

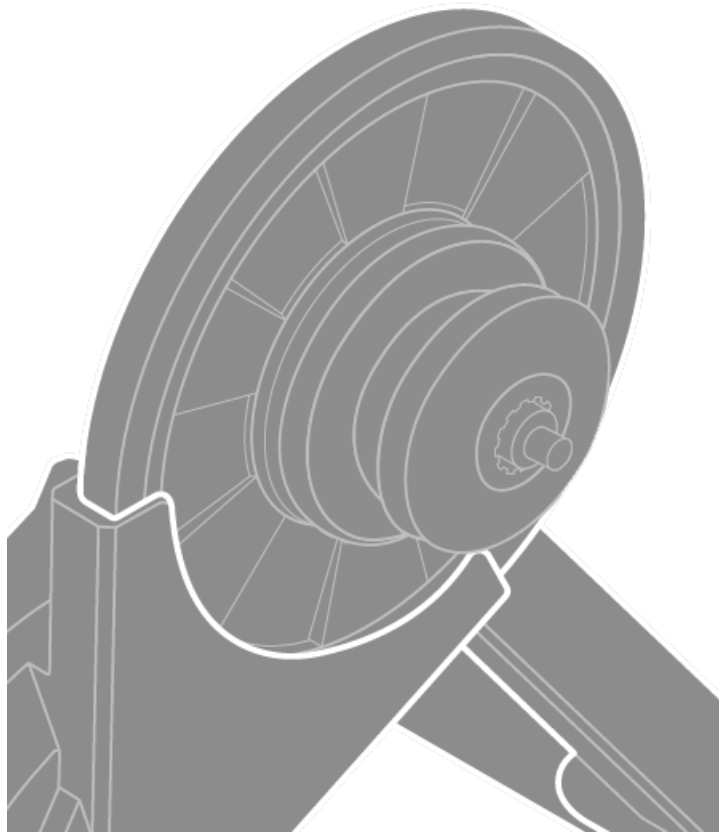


ZWIFT Hub Smart Trainer User Guide

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USER MANUAL

SCAN TO WATCH INSTRUCTIONAL VIDEOS



HELLO!

Follow this guide to get started with your new Zwift Hub. Or go to zwift.com/hub/setup or scan the QR code for more information on Zwift Hub and the entire Zwift experience. Please be sure to view the instructional videos for setting up and using your Zwift Hub.

FOR YOUR SAFETY

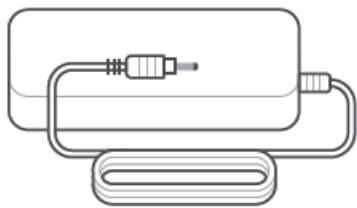
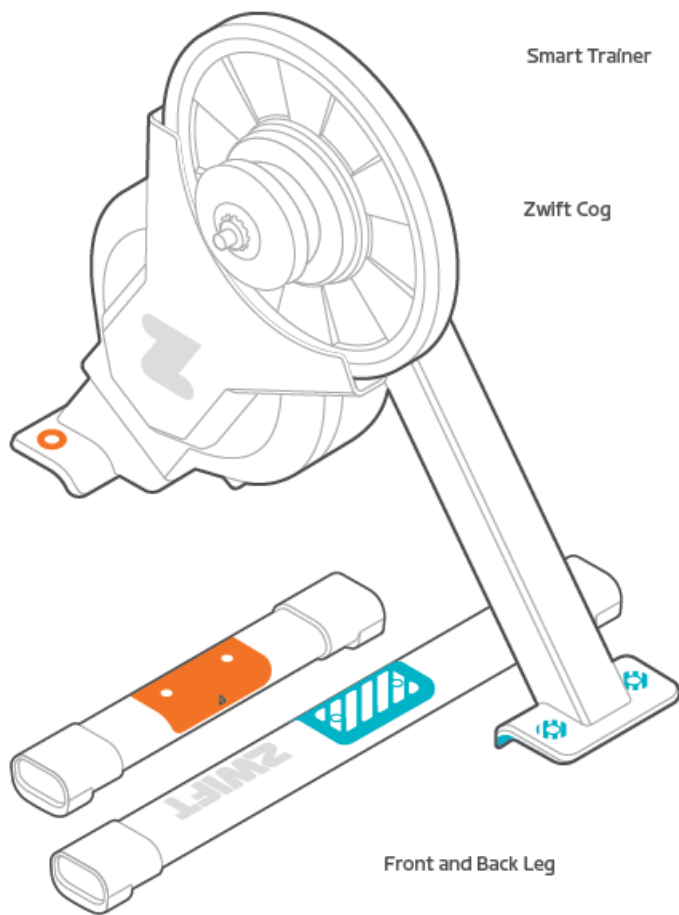
Please read this quick start guide before setting up or using your Zwift Hub.

Your health and safety are our priority. Failure to follow these instructions can lead to injury and a poor user experience.

- Consult a doctor before beginning a new fitness program. Improper or excessive training may cause serious injury.
- Consult a professional trainer for guidance on the correct biomechanical positioning when cycling and training.
- Always wear suitable clothing and footwear for cycling and training.
- The maximum rider weight for the Zwift Hub is 264 lbs (120 kg).
- Use your Zwift Hub as instructed in this guide.
- The Zwift Hub is for use by only adults and children over 14 years old.
Children below 14 years old must not use the Zwift Hub.
- If you experience faintness, shortness of breath, chest or knee pain, stop using your Zwift Hub and consult a doctor.
- Your Zwift Hub is designed for indoor cycling at home or in gyms only.
Keep loose items (e.g. clothing, jewelry and accessories) away from the moving parts of your Zwift Hub.
- Designed for home use, Zwift Hub has a power accuracy of +/- 2.5%.
- Please keep children under 14 years old, animals, and objects away from your Zwift Hub when you're using it.
Wait for parts of the Zwift Hub to stop spinning before dismounting your bike.

WARNING: Your Zwift Hub weighs approximately 33 lbs (15kg), so be careful when unpacking and moving the unit. Make sure that the Zwift Hub is fitted securely to your bike frame in accordance with this Quick Start Guide before use. Do not use any power cables or adapters other than those provided or recommended by Zwift. The main power adapter provided by Zwift is 100-240V, 1.5A, 50Hz-60Hz, by Dee Van Electronics (DSA-90PFE-19 3 190474).

WARNING: Your Zwift Hub flywheel will get warm during use.
Allow your Zwift Hub to cool down after you've finished riding.





Nut, Bolt, & Washer (x4)



