

E-bike scheme – User Manual



This is a Bergamont E-Horizon 7.0 Wave.

What is the University scheme ?

The University has successfully obtained funding for 8 e-bikes for use by staff members, to fulfil their University duties. These can be used by any staff member, for travelling to meetings, transporting items, travelling between the campuses. E-bikes are very much like normal bicycles, users are still required to pedal, however a battery powered motor assists to make the journey easier.

Who can use the University e-bikes ?

The e-bikes are available for use for all University staff members and Associates, who sign the scheme Terms and Conditions in the User Agreement, take part in an induction and book an e-bike according to booking procedures. Availability may however be restricted depending on where staff are based.

What can the e-bikes be used for ?

The e-bikes can be used for any business travel / intercampus travel, preferably within one day. Currently, we would only allow the use of University e-bikes for commuting or personal purposes under specific agreement. There is NO COVER under the University insurance policy for an employee's personal liability for use of the e-bike during their own leisure time.

Why should staff use e-bikes for business travel ?

Are you sometimes thinking that cycling is not for you, because you are not fit enough or don't want to arrive exhausted or sweaty? Then e-bikes would be a great alternative for you.

- They are battery assisted, which means you get a boost when pedalling.
- To use an e-bike does not require any level of fitness, you only need to engage in gentle exercise.
- They offer a great way to build in gentle exercise into your day through none-vigorous pedalling.

Public transport options between the campuses are not perfect, so using an e-bike to go between Gilmorehill and Garscube would be a flexible and fast way to travel. From Tay House, they would be the fastest travel option to Gilmorehill.

In times of a Climate Emergency, the e-bikes will replace journeys made by private car, University vehicle or taxi as travel mode, and so contribute to emission savings. This also translates to University cost savings.

The University e-bikes

Description

The University has obtained 'Bergamont Horizon' e-bikes. These e-bikes are made for urban cycling and

- have a low-step through frame;
- have disc brakes and all-weather tyres;
- have in-built lights;
- can carry up to 115 kg (includes rider and luggage).

What sizes are available ?

The University e-bikes users can choose between two frame sizes – Medium (48/52 cm) and Large (56 cm). These sizes should serve most user's body heights. Please note, that the saddles are easily adjustable. The e-bike based in Tay House has the frame size – Medium.

E-bike range

The range of one full battery depends on weight carried, choice of gears, choice of battery assistance level and terrain. In average, we would expect between 50 to 75 km range.

Motor speed restrictions

The motor will only engage when pedalling and will cut out if speed of 25 km/h has been reached. This means you can continue to pedal, but there will be no further assistance from the motor above this speed restriction.

How can staff use the University e-bikes ?

Registration / User agreement

- As a first step, read this user manual and the scheme's Privacy Statement – available from the [e-bike scheme webpage](#).
- Then read, complete and sign the e-bike scheme User Agreement – also available from the [e-bike scheme webpage](#). The User Agreement includes the scheme's Terms and Conditions. Once signed, please return to the Travel Planning Team, preferably [by email](#).
- [Contact the Travel Planning Team](#), to set up an induction.

Please note, to take part in the e-bike scheme, you will have to be confident and competent in cycling. If this is not the case yet, please contact the Travel Planning Team to access cycling training.

Induction

You must take part in a practical induction to ensure that you understand how to safely operate the e-bike. You will be shown:

- how to correctly fit a helmet;
 - locking and unlocking the bike;
 - fitting and use of the battery / on-board computer;
 - how to perform a basic maintenance check;
 - how to attach and detach the panniers,
- followed by a short cycle ride.

Booking

After completing the registration, signing the User Agreement and taking part in the induction, you will be emailed a confirmation that you are now a registered user of the scheme. You are then free to book an e-bike for your business travel.

