

Bosch eBike Systems
FEEL THE FLOW



BOSCH
Invented for life

eBIKE OWNER'S GUIDE

Enjoy your ride to the max

[bosch-ebike.com](https://www.bosch-ebike.com)





Want to feel more flow?

As an eBike owner, you're already sold on the benefits. But you still may have questions on everyday handling and technology. Perhaps you'd like to know how to take care of your eBike, or how best to extend the lifespan of components?

This guide not only covers the basics. It also shows you how to enhance your eBike experience, ride more safely, and enjoy each trip to the max.

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Before your first trip

How do I get myself and my eBike ready?



An eBike is much more than a conventional bike. The additional electric support delivers a lot more power.

We recommend taking your time to get used to the new feel of your eBike. As you set off, the extra thrust can feel a little strange. We'll show you how to ride safely from the start—and enjoy your ride to the max.



RIDING SAFETY

For more handy tips on how to ride safely, go to: bosch-ebike.com/riding



► Get to know your eBike

The user manual explains how to use your eBike and ride safely. Your dealer will be happy to help you with any other queries.

► Wear a helmet

For your safety, we recommend wearing a helmet when riding.

► Make yourself seen

Always ensure your eBike is well lit, so other road users can see you. This means fitting a front light and white reflector, and a rear light with integrated reflector. Add to this a red reflector on the back and reflective strips on your spokes, pedals, and tires. Bright and colorful reflective clothing can also help to make yourself more visible.

► Start out with a low level of support

Your eBike has various riding modes that provide different levels of support depending on the riding conditions. Start off with a lower level of support (e.g., Eco) until you're more used to riding your eBike.

► Practice braking

eBikes are usually heavier than conventional bikes because of the additional components. They also reach high speeds faster—with a lot less effort. Get to know how your eBike handles and how the brakes work.

► Don't forget to change gears

Adjust your gears to the riding situation. Low gears work best when you first set off, or ride uphill. High gears are recommended when riding on flat terrain or at high speeds. The lower the gear, the more energy you save for the rest of your ride.

► Take rider safety training

Some dealers, associations, and clubs offer riding safety training. Beginners and less experienced riders can learn how to handle their eBike in adverse weather conditions.



Removing and charging the battery

How do I charge my eBike battery?



The power that keeps you moving comes from the eBike battery.

You should check the charge level before every trip. Your eBike will still work when the battery is empty—but it's easier to get where you're going with electrical assistance. Find out how to remove the battery safely and get handy tips on how best to charge it.



You can either charge your battery directly on your eBike or remove it from the mount and charge it separately.

To charge the battery while still attached to your eBike, insert the charger plug into the charging socket. If it's possible to remove your eBike battery, simply unlock it and release it from the mount. When reinserting, you will hear and feel it snap back into the mount.

Removing a Bosch PowerTube*



1

The PowerTube is fully integrated into the frame. To remove it, open the frame cover (where applicable).



2

Unlock the PowerTube with the key. This releases it from the frame. A safety catch prevents it from falling out.



3

Push the PowerTube down slightly to detach it from the restraint support. The PowerTube should drop easily into your hand.



4

To reinsert the battery, reverse the previous steps. At times, you may also have to turn the key.

Removing a Bosch PowerPack*



1

PowerPacks are mounted on the frame. To remove the PowerPack, open the lock with the key provided. Hold the PowerPack tightly at all times.



2

Grip the front upper end of the PowerPack and pull it gently toward you.



3

Slide the PowerPack upward and remove it from the mount.



4

To reinsert the battery, reverse the previous steps. Check that the battery is inserted correctly and held firmly in place.

*The build type depends on the manufacturer. Removal options can therefore vary.



Tips for optimal charging

The service life of lithium-ion batteries depends on many different factors e.g., charging cycles and storage. Even when you're not using your eBike battery, it will gradually lose capacity.

- ▶ Be sure to charge your battery with the original Bosch charger.
- ▶ Only charge your battery in a dry area that's fitted with a working smoke detector.
- ▶ After charging, disconnect the battery and charger from the power supply.
- ▶ Avoid draining the battery down to zero, and after a trip, let it cool before charging.

Battery range

How far will my battery take me?



Your eBike battery is not quite full, but also still not empty. You're wondering how much further the remaining power will take you. There are many factors that impact the distance the battery covers, such as your choice of riding mode, the overall weight, and how hard you're working. Follow our tips and you'll find yourself riding a little bit further.



