

## FAQ

### What's In The Box?

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#### What is included when I purchase a FLOAT X or DHX Live Valve Neo shock?

When you purchase a FLOAT X or DHX Live Valve Neo shock, you will receive your selected shock with built-in Controller, and a FOX battery block installed in place of the rechargeable Live Valve Neo battery.

The rechargeable battery, sensors and charger required to operate the Live Valve Neo system must be purchased in a separate kit.

DHX Live Valve Neo shocks do not include a spring.

#### What is included when I purchase a FOX Live Valve Neo kit?

The Live Valve Neo kit includes one rechargeable battery + cover, one Fork Sensor + CR2032 battery, one Rear Sensor + CR2032 battery, a FOX battery block, a charging dock + USB-A to USB-C cable, two M6x20mm bolts + two M6x42mm bolts for sensor mounting with standard or oversized rotors.

An AC power adapter for the USB-A to USB-C cord is not included.

#### Are spare batteries available for purchase?

Spare lithium batteries are available for purchase from FOX and FOX-authorized retailers.

#### If I lose or damage a sensor or the battery charging unit, can replacements be purchased?

Replacement Fork Sensors, Rear Sensors and battery charging dock/cords are all available for individual purchase from FOX and FOX-authorized retailers.

#### When I opened the box included with my Live Valve Neo shock—containing the battery, sensors, charger, etc.—there was an empty spot. Am I missing something?

FOX is constantly looking for ways to make our products perform at their best – for athletes and everyday riders. We are amidst final

stages in the development of a Handlebar Switch that will enable riders to switch between Live Valve Neo Tunes on-the-fly. The empty spot in the box is for that Handlebar Switch, which we expect to release in 2025. The Handlebar Switch—like the Live Valve Neo Sensors—will be powered by a long-lasting CR2032 coin cell battery.

#### The app shows the option of pairing a Handlebar Switch with my Live Valve Neo shock. What is the Handlebar Switch?

The Handlebar Switch will eventually enable athletes and everyday riders to switch between Live Valve Neo Tunes on-the fly. It is in final stages of development, and we expect to release it to the public in 2025.

#### Is Live Valve Neo available in both Factory Series and Performance Elite Series?

The FLOAT X Live Valve Neo shock is available in Factory Series on complete bikes or as an aftermarket purchase. FLOAT X is available in Performance Elite on complete bikes only.

The DHX Shock is available in Factory Series only, on complete bikes and as an aftermarket purchase.

### How Live Valve Neo Works

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#### What does the Firm Mode Adjust do?

The Firm Mode Adjust controls the amount of support offered by the shock's pedaling platform when the 2-Position solenoid is closed (in Firm mode). The adjuster has seven positions, allowing riders to fine tune the level of support offered by the shock to their personal preference.

#### Why do Live Valve Neo shocks always default to a Firm position? Don't I want my shock to be open when descending?

Creating a system that could default to a Firm position—even while descending—was not easy to accomplish, but we knew it was necessary to capture every moment of efficiency. Live Valve Neo is so accurate and so fast that it can toggle between Firm and Open positions without ever getting in the way of descending performance,

even when navigating extremely technical terrain. For riders wary of a Firm shock while descending, Precision Mode can be used to override the system and open a Live Valve Neo shock anytime the bike is pointed downhill.

#### How does Live Valve Neo operate without a "Pedal" mode?

Live Valve Neo can operate with just two shock compression positions—Open and Firm—because a) it's enabled by Neo, and b) it features a 2-position magnetic latching solenoid. This combination means Live Valve Neo reacts so quickly to terrain that a "Pedal" mode is not required. It offers support exactly when you want it, and plushness when you need it.

#### How can I customize the performance of my Live Valve Neo system?

Riders can customize the performance of their Live Valve System by selecting different Tunes, adjusting bump sensitivity of their chosen Tune, or by creating custom Tunes. Riders can also adjust how much support is offered in Firm mode by adjusting the seven-position Firm Mode Adjust and the exterior of the shock.

#### Why did FOX use only DHX and FLOAT X shocks for Live Valve Neo?

FLOAT X and DHX shocks were designed to meet—and exceed—the needs of Trail and All-Mountain riding disciplines, so it made sense to use these shocks and give riders the option of a coil or air spring. These Live Valve Neo shocks have carried FOX Enduro and Downhill athletes to podiums and overall World Cup wins under the RAD program in recent seasons.

#### Why did FOX elect not to incorporate a fork into Live Valve Neo?

FLOAT X and DHX Live Valve Neo shocks were designed for the application of Trail and All-Mountain riding, where transitions are extremely quick, and in some cases quite jarring. The overwhelming majority of on-trail efficiency which can be achieved from firm suspension is attributable to the rear shock, and any delay in the Opening of a fork's compression circuit—even 1/70th of a second—would be noticeable to riders. The insignificant gains in speed efficiency offered by a firm fork are not worth the sacrifice in on-trail performance for the Trail and All-Mountain disciplines.