Quick Release Skewer



Open-end Wrench



Cassette Spacer



Thru Axle Adapters



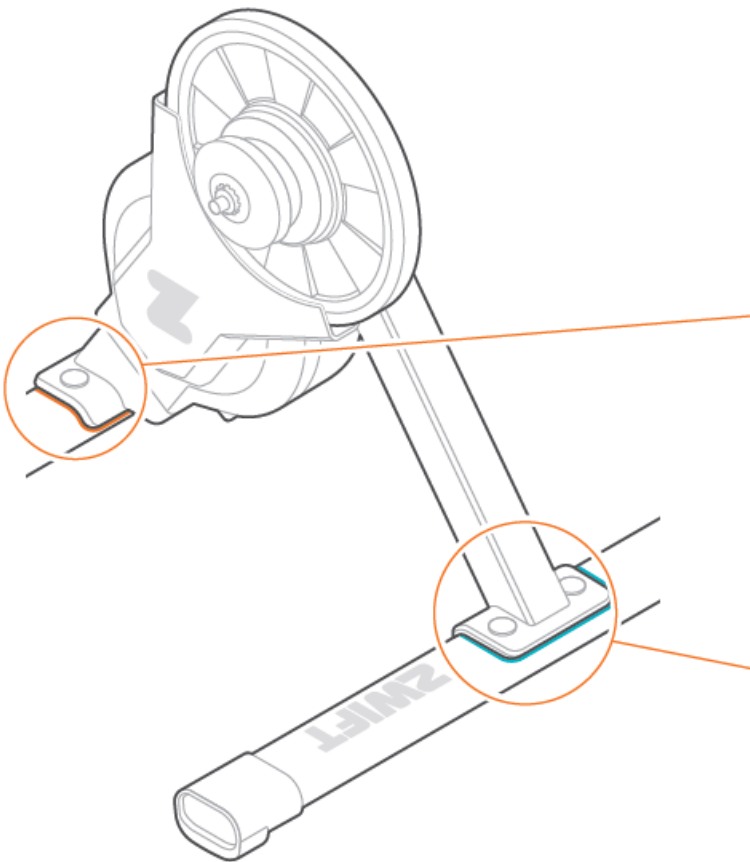
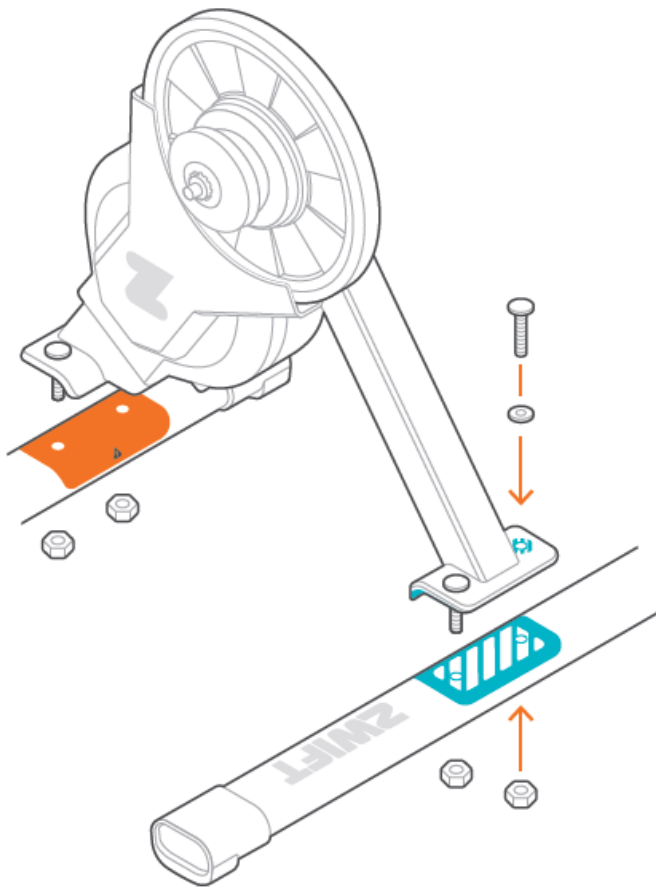
Quick Release Adapter

1. ASSEMBLING YOUR ZWIFT HUB

Let's put this thing together! First, match the color-coded feet and legs. Next, grab the nuts, washers, bolts, and the wrench that were included in the box.

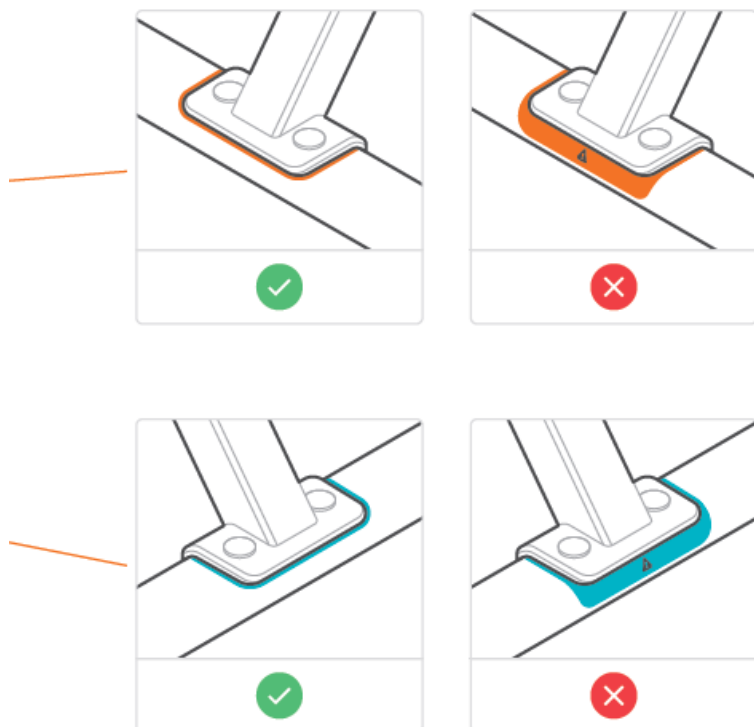
Put them in a bowl if you have one handy (bonus points for magnetic bowls) and attach the legs. Tighten the nuts with the wrench. Do you see a thin line of color on each leg? Great! That means the legs are in the correct position.

Do you see a warning triangle icon on the feet? No problem, just rotate the foot 180 degrees



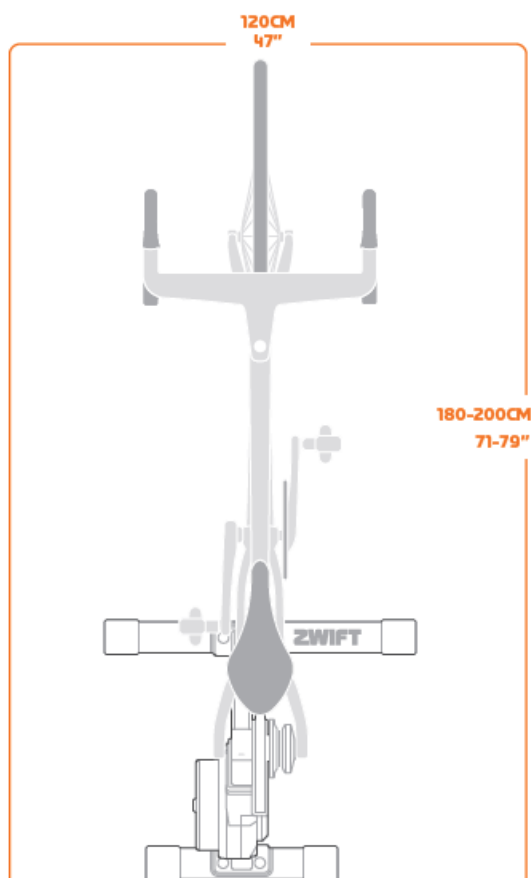
WARNING

Rotate the foot 180 degrees if you see a warning triangle.



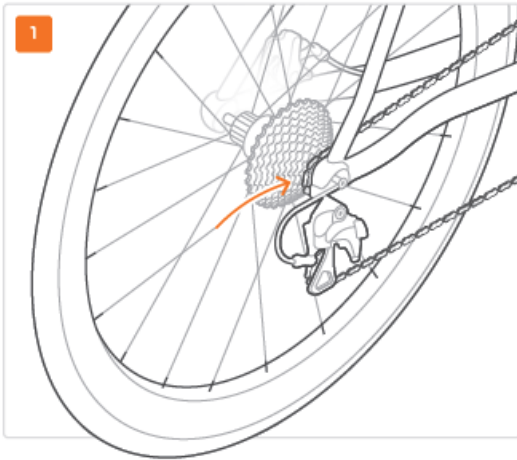
2. MAKING SPACE

Make sure there's enough room for your bike, getting on and off the bike, the Zwift Hub, and the device you're using to Zwift. Want to protect your floor? Use a trainer mat.

