



BOSCH

eBike Systems

Your eBike Starter Guide

Feel the Flow



Invented for life

Congratulations on your new eBike!

It's great to see you've opted for a new eBike with Bosch system – and thus for countless moments full of freedom, fun and fresh air.

Before you get going, we wanted to pass on a bit of information to help you get the most out of your eBike.

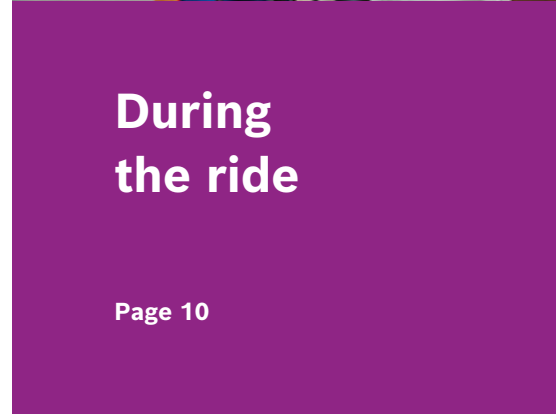
Whether that's before your first ride, while out on the road or once you're done for the day – this eBike Starter Guide will outline the important points step by step.

Content



Before the ride

Page 4



During the ride

Page 10



After the ride

Page 16



Before the ride

Before you set off, it's worth taking a closer look at your eBike: We explain how the eBike system is set up, what it is about our eBike Flow app that makes eBiking even better, and what you should know about the battery before setting out on your very first ride.

Understanding the eBike system



1 Control unit

Using the control unit, you can control the most important functions of your eBike – such as changing riding modes, enabling walk assistance, or operating the display.

2 Display

The display gives you a constant overview of speed, range and other ride data – and, depending on the model, may also include practical additional functions such as navigation or training data.

3 Battery

The battery supplies your drive unit with energy and determines how far you can ride.

4 Drive Unit

The eBike motor provides the electric boost and always gives you just the support you need while out on your ride.

5 App

The eBike Flow app is the centre-piece of our smart system and gives you a better, connected riding experience.

Discover the eBike Flow app

Whether you're commuting to work, going into the city or heading out into the countryside: the eBike Flow app makes your eBike experience safer, more personalised and more comfortable. You plan your routes, and it allows you to navigate precisely, customise your eBike to your needs and also protect it against theft. What is more, you can also download new functions to your eBike directly as updates.

Here's how to proceed, step by step:

- 1 Download the eBike Flow app from the Google Play Store or Apple App Store.
- 2 Create your account.
- 3 Connect your eBike.
- 4 Register your eBike.
- 5 Download and perform an update to your eBike.

And you can try everything out straight away.



Download the eBike Flow app here



Protecting your eBike

It is important to us that you feel at ease with your eBike – and that includes being happy to leave it unattended. The eBike Flow app already offers helpful functions to protect against theft. And the paid Flow+ subscription gives you even more security and peace of mind.

Flow+



Find out more here and try out Flow+ free of charge.

bosch-ebike.com/guide/flow-plus

Making the most out of the battery

Removing the battery

In order to familiarise yourself with the lock and the mount, it makes sense to remove and reinsert the battery before setting out on your first ride.

Here's how to proceed with the PowerTube:*



1 The PowerTube is fully integrated into the frame. First open the frame cover, if applicable.



2 Use the key to unlock the PowerTube – it will be released, but still held in place by a support.



3 Press the PowerTube down gently, and it will fall into your hand in a controlled manner.



4 To reinsert the PowerTube, follow the previous steps in reverse. Depending on the eBike model, you may have to turn the key.

Here's how to proceed with the PowerPack:*



1 Use the supplied key to open the lock. Always hold onto the battery firmly.



2 Grip the front or upper end of the PowerPack and pull it gently towards you.



3 Slide the PowerPack upwards and remove it from the mount.



4 To reinsert the PowerPack, carry out these steps in reverse. Be sure to check that it is fitted securely.

* The battery is installed differently depending on the manufacturer – which is why it cannot always be removed in the same way. The examples shown here show the most common variants. Please refer to the operating instructions to find out how to remove and insert your exact battery.

Optimum charging

Before your first trip:

The battery should be fully charged for this. The LEDs on the battery or on the control unit provide an indication of the charging process – once five LEDs are illuminated, this means the battery is full.

In regular use:

A charge level of up to 80% (four illuminated LEDs) protects your battery and extends its service life. If possible, the battery should not be run completely flat.

On the eBike itself:

You can also charge certain batteries without having to remove them from the eBike. Simply connect the charger, and the charging process will begin.

Better planning

With Range Control in the eBike Flow app, you can decide for yourself the battery level you want to arrive with.



