FAQs

E-BIKES

OPENING AN ACCOUNT

How do I sign up?

Please scan the QR code at any dock or use your smartphone browser and go to https://mulberry.bykko.net to register a user account.

Follow the easy steps on your screen.

A confirmation code will be sent to your mobile number to confirm the account.

COSTS AND BILLING

How much does it cost for the Mulberry residents?

One-hour pass FREE**,** MAX one bike per pass. Pass is valid for one hour from when you unlock the bike from the station. If the bike is returned after the pass has expired, continuous usage will be charged $2 per 10 minutes. Daily cap is $48 per bike. Once you have reached the daily cap (four hours of riding), the rest of the day is free. Mulberry residents will receive a unique PROMO code to activate the free one-hour pass.

How much does it cost for visitors and general public?

1-hour pass of $15 (PREPAID), MAX one bike per pass. Pass is valid for one hour from when you unlock the bike from the station.

4-hour pass of $35 (PREPAID), MAX one bike per pass. Pass is valid for four hours from when you unlock the bike from the station.

4-hour pass for two of $55 (PREPAID), MAX two bikes per pass. Pass is valid for eight hours from when you unlock the bike from the station.

Weekly pass of $95 (PREPAID**)**, MAX one bike per pass. Pass is valid for seven days from when you unlock the bike from the station.

All visitor/general public passes: If the bike is returned after the pass expires, continuous usage will be charged $2 per 5 minutes. The pass value will be charged when the pass is selected and there is an additional $50 holding deposit on your card which will be released when the bike is returned.

How do I get the Promo code for Mulberry residents?

Please contact your Property Manager or contact us at support@bykko.com.au with proof of your residential address.

Can I use a different plan if I am a Mulberry resident?

Yes, you can you the standard rates and plans available for visitors and general public

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What payment methods are available?

Credit and debit cards.

How do I know how much has been charged to my bank account?

Your trip history is stored on your user account.

Invoices are emailed to the user's email address after each trip.

Are my credit card transactions secure?

Yes. All payments are securely processed using Stripe, which is tier-one PCI DSS compliant.

I think I've been overcharged. What should I do?

Contact us at support@bykko.com.au or through the platform here. If you are sending us an email, please include the details of the day and time of your ride.

HOW TO HIRE A BIKE

What are the steps involved in hiring a bike?

Step1 - Register

Create an account at https://mulberry.bykko.net

Provide a valid email address and mobile phone number for validation and access to the electric bikes

Select the payment plan

Enter credit or debit card info

Finalise the registration

Step 2 – Hire a bike

Scan the QR code at any dock or Login to your account

Click on **Unlock Bike** button on your screen and scan the QR code located at the bike dock. Please make sure you **allow camera's access** for this application.

Do not get your phone camera too close to the QR code.

If you can't use the camera or the QR scan fails, you can select the option to **U n l o c k Manually** and enter the dock number located on each dock or select the dock number from the drop-down list.

You will hear a distinctive unlocking sound when the dock is ready to release the bike. You have 15 seconds to pull out the bike from the dock.

Step 3 – Ride your bike

The bike will turn on automatically, the front lights will turn on, the power assistance will turn on so all you have to do is to enjoy your ride.

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Adjust and wear helmet.

Step 4 - Return the bike

Return the electric bike to the same Station within agreed rental time. Please also return the helmet.

To return the bike, align your bike squarely in front of the dock following the wheel guide. Push the bike firmly into the locking dock. You will hear a distinctive locking sound and a long beep indicating that the bike is now locked into the dock. Please check the bike is properly locked in the bike dock and the LED light is BLUE.

The summary of your Rental activity will be displayed on your phone screen.

How do I lock my bike when I'm not near a bike station?

If you leave the bicycle unattended at any time for any reason, you are responsible for securing the bicycle using the Steel Cable and the Bike Lock on the back wheel to protect against theft of the bicycle. You are also responsible for the electric bike throughout your hire, whether you are riding it or leaving it stationary.

Lock your bike to a fixed and strong object, in a visible spot.

Pass the steel cable eyelet through the Bike Lock on the back wheel and manually close the Bike Lock.



When you return to your bike, Login to your account, press **Unlock Bike** button until the Bike Lock is open and it releases the Steel Cable. If the Bike Lock fails to open, refresh your page and try again.

What if the Lock on the back wheel doesn't unlock?

If you are leaving the e-Bike stationary for a longer period, the Lock might enter into the "Sleep mode" to preserve the battery.

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To open the Lock, first step is to 'wake-up' the e-Bike by shaking it and pressing the brake handles until the electronic display and lights are on. Then you have to wait 1-2 minutes until the Lock's battery is recharged. Only then you will be able to unlock the Lock.

If you still have troubles unlocking the Lock, please contact us at support@bykko.com.au on our website here.

There are no bikes available at the station I want. What do I do?
Please find the nearest available bike using the real time map on your homepage.

What if the bike doesn't unlock?

Choose another bike and try again. If you continue to be unable to unlock the bike please contact reception at the Park you are located at. You can find contact details for all of our Parks on our website here.

What happens if I miss the 15 second unlocking window?

If, for whatever reason, you fail to release a bike, simply try again. You will not be charged for the failed attempt.

Do I have to return the bike to the same station?

Yes. You have to return your e-bike to the same station from where you hired it.

Do I have to return the bike to the same dock?

No. Bikes can be returned to any available dock as long as you return it to the same station.

Why do I have to return it to a dock?

Returning your bike to a dock is essential to finish your trip and stop charges.

What do I do if there is no available helmet or lock on the bike?

Please do not ride without a helmet. Please bring your own helmet if none is available at the station.

You can report a missing helmet on the web app.

