

QUICKLY ON THE ROAD WITH YOUR DOCKR.

CHECKLIST

Your first bike ride checklist

- Step 1** Do you have this handbook with you?
Step 2 Take the following steps so that you can navigate the inner city without a sweat.



DO THE LIGHTS STILL WORK?



TYRES PUMPED?



BATTERY STILL FULL?



SADDLE ON THE RIGHT HEIGHT?

ALMOST READY TO GO? UNLOCK YOUR BIKE BEFORE TAKING THE BIKE OFF THE STANDARD.

DAMAGE OR THEFT?

Your **DOCKR** is insured for damage to the vehicle due to an accident or vandalism and for theft. When your DOCKR is parked outside you need to lock your DOCKR with an additional chain lock (minimum ART 2).*

**Unless you're taking it for a ride, obviously...*

Has your **DOCKR** been stolen or lost (or broken) your key? Request a new key in the service portal, email to service@dockrmobility.com or call **085 - 40 00 058** and we'll get you back on the road!

AT YOUR SERVICE

How do we make sure your **DOCKR** is always ready for the road?



Preventive maintenance

Our service partner will come by periodically for **preventive maintenance**.

Wear & tear parts are included in our offering. By replacing and repairing these on time, your downtime will be as low as possible.



Road assistance

Did your **DOCKR** break down while on the road? Our **general number** provides the option to be directly connected to our roadside emergency service partner.



Repairs

If your **DOCKR** (or parts) breaks down, our service partner will **help you as soon as possible**, in 2 working days.

Sometimes a repair takes longer than expected. **DOCKR** will receive an automatic notification in this case, and contact you for the possibility of a **replacement bike**.



Yeply

Access to Service Portal

Our service partners offers the convenience of an **online portal for all repair requests**. Ask your manager if a login is available for you.

You can simply fill in your repair request online at any time by scanning the QR code on the left.

ONE CALL AWAY

How to reach out?



SERVICE@DOCKRMOBILITY.COM



+31 85 4000058

- Are you calling from any other country than The Netherlands? Make sure you **use the +31**
- You can reach our **roadside emergency assistance 24/7**
- The **opening hours** of our service partner are **Mon-Fri from 09:00-17:00**
- If you have a service request outside opening hours? Simply use the **portal** or send an email to planning@getbikeservice.com