Battery knowledge at a glance

You can find more tips and all you need to know about your battery in our eBike Battery Guide.



bosch-ebike.com/guide/battery-guide





Ensuring your eBike is ready to go

Switching on the eBike

Depending on the model, you have two options here:

- With the battery inserted, briefly press the **On/Off button on your control unit** once.
- With the battery inserted, press the **On/Off button on the eBike battery** (see the operating instructions for your eBike battery).

Lights on

You can switch the lights on and off via the control unit. To do so, press and hold the plus button for at least two seconds. Your eBike will remember the last setting and switch the light on again automatically on your next ride.

ⓘ The light settings have been preconfigured. Your specialist eBike dealer can customise them for you if required.

During the ride

As soon as you're in the saddle, everything will come together: technique, feel, and a bit of practice. Here, you'll learn how to get started with your eBike and get used to the riding behaviour.



Getting used to the riding behaviour

The right support

The riding modes allow you to set how much support the motor will give you while riding. You can easily toggle between these via the control unit. It is best to start with an easy riding mode such as Eco mode while getting used to your eBike, and slowly discover what level of support feels comfortable for you.

The right gear shifting

You can also shift gears yourself on an eBike. Low gears are ideal for starting off and for climbs, while higher gears work well for flat stretches and more speed. This will ensure the motor works more efficiently and the battery lasts longer. If you are using an eBike with an automatic gear shifting system, this will take over the gear change for you.

Good to know

You can customise the riding modes for your eBike in the eBike Flow app.



Orientation made easy

With the eBike Flow app, you can plan your route from the comfort of your smartphone, navigate precisely via your display and analyse your ride data.



Help on hills

Walk assistance will make it easier for you to push your eBike, especially on hills. It adapts to the speed of the gear engaged and, depending on the version, can reach a speed of up to 4 km/h – the lower the gears, the slower it becomes. In addition, hill start assist will help you when starting off, and Hill Hold will prevent you from rolling backwards.

[Find out how to enable these functions in our Help Center \(see page 19\).](#)



By wearing a helmet, you will be better protected and feel reassured on every ride.



