

FAQ's

WHO CAN RIDE THIS BIKE?

All members of the public age 18 and older with a valid credit or debit card can become bike share members.

WHERE CAN I GO?

Ride your bike share rental wherever you like.

CAN I MAKE A PIT STOP?

Sure! If you make a stop, lock the bike to a secure object like a public rack. Never lock the bike to itself. See HOW TO in the app for more details.

HOW DO I END THE RIDE?

Your ride ends when you return to and lock your bike at any Bike Share ICT Zagster station. Riders may be held liable for replacement of lost bikes, so be sure bikes are locked on pit stops and returned properly to a Bike Share ICT Zagster station when you complete your ride.

CAN I KEEP THE BIKE?

Nope! Please return bikes to designated Zagster stations unless you have an active trip on the bike. We're glad you love our bikes, but this not a bike keep program. It's a bike SHARE.

I NEED ASSISTANCE.

Immediate assistance is available at 202-999-3924 or support@zagster.com.

ISSUES WITH THE BIKE?

Return the bike to the nearest Zagster station. Lock the bike and end your trip. Then contact us at 202-999-3924 or at support@zagster.com to let us know what's happening. We'll get the bike fixed up. In the meantime, you're free to start a ride on a new bike and get on your way.

LOCK NOT OPENING?

First make sure there are no spokes making contact with the ring lock. If the spokes are clear, double check that you are entering the correct code, and try again after waiting for 30 seconds.

LOCK NOT CLOSING?

First make sure there are no spokes in the way. If you have held the lock button until the light flashes, you should hear a mechanical noise from the ring lock itself. If you've pressed and held the button but heard no noise, there is a good chance the lock is already armed, and you can simply press down the orange tab to lock the ring. Once the ring lock has been engaged and locked, make sure you plug the docking cable into the port on the top of the ring lock. If you cannot secure your bike, please call us at 202-999-3924 right away!

THE BIKE RACK IS FULL, HOW DO I END MY RIDE?

If the station is full, lock the bike securely nearby without blocking pedestrians or vehicle traffic. End your trip on the app, then call Zagster Support at 202-999-3924. We'll take care of getting the bike back on-station.

CAN I LET SOMEONE ELSE USE THE BIKE?

Only Bike Share ICT bike share members are allowed to check out bikes, and you may only check out one bike at a time. Everyone who rides our bike is required to have their own Zagster membership and to have signed our Rider Agreement. If you know someone else who wants to ride, just have them sign up. It's fast and super easy!

DO I NEED A HELMET?

Although it is not required in Kansas by law, Bike Share ICT cares about your safety and strongly recommends that you wear a helmet while riding.

Download the free Mobile app: zagster.com/bikeshareICT



No smart phone? Visit zagster.com/bikeshareict or text the word "Start" and the bike's number to 202-999-3924 to ride.