

IRVINE MOBILITY BIKE SHARE

Frequently Asked Questions

How long does the electric boost last on a fully charged Irvine Mobility Bike Share e-bike?

Depending on the weight of the rider and elevation changes of the ride, the boost should last anywhere between 30 and 40 miles.

Do Irvine Mobility Bike Share e-bikes work when the battery loses its charge?

Irvine Mobility Bike Share e-bikes are designed to be ridden as a normal pedal bike should the electric boost run out. It is not as easy a ride without the pedal assist, but it will still get you around the City.

Can I make a mid-trip stop outside of a hub?

Yes, be sure to secure and lock the Irvine Mobility Bike Share e-bike to a bike rack and select "hold" in the app. While the bike is locked, no one else can book the bike but you will be charged normal usage rates. When you're ready to ride, unlock the bike in the app to continue your ride.

Can I ride outside of the service area?

Yes, you can ride an Irvine Mobility Bike Share e-bike outside of the service area. However, you are responsible for returning the bike to a hub at the end of your trip, even if you run out of boost. Bikes stranded outside of the service area are subject to higher penalty fees.

Why do I have to take a picture at the end of my trip?

We ask riders to take a picture at the end of their trip to ensure that the bike is properly secured to a bike rack and responsibly parked out of the public's right of way.

Do I take a picture of the QR code at the end of my trip?

No, please take a photo from the rear of the bike clearly showing the tether wrapped around the bike rack and inserted in the closed wheel lock.

Can I take Irvine Mobility Bike Share e-bikes on public transit?

No, Irvine Mobility Bike Share e-bikes are not allowed to be transported on public transit.

Can I lock the bike without wrapping the tether around a bike rack?

No, you must always use the tether to secure the bike to a bike rack before locking. Bikes left locked without the tether wrapped around a bike rack may be subject to penalty fees.

Are there any fees associated with use of Irvine Mobility Bike Share e-bikes?

For Pay as You Go riders, there is a \$10 hold placed on credit or debit cards. These holds will be immediately released at the end of your trip, but it might take several days to appear on your credit card statement. There are also penalty fees that may be applied to your account for misuse of the service. The penalty fees listed below can also be found in the terms of service when creating an account in the Irvine Mobility Bike Share app:

- Bike stranded out of service area: \$50
- Bike stranded out of hub: \$20
- Bike improperly parked or no end of trip photo: \$10
- Bike left unlocked: \$20
- Stolen bike recovery: \$50
- Loss of bike due to theft or damage: \$2,300

How do I verify my email address?

To verify your email address, tap on "email verification" in the upper left corner of the app. Tap on "send verification code." The next screen will provide you with the field to enter the code. You will be sent an email verification code to the email address on file. Enter that code in the field provided in the app, and you will receive trip receipts after each of your rides.

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Is there a minimum or maximum rider height?

With our adjustable seats, our bikes can be ridden comfortably by anyone between 5' and 6'5".

Is there a maximum rider weight limit?

We do not recommend riding our bikes if you exceed 250 lbs.

Troubleshooting

What do I do if the bike I book does not unlock?

Unlocking issues can be caused by spoke pressure on the lock or a connection error between the app and bike's lock. Should you have an issue unlocking a bike in the future, please do the following:

- Make sure the wheel lock is not resting against one of the spokes on the rear tire. If it is, turn the rear wheel slightly to move the spoke away from the lock.
- If the wheel lock is not resting against a spoke and the lock will not release after two attempts to unlock, end your trip. As long as the bike is locked and the trip is only a few minutes long, you will not be charged for the booking.
- Attempt to re-book the bike, or if another bike is available nearby, book that instead.

What do I do if there is a mechanical issue with the bike?

Please report any mechanical issues with the bike to customer support by tapping on the "?" icon in the lower right corner or the app. If the mechanical issue makes the bike unsafe to ride, please lock the bike to the nearest available bike rack and notify support. Please note, the loss of pedal assistance is not a mechanical issue.

What do I do if the bike loses pedal assistance?

Fortunately, our bikes are designed to be ridden as regular pedal bikes. If you do not wish to continue your trip without pedal assistance, ride to the nearest hub to end your trip and locate a new bike to book.

What do I do if I am ending a trip at a hub but the app is saying I am not at a hub?

The app uses your phone's GPS location when ending a trip. Make sure that the app has access to your location and bluetooth. If you are standing at the hub with the bike and the app is indicating that you are out of hub, tap on "Retry end trip" so that the app can recapture your location. This should fix the issue. If it does not after three attempts, notify customer support by going back to the map view in the app and tapping on the "?" icon in the lower right corner. You do not need to stay with the bike. We will be able to end the trip for you and make adjustments to the trip cost to match the lock times.

What do I do if I cannot lock the bike?

If you are trying to end your trip but cannot close the wheel lock, first make sure that the spokes are not blocking the lock ring. If the lock ring is reaching the other end of the lock, but not clicking in place, tap on the "Recalibrate" button. Wait for 10 seconds and then try locking the bike again. If this does not work after three attempts, notify customer support by going back to the map view in the app and tapping on the "?" icon in the lower right corner. Our fleet team will be dispatched to secure the bike. You do not need to stay with the bike. We will be able to end the trip for you and make adjustments to the trip cost.

What do I do if I cannot upload the end of trip photo?

Please make sure that the app has access to your phone's camera. If you are unable to upload a photo after three attempts, notify customer support by going back to the map view in the app and tapping on the "?" icon in the lower right corner. We will be able to end the trip for you. We recommend taking a photo of the bike parked in case we have any additional questions.