User Guides

1 Deposit and Pricing

1.1 Differences between Deposit and Balance

Your deposit is different from your balance. You need to top up your balance in order to pay for trip fees, whereas your deposit will forever be untouched until you request for a refund.

The deposit ensures your responsibility while using bikes, and it can be refunded to your payment account whenever you want.

The balance in your wallet is used to pay for your rides:
1. It has no expiration date, and cannot be transferred or donated to another user;
2. The balance you topped up is refundable, but top-up subsidies given to you by Mobike can only be used to pay the fee charged for your rides, and cannot be withdrawn; Once you've refunded the balance that you've topped up, top-up subsidies Mobike gave you will disappear;
3. If you have any problem with your wallet balance, please email refundsupport@mobike.com.

1.2 Trial Users

After registration, if you have never paid the deposit, you can select the "Trial riding mode" in the Wechat mini app to become a trial user:
1. Trial users can ride for a limited number of times per week without paying a deposit;
2. Trial users cannot enjoy the Monthly Pass perks;
3. Trial users are not VIP members and therefore cannot enjoy VIP perks.

1.3 Deposit Free Coupons

Mobike will occasionally give away Temporary Deposit Free Coupons. New users who have never paid the deposit can use a Temporary Deposit Free Coupon when paying the deposit:
1. During the specified period of the Deposit Free Coupon, users can become a VIP member without paying the deposit, enjoying full membership perks like the Monthly Pass;
2. When the Deposit Free Coupon expires, users need to pay the deposit to continue riding. This will not count as a first time deposit payment and therefore the user will not enjoy perks that come with a first time deposit payment;
3. Users who have used the Deposit Free Coupon cannot use another Deposit Free Coupon, and cannot become a trial user.

1.4 Pay Deposit

When you pay the deposit after registration, we will give you a free Monthly Pass!
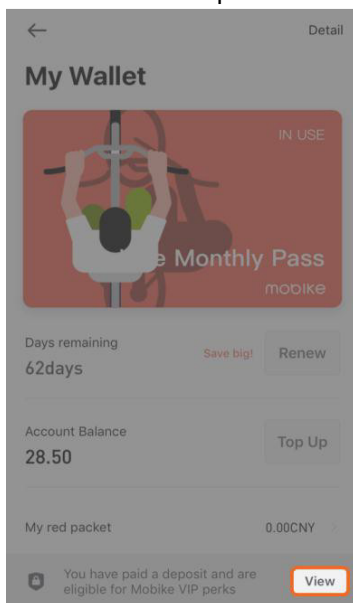
To pay the deposit, please click on the top left corner of the main screen, "My Wallet"->"Deposit".
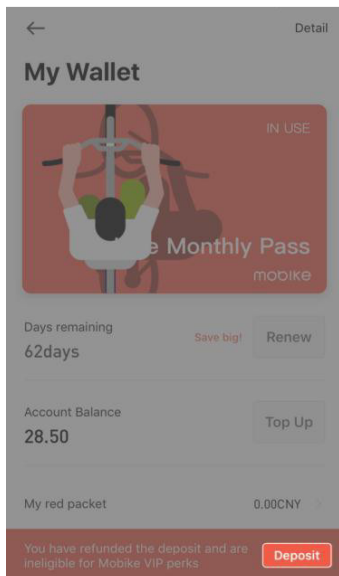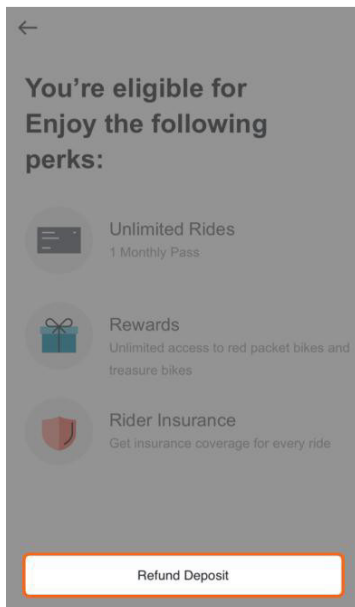
You can pay the deposit using Wechat Pay, Alipay or Apple Pay.