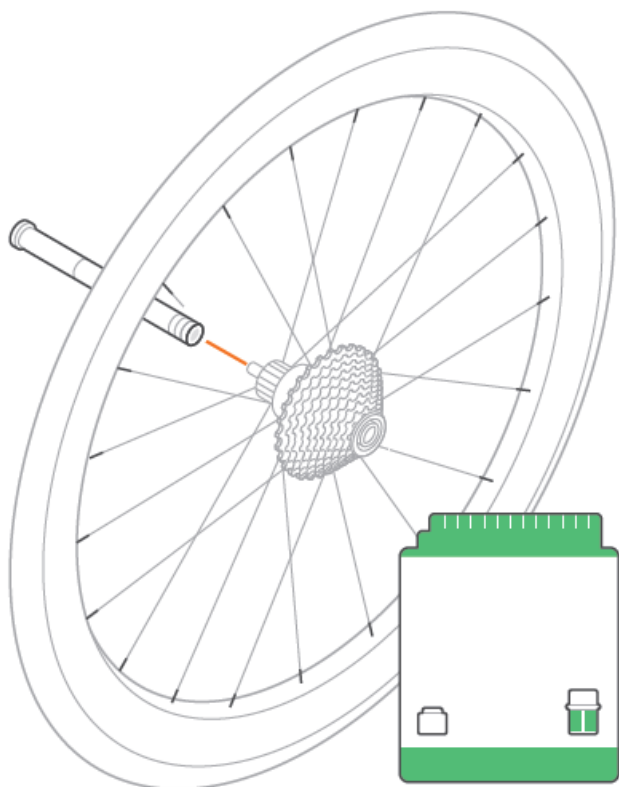


3. PREPARE YOUR BIKE

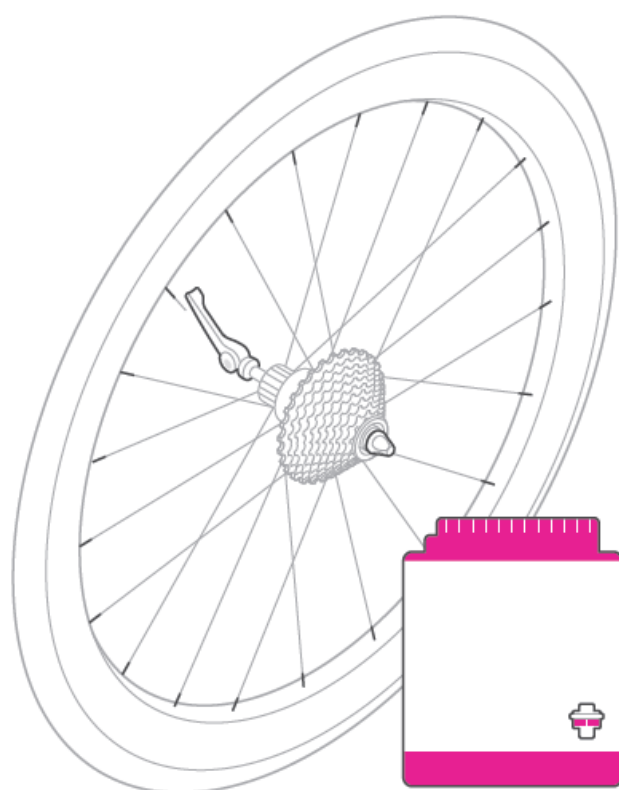
1. Before removing your rear wheel, shift to the smallest cog on the cassette.
2. Remove your rear wheel from your bike. Need a few tips? Just head to [zwift.com/hub/support](https://www.zwift.com/hub/support) for more information.



THRU AXLE Go to page 34



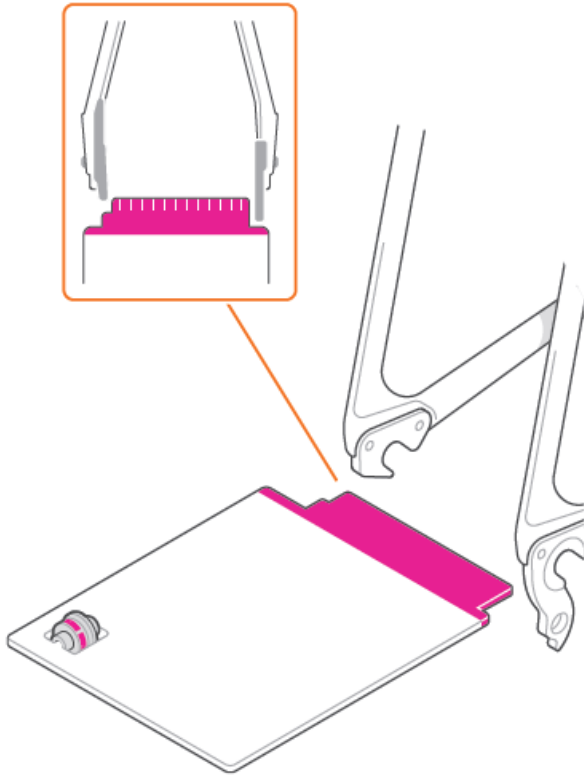
QUICK RELEASE Continue to next page



4. QUICK RELEASE MEASURING YOUR DROPOUTS

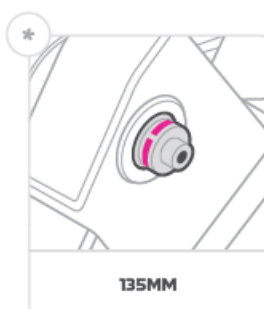
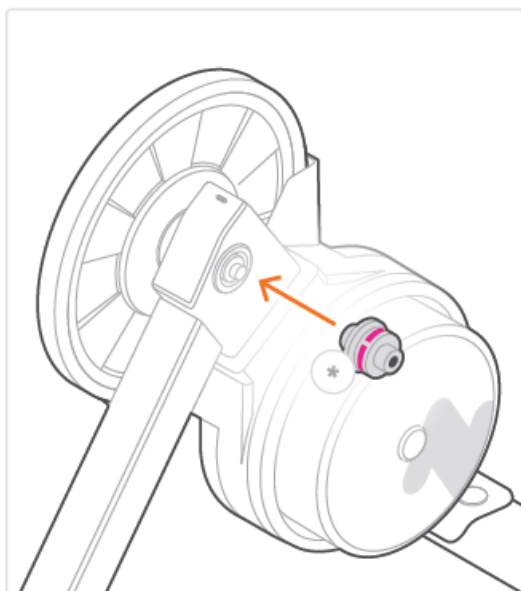
With your quick release instruction card, measure the distance between your rear dropouts. The card will show you how to position your adapter for your bike's dropouts. Next up: select the adapter based on the measurements between your rear dropouts. Just like you see in the diagram. Use the card to figure out the correct way to use the

adapter for your bike's dropout width.



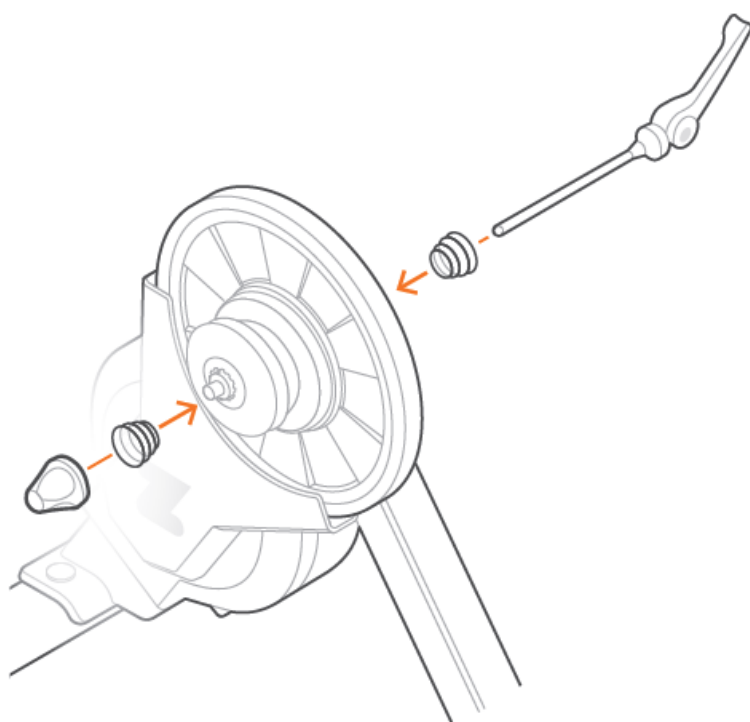
5. QUICK RELEASE INSERTING THE ADAPTERS

On the drive side of the trainer, the quick release adapter comes pre-installed on the trainer. Assemble your non-drive side adapter (reversible adapter), making sure you have the correct color showing for your dropout width. Insert the adapter into the non-drive side of the trainer. “Drive” is short for drivetrain: the cassette, chainrings, and chain. It’s typically the right side of the bike.



