

## MY23 Powerfly FS and Powerfly FAQ

### **What is different about the frame compared to previous versions?**

The motor mounting interfaces have been updated to accommodate the Bosch smart system Performance Line CX motor. See service manual for details. All other awesome features like RIB, Smart Wheel Size, and 85Nm of torque remain.

### **Are the new models compatible with the 750Wh smart system battery?**

No. Powerfly's comfortable geometry doesn't leave enough room for the very long 750wh battery.

### **Do any frame sizes feature curved top tubes for lower standover?**

All sizes of Powerfly FS have a very slight curve in the top tube for excellent standover clearance.

The XS and S Powerfly hardtail has a curved top tube.

### **In which Mino Link position does the bike ship?**

Powerfly FS does not have Mino Link.

### **Which version of Knock Block does it use?**

Powerfly FS and Powerfly do not have Knock Block.

### **What is the maximum tire size for Powerfly FS?**

Sizes XS & S: 27.5x2.60" with or without a fender.

Sizes M and up: 29x2.40" with fender. The frame will fit a 2.6" tire without a fender, but we recommend always using the fender to keep the shock clean and protected from debris.

### **Is Powerfly FS compatible with other wheel/tire sizes?**

No.

### **What is the maximum tire size for Powerfly hardtail?**

Size XS & S: 27.5x2.6"

Sizes M and up: 29x2.6" or 27.5x2.8"

### **Will a 29" wheel/tire fit on the S or XS?**

No.

### **What is the brake mount? What is the max rotor size?**

For the rear brake: 180mm direct mount. Maximum 203mm.

For the front brake: please refer to the fork manufacturer.

**How much dropper post insertion does Powerfly FS have?**

XS: 183mm

S: 215mm

M: 221mm

L: 249mm

XL: 300mm

**How much dropper post insertion does Powerfly hardtail have?**

XS: 173mm

S: 203mm

M: 218mm

L: 270mm

XL: 321mm

**What is the maximum and minimum chainring size?**

We don't recommend changing chainrings, as it will affect speed, other data readings, and motor behavior.

**Are these bikes tubeless compatible? What additional parts are required?**

Powerfly 4 models have tubeless-compatible rims, and require the additional purchase of tubeless tires, valve stems, and sealant.

Powerfly 7 models have tubeless rims and tires and require the addition of sealant.

Powerfly FS 9 has super-rad reflective tires. But they have wire beads, so this model is not tubeless compatible without an additional tire purchase.

**What is the maximum fork axle-to-crown and/or travel for Powerfly FS?**

Size XS and S: 520mm axle-to-crown or 120mm travel

Size M and up: 545mm axle-to-crown, or 120mm travel

**What is the maximum fork axle-to-crown and/or travel for Powerfly?**

Size XS: 492mm axle-to-crown

Size S: 509mm axle-to-crown

Sizes M and up: 526mm axle-to-crown

**Is it compatible with aftermarket shocks? Which ones?**

Powerfly FS uses custom shocks that allow frame and tire clearance. We do not recommend any aftermarket shocks for this platform.

**Does it have ISCG mounts?**

No.

**Is it compatible with 2x drivetrains?**

No.

**Does it have any accessory mounts (kickstand, racks, fenders, lights)?**

Yes! You can mount all of these items, and some models even come with them! See Service Manual or Bontrager Rack, Fender, and Kickstand Guide for details.

**Are all sizes compatible with a water bottle?**

Yes!

## **Bosch smart system FAQs**

**Are any of the new Bosch smart system components backwards compatible?**

No. The new smart system motor, battery, charger, display, and remote will not work with previous generation components.

**What is the range?**

Range depends on many factors, but on average, the range will be 3-5 hours. To calculate an approximate range based on factors such as rider weight or terrain check out Bosch's handy range calculator here: <https://www.bosch-ebike.com/en/service/range-assistant>

**Are spare keys available?**

Yes. Spare keys are available through the lock manufacturer, ABUS. They'll need the key code printed on a card that's included with the bike. The key code is also stored in the remote and can be accessed by an authorized retailer in the Diagnostic Tool 3, or by the rider using the eBike Flow app.

**Is it compatible with Range Boost?**

No.

**Does it have wiring for lights or other electronic accessories?**

It does have a pre-installed wire for a headlight. See frame diagram for exact location and routing.

**How long does it take the battery to charge?**

The compact and lightweight 4A Charger takes about five hours to fully charge the battery, and just over two hours for a 50% charge. Previous generation Bosch chargers are not compatible with the new smart system batteries.

**How often will over-the-air firmware updates be scheduled? Can riders revert back to a previous version if they don't like the update?**

There will be multiple firmware updates per year. Updates on bug fixes and improvements in system efficiencies cannot be reverted. Some updates on feature changes are reversible, for

instance, riders have the ability to revert from having eMTB mode back to the standard four support modes.

**Is there an app with the new Bosch smart system?**

Yes! The Bosch eBike Flow app gives both iOS and Android users access to numerous functions, integrates other apps such as Apple Health and synchronizes activity data automatically. The Flow app can now easily receive updates 'over the air' keeping your bike and app always up-to-date and with the latest features.

**Does your phone need to be physically connected to the bike to take advantage of the features?**

No. Get on, start pedaling and the smart activity tracking of the eBike Flow app is activated — regardless of whether the smartphone is in your pocket or attached to the handlebars. Thanks to the in-pocket feature, you can keep your cockpit reduced to the essentials.

**Is there any Trek customization within the eBike Flow app?**

Yes. The eBike Flow app can recognize your Rail bike, customize the app display and help you find local Trek retailers. In addition, there will be additional features unique to Trek in the future. Your over-the-air app updates will include these features.

**Can I customize the assist levels within the eBike Flow app?**

Yes. The eBike Flow app offers user-defined assist modes. Support-percent and support dynamic can be adjusted, while speed and max torque can be reduced (useful where speeds are restricted or with new riders that need to build experience at lower speeds/torque).

**Are software updates still required to be performed at the retailer?**

No. The new Bosch smart system will do updates “over the air.” The new Rail with Bosch smart system is regularly upgraded with new functions and always remains up-to-date – thanks to updates via the eBike Flow app.

**Is there a diagnostic tool for retailers?**

The DiagnosticTool 3 enables trained Bosch retailers to quickly read out and rectify error messages. In addition, using a detailed maintenance log from the DiagnosticTool 3, cyclists can be provided with a detailed eBike diagnostic report for a comprehensive overview of the service performed.

**Are any new tools needed to service new Powerfly with smart system?**

There is an update to the diagnostic tool, and no physical dongle connection necessary.

**Why does Powerfly use a wired speed sensor when Bosch offers a wireless one?**

We tested both and found the wired sensor to be more robust, reliable, and better suited to how riders will use Powerfly.

**Is Powerfly compatible with the Bosch Connect unit?**

Yes, but you have to remove the motor armor for it to fit.