1.5 Deposit Refund

To refund the deposit, please click on the top left corner of the main screen, "My Wallet"->"View"->"Refund Deposit".

You may request to refund the deposit at any time. Mobike will start the refund process immediately upon its receipt of such request. Normally, it will take 2-7 weekdays to credit such refund into your original payment account. The actual credit of such refund into your original payment account, however, will vary due to various processing flows of the bank and the third-party payment system associated with the payment method you chose.

Please understand and acknowledge that the deposit is one of the preconditions to request Mobike's services and therefore once the refund request is made, you will not be able to use Mobikes. All your Mobike coupons and Free Ride Days will be automatically cleared from your account once your deposit refund has been successfully processed.
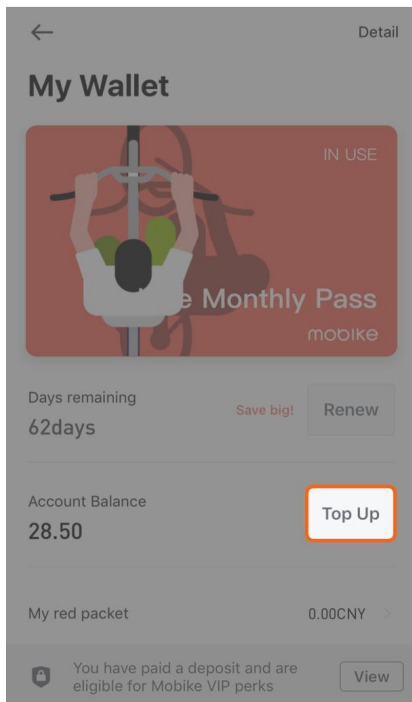
You will not be able to request a refund of the deposit under the following circumstances:

- In the middle of an ongoing trip
- User has a negative Mobike Credit score
- User has a negative account balance

Proceed

.6 Top Up

To top up the balance, please click on the top left corner of the main screen, "My Wallet"->"Top Up".

You can top up your balance with Wechat Pay, Alipay or Apple Pay.

1.7 Balance Refund

Your account balance is refundable. Please send an email with your registered mobile phone number, full name, and relevant order number to refundsupport@mobike.com. We will process your request within 7 business days.

To check the order number of your top up payments, please check the platform of which you made your payment order on:

1. For your Wechat payment order number, please check your Wechat payment history.

2. For your Alipay payment order number, please check your Alipay Payment history:

3. iOS users who used Apple Pay can check the payment order number through their banks.

To view the payment platform you chose for your top-up, click on the top left corner, "My Wallet"->"Detail".
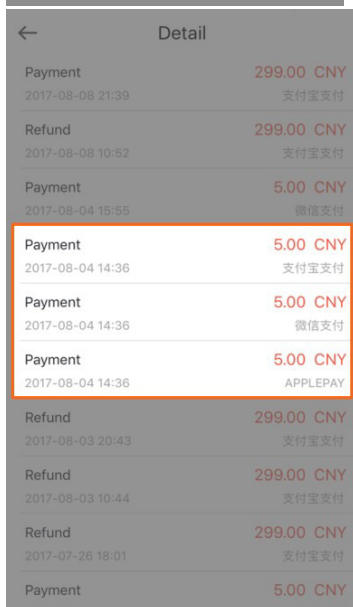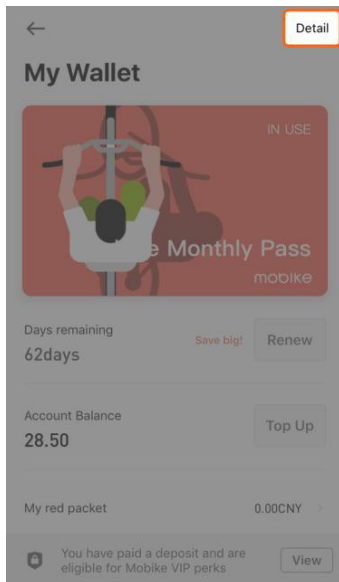
2 Pricing

2.1 Pricing

According to different bicycle types, Mobike charges a standard service fee of CNY 0.5 or CNY 1.0 for every 30 minutes of riding. For a trip lasting less than 30 minutes, it shall be deemed as 30 minutes.

