DERO | bikeep
A PLAYCORE Company

Bikeep Station Maintenance Overview

Maintaining Bikeep Smart Bike Stations is **critical for ensuring** their **optimal functionality and longevity.** Maintenance benefits users by delivering a consistent, high-quality experience and provides long-term advantages to the operators of Bikeep Smart Bike Stations.

It is crucial to have a trained maintenance partner readily available for every installed and operational station. This ensures that any issues can be promptly addressed, maintaining the station's functionality and user satisfaction.

Types of Maintenance

There are two categories of maintenance: Regular Maintenance and On-Demand Maintenance.

REGULAR MAINTENANCE

Regular Maintenance, also known as routine maintenance, is for ensuring a **seamless operation** of Bikeep Smart Bike Stations and Bikeep Docks throughout their entire lifecycle, providing a **reliable service** for end-users.

Regular Maintenance **proactively prevents** critical problems from arising. It can prolong the overall life expectancy of the Bikeep Smart Bike Stations by allowing technicians to routinely inspect vital components or specific subassemblies and identify any **emerging problems.**

For example, if left unattended, functional components of the Bikeep Smart Bike Stations may become defective, thereby **hindering systems** or, in worst-case scenarios, causing **complete failure** and disrupting the station's usability.

Failure to carry out regular maintenance as required will result in the repeal of the station warranty.

ON-DEMAND MAINTENANCE

On-Demand Maintenance addresses **existing problems** where **corrective action** needs to be taken and coordinated by Dero, the manufacturer and service operator. (Please use the customer service contact information below.)

Issues that need On-Demand Maintenance are discovered and reported by Bikeep, clients, or end-users through the Bikeep App or by reaching out to the contact information below. Resolutions are handled on a case-by-case basis.

If an end-user reports damage or issues that render the Bikeep Docks unusable, please use the customer service contact information below. This ensures minimal disruption and maintains the high quality of service expected by users.

Maintenance cycle

Regular Maintenance: The stations must be serviced regularly, according to the usage of the station. Also a correctly completed maintenance record should always be filed.

Regular maintenance intervals should be considered as follows:

Per dock usage of **1** session per day: **Every 12 months**
Per dock usage of **1-2** sessions per day: **Every 6 months**
Per dock usage of **2+** sessions per day: **Every 3 months**

No unauthorized additions or adjustments should be made to the system by a 3rd party.

Estimated time for routine maintenance checkup: 6 minutes per dock

On-Demand Maintenance issues generally arise around once a year. Nevertheless, the need for On-Demand Maintenance maintenance may vary depending on factors like usage rate and the location of the installation.