

FAQ – Cargobikes EPFL

Can I register with my Facebook account?

- No, you cannot. The service is reserved for the EPFL community and the EPFL e-mail address is used as proof.

Why does the service change regularly?

- The provision of self-service cargobikes is a first in Switzerland. It is therefore a pilot project that is likely to evolve based on experience and feedback from users.

Can I register on a website?

- No, there is no other way than via the application.

Can I use the service without a smartphone?

- No, the smart lock fitted to the bikes requires a smartphone with a Bluetooth connection. An alternative has already been tested, with negative results for both users and administrators.

How do I borrow a cargo bike?

- When a cargo bike is available, it is displayed on the map. Click on it, then on "Rent now" and continue the procedure.

Why don't I see any bikes on the map?

- If no cargo bikes appear on the map, this means that they are all borrowed or reserved. It is therefore possible for a bike to be at a station but not appear on the map: it simply hasn't been used yet.

Can I book a bike in advance?

- No, the reservation function has been withdrawn by our partner for an indefinite period. Only same-day reservations are possible, and for a maximum loan period of 12 hours. We are actively seeking solutions to restore this essential function.

Do I need theft insurance?

- No, theft insurance is not necessary.

Why do I have to enter my bank details?

- Your bank details act as a guarantee for us, for example in the event of damage to the bike or if the reservation time is exceeded.

Can I use a cargobike twice (or more) in a row?

- No, because these bikes are **shared** between users: monopolising them therefore contravenes the basic principle of the system.

I can't unlock the lock. What should I do?

- You may be in the wrong place: try moving a few metres or connecting to the wifi or mobile network.

Can I transport someone on a cargo bike?

- No, the law strictly prohibits the transport of people. The cargo bike is not suitable for this purpose.

I can't end my loan. What should I do?

- Try deactivating the wi-fi connection and trying again with the mobile network connection, or vice versa. Otherwise, leave the cargo bike in its place, lock it and simply cancel your reservation, giving the reason why.

Can I use the bike off campus?

- Absolutely. However, pay attention to battery life and traffic regulations, and make sure you have the right equipment (helmet, reflective waistcoat and/or armband, etc.).

Is a cargo bike like a normal bike?

- Driving a cargobike can take a little getting used to. Don't hesitate to take it for a spin before setting off!

How much weight can I carry?

- The transport box can carry a maximum load of 100 kg.

How far can I travel without recharging?

- The advertised range is 30 to 40 kilometres. With moderate use of the electric assistance, you can cover much more! You can adjust its level by pressing the "+" or "-" control on the left-hand side of the handlebars.

How do I know the battery charge level?

- The battery charge level is displayed on the centre console screen. If you want to carry out a physical check, press the small black button on the right of the battery, below the LED charge gauge.

Why doesn't the electric assistance work?

- There are at least two possibilities:
 - o The central console is not switched on: press the "power" button at the bottom left.
 - o The battery is discharged: check that the cable is connected and wait until the battery is fully recharged (see "How do I know the battery charge level?").

- The level of assistance is set to zero: press the "+" button on the control on the left of the handlebars once or several times, depending on the level of assistance you require.

What should I do if the battery won't charge?

- First check that the cable is properly connected on both sides. In the electrical box, also check that the grey/yellow switch above the socket is in position "1". If nothing happens, contact us immediately.