For example:
1) If you unlock a bike that charges CNY 0.5 for 30 minutes, and ride it for 10 minutes, you will be charged CNY 0.50 for the trip. If you ride for 40 minutes, you will be charged CNY 1.0 for the trip;

2) If you unlock a bike that charges CNY 1.0 for 30 minutes, and ride it for 10 minutes, you will be charged CNY 1.0 for the trip. If you ride for 40 minutes, you will be charged CNY 2.0 for the trip;

Trip starts from the moment when the bike is unlocked, and lasts until it has been successfully locked. If you unlock a bike charging CNY 1.0 for 30 minutes, ride it for 10 minutes, stop for 30 minutes without locking the bike, and then continue to ride it for another 10 minutes, the total time of the trip should be 50 minutes, and in such case, you will be charged CNY 2.0 in total for the trip.

2.2 Pricing Error

If you encounter a case where you get charged falsely, you can use the top right button "Unable to end" to end your trip and report an issue. While we process your request, your account will be temporarily frozen, and it will be unfrozen once we have successfully processed your request.
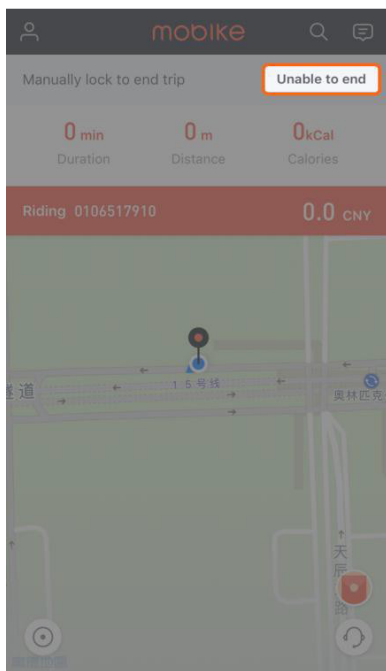
If you were charged for a trip by mistake and the trip has already ended, you can click on the Customer Service icon on the lower right corner → "Others" → "History" to look for the ride that you want to report.

Customer Service

Lock failed   Bike Problem

Wrong parking   Others

Customer Service

Last trip   Need Help?

Bike ID   0106133907
Start   2017-08-25 08:51
End   2017-08-25 08:59

History

Bike Problem

Lock failed

Registration, login

Deposit & Trip fee

Questions about Mobike Credit

Returning the bike

Current Process
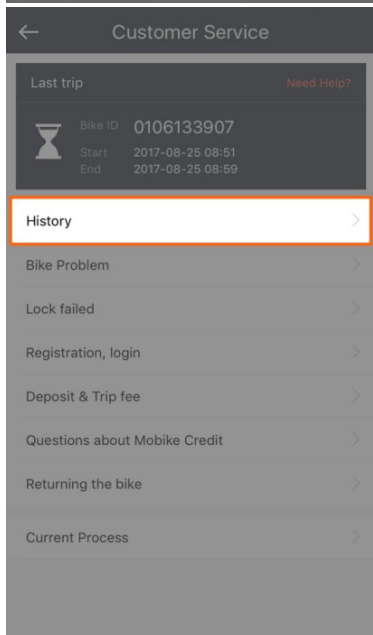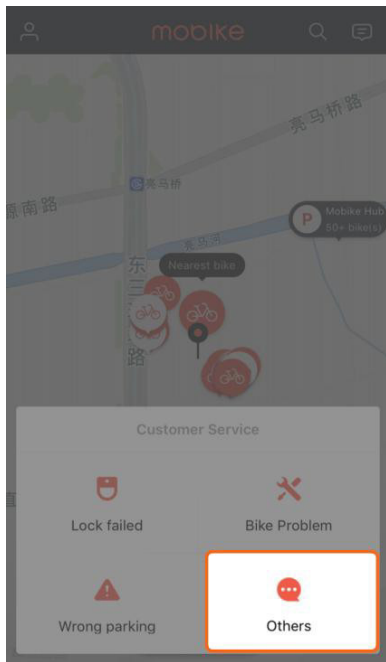
3 Unlock and Lock