6. QUICK RELEASE INSERTING THE ADAPTERS

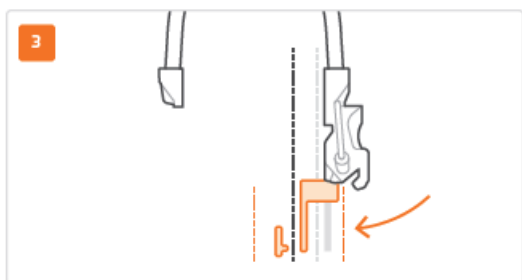
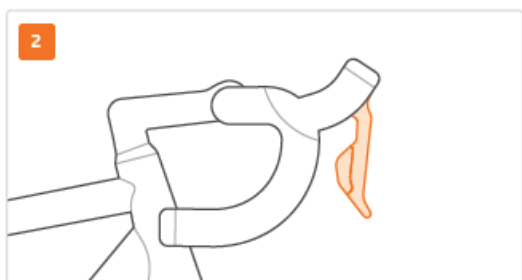
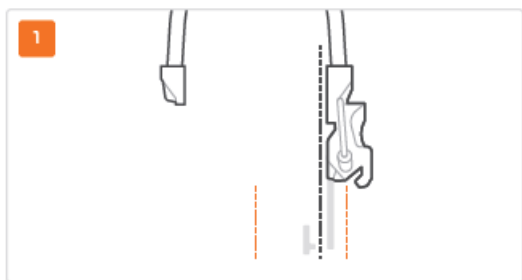
Insert the quick release skewer through the Zwift Hub from the non-drive side (the side without the Zwift Cog.)
Thread the spring back onto the skewer (remember to check the orientation) and tighten the nut from the drive side



! Over-tightening adapters may cause damage

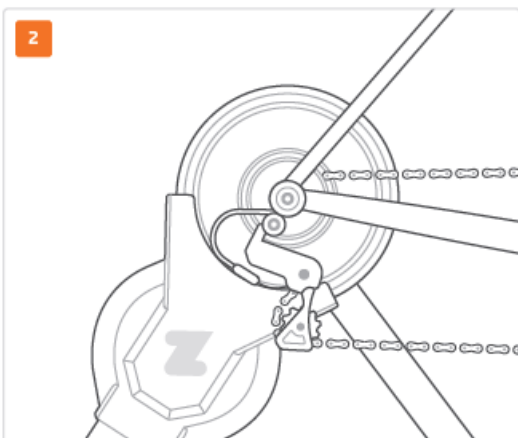
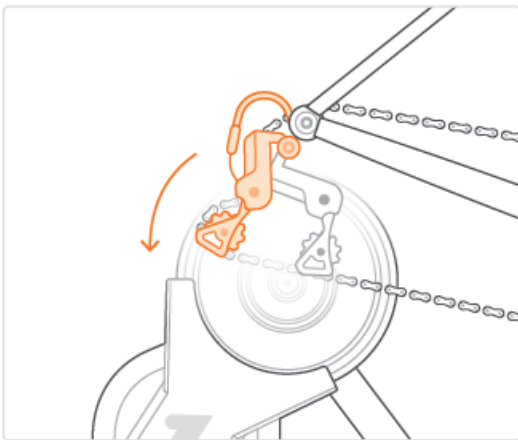
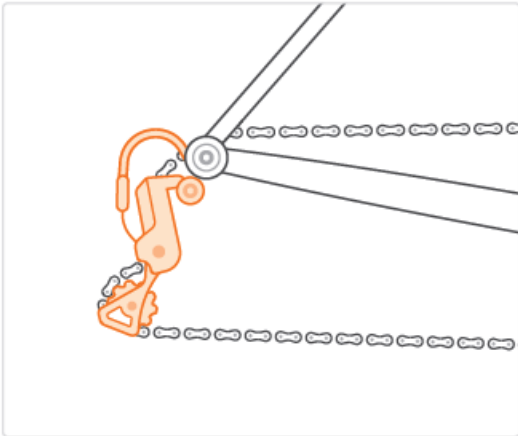
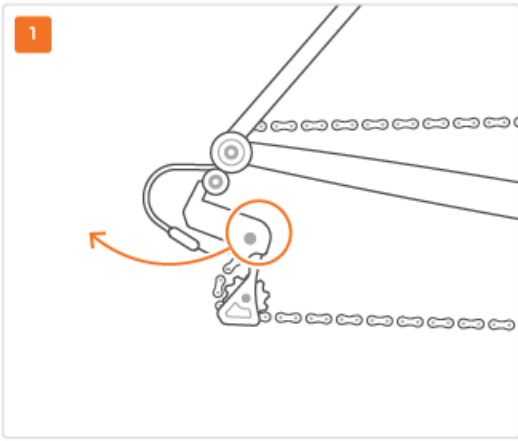
7. QUICK RELEASE MOUNTING YOUR BIKE

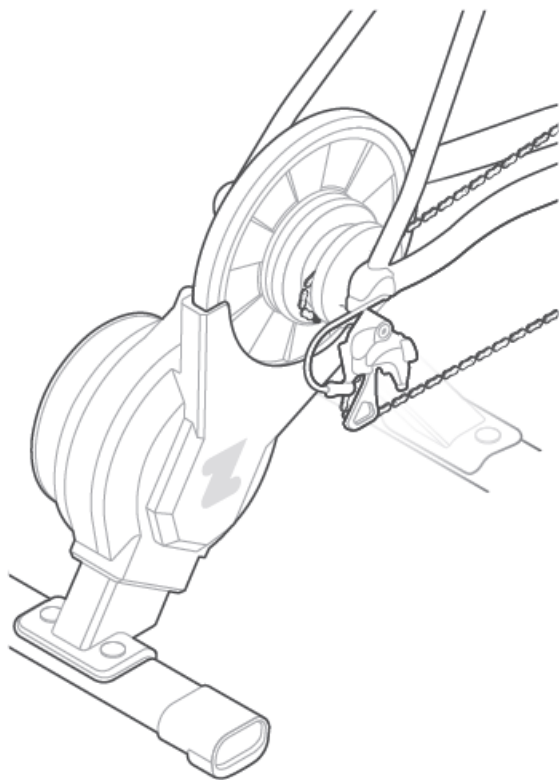
Now it's time to put your bike back on the trainer. If you have 2 chainrings, we recommend using your small chainring in the front and shifting your rear derailleur to the middle of the range of gears. For instance, if you have 10 gears, shift into gear number five or six.



8. QUICK RELEASE MOUNTING YOUR BIKE

1. Lower your bike frame onto the Zwift Hub while pushing the derailleur backward and out of the way. 2. Align the chain with the Zwift Cog and lower onto the skewer.

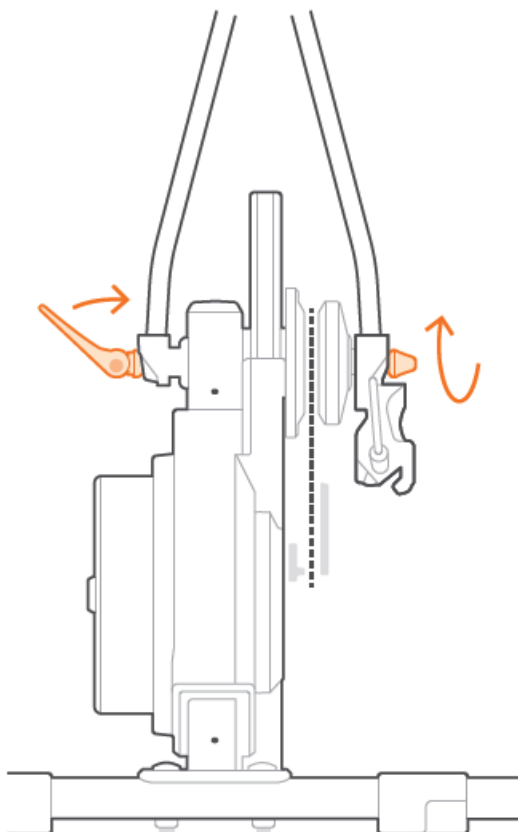




9. QUICK RELEASE TIGHTENING THE SKEWER

Turn the lever on your quick release skewer clockwise to tighten. When it's nearly tight, rotate the quick release lever 180 degrees to lock it into place.

The lever should feel quite stiff and leave a small imprint on your hand when pushing it into place, we recommend checking this before every ride.

