

eCycle Manual



THE UNIVERSITY
of EDINBURGH



Queen Margaret University
EDINBURGH

Edinburgh Napier
UNIVERSITY 





Contents

Introduction	2
eCycle locations	3
The eCycle	3
Registering to use an eCycle	4
eCycle Induction	4
Cycle training	5
Appropriate use of an eCycle	5
Booking and using an eCycle	5
1. Booking the eCycle in Outlook	6
2. Signing the eCycle out	6
3. Checking the eCycle is safe to ride	6
4. Using the eCycle	9
5. Cycling safely	10
6. Securing the eCycle	12
7. Returning the eCycle	12
Insurance	13
What if something goes wrong?	14
Emergency Contacts	15
Useful Links	15

Introduction

With support from SEstrans and in partnership with Edinburgh College, Scotland's Rural College, Napier University, Heriot Watt University and Queen Margaret University, The University of Edinburgh now has 8 eCycles (Electrically Assisted Pedal Cycles or EAPC's) for use by staff. These are much like normal bicycles (so you are still required to pedal) but with an added assist to make the journey that bit easier. This is particularly handy in Edinburgh where it is often hilly, meaning you can travel around the city and arrive at your destination in good time and a little less puffed and sweaty!

To use an eCycle you must first read this manual and the Risk Assessment and sign the User Agreement Form. You will then have an opportunity to attend an eCycle Induction before having access to the booking system and jumping on the saddle for your first eCycle ride.

eCycle locations

The eCycle Coordinator responsible for your nearest eCycle is your first point of contact.

eCycle Number	Bike size	Location	Department	eCycle Coordinator
1	Small	Ascham Court (Accommodation Services) Secure Cycle Store	Department for Sustainability and Social Responsibility	Alan Peddie
2	Small	Edinburgh College of Art, Minto House, Chambers Street	Edinburgh College of Art	Malcolm Cruickshank
3&8	Small & Medium	9-13 Infirmary Street, Secure Cycle Store	Estates Department	Emma Crowther
4&5	Small & Medium	Hugh Robson Building Secure Cycle Store, George Square	Biomedical Sciences	Janet Philp / James Griffiths
6	Small	QMRI Secure Cycle Store (Little France)	College of Medicine & Veterinary Medicine	Steven Mclean
7	Small	SCRM Secure Cycle Store (Little France)	College of Medicine & Veterinary Medicine	Mark Marsden

The eCycle



Type of bike: Giant Prime E+2 2015 - Electrically Assisted Pedal Cycle (EAPC)



Average range: 25-30 miles (40-48 Km) for average battery use / weight of user / choice of gears / average terrain.

Recharging time: 3.5 hours

Maximum weight it can carry: 150 Kg (136 Kg rider plus 14 Kg luggage)

Important battery information: Must be stored in an indoor, dry environment at room temperature when not in use. Never store below 0°C or above 40°C.

Motor: The motor will only engage when pedalling and will cut out at 15 mph at which point you may continue pedalling, but there will be no assist from the motor.

Sizes available

- Small (x 6) Most suitable for a rider between approximately 5'3 and 5'7
- Medium (x 2) Most suitable for a rider between approximately 5'8 and 5'11

Accessories available for each bike

- 2 waterproof panniers
- D-lock with cable
- Cycle helmet
- High visibility vest

Registering to use an eCycle

1. Read the eCycle Manual and Risk Assessment.
2. Contact your local eCycle Coordinator to arrange your eCycle Induction session.
3. Following your Induction read and sign the User Agreement Form.
4. Return your eCycle User Agreement Form to your eCycle Coordinator.
5. Upon approval you will be emailed the details of how to book an eCycle.

If you would like to use an eCycle but are not currently a confident cyclist you can attend a cycle training course.

eCycle Induction

Before you can become a Registered eCycle User, you must receive an Induction. The induction will cover:

- Use of the pannier, helmet, high-viz vest and handling of the battery.
- Locking and unlocking the bike, and adjusting the saddle height.
- How to carry out a basic safety check of the bike.
- Using the bike controls and gears.
- A short cycle ride to experience the eCycle.