3.1 How to Unlock

Locate a Mobike and click on the "Unlock" button at the bottom of the main screen. Use the camera to scan the QR code displayed between the handlebars or on the lock. Once you've successfully scanned the code, your phone will bring you to the unlocking page and the lock should automatically unlock promptly.

If you are experiencing issues with the scanning process, you may also click "Bike Number" on the unlock page and enter the bike number below the QR code to unlock the Mobike. Please be sure that you enter the correct bike number.


3.2 Unlock Failed

If you are experiencing a failed unlock, check the following:
1. If a bike's lock has a blue blinking light, it means that another user has already reserved it;
2. Please close the App and try to scan the code again or manually enter the bike number;
3. If the App prompts you with "Please make sure you are next to the bike and try again," you can try to wiggle the lock and the back wheel. The bike will beep three times. Please wait a minute and try to scan the code again;
4. If the App prompts you with "I'm having a rest, please try another bike," the bike might be temporarily unusable, waiting for operation and maintenance. Please scan another bike;
5. If you tried all of the above and still can't unlock the bike, the bike might be temporarily unusable, waiting for our operation team to intervene. You can help us by clicking on the Customer Service icon on the bottom right corner and reporting this bike's problem :).

6. If you tried many bikes and all failed, please check your network, restart the App, or click on the Customer Service icon on the bottom right corner and report the problem.

3.3 Charging without Unlocking

After scanning to unlock, if your lock did not automatically unlock but your App starts charging you for a trip, please use the top right button "Unable to end" to end your trip and report an issue. While we process your request, your account will be temporarily frozen, and it will be unfrozen once we have successfully processed your request.
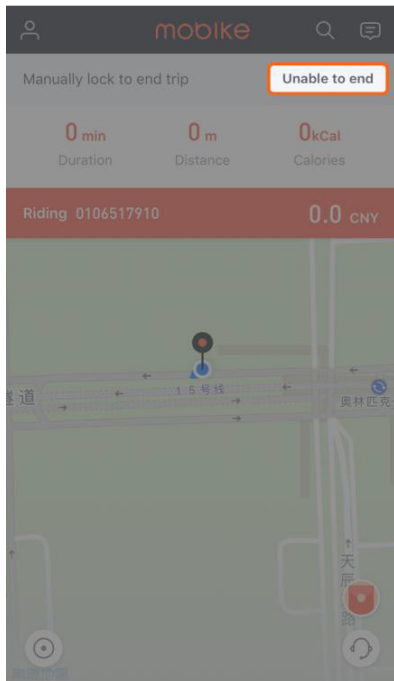
3.4 How to Lock

When you have finished riding your Mobike and returned it to a legal public bike parking location, close the lock by pulling down the red latch on the side of the lock. You will hear two beeping sounds followed by three beeping sounds, signalling that the bike has been successfully returned.

3.5 Forget to Lock

Please make sure that you lock your Mobike when you park. Failing to lock your bike will result in deducting 15 Mobike credits from your account (if the bike was not damaged).

If you forgot to unlock a bike, please call 400-811-7799 for customer service to resolve the issue.

