

## **User Manual**

### 1. Account registration

#### 1.1 Registration

#### 1.2 Forgot password

### 2. Using bluegogo

#### 2.1 The bluegogo difference

#### 2.2 Unlocking your bluegogo bike

#### 2.3 Locking your bluegogo bike

#### 2.4 Reserving your bluegogo bike

### 3. Returning the bike

#### 3.1 Parking your bluegogo bike correctly

### 4. Deposits and charges

#### 4.1 Deposit

#### 4.2 How long will the deposit take to be returned to your account

#### 4.3 Charges

#### 4.4 Do I need to pay if the bike is stolen

### 5. Payment methods

### 6. Your bluegogo score

6.1 What is a bluegogo score

6.2 How your bluegogo score works

7. Encountering issues using your bluegogo bike

7.1 Unable to unlock your bike

7.2 Issues with the lock

7.3 Issues during your ride

7.4 Still being charged after your bike is locked?

8. Where to ride your bluegogo bike

9. Safety

9.1 Safety checking your bluegogo bike

9.2 How old do you have to be to ride bluegogo

9.3 Do I need a helmet?

9.4 Navigating the streets safely

9.5 What should I do if I am involved in an accident?

10. Rides

10.1 Riding History

10.2 Sharing your ride on social media

11. Inviting friends to bluegogo

11.1 Sharing bluegogo with friends

11.2 Your rewards

12. Promo coupons

12.1 What are promo coupons

12.2 How are these promotions applied in your ride

13. Complaints and reporting

## **1. Account registration**

### **1.1 Registration**

First, enter your email address on the registration page. Click "send the verification code" and enter the verification code sent to your email address provided. After your email has been verified, set your password to complete your registration.

If you encounter any issues with registering, check:

1. Whether the email address has already been registered
2. Whether the email address is correct

### 3. Whether the verification code is correct

#### 1.2 Forgot password

Enter your email address on the login page and click “forgot password”. Once you have received the verification code, enter it into the bluegogo app. Once you have been verified, enter your new password.

## 2. Using bluegogo

### 2.1 The bluegogo difference

bluegogo is a whole new way to navigate the city and campuses and enjoy the experience of cycling. Everything needed to enjoy your ride is controlled through the bluegogo mobile app. Search, reserve, unlock and pay within the app and then lock the bike with the button located on the smart lock at the rear of the bike. This will send a notification to the app once your ride is complete and you will hear a tone indicating as such. There is no need to find a docking station due to the smart locking system, giving you much more flexibility with your ride. The cost of using bluegogo is just \$0.99 for every 30 minutes - no yearly membership or registration fee is required. A \$99 deposit (see section 4 for more information about deposits) will be activated when you take your first bluegogo trip.

Detailed accounts of all your trips, distance covered, paths taken, total cost, calories burned, CO2 emission saved and other information is all recorded for you to look back on.

### 2.2 Unlocking your bluegogo bike

Once the bike is reserved, find the bike as shown on the map. Once found, unlock the bike by scanning the QR code with the in-app scanner (QR code is located on the rear fender or the center of the handle bar). Alternatively, click the button on the top-right corner in the unlock page and type in the bike number (bike number can be found under the QR code or on the chain guide).

### 2.3 Locking your bluegogo bike

Once your ride is complete, please park the bike in a public bicycle parking area (see section 3 for more information about where to park). On the rear wheel where the smart lock is located, there is a small lever/button. Once locked, you will hear a prompt tone indicated the bike is locked and your ride will

automatically end. It may take up to three minutes for this transaction to complete. The price will be calculated based on time of locking.

## 2.4 Reserving your bluegogo bike

Go to the map on bluegogo app home page to search around you for the nearest bike. Select a bike and reserve it through the app, which will keep it for you for 15 minutes. Find your bike as shown on the map and once you unlock the bike, your trip will start. Making a reservation is free and a single appointment will be valid for 15 minutes.

## 3. Returning the bluegogo bike

### 3.1 Parking your bluegogo bike correctly

when you are done, please park the bluegogo bike in any bluegogo parking station. During the usage, please park in the city designated public bike racks, and do not obstruct vehicle, bike or pedestrian traffic.

\*in San Francisco

please make sure to pick-up and return the bike only to one of the bluegogo parking stations:

check the stations

Our team will be working on bringing you more stations, and we will keep you updated.