RANGE CALCULATOR FOR MORE RELIABLE PLANNING

Calculate how many miles of support your eBike system is likely to deliver on your next ride:

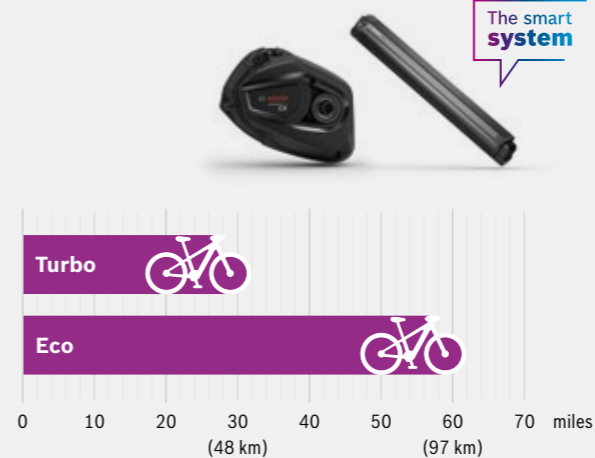
[bosch-ebike.com/range](https://www.bosch-ebike.com/range)



Your choice of riding mode also impacts your range.

Say, for example, you're riding an eMTB, fitted with a Performance Line CX drive unit and PowerTube 750. If you use Turbo mode continuously, a mode that offers strong support, your battery will last for around 32 miles. Alternatively, if you use the energy-efficient Eco mode, a full battery will take you around 62 miles.

Ranges for Performance Line CX drive unit and PowerTube 750



All figures are estimates.



Enjoy the ride for longer

- ▶ **Save energy with efficient gear changes.**
Low gears work best when setting off and tackling hills. On level ground or at high speeds, higher gears are recommended.
- ▶ **Lighten the load.**
Keep the total weight as low as possible. Carrying less cargo makes your eBike more agile and preserves battery life.
- ▶ **Work harder.**
The less power the drive unit has to deliver, the longer the battery lasts. Invest more of your own energy to reduce the burden on the battery.
- ▶ **Keep it steady.**
The more often you brake, the more power it takes to get your eBike moving. Try to ride as smoothly as possible.
- ▶ **Get your cadence right.**
The drive unit is most energy-efficient at cadences of over 60 revolutions per minute. Slow pedaling in a high gear reduces your range.

Security features

How do I protect myself and my eBike?



Enjoying the ride means feeling the flow without any worries, riding and arriving safely, and parking your eBike securely. Relax into your ride with the right equipment, products, and features. Follow our tips to ride your eBike with more care and safety. We'll show you different ways to protect yourself and your eBike.



Bosch eBike ABS **Brake safely and ride with confidence**

Bosch eBike ABS* is available on all eBikes with the smart system. This means you can brake more safely and confidently—with both brakes at the same time. It also helps to make your ride more stable, preventing your front wheel from locking and your rear wheel from lifting. You stay safe in the saddle when you have to brake suddenly—on solid ground or slippery gravel paths.

When it comes to ABS, there's no one size fits all. Every eBike is different and you need the right one for your model. Even on rough trails, you're able to ride more safely. You can enjoy the ride more and focus on your performance.

* Bosch eBike ABS can't be retrofitted and is not currently available in North America.



eBike Lock **Motor support only works with the right key**

Added protection against theft acts as a deterrent, making your eBike less attractive to thieves. In the Bosch eBike system 2, the lock function automatically deactivates motor support as soon as the display is removed. In the smart system, your smartphone acts as a digital key—the ideal supplement to a mechanical lock. Without the right key, the drive unit simply won't function.



eBike Alarm **Alarm alerts and location tracking protect your eBike**

In the smart system, the eBike Alarm syncs with the ConnectModule (► p. 17) and eBike Flow app to automatically protect your eBike. The slightest movement triggers an alarm signal. If significant movement is detected, you receive an alert on your smartphone and tracking starts automatically. You can follow the location of your eBike in the eBike Flow app.

In most cases: A mechanical lock is the best way to protect your eBike from theft. The eBike Lock and eBike Alarm provide an added layer of protection.

How do I transport my eBike?



Planning a weekend getaway or a longer adventure? Use your car or public transit to get your eBike to the start of your ride. We'll show you what to look out for along the way.



By car

If you want to take your eBike with you in the car, a bike rack is an ideal solution. A hitch rack is the most convenient option. Closer to the ground, it makes it easier to lift and secure your eBike. Always be careful to check the maximum load of your hitch rack and carrier.

Tips:

- ▶ To protect the battery and display from theft or damage (e.g., from rain), remove them from your eBike and store them in your car.
- ▶ To preserve the safety and lifespan of your battery, don't leave it in strong sunlight for long periods.



