

eCargo Bike Induction

CITY CENTRE BIKE HUB

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BOOKING A BIKE

Sign up on the Spokesafe app or website

Complete the sign up and ID verification process


Make a booking enquiry

Fill in the booking enquiry form and Spokesafe will check the availability. If the bike is unavailable they will advise when that bike is available or offer an alternative bike

Pay for your booking

To confirm your booking, you will be asked to pay for the hours you have requested as well as a £50 deposit via two payment links.

The deposit is returned as long as the bike isn't damaged during your hire and it is returned on time. Alternatively, you can opt in for a one off upfront £50 deposit that will be retained by Spokesafe.

A screenshot of a mobile app interface for Spokesafe. The background is a light yellow. At the top, it says "1 → Let's start with your **first name**.*". Below this is a text input field with the placeholder "Type your answer here...". Under the input field is a yellow button with the text "OK" and "press Enter ↵" to its right. In the bottom right corner, there are two small yellow buttons with upward and downward arrows, and a small yellow button with the text "Powered by".

PICK UP

Getting in and out of the hub

Enter the access code from Spokesafe into the door lock at the time specified on your booking.

eCargo bikes are big and bulky so we recommend reversing the bike in and out of the hub so that the shorter end goes first.

Unlocking the bike

Use the second access code to unlock the keybox matching the number on your booking to pick up the keys for your bike.

Unlock the 3 locks on the bike: D-lock, chain lock and frame lock.

Preparing the bike

One of the keys will open the door to the left of the keyboxes where you can collect the battery and electric controller for the bike.

Secure the battery into the bike, see the slides on each bike for where the battery goes.

If you think you might need the charger to ensure that you don't run out of battery, you can take it with you and can charge at home or while out. However do not take the timer plug out of the socket.

Adjust the seat height so that is it comfortable.

In the battery cupboard you can also find accessories for the bike, eg dust sheet, ratchet straps and store any accessories that you do not need eg rain cover, padded seat.

Before you go

Make sure the battery cupboard door is locked.

Remember to take all of the locks and keys with you and lock the bike to an immovable object with all 3 locks when parking the bike.

Carry out a visual check for damage and do the ABCL safety check before taking the bike. If there is any visual damage or any mechanical issues please report immediately to Spokesafe by email or phone. If it means you cannot take the bike Spokesafe will notify the council so that they can repair the eBike and book an alternative eBike if available and if suitable for your needs.

DROP OFF

Return the bike on time

Please return the bike on time or contact Spokesafe at least one hour before the end of your booking to request an extension. Returning the bike late could inconvenience other users and a penalty of £30 will apply to lateness that hasn't been formally extended.

Lock the bike

Return the bike to the correct numbered space and lock it to the Sheffield stand with the D-lock and chain lock and secure the frame lock.

Remove the battery and put it on charge in the battery cupboard. Return any accessories to their original places ready for the next user.

Lock the cupboard and return the keys to the keybox.

Report any issues

If you have any issues with the bike during your hire, please report them to Spokesafe by email or phone as soon as they arise. This is important because the bike may need a service before another booking.



GENERAL EBIKE INFORMATION

Bike check

Visual check for damage to the bike, box or safety harnesses.

ABCL check

A - Air

Check there is sufficient air pressure in the tyres

B - Brakes

Check that both brakes work

C - Check wheels, handlebars, saddle and pedals are secure and that the lights are working

L - Lights

Bike security

Park in a well overlooked area.

Always secure the bike to an immovable object using all 3 locks when parking.

Remove the electric controller when leaving the bike unattended.

If the bike is stolen during your hire:

- Notify the police and obtain a crime number
- Notify Spokesafe who will inform the council
- Keep evidence of broken locks and photos of where it was parked.

General riding

eCargo bikes mostly ride like a standard bike but might take some getting used to.

Make sure that any passengers or cargo are secured and that the weight is distributed evenly.

Use the kick stand when stationary.

Go steady and get used to the weight and balance of the bike.

Make sure to give yourself extra space to ride around corners.

Using eAssist

Always use your gears first and only add in more electric assist if your gears are not sufficient.

Generally, you can use Eco or Tour mode and you will only need Sport or Turbo if you are going up hills or have a particularly heavy load.

Riding in Sport or Turbo mode all of the time will wear the battery, motor, chain and cassette.

Making best use of the gears and different assist levels will maximise your range.

MEET THE BIKES



Raleigh Motus

Standard step-through eBike with panniers.



Riese & Muller Multicharger

Longtail eCargo bike with space for 2 children at the back without harnesses.



Riese & Muller 75

Box eCargo bike with space for 2 children in the front with harnesses.