Currently, we accept bookings for 4 e-bikes situated in the Stevenson Building, and one e-bike based in Tay House. The use of the Tay House e-bike is restricted to those based at Tay House, including agile workers with access to Tay House.

| Booking from Stevenson Building | Booking from Tay House | | | | | | |
|--|--|---------------|-------|--|--|--|---|
| Available 3 e-bikes frame size M and 1 e-bike frame size L | Available 1 e-bike frame size M | | | | | | |
| Please phone or email the Sport Reception based in the Stevenson Building. <table border="1"><tr><td>Telephone</td><td>0141 330 4540</td></tr><tr><td>Email</td><td>sport@glasgow.ac.uk</td></tr><tr><td colspan="2">or book in person during their opening hours.</td></tr></table> | Telephone | 0141 330 4540 | Email | sport@glasgow.ac.uk | or book in person during their opening hours . | | Please speak to Tay House Level 6 reception or email the Travel Planning Team . |
| Telephone | 0141 330 4540 | | | | | | |
| Email | sport@glasgow.ac.uk | | | | | | |
| or book in person during their opening hours . | | | | | | | |

When booking, please advise on your desired pick-up and drop-off time, as well as the preferred e-bike frame size. Please also advise on any additional equipment you may need, when making the booking. Reception staff will try to accommodate your requirements, subject to availability.

Pick-up / Sign-out of the e-bike

If your booking has been confirmed when contacting Reception, please arrive for pick up at the agreed time. You will be asked to complete a use record (pick-up part) and handed the essential equipment for your journey, including

- bike computer;
- bike lock and key;
- battery and key.

The battery will be at least 75% full, if not advised otherwise by Reception staff.

Every user must wear a helmet and high visibility clothing on business trips. If you do not have or want to use your own, these are available as additional equipment. Additional equipment also include

- Waterproof jackets as high-visibility clothing;
- Panniers.

These can be picked up with the e-bike, if needed.

Bike check

Before every journey on an e-bike, an 'M Check' must be performed by the user to check that the e-bike is safe to ride. This should only take a few minutes before you depart.

Visit the [Sustrans webpage](#) for information on how to perform a 'M Check'. This is also covered in the induction.

It is your responsibility as the user of the e-bike to ensure that it is safe to ride. You should not use the e-bike if you identify any problems. Please report any problems immediately to the Reception. You must NOT attempt to rectify any problems (including a puncture). For the safety of all users, any problems with the e-bikes will be dealt with by a qualified bike mechanic.

Get going with Sustrans

Check your bike is safe to ride

The M check is a simple way to make sure your bike is safe to ride.

FILM This information sheet should be used in conjunction with the Sustrans film 'Check your bike is safe to ride – a how-to guide' available at tinyurl.com/safetoride

Activity instructions

- 1 Check your rear wheel is tightly fitted and the quick-release lever is secure in the closed position

Not all wheels will have quick-release levers. If wheel is not quick release, check that the nuts on both sides of the wheel are secure.

- 2 Check spokes are of equal tension and not loose

Pluck each spoke with your finger. The sound from each spoke should be very similar.

- 3 Check if there is enough air in your tyre

If the tyre is soft, then attach your pump to the valve and pump up. **Note:** There are two types of valve fitting – Presta (long and thin), and Schrader (thicker and slightly shorter). Recommended tyre pressure is usually written somewhere on the tyre.

- 4 Check the tyre to make sure it's not worn

There are many types of tyre. Look for bald patches, cracks or inconsistencies.

- 5 Check your seat post isn't loose and that you haven't exceeded the limit marked on the seat post

Use an allen key to tighten the seat post clamp. Ensure the seat post is secure by giving it another check once you have tightened the clamp.

- 6 Check that your chain is clean and oiled

Keeping your chain clean and oiled is important for the smooth running of your bike. **Note:** Don't use too much oil as this will pick up more dirt and make the chain more difficult to clean.

- 7 Check that your pedals spin smoothly and that your cranks are on tight, spin smoothly and don't creak

- 8 Check there are bar-end plugs at the end of your handlebars

- 9 Check that your front wheel and stem do not move independently and that your handlebar clamp bolts are tight

Perform this check by standing in front of the bike, holding the front wheel between your knees and twisting the handlebars. You can prevent any movement by tightening the stem bolts and the handlebar clamp with an allen key.

What you need

- A bike pump
- A set of allen keys



Get going

with sustrans

**Check your bike is safe to ride
(continued)****10 Check if there is any rocking or clicking in the headset**

Perform this check by firmly grasping the head tube with one hand and applying the front brake with the other hand. This will steady the front of the bike so that you can shake the headset to establish any rocking or clicking in the bearings.

11 Check that the front and rear brakes are working properly

If the brake lever pulls against the handlebar grip, the brake cable needs adjusting. This is done by loosening the brake cable bolt, pulling the cable tighter and tightening the bolt again.

Both sides of the brake mechanism should move when the brake is applied. If this is not happening, turn the small adjuster screw on the stationary side until both sides are moving again. Most brakes have these adjuster screws.