Cycle training

You must be a confident and competent cyclist to register as an eCycle User.

If you do not feel that you are a confident and competent cyclist, the University can organise free cycle training for you.

Essential Cycle Skills:

The Essential Cycle Skills Course is specifically designed for inexperienced or returnee cyclists. The aim of the course is to equip cyclists with the skills to cycle confidently on-road. The 2.5 hour group course covers:

- Basic bike maintenance, safety checks, and bike set-up.
- Skills training - including bike manoeuvring, braking, control and road positioning.
- On-road skills - an opportunity to ride in traffic using your new skills with the guidance of an instructor.

One to one cycle training:

This is particularly appropriate if you have never learnt to cycle before, or have a very limited experience of cycling. The training can be organised to fit with your schedule and is delivered by a qualified cycle instructor.

Training can be organised through the Transport Office. Please email transport@ed.ac.uk.

Appropriate use of an eCycle

The fleet of 8 eCycles has been provided for University of Edinburgh staff use only, for use on business journeys as an alternative to using a car, taxi, public transport or walking.

Users are advised that the eCycle is not covered under the University Insurance Policy when used during their leisure time and that this includes use of the bike for commuting to and from work. Further information on matters of insurance is provided in the Insurance section of this manual.

Booking and using an eCycle

The following points relate to the process of using an eCycle once registration is complete and a booking has been made.

1. Booking the eCycle in Outlook.
2. Reporting to the eCycle local reception to sign out the eCycle and collect keys etc.
3. Performing an M Check on the eCycle before departing.
4. Using the eCycle.
5. Cycling safely.
6. Securing the eCycle appropriately.
7. Returning the eCycle and any borrowed items to its permanent location.

1. Booking the eCycle in Outlook

Once you have registered as an eCycle user you will be provided with access to book the eCycles using your Outlook Calendar. You will receive a confirmation email advising you that this has been done.

The eCycles are listed in the Outlook Calendar address list. Your confirmation email will provide you with the name of the eCycle you need to look up.

To book use of the eCycle simply arrange a meeting with the eCycle. Please ensure that you book it for an adequate length of time to allow you to comfortably return the bike on time as another user may be using the bike straight after you. To do this you should:

In Outlook Calendar select “Open Calendar” and select the eCycle you want to use

Check if the eCycle is available when you require it

In the home tab go to “new meeting” and select “New meeting with all”

Select date and time for eCycle use and send meeting request

Please remember to cancel your booking if you no longer require the eCycle.

2. Signing the eCycle out

To use the bike you need to report to the eCycle Contact at your associated reception point. Here you will be required to answer a few questions about the journey you are making (for monitoring and evaluation purposes) and the accessories you decide to take out will be logged (panniers, helmet, battery).

3. Checking the eCycle is safe to ride

Before every journey on an eCycle an “M Check” must be performed by the user to check that the eCycle is safe to ride.

The “M Check” should only take a few minutes before you depart.

See the following page and visit tinyurl.com/safetoride for information on how to perform an M Check.

A higher quality version of the M check can be found at:





http://www.sustrans.org.uk/sites/default/files/file_content_type/get-going-mcheck-web.pdf

It is your responsibility as the user of the eCycle to ensure that it is safe to ride. You should not use the eCycle if you identify any problems. Please report any problems immediately to the reception point so that the problem can be rectified as soon as possible.

Please note that you must not attempt to rectify any problems. For example, this would include fixing a puncture. For the safety of all users any problems with the eCycles must 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
about the journey



4. Using the eCycle

Keys and lock

- You will be supplied with one key for the D-lock (“Kryptonite” marked on it) and one key for the battery pack.
- When the D-lock is not in use it should be attached to the handlebar using the bracket. The cable should be put inside the pannier.

The battery

- You will be supplied with the battery pack when you collect the keys. This should be handled with care. Consider putting it inside the pannier bag to carry it to the bike.
- The battery slides into the back of the bike. Make sure that the battery has “clicked” into place. Check this by pulling the battery and it should not move. The key is used to unlock the battery so that it can be removed after use.