Bakfiets Long

Box eCargo bike with space for 3 children in the front with harnesses.

RALEIGH MOTUS

Battery

The battery goes in the frame under the handlebars with pins side first. You need to use the the key to put the battery in and take it out.



Electric Controller

The electric controller slots in the middle of the handlebars. The buttons control the assist level and the display shows your assist level, current speed and current estimated range.



Panniers

There are two panniers on the back of the bike which can be used to carry items. They hold 10kg each and can be removed.



Frame lock

The frame lock is on the rear wheel and must be unlocked before moving the bike.

RIESE & MULLER MULTICHARGER

Battery

The battery can be tricky to install so make sure that the side with the sticker is facing out and the pins are towards the top. It is easier to lean over the bike from the top and make sure you hear it click into place. You need to use the the key to put the battery in and take it out.



Electric Controller

The electric controller is on the left side on the handlebars. The buttons control the assist level and the display shows your assist level, current speed and current estimated range.



Carrying Capacity

The maximum load is 65kg on the back and 5kg on the front, however, the front becomes very wobbly if there is more than 40kg on the back. There is space for 2 children but there are no safety harnesses on this bike so ensure your child is capable enough to be carried in this way. The space can also be used to carry cargo.



Frame lock

The frame lock is on the rear wheel and must be unlocked before moving the bike.

RIESE & MULLER 75

Battery

The battery goes in slot just above the pedals with pins side first. You need to use the the key to put the battery in and take it out.



Electric Controller

The electric controller slots in the middle of the handlebars. The buttons control the assist level and the display shows your assist level, current speed and current estimated range.



Carrying Capacity

The maximum load is 100kg for the box. There are seats and safety harnesses for 2 children or the space can be used to carry cargo. Please ensure that the sides of the rain cover are rolled up when it is windy.



Frame lock

The frame lock is on the rear wheel and must be unlocked before moving the bike.

BAKFIET LONG

Battery

The battery goes in box below the handlebars with pins side first. You need to use the the key to put the battery in and take it out.



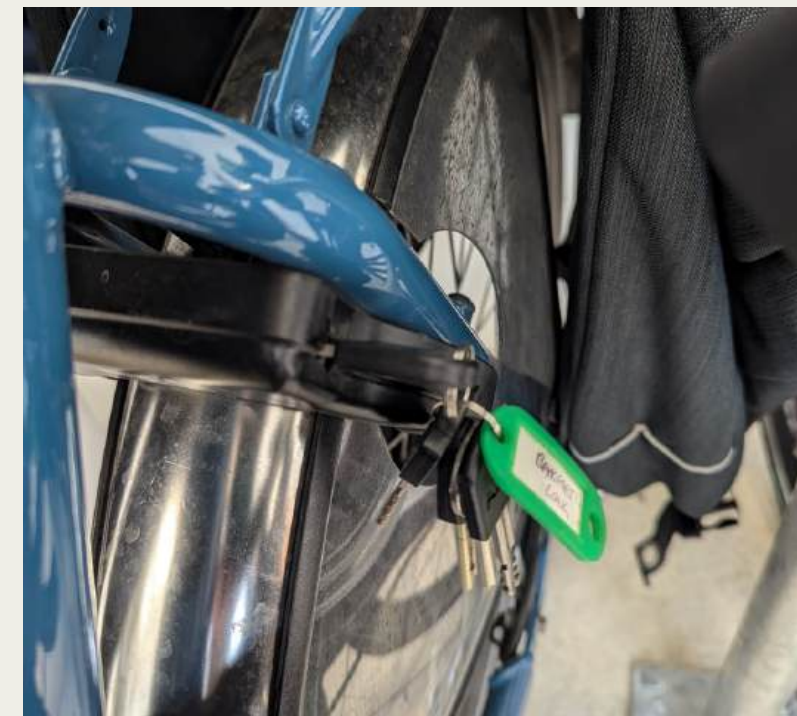
Electric Controller

The electric controller slots in the middle of the handlebars. The buttons control the assist level and the display shows your assist level, current speed and current estimated range.



Carrying Capacity

The maximum load is 80kg for the box. There are seats and safety harnesses for 3 children or the front bench can be removed to carry cargo. Please ensure that the sides of the rain cover are rolled up when it is windy.



Frame lock

The frame lock is on the rear wheel and must be unlocked before moving the bike. The frame lock key doesn't come out when unlocked.

Thank you!

WE HOPE YOU ENJOY USING THE BIKE HUB

I confirm that I have read and understood this induction pack

Signature_____

Print name_____

Date_____