By train

Taking your eBike on the train is a convenient alternative to the car, but it does require some planning. Familiarize yourself with any restrictions, and how to purchase tickets and make reservations. Try to find routes with fewer changes, or allow extra time to make connections. Be sure to adhere to restricted periods and avoid peak travel times.

Tips:

- ▶ Where possible, use the bike carriage and carefully secure your eBike to prevent it falling over.
- ▶ eBike batteries are classified as dangerous goods and subject to regulations. During travel, the battery should remain on the eBike and shouldn't be charged.



On public transit

For shorter journeys, public transit is an ideal option. eBikes are permitted on most commuter trains and subways, although you may have to reserve a space in advance. Check with your local transit provider for current restrictions.



Good to know

eBike batteries are hazardous goods and can't be sent in the mail. Taking your eBike battery on the plane is also not permitted.

- ▶ **Tip:** If you can't take your eBike with you, simply rent one at your destination.

Why do I need an app?



Riding is even more fun with apps—make the most of digital functions and adapt your eBike however you wish. With the right app downloaded, your smartphone turns into an information and control center. Plan your routes and transfer them to your display or navigate via the app. View your fitness data and synchronize it with your favorite apps.

The benefits of using apps



Plan routes and use navigation

Use your smartphone as a screen on the handlebars. Or transfer routes from the app to your display. Navigation instructions during your journey help you find your way.



Record your progress

Want to keep track of your performance and your rides? Use the in-app activity tracking to record your ride and fitness data.



Sync your data with your favorite apps.

Synchronize your eBike data with apps like komoot, Strava, or Apple Health. This turns your eBike into your training partner.



Protect your eBike from theft

Digital features provide an added layer of theft protection. For example, motor support is only activated when your eBike recognizes the digital key on your app.



Discover even more functions

By choosing the right app for your eBike, you have all the info you need at your fingertips and can easily adapt your eBike to your needs.

Use an app specifically designed for your eBike system

Currently, Bosch eBike Systems offers two different options—the smart system and Bosch eBike system 2. Using the corresponding app elevates your riding experience to a whole new level of fun.

Unsure which eBike system you have? eBikes with **smart systems** have a System Controller or LED Remote.



System Controller LED Remote

eBike Flow app

The smart system

The smart system

The eBike Flow app connects you with your eBike—and connects your eBike with the digital world. It allows you to adapt the eBike to your exact needs, add new functions, and keep it up to date. With the smart system, you benefit from the continual addition of new functions from over-the-air updates so your eBike is always up-to-date.



DOWNLOAD

eBike Flow app:
bosch-ebike.com/flow-app



DOWNLOAD

eBike Connect app:
bosch-ebike.com/connect



DOWNLOAD

COBI.Bike app:
bosch-ebike.com/cobi-app

COBI.Bike app and eBike Connect app Bosch eBike system 2

For eBikes with a Bosch eBike system 2, use the eBike Connect app in combination with Kiox and Nyon or the COBI.Bike app. Enhance your ride with digital features by connecting your smartphone to your eBike.

Accessories and upgrades
for the smart system

Which products are compatible with my eBike?



Does your eBike feature the latest system generation—the smart system? Do you want to find out

which new products have been released and what your options are? We are continually enhancing the smart system—check out the hardware components here to upgrade your eBike.



PRODUCT COMBINATIONS

[bosch-ebike.com/
product-combinations-smart-system](https://bosch-ebike.com/product-combinations-smart-system)



SmartphoneGrip

Your smartphone with eBike Flow app display



You can use your smartphone as a display when riding on paved roads or surfaced paths. Simply attach the SmartphoneGrip to the handlebar, open the eBike Flow app, and insert your smartphone. With the SmartphoneGrip, your smartphone charges wirelessly or with a cable, and the eBike Flow app displays your ride and navigation data. The display mount is the same as for Kiox 300, so you can quickly and easily switch between the two.

Kiox 300

The smart companion for sporty rides



The display becomes your intelligent and robust companion for sporty rides. It's compact and offers an excellent, readable color display. Start the navigation function via the eBike Flow app—your Kiox 300 will show you the way and give you the support you need on your eBiking adventures.

Intuvia 100

Intuitive and clear display



The clear display is easy and intuitive to use and offers excellent readability. Both hands remain on the handlebar thanks to the external control unit (LED Remote or Mini Remote), which is available separately.

ConnectModule

Extra theft protection with eBike Alarm



Your dealer can install this component so that it's concealed on your bike. It brings you new functions such as the eBike Alarm for extra theft protection. Contact your dealer to find out whether the ConnectModule can be installed on your eBike.