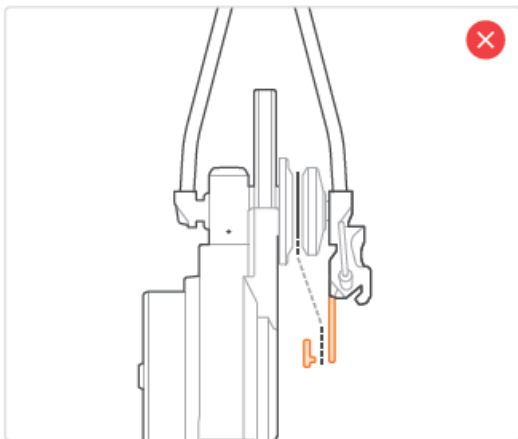
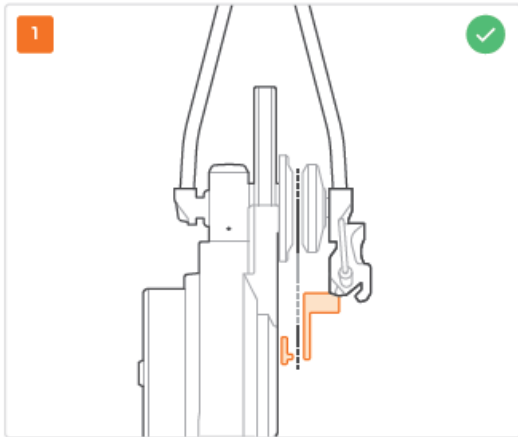


! Check your quick release skewer before every ride.

10. QUICK RELEASE ALIGNING YOUR CHAIN

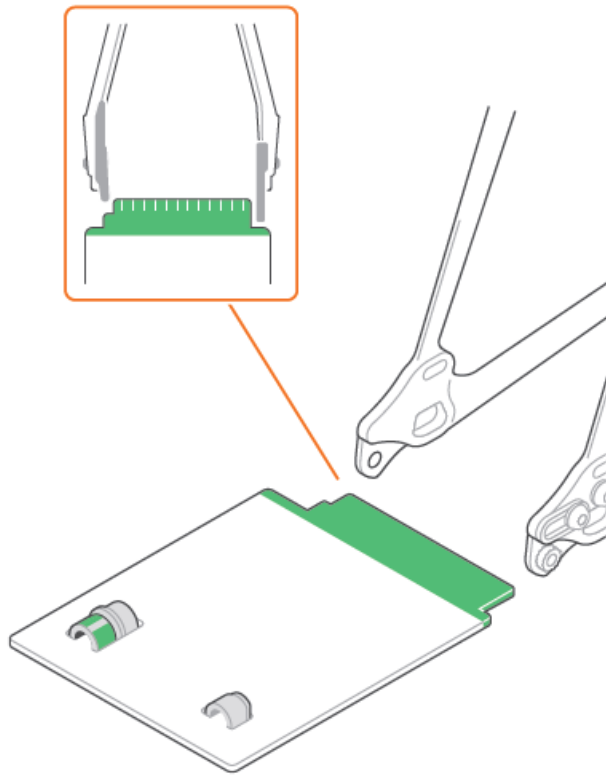
1. Turn the pedals. If you hear a ticking noise or any skipping from the chain, shift up or down to align your chain with the Zwift Cog. You're trying to get your chain line as straight as possible. If you need help further adjusting your gears we have a support article for that. 2. Ensure your chain is lubricated. 3. If you're having issues turning the pedals on your bike you've probably overtightened the drive side adapter. Loosen this adapter and try again.

STEP COMPLETE Go to page 52



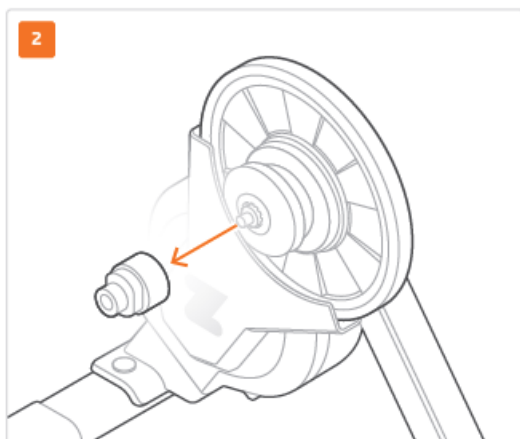
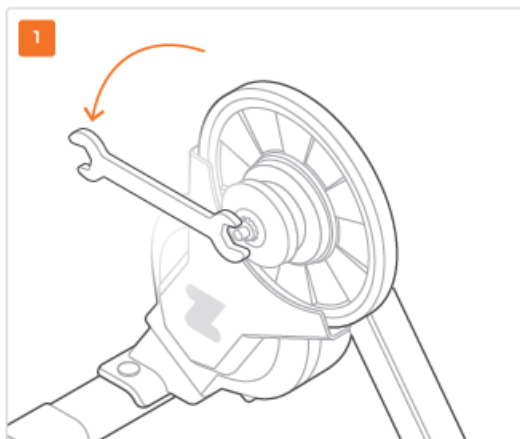
11. THRU AXLE MEASURING YOUR DROPOUTS

With your thru axle instruction card, measure the distance between your rear dropouts. The card will show you how to position your adapter for your bike's dropouts. Next up: select the adapter based on the measurements between your rear dropouts. Just like you see in the diagram. Use the card to figure out the correct way to use the adapter for your bike's dropout width.



12. THRU AXLE REMOVING ADAPTER

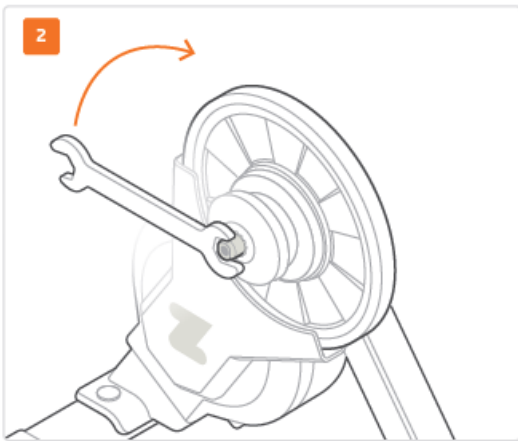
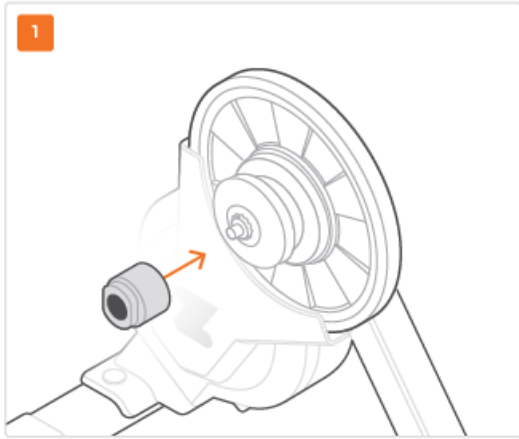
Using the wrench provided, remove the quick release adapter on the drive side of the trainer.



13. THRU AXLE INSERTING THE ADAPTERS

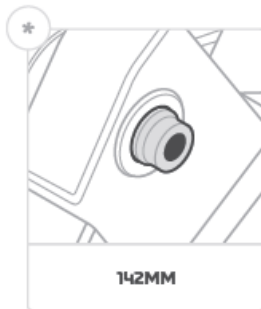
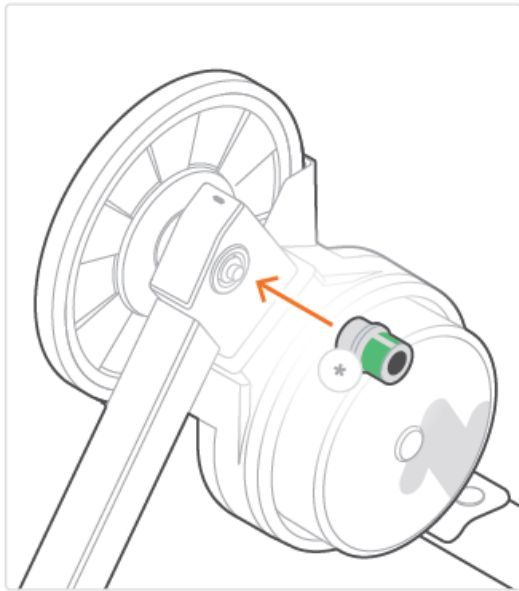
Select the thru axle adapter for the drive side of the trainer from the adapter instruction card and screw this into place with your hand. Using the wrench provided, tighten the drive side thru axle adapter further by a half turn. Alternatively, if you have a torque wrench, tighten the drive side adapter to 6Nm.

! Over-tightening adapters may cause damage.