The controls

- There is a small control panel attached to the handle bars. For the battery to operate you need to switch this on using the Power button. The battery powers a motor that assists you as you pedal. There are 3 levels of assistance on the control panel
 - Sport 70% assistance
 - Standard 50% assistance
 - Eco 30% assistance
- You can change the level of assistance using the up and down arrows. You can do this before or during pedalling.
- How long the battery will provide power for depends on the level of assistance you choose and the terrain you are cycling on. In Eco mode you can expect the bike to have a range of up to 70km, and in Sport mode up to 40km. Remember – with no power you can still pedal the bike!
- The control panel shows how much battery power is left.

Lights

- You also use the control panel 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.
- The control panel will switch itself off after a prolonged period of the bike being at standstill. This means that the in-built lights will also automatically switch off.
- You can be assured that the lights will continue to work, even if you have run out of battery power for the motor. 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.
- Every time you pedal one full circle the motor factors in an assist.
- The faster you pedal, the more assist you get in relation to the speed setting you have on.
- The motor powers the bicycle up to 15mph. If you are going faster than that (fast downhill for example) the motor stops and the bicycle runs normally.



Gears

- The eCycle also has gears, just like a normal pedal cycle. You should adjust these according to the terrain.

eCycle cycling tips

- Always set off in low gear from stationary (like setting off in a car in 1st gear) then go through the gears as your speed increases.
- Select an easy gear under normal pedalling.
- The eCycle will help you more if you use a smooth pedalling action, and less if you use high pressure / stamping technique. The smoother technique means steady assistance from the bike, rather than stop start help, which helps to conserve battery life.

5. Cycling safely

- Ensure you read the risk assessment and follow the control measures as appropriate.
- You should wear a correctly fitted cycle helmet, which is securely fastened and conforms to current regulations. A helmet is provided with each eCycle 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 eCycle.
- Always use the built-in lights after dark or when visibility is poor. The lights have no effect on the distance achievable with the battery – so if in doubt, turn them on.
- Ride positively, decisively and well clear of the kerb. Look and signal to show drivers what you plan to do and make eye contact where 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 highway that they cannot see, which could include you. Give such vehicles plenty of space.
- Familiarise yourself with and follow the Highway Code: <https://www.gov.uk/rules-for-cyclists-59-to-82>



Source: DVLA <http://think.direct.gov.uk/cycling.html#tips>

Weather conditions

- Only use the bike when it's safe to do so i.e. not in icy or slippery conditions.
- Cycle according to those conditions.

Routes

- We recommend using dedicated cycle lane routes wherever possible, such as the Quality Bike Corridor between Central Area and King's Buildings.
 - <https://www.google.com/maps/d/viewer?ll=55.934828,-3.183374&msa=0&spn=0.024375,0.055189&mid=zNKDYVv1ZNe0.k6G917U3AihM>
- Quieter roads are often safer and more pleasant to ride on.



6. Securing the eCycle

Once at your destination you must lock the eCycle to an immovable object (ideally a cycle stand) using the D-lock and cable. Aim to use a secure cycle store where available. Avoid lifting the eCycle to prevent injury; it is better to wheel wherever possible.

The D-lock must always be attached to the frame of the bike and the immovable object, and ideally to the back wheel of the eCycle. The cable should always pass through the front wheel and be secured with the D-lock.

If the temperature outside is expected to drop below 0°C you must take the battery with you and store it inside.

The locations of secure cycle stores can be found at the following:

<http://www.ed.ac.uk/schools-departments/transport/cycling/facilities/bike-parking/overview>

Helpful lock-up tips:

- Lock the eCycle in a well-lit area where there are other bikes.
- Make sure the eCycle cannot be lifted over the object it is locked to.
- Create a snug fit with wheels and frame so that there is little space in the D-portion of the D-lock for a thief's tools.
- Position the D-lock with keyway facing down.
- Always use both the D-lock and the cable.

7. Returning the eCycle

It is essential that the eCycle is returned by the time specified in the booking.