## 4. Deposit and Charges

### 4.1 Deposit

The \$99 deposit will serve for the duration of your use of bluegogo. To start using bluegogo, you are required to pay the refundable deposit first. You can request a refund of your deposit, which will be returned to the payment method used to make the initial deposit. After your refund request, you are not able to use bluegogo until you pay the deposit again. When the amount of credit (see section 5 for more information about the credit) is 0, your account will be frozen and you are not able to get refunded. The deposit encourages responsible handling of bluegogo bikes and ensures we can maintain a top quality service.

### 4.2 How long will the deposit take to be returned to your account?

Your deposit will be held until you request a refund or cancel your bluegogo account. The deposit helps us encourage responsible riding and keeping them system working to improve the experience for everyone. We'll submit any refund request to your bank immediately. You will then receive the the refund in your account approximately 5–10 business days after the date on which the refund was requested based on your bank.

#### 4.3 Charges

At bluegogo we charge a flat rate of \$0.99 for every 30 minutes with no maximum time. We don't charge any membership fees.

Dynamic charges:

We will make pricing adjustments (both up and down) for certain areas based on weather conditions and marketing promotions. All prices will be clear at the time of reserving.

#### 4.4, Do I need to pay if the bike is stolen?

You only have to pay if you did not lock the bike, resulting in the bike being stolen. You are only responsible for the bike during the duration of your ride.

### 5. Payment methods

Currently, we only accept major credit/debit cards, such as Visa, MasterCard, American Express.

### 6. Your bluegogo score

#### 6.1 What is a bluegogo score?

bluegogo uses an independent score system to indicate a user's loyalty and responsibility level; the higher score you have, the more privilege you will have in the future.

The calculation of credits is based on user's riding times, riding behaviors, effective feedback and bike maintenance.

## 6.2 How your bluegogo score works

Below is a list of actions which will effect your bluegogo score

bonus behaviors	points
rent a bike and finish a ride	+1
submit photos to report improper bike use	+1
inviting friends to join bluegogo (after they take their first ride)	+1
report any bike issues to customer service	+2
Misconducts	points
More than 10 cancellations per day	-2
Locking the bike outside of the operation area	-10
*Illegally parking a bluegogo bike	-20
abandoning the bike when facing fines	All score deducted
Not locking the bike, resulting in it being stolen	All score deducted
Using private locks on the bike	All score deducted
<i>Deliberately</i> damaging the bike	All score deducted
**Moving the bike illegally while locked (>50m)	All score deducted

\*Illegal parking: Please refer to section 3 to find out where to park your bluegogo bike. Parking in a location which will result in a city fine or parking in places where others cannot access will be defined as illegally parking.

\*\*Illegal moving of a locked bike: Moving your bluegogo bike slightly while locked will not be defined as illegally moving. You can move your bike as you wish while it is in ride mode and unlocked. Moving a bluegogo bike more than 50 meters away without unlocking will be defined as illegally moving.

Each user starts with 100 bluegogo score:

When the score reaches 0, the account will be frozen and your deposit will not be refunded.

The current bluegogo score can be checked on your profile page of the bluegogo app

If you think a score has been wrongly deducted, you can file a report within the bluegogo app or email the customer service team and we will be happy to check the case out.

## 7. Issues using your bluegogo bike



## 7.1 Unable to unlock your bike?

- If the app prompts a "failure to unlock" message, please check
  - whether your phone is in service
  - if you have adequate 3G, 4G or WIFI reception
  - If none of these issues are applicable, please report the problem to customer service. Try another bike and we will resolve the issue as soon as possible
  - If the app prompts a "bike is reserved" message, the bike has been reserved by another user. Please try another bike
  - If the app prompts an "upgrading" message, the bike is under maintenance. Please try another bike
  - If you find a private lock is on a bluegogo bike, preventing you from unlocking a bike, please report the issue to customer service through the app and then we will arrange maintenance as soon as possible. Your score will increase for doing so

## 7.2 Issues with the lock

If the lock on your bluegogo bike is not functioning correctly, try shaking the lock catch located on the back wheel and try again. If this does not work, please report the issue within the app, and our customer service team will address it and adjust the trip charges accordingly.

## 7.3 Issues during your ride

If you encounter any issues with the bike that would affect your trip, please stop immediately and put the bike back in a public parking area. Then report the problem to customer service and we will repair the bike as soon as possible. You will not be charged for the ride.

## 7.4 Still being charged after your bike is locked?

If you find that you are still being charged after you have completed a ride:

- Check if you have locked the bike correctly. You will hear a sound from the bike indicating it is locked correctly and your trip is complete. Please allow up to three minutes for the charge to complete.
- Please check whether your cell phone network is working
- Try resetting the app
- If none of the above actions are working, please report the problem to the customer service team and we will adjust the charge accordingly as we investigate

## 8. Where to ride your bluegogo bike

You are able to cycle your bluegogo bike anywhere you wish, but it must be locked and parked in the area of operations. The area of operations is defined within the app on the home page map.