The brake blocks must pull flat to the wheel rim. If this is not the case, use an allen key to adjust the block to the correct position.

Finally, check the front brake by applying the brake and pushing the bike forwards. Check the back brake by applying the brake and pulling the bike backwards.

12 Check the frame for any cracks or damage

Pay particular attention to the area around head tube.

13 Check the front wheel

Repeat the rear wheel check.

**Tip**

if you are unsure about the safety of your bike, visit your local bike shop.

For more free resources to help you walk, scooter and cycle visit
www.sustrans.org.uk/change-your-travel

Follow us on     

www.sustrans.org.uk

sustrans
Join the movement

Sustrans is a registered charity in the UK No. 205550 (England and Wales) SC030203 (Scotland)

Using the bike

- The battery
You will be supplied with the battery pack when you collect the e-bike. This should be handled with care. Consider putting it inside the pannier bag or your own bag to carry it to the bike. The battery clicks into place on the frame. Make sure that the battery is properly attached by pulling it – if properly attached, it should not move.
The key is used to unlock the battery so that it can be removed after use.
- The on-board computer
The small on-board computer / control panel has to be attached at the handle bars. For the battery to operate you need to switch it on using the Power button.
There are 4 levels of assistance on the control panel, from 'Eco', 'Touring', 'Sport' to 'Turbo'.
The control panel shows how much battery power is left (depending on chosen assistance level). It also shows – distance covered per trip, total distance covered by bicycle, and enables you to operate the lights.
- Lights
You use the on-board computer to turn on the built-in lights. There is a button for this next to the Power button. By law you must always switch the lights on in the hours of darkness or in poor light conditions. Always check that the lights are working before you set off.
- Motor
Built into the crank at the base of the bicycle, the motor is to be left alone and does not need your attention. The faster you pedal, the more assistance you get in relation to the assistance setting you have chosen.
The motor powers the bicycle up to 25 km/h. If you are going faster than that, the motor does not further assist. The bicycle is then running like a normal pedal bike.
- Gears
The e-bike has gears, just like a normal pedal cycle. You should adjust these according to the terrain. Always set off in low gear from stationary, then go through the gears as your speed increases. Select an easy gear under normal pedalling.

Cycling safely

- You have to wear a correctly fitted cycle helmet, which is securely fastened and conforms to current regulations. A helmet is provided with each e-bike if you do not have your own.
- Wearing light coloured or reflective clothing during the day and reflective clothing and/or accessories in the dark increases your visibility. A high visibility waistcoat is provided with each e-bike. You have to wear high visibility clothing when using the University e-bikes, these can be your own, or University supplied.
- Always use the built-in lights after dark or when visibility is poor.
- Ride positively, decisively and well clear of the kerb. Look and signal to show drivers what you plan to do and make eye contact when possible, so you know drivers have seen you.
- Avoid riding up the inside of large vehicles, like lorries or buses. These vehicles have very large blind spots – areas of the road that they cannot see, which could include you. Give such vehicles plenty of space or wait behind them.
- Familiarise yourself with and follow the [Highway Code Rules for Cyclists](#).



Source: [Think Campaign, Department for Transport](#)

Weather conditions

- Only use the e-bike when it's safe to do so i.e. not in extreme conditions such as icy roads, high winds or heavy rain.
- Cycle according to weather conditions or cancel your journey.

Routes

- We recommend using dedicated cycle lane routes wherever possible.
- Quieter roads are often safer and more pleasant to ride on.
- Use [Glasgow Cycle Streets](#) or [Open Cycle Maps](#) to find a suitable route
- If travelling between Gilmorehill Campus and Tay House, please use these recommended routes:
 - [From Gilmorehill Campus to Tay House](#)
 - [From Tay House to Gilmorehill Campus](#)
- For intercampus travel, the Kelvin Walkway offers a motor-traffic free route from Gilmorehill to Garscube for nearly the full length of the journey, with direct access to Garscube Campus.

Securing the e-bike

- Once at your destination you must lock the e-bike to an immovable object (ideally a cycle stand), using the D-lock.
- The D-lock must always be attached to the frame of the bike and the immovable object.
- Aim to use a secure cycle store where available.
- Avoid lifting the e-bike to prevent injury; wheel wherever possible.
- If the temperature outside is expected to drop below 0°C you must take the battery with you and store it inside.
- There are [bicycle parking facilities on both main campuses](#).

