

# 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. Just return to a Bike Share ICT station when complete.

## CAN I MAKE A PIT STOP?

Sure! If you make a stop, lock the bike to a secure object like a public rack and select "Hold" on the app. 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 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 station when you complete your ride.

## CAN I KEEP THE BIKE?

Nope! Please return bikes to designated Bike Share ICT 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. Please return bikes where everyone can access them.

## ISSUES WITH THE BIKE?

Return the bike to the nearest Bike Share ICT station. Lock the bike and end your trip. Then contact us at 313-217-9220 or at [info@tandem-mobility.com](mailto:info@tandem-mobility.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, try locking again after waiting for 30 seconds.

## LOCK NOT CLOSING?

First make sure there are no spokes in the way. Sometimes a spoke will line up in such way with the ring lock that the spoke will block the ring from closing. If you have hit "lock" on the app you should hear a mechanical noise from the ring lock itself. This means the ring lock is armed and ready to use. If you hear 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 313-217-9220 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 Movatic support at 313-217-9220. 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 Movatic 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.

## HAVE ANY OTHER ISSUES NOT LISTED ABOVE?

Immediate assistance is available at 313-217-9220 or [info@tandem-mobility.com](mailto:info@tandem-mobility.com).

**Download the free Movatic app today!**

*Movatic app managed by Tandem Mobility*