3.6 Unable to End

If your trip does not end after you manually lock your bike, please use the top right button "Unable to end" to end your trip and report an issue. While we process your request, your account will be temporarily frozen, and it will be unfrozen once we have successfully processed your request.
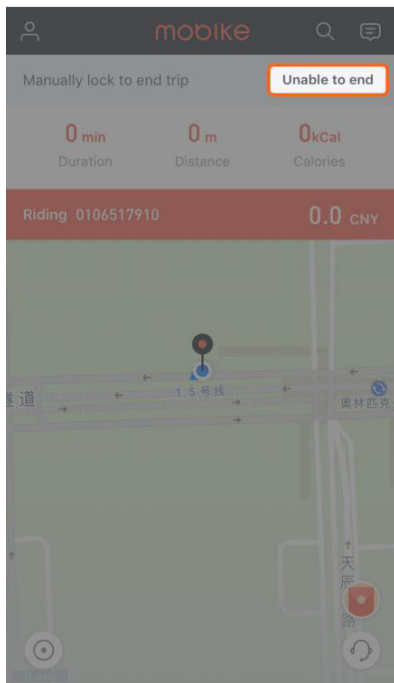
4 Registration and Verification

4.1 Failed to Receive Verification Code

   If you did not receive the verification code via SMS, click "Try voice call option" on the registration page, and try the voice call option instead. Be ready to receive a call and get the verification code.
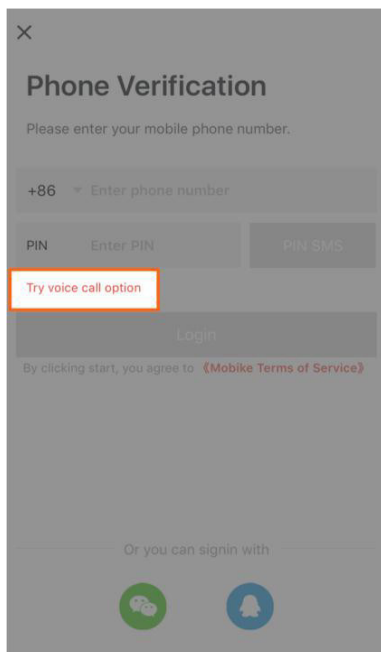
4.2 ID Verification

You can complete your ID Verification during the registration process, or by clicking on your profile picture in the user center and selecting "Verification."
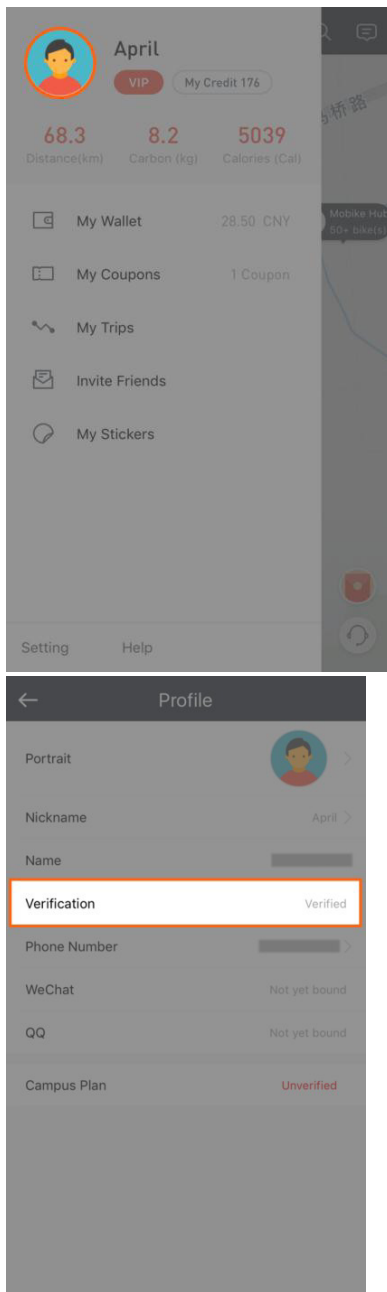
4.3 ID Verification Failed

Please type your name in simplified Chinese and provide your Chinese ID number for verification. If verification fails, please press "Press here if you do not have a Chinese ID or your identification failed" for manual verification.

