

FAQs

Go BYKKO 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://go.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?

You can see the available Rates & Passes [here](#)

What does the bike damage insurance cover?

When bike damage insurance is included in your payment plan, in case of bike damage, the liability for any damage is limited to \$199.

When bike damage insurance is not included in your payment plan, in case of bike damage, the liability for any damage is up to \$5,000 per damaged, lost or stolen e-Bike.

What payment methods are available?

You will need a valid credit or debit card to your Go BYKKO account to hire an electric bike.

You can also top up your Go BYKKO account with any amount for future rentals.

Can I do a partial payment using my Go BYKKO account balance?

Yes, you can do. If your account balance is less than your total trip amount, your credit/debit card will be charged the balance automatically.

Does my Go BYKKO account balance expire?

Your **Go BYKKO** balance will not expire. Please note you can require your balance to be refunded if you decide to close your Go BYKKO account.

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. See our T&C [here](#).

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

Contact us using the Contact form on your account or email customer service at bykkosyd@gmail.com. Please include the details of the day and time of your ride.

How do I redeem a Promo Code?

From the main screen, select the Profile/ Rates and tap on “Redeem Promo Code”.

Enter the Promo Code you have received. The Promo Code will unlock the discounted Rate for each promotion.

When does my Pass start and end?

Our Passes are activated when you hire your first bike so you don't have to worry about time wasted with your Pass.

The Pass ends at the end of the advertised riding time. For example, if you bought a 24-hour pass on Friday but you hire the bike on Saturday at 10.00AM, the pass will start at 10.00AM on Saturday and it will end at 10.00AM on Sunday.

LOCATIONS

Where can I find an e-bike?

Our e-bikes can be found at the Joondalup Resort Western Australia and at the Veriu Hotel Broadway Sydney. More locations will be added soon. Please refer to [map](#)

HOW TO HIRE A BIKE

What are the steps involved in hiring a bike?

Step1 - Register

Create an account at go.bykko.net

- Provide a valid email address and mobile phone number for validation and access to the electric bikes
- Select the Rate or Pass
- Enter credit or debit card info
- Finalise the registration

Step 2 – Hire a bike

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

Tap the **Unlock** 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 M a n u a l l y** 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.

Adjust and wear helmet.

Step 4 - Return the bike

Return the electric bike to the **same Station** within 24 hours of the 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, tap **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.

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 bykkosyd@gmail.com.

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 our customer service at bykkosyd@gmail.com

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 request at the hotel reception a new helmet.

You can report a missing helmet on the web app.

What are the operating hours?

The bikes are available 24/7 however our office operating hours are 09h00 to 18h00 during weak days and 9h00 to 13h00 during weekend.

Is there an age limit?

Users must be 18 years or older to access the service

How many bikes can I hire?

A maximum of one bike can be hired on any one user account.

How long can I hire the bike for?

Maximum of 24 hours. After 24 hours we will consider the e-bike as lost or stolen and you will be charged the lost bike fee up to \$5,000.

What happens if I want to return my bike early/ late?

There are no penalties for returning your bike late/ 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.

How do I adjust the seat?

Look for a 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 our State Road Rules and safety guidelines.

NSW Road Rules

<https://www.rms.nsw.gov.au/roads/bicycles/safety-rules/road-rules-for-bicycle-riders.html>

<https://bicyclensw.org.au/nsw-bicycle-laws/>

WA Road Rules

<https://www.transport.wa.gov.au/activetransport/cycling-rules-standards-and-safety.asp>

https://rac.com.au/rac_roadready/ride/bikes/rules

https://rac.com.au/rac_roadready/ride/bikes/safety

Do I have to wear a helmet?

Yes! NSW and WA law state 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 in NSW or \$50 in WA.

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 bykkosyd@gmail.com.

How do I report a broken bike?

You can report a broken bike via your account or email customer service at bykkosyd@gmail.com.

How do I report a stolen bike?

You can report a broken bike via your account or email customer service at bykkosyd@gmail.com.

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.

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 7 Speed Shimano Trigger Shifter (1,2,3,4,5,6,7) on the right hand-side of the handlebar. The gear changer has two levers – one operated by the thumb finger to go to a lower and easier gear and the other by the trigger finger to go to a higher and harder gear. 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.