



UniCycles User Guide: Pollock Halls Edition

Welcome

Welcome to **UniCycles**, the University of Edinburgh's student e-bike hire scheme. For students living at Pollock Halls this is the easy way to start enjoying the convenience of cycling in Edinburgh.

UniCycles is being delivered by the University of Edinburgh and is funded by City of Edinburgh Council with support from SP Energy Networks' Green Economy Fund, and Paths for All – Smarter Choices, Smarter Places.

Contact details

If you need any help or advice while you have your bike out on hire, please contact:

Email: unicycles@ed.ac.uk | Tel: **0131 650 9768**

Opening hours: **9am – 5pm, Monday to Friday**

About your bike

Your bike is a Pashley e-bike. It was previously used as part of a city bike hire scheme in Edinburgh, and has been thoroughly serviced and refurbished. Your bike comes with a 3 speed hub-gear system, Kryptonite lock, lights, mudguards, puncture resistant tyres, and a front rack.

Using your bike

Hold down the power button on the battery for around 2 seconds to switch it on. There is no need to switch it off again as it will power-off automatically after it has been stationary for 100 minutes.

It is important that you keep an eye on your battery to ensure you have enough charge to meet your daily transport needs. Based on daily trips to and from campus and shops, the battery should last for approximately three days. This is not exact as it does depend on how you use the bikes (e.g. hills, weight of the rider). We do not recommend that you let your battery go below two bars as the last 20% deteriorates much more quickly.

To change gear, twist the control on the right handlebar whilst briefly stopping pedalling.

Looking after your bike

If you experience any mechanical problems with your bike you should contact the Edinburgh Bicycle Cooperative for help. Support is available 7 days a week, 10am-6pm. If your bike needs to be brought into their workshop whilst it is fixed, then you will be provided with an alternative replacement.

Maintenance support contact details:

- Tel: 0345 257 0808
- Email: enquiries@edinburghbicycle.com
- Twitter: @EdinburghBikes
- Instagram: @edinburghbicycle

The only maintenance you should need to do whilst you have the bike is pumping up the tyres every few weeks. A pump is available from the Reception at Pollock Halls.

Important: If you have any problems with your bike and are able to, please take your bike to the nearest Edinburgh Bicycle Cooperative branch. However, if this isn't possible, Edinburgh Bicycle Cooperative will come to you if you have any problems with your bike – but this only applies whilst you are within City of Edinburgh Council boundary. If you take your bike outside of the City of Edinburgh Council area, then it is your responsibility to get it back to Edinburgh if anything goes wrong. ([Click here to see a map of the City of Edinburgh Council area](#))

Edinburgh Bicycle Cooperative Branch Locations:

- Bruntsfield store - 8 Alvanley Terrace, Edinburgh EH9 1DU
- Canonmills store - 30 Rodney St, Edinburgh EH7 4EA

Charging your bike



- 1) To charge your bike, press the button on the wall repeatedly until all 5 LEDs are lit. This will charge the battery for 4 hours – which is how long it takes for an empty battery to completely recharge



- 2) Simply plug one of the cables attached to the wall into the port on your bike's battery.



- 3) To check if the battery is fully charged: Hold down the power button on the battery for around 2 seconds to switch it on. Press the power button once again to see the charge level. Five green LED lights mean the battery is fully charged.

Cycling guidance

Cycling Scotland offer free online resources to help you to build your confidence, test your knowledge of everyday cycling and prepare you for the daily commute on Britain's roads. Additionally, they offer a range of adult cycle training courses throughout Scotland. You can view the resources available from the Cycling Scotland website here:

<https://www.cycling.scot/what-we-do/training/adult-cycle-training>

Cycling safely

Helmets are compulsory and must be worn when hiring out an eBike from UniCycles. Helmets are available from us for £20, or from bike shops across Edinburgh.

When riding your bike, you should always follow the Highway Code. The Highway Code rules for cyclists are available online at:

<https://www.gov.uk/rules-for-cyclists-59-to-82>

Keeping your bike safe

Bike theft is not uncommon in Edinburgh, so please take care to secure your bike properly. Here are some basics on keeping your bike safe:

- You should always lock your bike through its frame.
- As a deterrent to thieves, make sure you lock your bike in a busy, well-lit area. Do not leave removable items attached to your bike – **ALWAYS** remove the lights as these are particularly attractive to would-be thieves.

Remember: whenever you are locking up your bike, use the exact lock that we supplied to secure it to an immovable, permanent structure (e.g., bike rack). This is a requirement for you to be covered by our insurance. If you do not do this, and your bike is stolen, then the loss will not be covered by the insurance and you will be liable for the cost of replacing the bike - £2000.

For simple tips on how to keep your bike safe, go to the University's website

www.ed.ac.uk/transport/cycling/security

In the unlikely event that your bike is stolen, follow one of the procedures below;

- If your bike is stolen outside of University property, please inform us as soon as possible on 0131 650 9768.
- If your bike is stolen at Pollock Halls, please contact the Community Support Team on 0131 667 197, then let us know on 0131 650 9768.
- If your bike is stolen on University property, please contact University Security on 0131 650 2257, then let us know on 0131 650 9768.

Cycle parking

You can park your bike in the Bike Store H, the same place you collected your bike from. You can also park it in any other bike store at Pollock Halls if that is more convenient, and then use Bike Store H only when you need to recharge your bike. Speak to the Community Support Team at Pollock Reception to be given access to bike stores.

There are secure bike parking facilities across the University. For more information go to

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

Returning your bike

We will be in touch by email a few weeks before the end of the hire period to explain how to return the bike. You will have the option to continue to hire the bike for Semester 2, and details of how to organise this will be provided nearer the time. If during your hire you decide you no longer want to use the bike, please let us know so that we can hire it to someone else.

Cycle routes and maps

Edinburgh has an extensive network of on and off road cycle routes. You can view detailed maps of the city's cycling routes here:

<https://www.edinburgh.gov.uk/cycling-walking/explore-quietroutes/1>

The University's online campus map shows bike parking locations and routes through its cycling facilities layer:

<https://www.ed.ac.uk/maps/maps>

Cycling into the future

We hope that taking part in the bike hire scheme will encourage you to continue cycling throughout your University years and beyond. If you want to buy your own bike, there are lots of shops in Edinburgh that sell new or second-hand bikes. Staff will be pleased to help you choose the right bike for you, and some also offer discounts to University students.

<https://www.ed.ac.uk/transport/cycling/getting-a-bike>