Safer while on the road

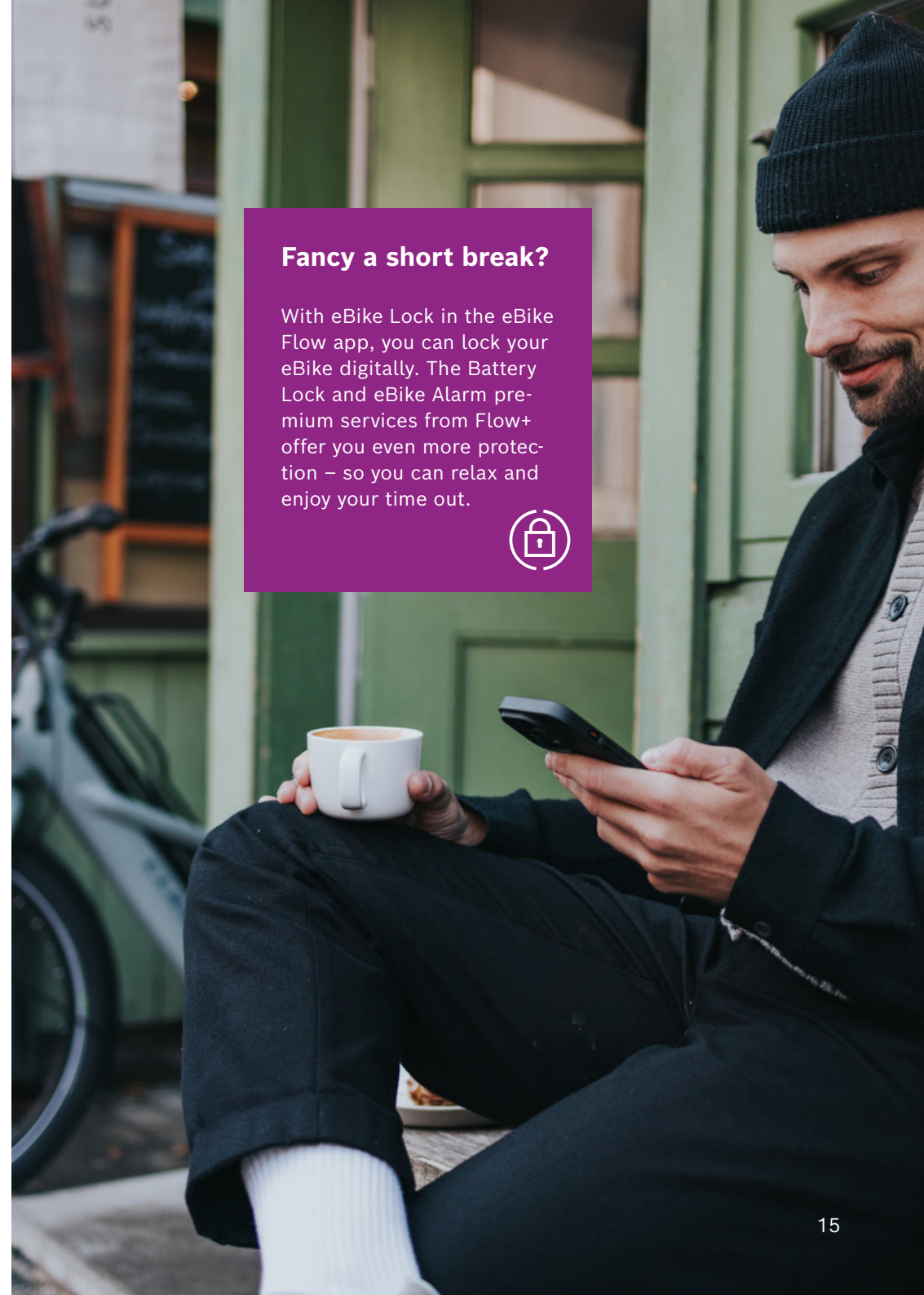
Controlled braking

An eBike can be heavier than a conventional bike and accelerates more quickly. The result of this is a change to driving and braking behaviour. For a safer and more relaxed riding experience, it can help to familiarise yourself with your eBike and get a feel for how it reacts to braking manoeuvres.

i The Bosch eBike ABS offers even more control: it regulates the brake pressure – so your eBike remains more stable and easier to control in critical situations.

Showing consideration

eBike rides can be particularly enjoyable when you treat nature and other road users with respect. Riders who stay in bike lanes and on the trails, adopt a more cautious, anticipatory riding style and avoid leaving behind unnecessary skid marks will be safer and more sustainable on the road.



Fancy a short break?

With eBike Lock in the eBike Flow app, you can lock your eBike digitally. The Battery Lock and eBike Alarm premium services from Flow+ offer you even more protection – so you can relax and enjoy your time out.





After the ride

Post-ride means pre-checks: in this chapter, you'll learn when it makes sense to have your eBike serviced by an eBike specialist, how to take good care of your eBike, and what you should look out for to ensure it remains reliable.

All-round care for your eBike

Service check

Regular maintenance will extend your eBike's service life. The first inspection is due after around four weeks or 300 kilometres, after which your specialist eBike dealer will set the intervals for future inspections. The eBike Flow app will remind you of service appointments in good time. An annual check is recommended, and if you have any questions, it is best to contact the experts directly.

Cleaning the bike thoroughly

Caring well for your eBike will help keep it in good form. Road salt and snow are a particular problem in winter – making regular cleaning well worthwhile. The battery and display should be removed beforehand. A soft, slightly damp cloth is ideal for gently cleaning the eBike and its components.

⚠ Avoid using a direct jet of water to clean it, do not use a high-pressure cleaner, and do not spray onto the drive unit directly.

Always up to date

The eBike Flow app will keep your eBike up to date thanks to regular software updates. You can check the digital service book at any time to find out what work was performed on your eBike during maintenance.



Regular checks

Bolts must be fitted securely, and the tyre pressure must be correct, since inner tubes can lose air over time. Lights and reflectors should be clean and in good working order, and the brakes should be checked regularly for function and wear. After cleaning, it is advisable to lubricate the chain.

Further tips

Storing your eBike correctly

- If you are not going to use your eBike for a longer period of time, such as in winter, it is best to store it in a dry place.
- Ideally, you should store it at a temperature between 10 and 20 °C.
- The battery should have a charge level of between 30% and 60%.

Transporting your eBike

- When transporting your eBike by car, the bike rack should be designed for the higher weight of eBikes – and the battery should ideally be stored in the boot.
- When travelling by train or public transport, it is worth taking a look at the transport conditions.
- The transport of eBike batteries is generally not permitted in passenger aircraft.

Any questions? You'll find the help you need right here.

You are now as well prepared as you can be – and if anything is still unclear, you can find further support below.

Help Centre

Here you'll find answers to frequently asked questions and helpful step-by-step instructions.



bosch-ebike.com/help-center

How to videos

Our videos provide explanations for the most important functions and products.



bosch-ebike.com/guide/videos



Newsletter

Receive regular tips, news and information to suit you and your eBike.

bosch-ebike.com/guide/newsletter



Imprint

Publisher

Robert Bosch GmbH
Robert-Bosch-Platz 1
70839 Gerlingen-Schillerhöhe
Germany

Print

Designpress GmbH
Benzstrasse 39
71272 Renningen
Germany

bosch-ebike.com



boschebikesystems