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### Can a Live Valve Neo shock work with a fork from another manufacturer?

While we recommend pairing Live Valve Neo shocks with FOX suspension forks, the two suspension systems operate independently, so a Live Valve Neo shock can work with any suspension fork. It is also compatible with any crankset and does not require a power meter.

### Will Live Valve Neo work on e-bikes?

The Live Valve Neo shocks can be mounted to any full-suspension mountain bike—including e-bikes—so long as the bike’s specifications for stroke and eye-to-eye match one of the sizes available from FOX and there is proper clearance within the frame. Shock stroke can be reduced in 2.5mm increments by up to 7.5mm.

### Besides being wireless, how is it different from Gen 1 Live Valve?

Several factors that differentiate Live Valve Neo from Gen 1 Live Valve:

New high-flow solenoid has better flow properties when Open, resulting in a better-performing shock overall.

Pitch detection has been improved, especially in the context of trail switchbacks.

The system will eventually feature a Handlebar Switch to enable riders looking to switch Tunes on-the-fly.

Precision Mode offers more precise tunability of Live Valve Neo Tunes than the threshold adjust feature included in Gen 1 Live Valve.

USB-C compatible dock offers faster charging.

Live Valve Neo is built on the modern well-regarded FLOAT X and DHX shock platforms.

The Live Valve Neo Controller will increase energy used by the solenoid during colder environmental temperatures to ensure sustained activity in the system.

## More on Batteries

### How long will the batteries last in my Live Valve Neo system?

Live Valve Neo’s rechargeable Controller battery can be expected to last for 15-20 hours in normal temperatures.

The CR2032 coin cell batteries used in Live Valve Neo Sensors are expected to last up to one year.

### Is the Live Valve Neo controller battery compatible with the Transfer Neo wireless dropper post?

Yes, both the Live Valve Neo controller and Transfer Neo use the same battery and charger unit. The sensors and Transfer Neo remote all use the same CR2032 coin cell battery.

### What happens if my Live Valve Neo controller battery dies?

If the controller battery dies, the shock reverts to open mode and will behave as a normal FLOAT X or DHX shock. There is no lever to manually engage Firm Mode when the controller is out of battery.

### What happens if one or both of my sensors run out of battery?

If one or more sensors lose power, the shock will indicate with a blinking yellow LED that it has lost connection with a sensor and will revert to Open mode.

### How does Live Valve Neo react to colder temperatures?

The Live Valve Neo Controller will increase energy used by the solenoid during colder environmental temperatures to ensure sustained activity in the system. This draws more power from the Controller’s battery and will mean battery life between charges is reduced. The CR2032 batteries will also have shortened lifespans due to colder temperatures.

## The FOX Bike App

### Do I need to have the app running while riding my bike, or can I leave my smartphone behind?

You do not need to use the app while riding your bike. Once you’ve selected a Tune and checked battery levels, your shock will remember its most recent settings and perform as expected, without a connection to the app. Once familiar with the system, you can leave your smartphone behind.

### Do I need to make an account on the FOX Bike app to use Live Valve Neo?

Creating an account in the FOX Bike app is encouraged because it is required to access firmware updates and new Tunes released by FOX. An account is not required to set up a Live Valve Neo system or select one of the included five Tunes. Riders can use their Live valve Neo system without an account by selecting “Just Ride” from the app’s login screen.

### Do I need to download the FOX Bike app to use Live Valve Neo?

The FOX Bike app is required to perform Neo system firmware updates and engage Tunes on Live Valve Neo shocks. It is possible to set up and use a Live Valve Neo shock without the FOX Bike app, but not recommended.

## FAQ

### Neo Wireless Protocol

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#### **Why does the speed of Neo matter to electronic suspension?**

Without Neo, it would be impossible to adjust between Firm and Open shock positions with sufficient speed to respond to terrain in real time. Neo is what enables FOX to create a Trail and All-Mountain suspension system that circumvents the need for a middle ground “Pedal” mode.

#### **Has FOX incorporated security measures into the Neo protocol, safeguarding against data hacking or third-party system control?**

The Neo protocol is heavily encrypted, protecting everyday riders and athletes alike from third-party intervention or system control. Even at a signal transmission time of one millisecond, Live Valve Neo and Transfer Neo systems are protected.

### Live Valve Neo Sensors

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#### **Are the Fork Sensor and Rear Sensor interchangeable?**

The Fork Sensor and Rear Sensor are not interchangeable. The Fork Sensor is designed to collect and transmit information related to terrain angle and bump force, while the Rear Sensor is designed to collect and transmit information related to bump force only.

#### **Are the Fork and Rear Sensors compatible with all styles of hydraulic brake calipers?**

Live Valve Neo Fork and Rear Sensors are known to be compatible with modern brake offerings which use in-board hose fittings from Shimano, SRAM, TRP and Magura. Please contact FOX for more details.

