

F.A.Q.

The all new FETCH+4

Who is it for?

Fetch+4 is developed with families in mind.

One size fits most?

Fetch+4 comes in one frame size that fits riders from approx. 155cm – 190cm.

What are the weight limits and volume of box?

The box is designed to handle a max. load of 80kg and has a capacity of 230liters.

What is the weightlimit of the rear rack?

27Kg

What material is the box made of?

The box is made out of double sided PE. It is strong and sturdy, allowing for a relative narrow wall thickness.

What comes standard in the box?

The box comes standard with two child seats that recline individually. They have 5-point seatbelts for safety.

What is the max. load of the child seats?

Max load is 25kg per seat.

What other configurations are possible?

- We offer a Bench that can be mounted in the front of the box which will fit up to two kids. **SKU 5283901**
- An adapter set for a child carrier is also available. It is designed to accommodate Maxi Cosi or Britax Römer child seats. **SKU 5284078 / 5284079**

What is the max weight of the bench?

Max load of the bench is 40g.

Do you offer a protective rainfly to keep my valuables dry?

Yes, a rainfly is sold separately. **SKU 5284077**

Can I mount a child seat on the rear rack?

Yes you can. The welded on rear rack is a MIK HD rack that is sturdy enough to mount a child seat or any of the other MIK accessories.

Steering

After many testrides we have decided on cable steering. With a 1.3 ratio we have optimized the handling enabling a 85° wheel turn while the handlebar only needs to turn 65°.

Does Fetch+ 4 have special brakes

Yes, we use brakes designed for cargo e-bikes. They feature 2.3mm thick rotors for increased lateral stiffness and heat stability.

What drive unit does Fetch+ 4 have

The drive system on Fetch+4 is the new Bosch BES3 smart system. We use the Bosch Cargo drive unit that offers a whopping 250Watt, 85Nm of torque. Max. support is 25km/h.

What battery does Fetch+4 have

Fetch+4 is equipped with the smart system Bosch PowerTube 750Wh. (36V, 20.1Ah)
It weighs approx. 4.3kg

Is there a dual battery option?

No, there is not.

Can I take the battery out

Yes, that battery can be taken out of the bike.

What controller / display

Fetch+4 uses the smart LED remote that is super intuitive to operate and has a compact design. We have paired it with the smartphone grip that can turn your phone into a smart display by using the eBike Flow app.

I don't have a cellphone, can I still use Fetch+4?

Yes, you don't need to add a phone to use the Bosch Smart system. Everything you need to operate the system is in the LED remote.

Do all phones fit?

Most smartphones will fit the Smart Phone mount. Only the ones that do have the wireless charge capability will be charged.

Where can FETCH+ 4 be serviced?

Trek retailers with Trek Certified Expert Technicians or Bosch Certified Technicians have the tools and expertise to work on the Bosch system.

What is the range of the battery?

The battery's range will be determined by several variables, including terrain, wind, rider weight, and riding preferences. Bosch has a handy e-bike range calculator that will help you estimate range for specific riding conditions. [Hyperlink "Range Cockpit" <https://www.bosch-ebike.com/en/service/range-cockpit/>]

How long does it take to charge the battery?

Depending on the remaining charge of the battery it takes up to:
750Wh: 6Hours for a 100% charge, 2.3Hours for a 50% charge.
Using a 4A charger.

How do you charge the battery?

The battery charges much like a smartphone does. Plug the Bosch standard charger into a wall outlet and connect it to the plug on the side of the downtube, or simply remove the battery and plug it in. All five green LEDs will light up when the battery is fully charged.

What is the best way to store my battery?

Store the batteries in a dry location at room temperature. Fully charging or fully discharging results in higher loading of the battery. The ideal charge status for lengthy periods of storage is approx. 30 to 60 % or two to three LEDs on the battery indicator.

What are the warranty terms for Fetch+?

The frame has a lifetime warranty. The motor has a 2-year warranty through Bosch. The battery has a 500-charge cycle/2-year warranty (whichever comes first) through Bosch. (4 Year Carefree Plan available for BLX)

Will replacement batteries be available?

For replacement batteries and warranty claims, to contact their local retailers will need Bosch Service Center.

What type of GATES beltdrive does Fetch+4 have?

It uses the Gates CDX belt, made to perform in the harshest conditions. Silent, smooth and super durable.

What type of Enviolo IGH does Fetch+4 have?

It uses the Enviolo Heavy Duty hub. Design for optimal performance on high torque, high power cargo bikes.

It has a 380° gear ratio.

What wheelsize does Fetch+4 have?

It has a 27.5" rearwheel and a 20" front wheel.

What lights are compatible?

It comes with preinstalled front and rear lights that are connected to the Bosch Powerpack.