Mini Remote

Optional and ideal addition to the System Controller



The Mini Remote is the perfect addition to the System Controller. For greater safety and comfort, you can use extra functions (light, walk assistance, display control) and keep both hands on the handlebar.



To keep your component software up-to-date, you should regularly import over-the-air updates via your eBike Flow app or take your eBike to your nearest dealer.

The smart
system

Accessories and upgrades
for Bosch eBike system 2

Which products are compatible with my eBike?



Do you want to find out what other components are available for your eBike? Do you want a bigger display or need a new charger? Ultimately, everything comes down to the eBike system. Find out here which products are compatible with your eBike and Bosch eBike system 2. If you're unsure or would like more information, simply visit your dealer who will advise you.



PRODUCT COMBINATIONS

[bosch-ebike.com/
product-combinations](https://bosch-ebike.com/product-combinations)



Kiox The smart companion for sporty rides



The compact and robust display for sporty adventures: Track and analyze your training goals in the eBike Connect smartphone app—with Kiox as your digital training partner. Keep riding in the right direction with the navigation function.

Nyon The connected all-rounder



Your reliable companion for long rides: Before you set off, you can operate the large, clear display via the touch function and, while riding, via the separate control unit. Ride to your destination safely with the map-based offline navigation.

Chargers The chargers for your battery



- ▶ **Compact Charger**
Our smallest charger: the space-saving option is ideal for cyclists who are constantly on the move.
- ▶ **Standard Charger**
Our versatile charger: this option offers the ideal ratio between performance, weight, and size.



To make sure your eBike is always up to date, you should arrange regular software updates with your dealer.



UPDATES

Here's an overview of the updates for your Bosch eBike system 2:
bosch-ebike.com/software-updates



How do I maintain my eBike?



Dust in summer, mud, sludge, and road salt in winter: you must remove all dirt! An eBike is a complex system. Equipped with all sorts of electronics and an energy-dense eBike battery, you must never clean it using a high-pressure cleaner. Here are some tips for effective eBike maintenance, so you can keep yours in great shape for many years.

Tips for proper eBike maintenance

- ▶ **Clean your eBike regularly.**
Ideally, you should clean your eBike after every ride so the dirt does not become engrained.
- ▶ **Before cleaning, remove the electronics.**
Remove your battery and display to protect them. If electronic parts are permanently mounted on your eBike, you can cover them with a cloth or film.
- ▶ **Use a sponge or brush.**
Never use a steam jet or high-pressure cleaner, as water can penetrate into sensitive components such as the drive.
- ▶ **Choose a suitable cleaning agent.**
Bike shampoos and cleaning agents from your dealer are ideal for cleaning your eBike and are less aggressive.
- ▶ **Be careful with the disc brakes.**
Disc brakes are extremely sensitive to liquids and grease. When greasing the chain, make sure that no lubricant comes into contact with the disc brake.
- ▶ **After cleaning, carry out a function test.**
Is the battery correctly attached? Does the drive work flawlessly? Does the system respond correctly to buttons being pressed?
- ▶ **Check the components.**
In between cleaning, you should also regularly check the brakes, lights, screws, and tire pressure. If there are signs of wear and tear, the components need to be maintained.



The battery powers your eBike—the longer it lasts, the longer you can enjoy riding. What better reason to take great care of it.

Taking care of your battery

Handle your battery with extreme caution: direct impact, hard shocks, and falls can cause damage, as can intense heat exposure from sunlight, which causes the battery cells to rapidly deteriorate.

- ▶ Store and charge the battery at moderate temperatures—ideally at room temperature.
- ▶ Remove the battery from your eBike for storage. The ideal battery charge level is between 30 and 60%.
- ▶ On really cold days, attach the charged battery to your eBike shortly before you set off.
- ▶ For longer rides in cold conditions, you can insulate it using a thermal protective cover. These are available for purchase from your dealer.

Servicing and repairs

Who maintains my eBike?



Any product is only as good as its service. That's why we give dealers and their staff comprehensive training to become Bosch certified. Whether for personal advice, regular software updates, service requests, or comprehensive all-round checks: together with the dealer's eBike experts, we make sure you enjoy a great riding experience.



DEALER SEARCH

Find experts for your eBike through our Dealer Search
bosch-ebike.com/dealers



Service appointments at your dealer

Regular service checks are important to keep your eBike functioning properly. Many dealers offer an initial inspection around four weeks after purchase, or after cycling 186 miles.

After the initial inspection, the dealer should also anticipate when your next service appointment will be needed, based on the service intervals. For eBikes with the smart system you'll receive a reminder on your display. Your local eBike dealer should also regularly maintain mechanical components such as brakes, brake pads, and tire thread.