Returning the e-bike

It is essential that the e-bike is returned by the time specified in the booking. If you cannot keep to the booking period, please phone Sport Reception or Tay House Reception, to advise on the delay or enquire for an extension of your booking.

Together with the e-bike, return the battery, on-board computer, keys and lock and any additional items to Reception. You will be asked to complete the 'return-part' of the user record. If there are any issues, these must be logged on the record.

Taking the e-bike home

In some instances, such as a booking at the end of a day, it may be more convenient to take the e-bike home after use. If you consider to do so, please agree with Reception beforehand. This can only be approved if it does not interfere with a booking for the next day.

It is important to note, that the e-bike will not be covered by the University insurance policies, if not used for an University business journey, such as travel home.

You may also want to consider if you can store the University e-bike safely overnight at your home to prevent theft. Again, the University Insurance Policy would not cover theft of University property at private homes.

Insurance

What the University policy does cover

- Public liability insurance provides cover for the University's legal liability for loss, damage or injury that occurs to a third party. This means that if you are involved in an incident where a third party sustains an injury or loss or damage to property, any subsequent claim will be dealt with by the University's insurers.
- Employer's liability insurance provides an indemnity to the University in respect of legal liability to pay damages to employees as a result of bodily injury, death, illness or disease arising out of and in the course of their employment.
- The University property insurance covers the e-bikes for any accidental damage or theft whilst being used by an employee during the normal course of business. Anyone using the e-bike must ensure that it is secured at all times with an appropriate lock or shackle. A high-quality D-lock is provided with each e-bike.

What the University policy does not cover

- There is no cover under the University insurance policy for an employee's personal liability for use of the e-bikes during their own leisure time. This may be covered by a household insurance policy.
- There is no cover for loss, damage or theft of the e-bike if used for trips that are not on University business.
- There is no cover for loss of, or damage to, personal clothing or personal items, unless there is fault or negligence on the part of the University.
- Criminal Prosecution – Defence costs and fines incurred by an individual arising out of their negligent use of the e-bikes are not covered.

What to do if something goes wrong - Breakdown Procedure

- The battery has run out
This is unlikely to happen, as you will be supplied with a battery which is at least 75% full. Otherwise you will have been made aware to a lower charged battery and adjusted your trip accordingly. However, if the battery is empty for any reason and you have not completed your journey yet, the e-bike will still function as a normal bicycle, so you'll still be able to pedal as normal.
- There has been a mechanical fault with the e-bike and I can't complete my journey
It is your responsibility to get the e-bike to a safe place, ideally back to the pick-up / drop-off location.
If the fault happens within normal working hours (Mon- Fri., 8.30am - 4.15pm), contact Transport Services for advice or assistance, including pick-up.

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|---------------------------|
| Transport Services |
|---------------------------|

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|-----------|---------------|
| Telephone | 0141 330 5330 |
|-----------|---------------|

Also, most taxis with disabled access will allow a bike to be brought with you.

- I've got a puncture
The tyres are puncture resistant, so this will hopefully not happen very often. If possible, take the bike to a nearby bike shop and ask them to fix it for you. There will be a small cost attached to this, normally in the region of £10. Ensure that you get a receipt for the work and you will be reimbursed.
Alternatively, follow the advice as above and contact Transport Services. You may then have to complete your journey by other means.
Last resort, lock the e-bike up as safely as possible, remove the battery, on-board computer and panniers and take with you, make your way home on public transport/taxi. Please do inform Sport Reception that the bicycle can not be returned due to the fault. Deliver removed items to Sport Reception as soon as possible.
- The bike/battery was stolen from where I left it
Let Campus Security and Operational Support and Reception staff know immediately.
- There is some minor damage to the e-bike but it is still functioning
When you bring the bike back, include details on the damage on the user record.

Contacts

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| Campus Security and Operational Support | Tel 0141 330 4282 |
| Sport Reception | Tel 0141 330 4540 |
| Tay House Reception | Tel 0141 330 5431 |
| Transport Services (Mon- Fri., 8.30am - 4.15pm) | Tel 0141 330 5330 |
| Travel Planning | Tel 0141 330 3106 or travelplanning@glasgow.ac.uk |

Emergencies (internal telephones only) Gilmorehill ext 4444, Garscube ext 2222
The Police: 101 (non-urgent) or 999 (urgent)