×

Verification

Please complete verification.

Name   Please enter full name

ID   Enter Chinese ID number

Verify

Press here if you do not have a Chinese ID or your identification failed
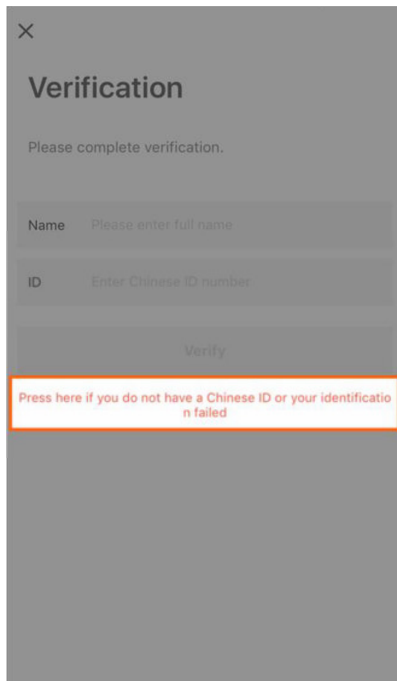
In the manual verification page, please enter your name, ID number and nationality (make sure you've entered all your information correctly). Chinese citizens can use their Chinese national ID, passport, or Taiwan Compatriot Permit. Foreign users can use their passport. Upload a photo of you holding your passport and a picture of your passport. Please make sure that in these pictures your face is clear and recognizable. We will manually process your ID verification within 24 hours.

4.4 Invite Friends

Click on the top left corner and choose "Invite Friends". You can accept a friend's invitation by entering her/his invitation code, or share your own invitation code via Wechat, Weibo, and QQ to invite friends to use Mobike. Both users get rewarded after the first ride of an invited user.

5 Monthly Pass

5.1 What is a Monthly Pass

The free Monthly Pass is valid for 30 days.Your purchased Monthly Passes are valid for 1 Month (30 days), 3 Months (90 days), 6 Months (180 days), or 12 Months (360 days). Monthly Passes are valid from the day of purchase, till the end of the day it expires.

Users with a valid Monthly pass can ride an unlimited amount of times! Every trip should be under 120 minutes, and you will be charged if you pass this time limit.
You may not refund a Monthly Pass purchase or renewal.

If you refund your deposit, you will no longer be able to use Mobike services, and your free Monthly Pass will automatically expire. The expiration date of your purchased Monthly Pass will not change; you can still pay the deposit and enjoy your Monthly Pass perks anytime within the valid period.

5.2 How to Purchase/Renew Monthly Passes

Press on the upper left corner of the main screen and enter "My Wallet." If this is your first time purchasing a Monthly Pass, please press "Purchase" to select the length of your Monthly pass and go through the payment process to successfully purchase a Monthly Pass.
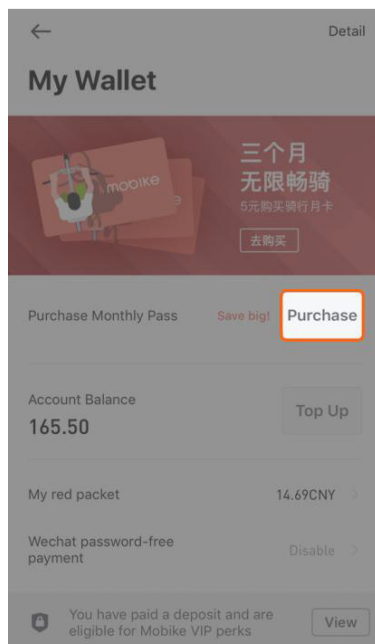
When renewing your Monthly Pass, press "Renew" to follow the renewal process. You may only renew your Monthly Pass when you are within 30 days of your previous Monthly Pass expiring.