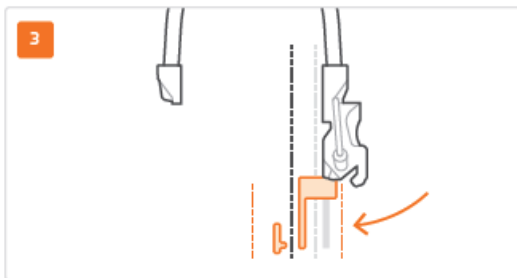
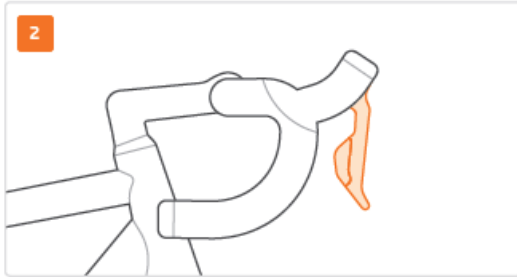
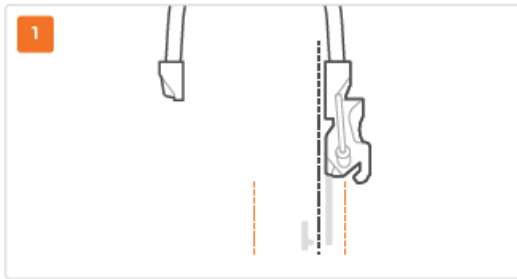
14. THRU AXLE INSERTING THE ADAPTERS

Assemble your non-drive side thru axle adapter (reversible adapter), making sure you have the correct color showing for your dropout width. Insert the adapter into the non-drive side of the trainer. “Drive” is short for drivetrain: the cassette, chainrings, and chain. It’s typically the right side of the bike.



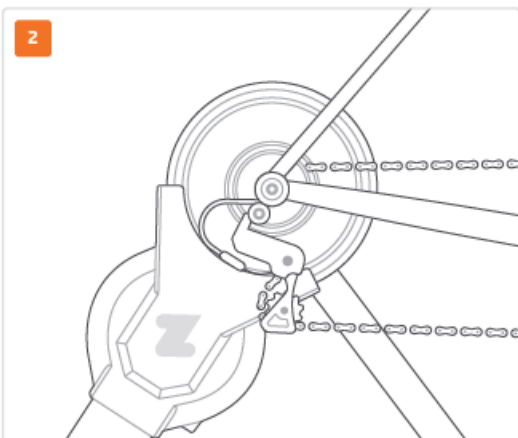
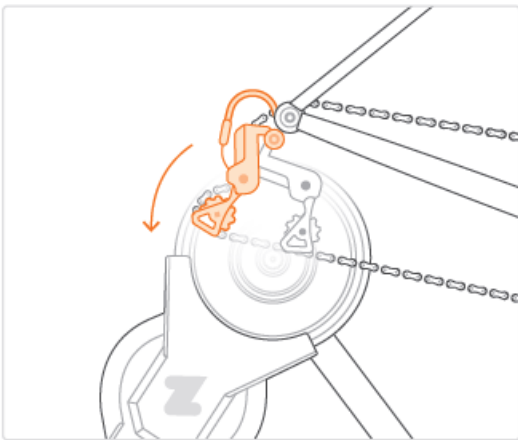
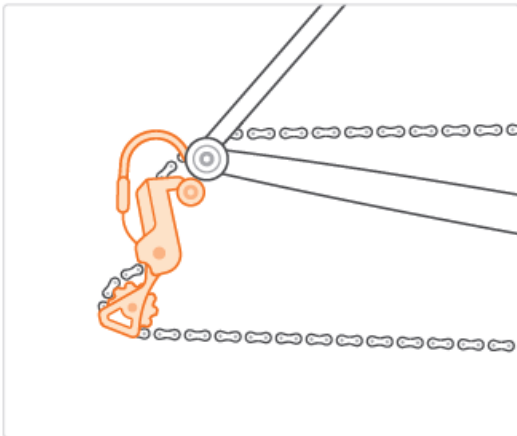
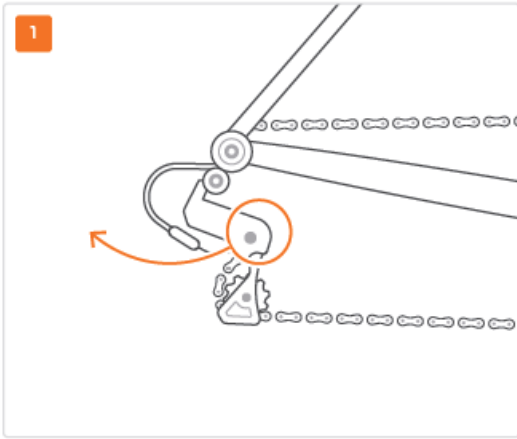
15. THRU AXLE MOUNTING YOUR BIKE

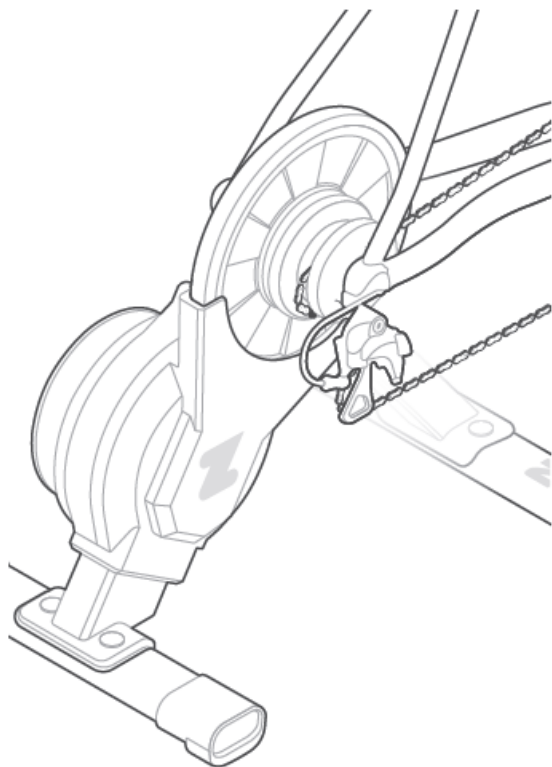
Now it's time to put your bike back on the trainer. If you have 2 chainrings, we recommend using your small chainring in the front and shifting your rear derailleur to the middle of the range of gears. For instance, if you have 10 gears, shift into gear number five or six.



16. THRU AXLE MOUNTING YOUR BIKE

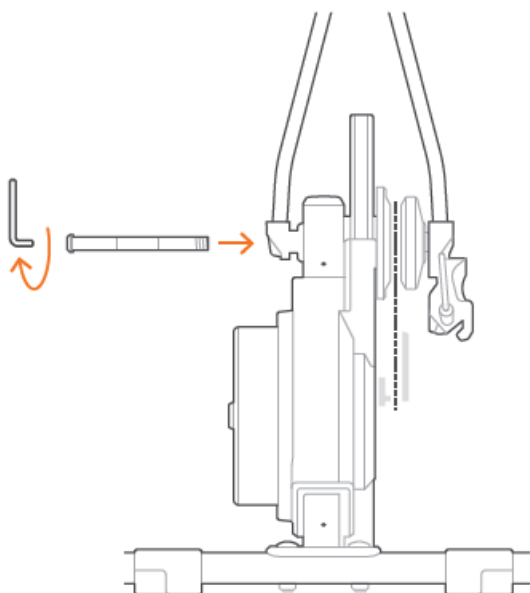
1. Lower your bike frame onto the Zwift Hub while pushing the derailleur backward and out of the way. 2. Align the chain with the Zwift Cog and lower your bike onto the adapters.





