

GEX Product FAQ

1. What are the advantages of GEX compared to TX?

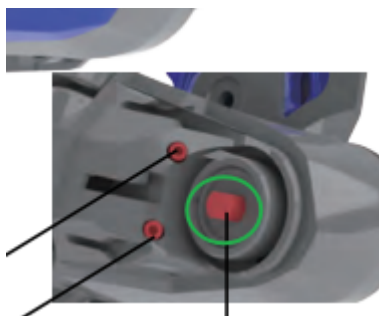
GEX features a stronger damping system and broader gear compatibility. Its damping system effectively absorbs vibrations during riding, ensuring stable shifting in rough terrain and preventing chain drops. This makes GEX ideal for smooth shifting even in challenging environments.

2. Can GEX be installed on all models compatible with TX and OX?

GEX is designed for single-chainring systems and may not fully fit all TX models. Large chainrings and cassettes might affect the performance of the damper. However, in standard single-chainring setups, GEX performs exceptionally well and reduces wear on traditional systems.

3. Is the damping adjustment on GEX easy to use?

Yes, GEX has a simple damping adjustment system. You just need to open the front cover and use a wrench to adjust the damping screw. We are currently working on tutorial videos to provide clear guidance for users.



4. What makes GEX ideal for gravel bikes?

GEX is specifically designed for gravel bikes with cassette gear range (11T-52T) to handle varied terrains. It also features an advanced damping system that ensures stable shifting even on bumpy roads, offering a smoother and safer riding experience.

5. How does the GEX brake system differ from the TX hydraulic disc brakes?

GEX's new caliper design offers stronger rigidity, better braking power, and shorter stopping distances. It is also lightweight and aesthetically pleasing due to its one-piece molded structure. Additionally, a temperature-controlled paint technology is in development for enhanced safety.

6. Is GEX prone to signal interference, like OX models?

No, GEX uses the same platform as TX, ensuring stable and reliable signal performance.

7. What are the material differences between GEX, OX, and TX, in terms of weight, durability, and stability?

GEX is made from a combination of aluminum alloy and ABS plastic, offering lightweight durability (375g). It is highly resistant to harsh environments, ensuring greater stability even in extreme weather conditions.

8. Can GEX connect to a cycling computer?

Yes, GEX can connect to a cycling computer using the same logic as the TX version, allowing users to access real-time riding data.

9. Are GEX and TX accessory packs interchangeable?

Yes, GEX and TX share compatible accessory packs, making it easy for users to switch parts without affecting performance.

10. How do I choose the appropriate rear derailleur cage length for GEX?

The cage length should be selected based on the cassette's gear ratio. Simply match the cage length to the size of your cassette for optimal performance.

11. What is GEX's operating temperature range?

GEX can operate in temperatures ranging from -20°C to 60°C, but for optimal battery performance, we recommend usage between -10°C and 60°C.

12. Can users remove the battery on their own?

We do not recommend self-removal of the battery, as it may affect the waterproofing and void the official warranty.

13. Can users replace the jockey wheels on GEX?

GEX is only compatible with official jockey wheels to ensure optimal system performance and durability.