

# Featured North American Brands



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# Bosch eBike Systems

## Customer FAQ

### What is a Bosch-equipped electric bike (eBike)?

An eBike featuring the Bosch eBike System, including electric motor, battery, display and accompanying app. The eBike boosts a cyclist's pedal power with electric power at speeds up to 20 mph (Class 1) or 28 mph (Class 3) in the U.S. and up to 32 km/h in Canada. Bosch motors only engage when the rider is pedaling, and the level of assistance the system provides can be adjusted to maintain a comfortable speed with reduced effort.

### Why choose a Bosch-ePowered eBike?

Founded in 1886, Bosch has a long history of innovation, leadership and research in many technical fields of expertise. Bosch eBike systems are certified to UL 2849 standards to ensure the carefully engineered products are designed and developed to safely work together. An experienced, well-established global dealer network, with more than 1,700 locations in North America, provides the extraordinary service and support expected from Bosch.

### Which bicycle brands manufacture eBikes with Bosch motors?

Bosch has partnered with dozens of bicycle manufacturers that distribute eBikes in the U.S. and Canada.

### Does Bosch manufacture eBikes?

No. Bosch develops and produces the eBike systems—mid-drive motors, batteries, displays, and apps—for bicycle manufacturers, which use those components to create dedicated eBike models.

### Can an eBike be ridden without electric assist?

Yes, Bosch-ePowered eBikes operate like conventional bicycles when the electric assist is set to "Off." In total, there are four support levels: Eco, Tour/Tour+, Sport/eMTB and Turbo.

### How is a battery recharged and how much time is required?

A Bosch eBike battery charges from a standard 110-volt wall outlet, either mounted or removed from the eBike. With a 4-amp charger, a PowerPack 400 requires approximately 3.5 hours to receive a full charge, while a PowerPack 500 needs 4.5 hours for a full charge.

### Where can eBikes be ridden?

While Bosch-ePowered eBikes are designed and configured to meet current industry standards, regulations for eBikes vary by city and state. Riders are responsible to know local trail-access rules. For state-level policies, visit [peopleforbikes.org/our-work/e-bikes](http://peopleforbikes.org/our-work/e-bikes).

### How far can an eBike be ridden on a single battery charge?

Range can be affected by many variables, including frequency and level of pedal assistance, terrain and weather, among other factors. Conservatively, a rider can expect 12-62 miles (20-100 km/h). For a detailed breakdown of range estimates, visit the Bosch Range Calculator at [bosch-ebike.com](http://bosch-ebike.com).

### Where are Bosch-ePowered eBikes available?

Bicycle retailers throughout the U.S. and Canada sell eBikes. Use the Bosch Dealer Locator Tool at [bosch-ebike.com](http://bosch-ebike.com) to find nearby shops carrying brands that use the Bosch eBike system.



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