17. THRU AXLE INSERTING THE AXLE

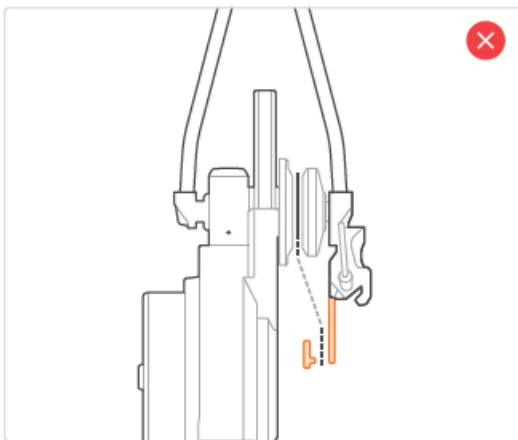
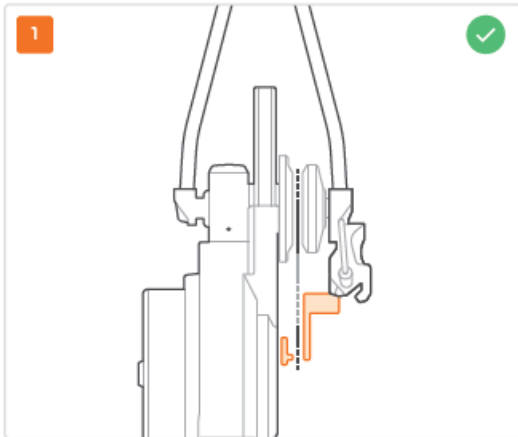
Insert your thru axle through the Zwift Hub from the non-drive side. That's the side without a Zwift Cog. Use an Allen key or the lever on your skewer to tighten it according to the frame manufacturer's specifications.



18. THRU AXLE ALIGNING YOUR CHAIN

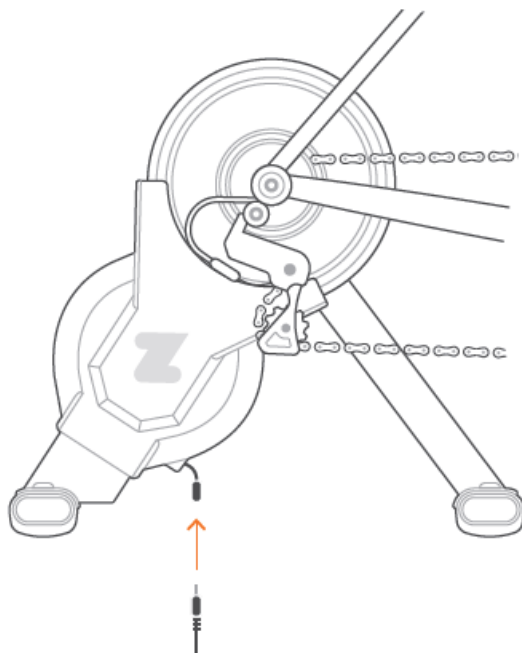
1. Turn the pedals. If you hear a ticking noise or any skipping from the chain, shift up or down to align your chain with the Zwift Cog. You're trying to get your chain line as straight as possible. If you need help further adjusting your gears we have a support article for that. 2. Ensure your chain is lubricated.

3. If you're having issues turning the pedals on your bike you've probably overtightened the drive side adapter. Loosen this adapter and try again.



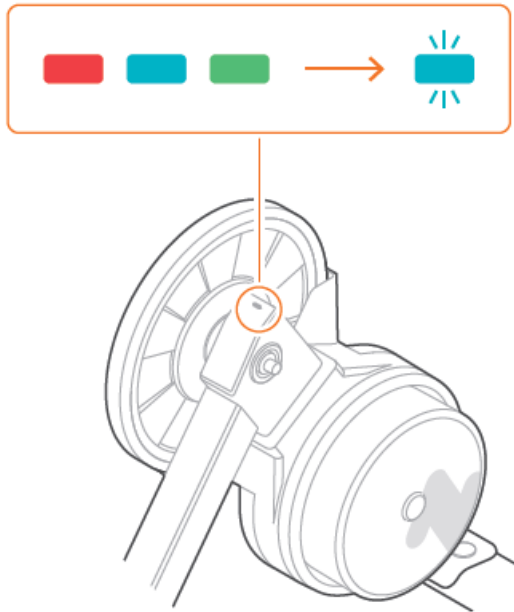
19. POWERING UP

Plug your power supply into the electrical port on your Zwift Hub. You'll need power for your Zwift Hub, so plug it into a wall outlet.



20. STATUS LEDS

The status LED on your Zwift Hub will cycle through red/blue/green colors before entering a pairing state. The LED will flash blue when it's ready to pair to the Zwift app and will be solid blue once connected.



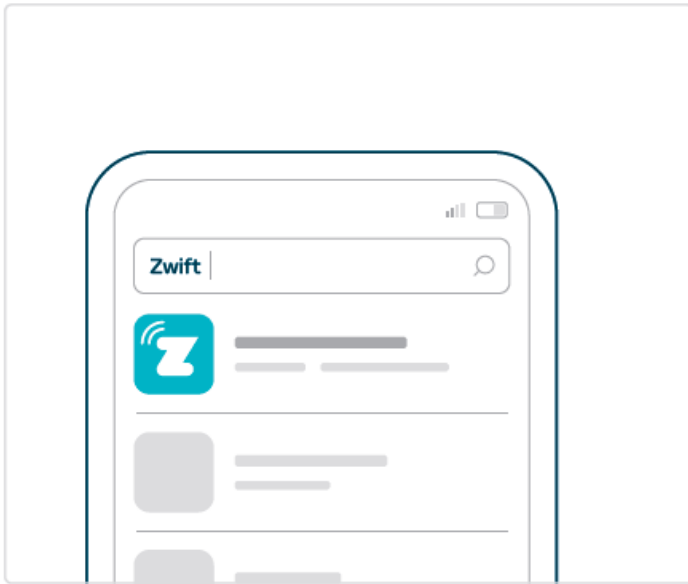
21. DOWNLOADING ZWIFT APPS

To start using your Zwift Hub, download and install the Zwift app on a supported device: Go to zwift.com to download the Zwift app onto your device.

- Mac/PC/iOS/Android users: download the Zwift app at zwift.com
- Apple TV users: download the Zwift app from the Apple TV App Store.

To update your Zwift Hub firmware, download the Zwift Companion app on your mobile device, available on the App Store and Play Store.

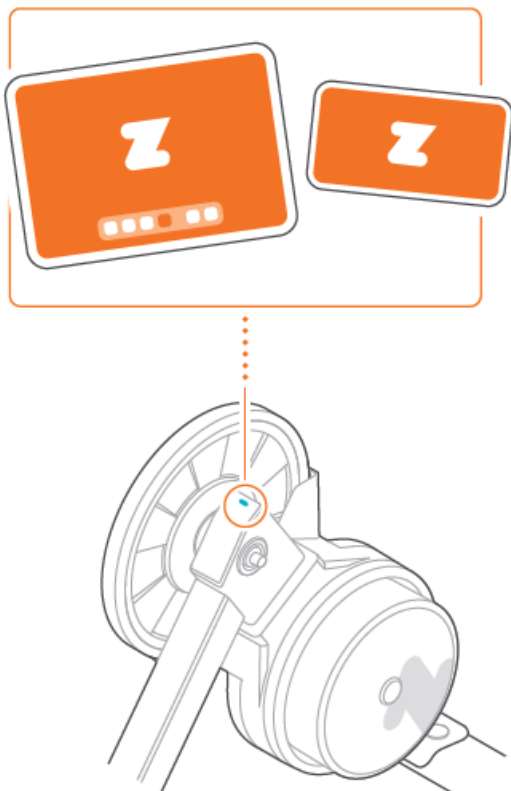




22. CONNECTING TO THE ZWIFT APP

Once your trainer is turned on and you have downloaded the Zwift app, follow the instructions on the screen to connect via Bluetooth® or ANT+.

For more information on the best way to connect, visit zwift.com/hub/support

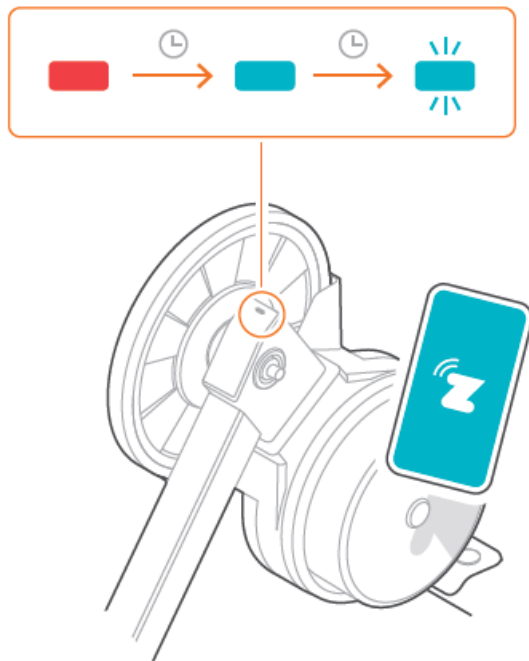


23. UPDATING YOUR ZWIFT HUB FIRMWARE

Your Zwift Hub firmware can be updated within the Zwift Companion app.