My Wallet

IN USE

e Monthly Pass

mobike

Days remaining

62days

Save big! | Renew

Account Balance

28.50

Top Up

My red packet | 0.00CNY ›

🛡 You have paid a deposit and are eligible for Mobike VIP perks | View

6 Personal Account

6.1 How to Change your Phone Number

To change your registered phone number, please make sure that there is no deposit or balance associated with the account of the new number, otherwise the deposit and balance in your new number account will be overridden when changing phone numbers.

1. Log in using your old number, and refund the deposit;
2. Click on the top left corner of the main screen, enter "Profile" by clicking on the profile picture, "Phone Number"->"Switch Phone Number". Enter the ID number associated with your old account, and enter your new phone number to receive the verification code;
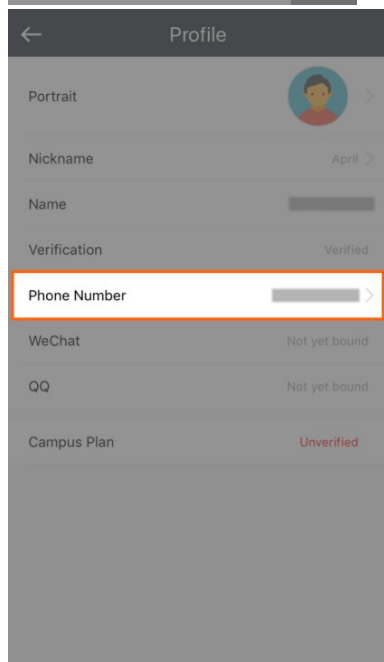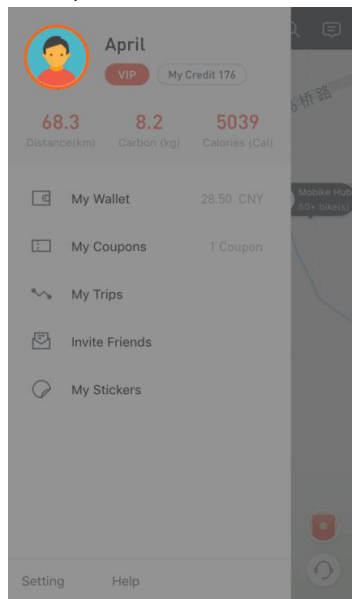
3. Phone number will be changed successfully after SMS verification;

4. Log in using the new number and you should see the wallet balance, Mobike credits, and trip history from your previous number. Pay the new deposit and you are ready to go!
5. After paying the deposit again, you still have all rights and coupons of the original account, but the free Monthly Pass will disappear.
6. You may only change the registered phone number once every three months.

Notes:
1. If the deposit of the old number has not been credited back to your payment account after you changed the number, please do not worry. The old deposit will be credited back within 2-7 business days.
2. Repaying the deposit after number-change is not considered a first-time deposit payment, therefore no corresponding rights/gifts will be given.

