to 1500 watts. A horse power is 1300 watts, so this is Tacx's most powerful trainer model. The Flow in comparison maxes out at 800 watts. Most people won't have issues with this unless they are a professional athlete and can easily average over 25mph on a road ride. If they are serious about their training have them go with the Fortius for a professional level tool. If they are after the entertainment value, the Flow works great for most people.

Q: Electro vs. Motor brake differences

A: An electro brake is the standard Tacx brake. It uses electrically charged magnets to control the resistance through a computer (Actual PC or from a "head unit" computer in the case of the Ergotrainers). A motorbrake is a Tacx electrobrake that features downhill drive and will power the back wheel on descents. The Electro brake is what comes stock on the Tacx Flow and the iMagic. The Fortius comes with a Motor brake.

Q: Where are the Tacx Test Centers located? How can I become one?

A: Should a customer want to experience a Tacx trainer in person, there are over 50 Test Centers located throughout the U.S. They can be found here:

<http://www.tacx.com/service/adressen/test-centres.dot?country=USA>

If you are interested in becoming a Tacx Test Center in your area, please contact your QBP Sales Rep.

Q: What's the deal with the Bushido being "self powered"?

A: The Bushido is unique in the Tacx line in that it requires no external power even though it is a wattage trainer. The Bushido has a battery that stores energy as soon as you start pedaling. You will see LED lights activate upon pedaling. They will be red at first but change to green when the unit has enough power to brake itself. What's great about this feature is that you could drag the Bushido to an area with no electricity, like the start of a race, and run a warm up program.

on it. You could also bring it back home and set it in front of your PC and run the Tacx software and experience VR training with the optional PC upgrade. Because the Bushido is all wireless, it is easy to transport and set up!

Q: I need service and help, what does QBP cover vs. what Tacx handles directly; Software, Sponsorship opportunities, etc.

A: QBP handles any hardware issues. Tacx handles software issues.

I handle sponsorship opportunities; though I usually refer to Francis at Tacx you can direct them my way. All Tacx trainers have a 2 year warranty against manufacturer's defects.

Q: In setting up the trainer, or trouble shooting, what is the ideal wattage range to aim for?

A: If someone is trying to calibrate their trainer, a calibration number between 0-5 is acceptable for the Fortius or Flow. If they have a Bushido trainer, Tacx recommends between 10-15.

Q: What to do when Start and Select buttons are grayed out.

A: This is caused by one of two things: 1. They have not registered their user profile in the Tacx software, or 2. Their trainer is not connected to the software. This could be caused by an unplugged cable, or faulty hardware

Q: I have a customer that is looking for a resistance unit for their Antares or Ecotrax Rollers?

A: Tacx no longer offers resistance options for their rollers.

Q: I need a replacement band for my Tacx Rollers; I don't see anything listed for Tacx on QBP.com?

A: QBP stocks WT1006, Various Manufacturers Roller Belt, Clear Polyurethane Belt for Trainer; we have found that this is a suitable replacement for the Tacx rollers.