## 9. Safety

### 9.1 Safety checking your bluegogo bike

Before taking your bluegogo bike, for your safety please check the brakes, pedals, handles, lights and wheels . If you discover any issues, please report them to the customer service team via the bluegogo app. If you encounter any issues with the bike that could affect your safety, please stop immediately. Then put the bike back in a public parking area, report the problem and we will repair the bike as soon as possible You will not be charged for the ride.

### 9.2 How old do you have to be to ride bluegogo?

Due to liability issues, you must be 18 years or older to use bluegogo.

### 9.3 Do I need a helmet?

It is *highly* recommended that people of all ages to wear a helmet anytime you are riding a bike. Helmets have been proven to greatly reduce the risk of head injury in a crash. You should refer to local laws to see whether it is compulsory or not as this differs throughout USA.

### 9.4 Navigating the streets safely:

Here are a few cycling tips that all cyclists should follow to help ensure a safe ride:

- It is highly recommended riders of all ages wear a helmet at all times
- Cycle in the same direction as traffic
- Obey all traffic signs and signals
- Stop and wait for people crossing the street
- Do not ride on sidewalks or anywhere cycling is not permitted
- Check the bike for safety - Check your lights work before cycling at night, squeeze the brakes to make sure there's resistance and check if the tire pressure is good
- Never ride and talk – pull over if you have to use your phone
- Use hand signals when turning
- Do not to weave in and out of traffic
- We do not recommend cycling in the rain or snow in order to avoid accidents caused by sliding

## 9.5 What should I do if I am involved in an accident?

If you are injured, call 911 immediately. You should also call the police station closest to where the crash took place and file a report with an officer to make sure that all important information is documented. Within 24 hours of the incident, please notify bluegogo of the facts of the crash by contacting Customer Service at [cs@bluegogo.com](mailto:cs@bluegogo.com). They will provide you with a Crash Report to fill out with details of the accident.

## 10. Your ride

### 10.1 Riding history

In the bluegogo app, you can check your riding history, path taken, time, distance (mi), total cost, calories burned, CO2 emissions saved and other information.

### 10.2 Sharing your ride on social media

We love when you tell your friends about us! After you complete a ride, you can choose to share your ride on social media platforms such as Facebook, Twitter, WhatsApp etc.

## 11. Sharing Bluegogo with friends

### 11.1 How to invite friends

Find the invite friends page on your profile and share it on social media (Facebook, Twitter, WhatsApp)

### 11.2 Referral program

When you invite a friend to join bluegogo, you and your friends will get a coupon for some free rides once they take their first trip.

## 12. Promo codes

### 12.1 What are promo codes ?

bluegogo promo codes are given out to give you free trips and credits. Terms and conditions will be included with the codes.

## 12.2 How are these coupons applied in your ride?

You can only use one coupon for each ride. If the value of coupon is higher than the charge of ride, you will enjoy a free ride but the rest value can not be used again. The coupon will be used automatically, if you have coupons, you don't need to select manually. The system will select the coupons soon approach expiration for you. If all the coupons will be expired at the same day, the system will choose the largest value one for you.

## 13. Share you feedback with us

### 13.1 Reporting damaged bikes and malfunctions

If you find that a bluegogo bike is damaged, vandalized or has items missing/stolen, please take a photo of the bike and submit it to customer service. We will then address the issue and take the bike in for repairs if needed. Your bluegogo credit score will increase for reporting. We are all a community of cyclists so we always want to hear from you.

### 13.2 Reporting illegally parked bikes

If you find that a bike is illegally parked and would like to report it to customer service, please include the bike number under the QR code, and tell us about it. We will then resolves it as soon as possible. Your bluegogo credit score will increase for reporting. Thanks for helping us!

### 13.3 Billing Issues

If you feel that there has been an issue with billing during your bluegogo experience, you can submit feedback through the bluegogo app, and we will adjust the charges after we review the case.

### 13.4 Reporting missing bikes

If you find that a bike is not where it should be based on your search, please submit feedback through the bluegogo app, enter the bike number under the QR code, describe the location of the missing bike, and deal with it as soon as possible.

### 13.5 Suggestions, feedback and compliments.

We are always delighted to hear from our customers. Please drop us a line at [cs@bluegogo.com](mailto:cs@bluegogo.com) and let us know your thoughts.

### FCC RF Exposure Information and Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

1.This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1)This device may not cause harmful interference

(2)This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help