



## **Frequently Asked Questions**

**Question: What is included with the QI CycleStation™?**

Answer: Typical components include bike racks, lock heads, locking collars, administrative kiosk, wiring and assembly. A server is required to track the activity and is usually purchased from QI Systems with the CycleStation server software.

**Question: Are there any upgrade options available?**

Answer: Yes, CycleStation is designed as a flexible system that can be configured to meet customer needs. There are a variety of system enhancements available, including but not limited to, choice of rack finishes, number of bike slots per rack, kiosk design, graphics options, solar power, extended battery life, etc. Ask your QI sales representative about the options that work best for your system.

**Question: What does the customer have to supply?**

Answer: The customer must supply the bikes to be used with the system, if not using a QI Systems recommended bicycle product. If not using QI System recommended bikes, it is suggested that the customer coordinate the bike selection process with QI to ensure that the locking collars fit the selected bikes to avoid any additional charges for modifications. Additionally, the client must provide a location for each CycleStation system. The customer must also establish a GPRS account and provide a SIM card for each kiosk in the system to transmit the data from the kiosk to the server.

**Question: How does CycleStation work?**

Answer: The CycleStation includes a bike rack and an innovative QI lock head at each bike slot. Each bike will be fitted with a unique locking collar that identifies that specific bike individually via its lock head connection to the rack. The locks on the bike rack communicate with the AC or solar powered kiosk which monitors the bikes' activity. The system is designed such that a bike can be checked out of one station and returned to another within the same network. The kiosk interfaces with a central server via a GPRS service (customer's account). The server controls and monitors the system and can be managed remotely.

**Question: What assembly or installation is required?**

Answer: CycleStation will be delivered to the customer's location and assembled under the supervision of a QI Systems technician. The customer must perform the site preparation (including running and correctly grounding power conduit for the AC model) and is responsible for anchoring the rack into the foundation (for permanent installation). QI Systems will provide specification and dimensions for the rack installation.

**Question: What ongoing commitments must the customer make to operate a CycleStation?**

Answer: The purchase of the system is not tied to any advertising program or revenue sharing scheme and does not required the purchase of a specific type of bicycle (however, we do strongly recommend certain bikes that have been designed solely for bike sharing use). The only ongoing commitment is to maintain the GPRS account for the data transmission from the kiosk to the server. If the system is to use credit card payment, a credit card processing account and a merchant account (with associated transaction clearing account) must also be maintained. QI Systems can advise the client on how to establish these services.



**Question: How does the check-out and check-in process work?**

Answer: The bike check-out and check-in can be accomplished in a number of ways, including credit card and a unique CycleStation membership card. It is also possible to use a pre-existing card system such as campus and student ID. The standard installation uses a Track-2 magnetic stripe card system.

**Question: How are users of the system charged?**

Answer: The system is flexible enough so that it can allow for free bike usage, a rental fee with each usage, or work with a monthly, annual or semester-based subscription program, as well as many other variations from any of these plans.

**Question: What maintenance is required?**

Answer: The system itself requires minimal maintenance. Other than making sure that solar panels are clear of leaves and other debris (for solar powered systems) and lock heads are periodically cleaned, there is little maintenance to do to the system. Bikes should be carefully inspected regularly and may need to periodically be moved between stations to balance availability.

**Question: Who provides the maintenance?**

Answer: Maintenance of the system and the bikes is the operator's responsibility. One method is to make the system and bike maintenance part of the operator's Maintenance Department's ongoing responsibilities. Another is to contract with a local bike shop to periodically inspect the bikes and provide required maintenance. Bike shops like being affiliated with bike sharing programs as it can lead users to buy personal bikes from their shops.

**Question: How many bikes can a QI CycleStation manage?**

Answer: CycleStation is designed to be a flexible system that can accommodate an almost infinite number of bikes. With one central server, the QI CycleStation software and a CycleStation kiosk at each operating location, the system can manage tens of thousands of bikes.

**Question: What options are offered for CycleStation?**

Answer: Customers often opt to purchase stainless steel racks for the system to reduced maintenance, increase longevity of use and enhanced appearance. Adding solar power and extended battery capacity to the system is also popular. QI System recently introduced a new kiosk that provides a pleasing, upscale look that can be finished to display the client's custom graphic design and color scheme. This new kiosk design has proven to be very popular.

**Question: What is the warranty?**

Answer: QI Systems provides a one year parts and labor warranty on the components of the system.

**Question: How much does a CycleStation system cost?**

Answer: Pricing is based on the number of locations and the number of bikes supported. A basic system itself starts at less than \$600 per bike slot for low volume installations. The price per bike decreases as the number of slots per rack increases. Any enhancements added to the basic system such as stainless steel racks, solar power, extended battery life, upgraded kiosk, graphics, etc., adds to the final price of the system.



**Question: How do I know if the site(s) I have selected for CycleStation™ are right for solar power?**


Answer: We recommend using a Solar Pathfinder to identify your solar energy availability at a proposed site. A Solar Pathfinder is available under Solar Site Analysis Tools at:

<http://store.altenergystore.com/Meters-Communications-Site-Analysis?Solar-Site-Analysis-Tools/c891>

The amount of energy required depends on the size of the rack used and the number of batteries installed in the system. If the site routinely has less than six hours of direct sunlight during times of operations, we suggest that you consult with QI to discuss configuration before deciding on the solar-powered option.

**Question: Can I use both AC and solar power with my CycleStation™?**

Answer: QI Systems has a significant amount of experience integrating AC, solar and battery backup power into a single system. The various power solutions need not be viewed as mutually exclusive. Before finalizing your purchase decision, talk with us about blending multiple power sources into your system to achieve maximum results.

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