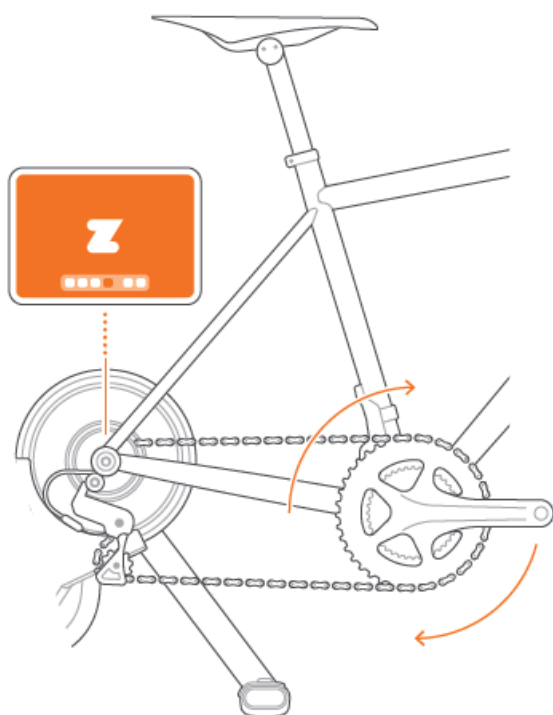
You can download the Zwift Companion app on your mobile device, available on the App Store and Google Play.

Once you've set up your trainer, and powered it on, check for a firmware update and update if available. Leave your device near the Zwift Hub until the update is complete. For more information on how to update your firmware, visit zwift.com/hub/support



24. PERFORMING A SPIN DOWN

Before you start Zwifiting, please calibrate your Zwift Hub. We recommend calibrating your Zwift Hub after unboxing or moving the unit. The spin down will ensure the Zwift app receives the most accurate wattage numbers. Even if you don't move your Zwift Hub, you should calibrate monthly. To perform a spin down, select the calibration option from the Zwift app pairing screen. Please ride your trainer for at least 10 minutes before completing a spin down.



ADDITIONAL SUPPORT

Contact Zwift

For more information or support visit zwift.com/support
This quick start guide is also available at zwift.com/hub/setup

Product tech specs

- Multiple connection methods: Bluetooth® FTMS and ANT+ FE-C
- Max rider weight: 264 lbs (120kg)
- Temperature range: -10 to +25 Celsius (14 to 77Fahrenheit)
- Maximum simulated gradient: 16%
- Maximum power output: 1800 Watts
- Power accuracy: +/- 2.5%

Maintenance Tips

1. Your Zwift Hub flywheel will get warm or hot to the touch during or after use. Allow your Zwift Hub to cool down after you've finished riding.
2. Once cool, wipe down your Zwift Hub after use with a damp cloth. Do not spray liquids on or near your Zwift Hub.
3. Keep your firmware up to date.
4. Clean and lubricate the drive chain of your bike and Zwift Hub regularly.
5. For more tips, visit zwift.com/hub/support

Storing your Zwift Hub

1. Your Zwift Hub will get warm during use. Allow your Zwift Hub to cool down after you finish your ride.
2. Unplug all power cables.
3. Remove your bike.
4. Remove all adapters.
5. Store your trainer in the vertical position

WARNING: Be careful when moving or lifting your Zwift Hub because it weighs 33 lbs (15kg).

Compatibility

For full details of compatibility with other products, visit zwift.com/hub/support

Optional: Using an alternative cassette or freehub Your Zwift Hub includes a pre-installed Zwift Cog. Want to use a different cassette or freehub? You'll need a cassette lockring tool and a chain whip.

The Zwift Hub's freehub is hyperglide compatible. If you are installing a SRAM XD, XDR, or Campagnolo cassette, you will need to install an alternative freehub body. The stock freehub can be removed with or without the Zwift Cog installed. If you choose to remove the Zwift Cog prior to removing the freehub, remove the drive side adapter with the wrench provided. Slide off the Zwift Cog and freehub and follow the installation instructions provided with your new freehub. Before attaching a cassette, follow the installation instructions provided with your new cassette and use the recommended cassette spacer, if required. Secure the cassette tightly on the freehub. Once in place, re-install the drive side adapter that you removed in the first step and torque the adapter to 6Nm.

For more tips, visit zwift.com/hub/support

Warning: Over-tightening the drive side adapter may cause damage to the bearings. If you do not have a torque wrench, your local bike shop should be able to help.

Manufacturer Name & Address

Zwift Inc., 111 W. Ocean Blvd, Suite 1800, Long Beach, CA 90802

Importer Name & Address

US: Zwift Inc., 111 W. Ocean Blvd, Suite 1800, Long Beach, CA 90802

EU: AR Experts, P.O. Box 5047, 3620 AA Breukelen, The Netherlands

Zwift UK Contact Address

Zwift, Spaces Victoria, 25 Wilton Road, Pimlico, London, SW1V 1LW

Warranty Information

Please see our returns and warranty policy here: zwift.com/hub/warranty
Bluetooth® and ANT+ Radio Transmitters

This device contains Bluetooth® and ANT+ radio transmitters operating in the 2400 – 2483.5 MHz band with a maximum transmit power of 1 mW.

European Union – Disposal Information



The symbol above means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it for recycling.

FCC

Supplier's Declaration of Conformity 47 CFR § 2.1077

Model Z004

Responsible Party: Zwift, 111 W Ocean Blvd Ste 1800, Long Beach, CA, 90802-7936, USA

Contact: zwift.com Email: info@zwift.com

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Zwift could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAN ICES-003(B) / NMB-003(B) [class B EMC statement]

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device

This device complies with radio frequency (RF) exposure limits adopted by the Federal Communications Commission for an uncontrolled environment. This equipment should be installed and operated to ensure a minimum of 20 cm spacing to any person at all times.

Specifications:

- Brand: Zwift
- Model: Zwift Hub
- Compatibility: Compatible with various bikes
- Size: 120cm – 200cm (47" – 79")
- Dropout Width: 130mm – 135mm

Prepare Your Bike:

1. Before removing your rear wheel, shift to the smallest cog on the cassette.
2. Remove your rear wheel from your bike.

Quick Release Measuring Your Dropouts:

Measure the distance between your rear dropouts using the quick release instruction card. Select the adapter based on the measurements between your rear dropouts and position it as shown in the diagram on the card.

Quick Release Inserting the Adapters:

Assemble the non-drive side adapter with the correct color showing for your dropout width. Insert the adapter into the non-drive side of the trainer, ensuring proper alignment and fit.

Quick Release Mounting Your Bike:

If your bike has 2 chainrings, use the small chainring in the front and shift your rear derailleur to the middle of the range of gears. Lower your bike frame onto the Zwift Hub, align the chain with the Zwift Cog, and lower it onto the skewer.

Quick Release Tightening the Skewer:

Turn the lever on your quick release skewer clockwise to tighten. Lock it into place by rotating the lever 180 degrees.

Ensure the lever feels stiff and leaves a small imprint on your hand when locked. Check this before every ride.

Frequently Asked Questions (FAQ):


Q: Why does my Zwift Hub flywheel get warm during use?

A: The Zwift Hub flywheel generates heat during operation, which is normal. Allow it to cool down after use to prevent overheating.

Q: How should I position my bike on the trainer?

A: Lower your bike frame onto the Zwift Hub while pushing the derailleur backward and aligning the chain with the Zwift Cog before tightening the skewer.

Documents / Resources

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|  | <p>ZWIFT Hub Smart Trainer [pdf] User Guide Hub Smart Trainer, Hub, Smart Trainer, Trainer</p> |
|---|--|

References

- [Zwift | The Indoor Cycling App for Smart Trainers & Bikes](#)
- [Zwift | The Indoor Cycling App for Smart Trainers & Bikes](#)
- [Zwift Hub One | Indoor Bike Trainer with 1-Year Zwift Membership](#)
- [Zwift Hub Compliance](#)
- [Zwift Hub Setup Videos | Smart Trainer How To | Support](#)
- [Zwift Hub: Getting Started](#)
- [Zwift Limited Warranty and Return Policy](#)
- [Zwift Support](#)
- [User Manual](#)

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