Should you replace or repair your battery?

eBike batteries are wearing parts and all lithium-ion batteries lose capacity over time. For safety reasons, faulty, old, or 'worn out' batteries should not be repaired or refreshed, but should be recycled appropriately. What's more, for your safety Bosch also strongly advises against having batteries repaired. If a battery is faulty, you must completely replace it instead.



Efficient solution finder

Bosch eBike Systems provides trained dealers with a DiagnosticTool so they can quickly read any error messages and perform repairs. They can also individually configure your eBike, install new features, or view the latest available software updates. Your dealer will provide you with a detailed service report of the work they have performed.

United against eBike tuning

For your safety and to protect other road users, as well as the eBike system, Bosch eBike Systems actively opposes tuning. With eBikes, the motor stops providing power as soon as you reach 20 mph (32 km/h) or 28 mph (45 km/h), depending on the drive unit per hour. The Bosch software detects when an eBike has been tampered with. In this case, it switches to emergency mode and powers down support. This makes tuning unappealing and keeps you safer during your rides. However, when cycling on straight stretches or downhill, eBikes offer the same performance as normal bikes, and you can reach faster speeds by pedaling harder.

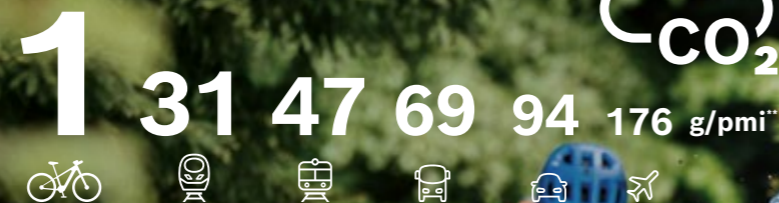
Sustainable mobility

What difference does my eBike make now and in the future?



One thing we're sure of is that sustainability is a community project. Everyone can help to save resources and reduce emissions—especially in traffic. Our mobility is responsible for more than a fifth of all CO₂ emissions worldwide. By using an eBike, you're helping to lower this value.

Less is more:
Comparison of CO₂ emissions*



After around

500 mi

you have offset the CO₂ emissions caused by manufacturing your eBike by choosing to travel by eBike instead of by car.

* CO₂ emissions (in g/pmi) from an eBike in use, source: internal calculation with TÜV Rheinland Energy GmbH; all other means of transport: CO₂ equivalent emissions in g/pmi,** source: Federal Environment Agency
** Grams per passenger mile



Respect and consideration

Unforgettable moments with your eBike can be perfectly combined with a mindful approach toward nature and other road users. These six principles will help you ride through nature respectfully:

- ▶ Stay in the bike lanes and on the trails
- ▶ Avoid making skid marks
- ▶ Adapt your speed
- ▶ Pay attention to other road users
- ▶ Show consideration for animals
- ▶ Prepare your routes carefully



SUSTAINABILITY

We are committed to greater sustainability. Find more information at:
bosch-ebike.com/sustainability



Tips for sustainable eBiking

- ▶ **Charge your battery with green energy.**
Not all electricity is the same. When you charge your battery using green energy, you'll enjoy a more eco-friendly ride.
- ▶ **Ride efficiently in Eco mode.**
How much power your eBike consumes also plays a part. In Eco mode, you can ride very efficiently by saving energy.
- ▶ **Make sure your eBike is checked regularly.**
With regular service appointments you can keep your eBike in great condition and extend its service life. Dealers can quickly detect if something is wrong with the battery or wearing parts (such as the chain, tires, and brake pads).
- ▶ **Recycle your worn-out batteries**
When batteries are recycled correctly, this contributes hugely towards sustainability. Your eBike dealer will be happy to help and will forward your old battery to a recycling facility.

Q&A

Do you have any questions?



The more miles you ride, the more shared experiences you enjoy. As time goes by, you'll probably

have some additional questions about your eBike, its components, or the digital functions. You can find lots of helpful instructions on our products and features in our "How to" videos. You'll find answers to the most frequently asked questions in our Help Center.



Help Center

You'll find answers to the most frequently asked questions in our Help Center. With the smart system, you can also conveniently access the Help Center via your eBike Flow app.



HELP CENTER
[bosch-ebike.com/
help-center](https://bosch-ebike.com/help-center)

"How to" videos

In our "How to" videos you'll find answers and more helpful tips on our products and features.



"HOW TO" VIDEOS
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help-center/video](https://bosch-ebike.com/help-center/video)



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