When returning the eCycle, ensure it is secured in its permanent location and check for any issues.

Return the battery, keys and any items borrowed to your eCycle Contact. If there are any issues, these must be logged with the eCycle Contact immediately. If you borrow a cycle helmet you must report any damage to prevent the next user from unknowingly using a damaged helmet.

Ensure that you leave enough time in your original booking to allow checking the eCycle and returning the items.

Taking the eCycle home

In some instances, such as a booking at the end of a day, it may be more convenient to take the eCycle home after use. If you choose to do this, please note that the eCycle will **not** be covered by the University insurance policies. See the next chapter on Insurance for more details.



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 (contents section) covers the eCycles for any accidental damage or theft whilst being used by an employee during the normal course of business. Anyone using the eCycle must ensure that it is secured at all times with an appropriate lock or shackle. A high quality D-lock is provided with each eCycle.

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 eCycle during their own leisure time. This may be covered by a household insurance policy but it is recommended the individual checks with their insurers. There is also no cover for loss, damage or theft of the e-Cycle.

There is also 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-Cycle are not covered.

Please Note - The information detailed above is only a brief summary of the policy cover and is provided for guidance only. The policy wording should be checked for full terms and conditions and this summary does not include all conditions and exclusions. This can be made available via the Insurance Office of the University of Edinburgh.



What if something goes wrong?

The battery has run out

Don't worry. The eCycle will still function as a normal bicycle, so you'll still be able to pedal as normal to complete your journey.

There has been a mechanical fault with the bike and I can't complete my journey

It is your responsibility to get the eCycle to a safe place, ideally back to its permanent location. Most taxis with disabled access will allow a bike to be brought with you.

Use the emergency contacts list to let us know about the fault so we can call out the mechanics to fix it as soon as possible.

I've got a puncture

Although the tyres are puncture resistant, very sharp objects such as glass can still cause a puncture.

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, lock the eCycle in a secure cycle store and report the issue to your eCycle Contact. You will then have to complete your journey by other means.

If none of the above are possible, you will have to find another way to get the bike to a safe place. Last resort, lock the bike up in a well-lit area, make your way home on public transport and return the next day with help or an idea of how to get it home / to work.

The bike/battery was stolen from where I left it

Let your eCycle Contact know immediately.

I fell off the bike and there is some minor damage to the bike but it is still functioning

Accidents happen, so don't worry. When you bring the bike back let your eCycle Contact know what happened and where the damage is so we can get it fixed if we need to.

I had an accident with another vehicle

The first priority is to make sure you are okay. If you are injured call an ambulance if you need one. If it's less serious but you are still hurt then get yourself to a hospital. Let someone at the University know you have been involved in an accident.

After you've sorted yourself out, then think about the bike. Remain calm and collect the other party's details. If you can, take a picture of the bike and other vehicle as soon as possible.

Emergency Contacts

The University of Edinburgh Security Section:	0131 650 2257 2222 (Emergency - Internal Telephones Only)
The Police:	101 or 999
Transport Office	0131 650 9101 08.45 – 16.30, Monday to Friday

Useful Links

Advice from the UK Government on cycling safely: <http://think.direct.gov.uk/cycling.html>

Advice and tips from the Council for cycling in Edinburgh:
http://www.edinburgh.gov.uk/info/20087/cycling_and_walking

The Lothian Cycle Campaign: <http://www.spokes.org.uk/>

Cycling Scotland: <http://www.cyclingscotland.org/>

Sustrans: <http://www.sustrans.org.uk/>

Cycle route maps

Cycle Streets: <http://edinburgh.cyclestreets.net/>

Sustrans Scotland maps: <http://www.sustrans.org.uk/ncn/map?lat=57.10045196488224&lng=-4.251709421875036&zoom=7&route-type=all-routes®ion=Scotland>

Open Cycle Maps: <http://www.opencyclemap.org/?zoom=16&lat=55.94371&lon=-3.18722&layers=B0000>

Google Maps: <https://www.google.co.uk/maps/@55.9412083,-3.2053388,12z/data=!5m1!1e3?hl=en>