What are the operating hours?

The bikes are available 24/7 however, if you have any issues with your bike, we will only be able to respond during our office working hours between 9.00AM – 6.00PM weekdays.

Is there an age limit?

Users must be 18 years or older to access the service.

Users aged between 15 and 18 years of age can only use the service under the supervision of their legal guardian.

Our bikes must not be used by any person under the age of 15 under any circumstances.

How many bikes can I hire?

Most of the passes are limited to 1 bike per pass excepting the 4-hour Pass for Two which allows you to hire two bikes at once.

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How long can I hire the bike for?

Maximum of 24 hours. After 24 hours, if we are unable to get in touch with you, we may consider the e-bike lost or stolen and may charge you a reasonable amount to cover our loss up to $5,000.

What happens if I want to return my bike early?

There are no penalties for returning your bike early. You will only be charged for the time used.

What happens if I choose a bike that is damaged, faulty or unsafe?

If there is anything wrong with your e-bike, simply return it to the dock and report the problem through your smartphone app. You will not be charged for this release. Choose another bike and follow the previous steps.

If there are no other e-bikes available and there is pre-existing damage on the e-bike (such as scratches to the e-bike frame), you should take a time stamped photo of the damage before you use the e-bike.

How do I adjust the seat?

Look for the large lever underneath the seat. Release the lever to adjust the height and resecure the lever to lock into position.

RIDING

What are the safety guidelines for riding an e-bike?

Check the bike before you ride it. Wear a helmet. Only one person per bike. Pedestrians have right of way. No using a phone.

Do not ride in fog, heavy rain, high winds or lightning storms.

Do not ride if intoxicated, unfit to ride or unwell.

Obey to the Road Rules and safety guidelines relevant to the Australian Capital Territory:

https://www.transport.act.gov.au/travel-options/walking-and-cycling/cycling

https://www.police.act.gov.au/road-safety/share-road/cyclists

Do I have to wear a helmet?

Yes! Australian law states that bike helmets must be worn at ALL times when riding a bicycle. You can be fined a $344 penalty for not wearing a helmet.
Helmets greatly reduce your risk of serious injury in the case of an accident.
Please note that we do not accept any responsibility in the event that no helmets are available at the time of your ride.

Am I insured while riding the bike?
No. The user fully accepts and assumes all such risks and all responsibility for all losses, costs and damages that may be suffered.

Where can I ride the bike?

You can ride on bike lanes and shared paths.

Shared paths are for pedestrian, bike rider, skateboard, scooter etc. use.

Bicycle Lanes are dictated by a sign with a bike and LANE underneath.

Bike riders can also ride in bus lanes. However if a sign appears with the words “Bus-only lane” the lane must be vacated.

What do I do if I have an accident?

Please dial 000 for all serious injuries including any head injuries. For minor injuries please head to the nearest medical centre.

If the bike has been damaged, return the bike to a docking station if you are able to do so and report it as faulty on your account.

If you are unable to return the bike, please contact us at support@bykko.com.au or on our platform here

How do I report a broken bike?

You can report a broken bike via your account here or contact us at support@bykko.com.au

How do I report a stolen bike?

You have to report the stolen bike to your nearest Police station and immediately contact us at support@bykko.com.au so we can track the stolen bike as soon as possible after the event

What is an e-bike?

This is a bicycle that can be powered both by human power and electrical power. Our electric bikes are “pedal assist” or “Pedelec”. Pedal assist mode on electric bicycles means that the bicycle's electric motor only operates while you are pedalling. So, yes, you do have to pedal, however you can choose how hard or how easy you want your ride to be. They are great fun to ride and are easy to use, and the pedal assist feature opens up the world of cycling to some of those previously unable to participate.

How does the e-bike work?

All our e-bikes are fully automated and the power turns on when you undock the bike. The handle stem integrated LCD panel will display the power status, remaining distance, riding speed the distance travelled. To make your bike work, pedal! Your pedalling activates a sensor which turns the motor on. There are a couple of things to be aware of:

- If you are riding downhill and stop pedalling (ie. Freewheeling) then your motor will stop. Once you get to the bottom and start pedalling again your motor will kick in.
- If your speed goes above the programmed assistance cut-off point (25km/hr as per Australian regulations), your motor will not work until your speed drops below the cut-off point. You can pedal an electric bike as fast as you want, just like you can on a normal bike, but the motor is programmed to stop providing assistance above 25 km/hr speed.
- If you use your left brakes, even slightly, this will stop your motor. This is a safety feature and cannot be disabled or bypassed.

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How far can I go on a full battery?

The battery range is up to 70 km depending on the level of usage. The battery is recharged every time the bike is docked back at the docking station. The LCD display on the handlebar will display the remaining distance so you can plan your return trip. However, if the battery goes flat, you can still use the bike as a normal push bike.

What power level should I ride in?

Our intelligent pedal-assisted bikes have a torque sensor pedal assist system that measures the amount of power you are putting into the pedals and it will increase or decrease the electric assist based on your pedaling power.

The torque sensor systems have a very intuitive ride feel because they emulate your pedal power very well.

How do I change gears?

Our e-bikes have a 3 Speed Shimano Trigger Shifter (1,2,3) on the right hand-side of the handlebar. Do not change gears when stationary. Once rolling you can reduce your pedalling power and shift down to an easier gear. Hills are where the gears become important. Plan ahead and select a low gear such as gears 1 or 2 so that:

- Pedalling uphill is less physically demanding.
- You can turn your pedals easily and activate your motor.
- You don't place a lot of strain on the motor. The motors have a safety cut off so could stop while going up a hill if overheating. Incorrect gearing is the number one reason for this, so be mindful of this when choosing gears.

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