

Bike Me Up - Safety, Security and Maintenance Guide

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This Guide was created to give you, the Renter, guidance on how to maintain your Bike in a good work order, so you can carry your riding activity in a safe and secure manner. This guide is a brief summary of the important things to consider during your experience with us.

This guide **MUST** be carefully read by you before you take possession of the Bike.

How to use the Bike?

- Our Bikes are electric-assisted, which means that it works like a conventional pushbike with the assistance of an electric motor to propel the bike.
- To start the electric assistance you must turn on the system, pressing the “M” button for 3 seconds on the controller located on the handle. The display will turn-on.
- Select the desired level of electric assistance (0 to 5) by pressing the “Up” or “Down”. 0 means the electric assistance is disabled, and 5 means you are using the highest level of assistance.
- The electric assistance will “kick-in” once you start to pedal the bike. When you stop paddling, the electric assistance will stop.
- The electric assistance will also stop if you press any of the brakes.
- To turn off the system, press the “M” button for 3 seconds. The display should turn off. If you left the bike without use for a few minutes the system will automatically turn off.
- The maximum speed the bike will assist you is 25km/h. We recommend you to don't go over this speed at any time.

How to Ride Safely?

- We understand that you are familiar with the traffic laws for riding a bike in Western Australia. If you are not aware, we strongly advise you to read the “Bicycle Rules, Standards and Safety” content from Western Australia Department of Transport at <https://www.transport.wa.gov.au/activetransport/bicycle-rules-standards-and-safety.asp>
- Before riding your bike perform the ABC check:
 - A - stands for “Air”: Check if your tires have the appropriate pressure. You can do that by bouncing the bike and squeezing the tires against the floor. If your tires have low pressure, use an air pump to make them hard. The recommended pressure is marked on the side of all tires near the word “PSI”.
 - B - stands for “Brakes”: Check if your Bike has enough braking power. Push the bike, while standing next to it, and apply the brakes. Both wheels should lock. If that doesn't happen, take the bike to a professional to check the brakes or to bring it to Bike Me Up Team to perform the maintenance.

- C - stands for "Chain": Check if the chain is positioned over the sprockets and is moving freely. Lift rear wheels and ease the pedals to check it.
- If you are uncertain of the bike condition, tell us immediately and don't ride the bike!
- Wear a Helmet all the time!
 - Don't go above the 25km/h speed.
 - Use the front and rear lights to make yourself visible to pedestrians and the traffic.
 - Be aware of pedestrians, opening doors, garages, car parking and kids on the street.
 - When riding under rain or wet surfaces, slow your speed. Wet surfaces present significantly lower traction.
 - Ride defensively and don't assume people and cars saw you. Use the bell to communicate your position on the streets.

How to keep the Bike Secure?

- The Bike and its components have a significant market value and therefore have a significant potential for robbery.
- You must always store the bike in a secure and controlled environment at all times (e.g. inside your home).
- When unattended, the Bike frame must be securely attached to a strong, robust and immovable element (e.g. bike post) utilising the U-locker provided.

How to keep the bike well maintained?

- The regular maintenance of fair wear and tear of the Bike is provided by our team at no extra cost for you, i.e. included in your Weekly Rent Fee. This maintenance is provided at our location and you must bring the Bike to us. Please check the availability of our team to schedule your maintenance.
- Bike Me Up offers 3 types of services:
 - General maintenance: regular wear and tear maintenance to maintain the overall usability of the bike (e.g. brake adjustment, tire pressure, drivetrain adjustment and lubrication)
 - Non-urgent maintenance: non-planned issues which reduce the performance of the bike but still don't affect your safety (e.g. low battery performance, loosen parts, half-life brake pads)
 - Urgent maintenance: non-planned issues that prevent you to ride the Bike or can cause an accident (e.g. flat tire, broken chain)
- The maintenance services need to be previously booked with our team. Please allow around 24hs for us to get back to you.
- We may offer roadside assistance to pick-up or substitute the bike. This service depends on our availability and may incur an extra cost agreed with you.
- It's your responsibility to perform the checks for maintenance needs and contact us to arrange it.
- Once a week, your brakes may need adjustment. Tighten the cable and the screw of the brake caliper to bring the brake pads closer to the disc brake as shown in the induction. If in doubt on how to do that, please get in contact with us or bring the Bike to us for adjustment.

- Once a month, lubricate the chain with a regular chain lube (e.g. WD-40 or another lubricant).
- Every 2000 km, bring the Bike to us for a complete service (or otherwise recommended by us)