6.2 Credit System

In order to encourage legal, compliant, and civilized use of Mobikes, and to prevent inappropriate conduct, Mobike enforces a credit system:
1. The default credit score for each registered user is 100. Such credit score changes based on the user's conduct/misconduct.
2. Having a low credit score affects the fare of your trips. When your Credit score is below 80, the fares for usage will be 100 CNY per 30 mins; once the credit score is deducted to 0, your account will be frozen, and you will be prohibited from using Mobike services.
3. If you believe that your credit score has been falsely deducted, please click on the top left corner, click "My Credit"->"Penalties", choose the specific deduction record, and click "I want to complain" to submit an appeal.
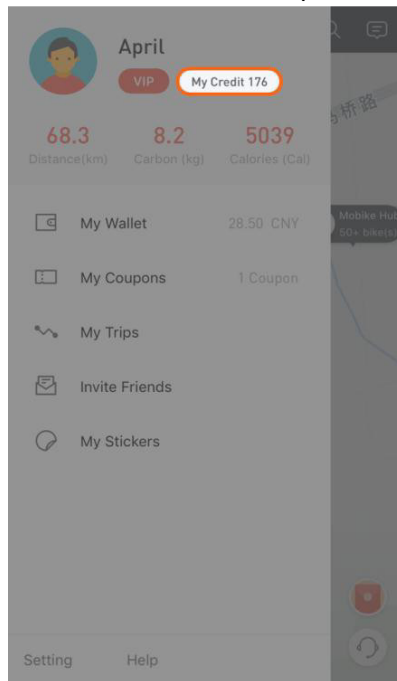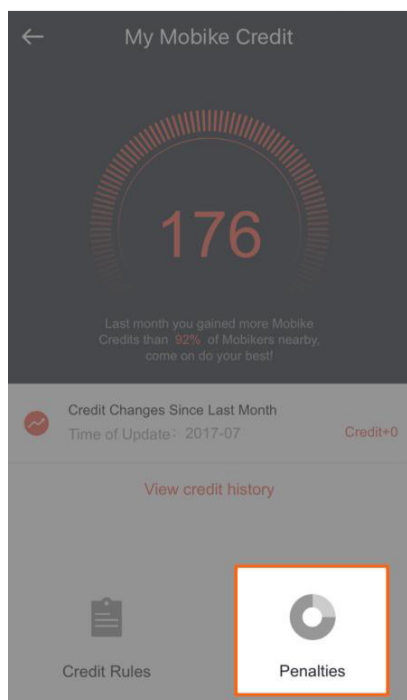
4. How to gain credit score:

Gain Credit	Credit
Each normal ride	1 credit/ride
Verified report of bike malfunction/breakdown	1 credit/report
Verified report of wrong parking	1 credit/report
Verified friends invite	2 credits/invite
Sharing of first ride	2 credits

5. How credit score is deducted:

Lose Credit	Credit
Wrong parking (such as any parking in a housing estate, an underground parking lot or basement, a courtyard, and any other non-designated or recommended parking areas)	20 credits/time
Leave the bicycle unlocked (that bicycle is later retrieved by Mobike)	15 credits/time
Abandon the bicycle and flee upon request or interception of traffic police for inappropriate parking or riding	100 credits/time
Install personal lock on the bicycle	deducted to zero
Unauthorized modification of our bicycle	deducted to zero
Unauthorized remove of our bicycle, i.e. any remove except for normal ride or under appropriate instruction for	deducted to zero

the purpose of launch or regular operation	
Verified violation of applicable traffic regulations and rules while riding our bicycle as decided by traffic police. (In this event, Mobike may, at its own discretion, determine the duration of relevant user account being frozen considering the severity of circumstances)	deducted to zero

7 About the Bike

7.1 Reservation

When you select a Mobike icon on the map and press "make a reservation", the bike you selected will be reserved for 15 minutes. You can follow the directions on the map to find the bike and unlock it, but you can also unlock another bike instead. You can cancel the reservation for free, or it will also automatically expire within 15 minutes.

You can make 5 free reservations a day at most.

7.2 How to Find Bikes

When you successfully reserve a bike, it will be the only one to appear on the map, along with directions to get to it. When you get close to it, you can ring it to find it more easily.

The bike's location system might be influenced by the surroundings, therefore its actual location might vary a little bit from the App, so please keep an eye out around the location on the App to find the bike.

7.3 Where to Park

Mobikers are encouraged to park at Mobike Hubs or MPLs (Mobike Preferred Locations). In the event an MPL is unavailable, Mobikers can park at any public bicycle rack.

Mobikes should never be parked in private bicycle parks, within a compound, within a residence, or inside an underground parking space.

To check out Mobike Hubs near you, please check for "P" icons on the map. By clicking on a Mobike Hub icon, we will suggest a route for you to get to that parking location.
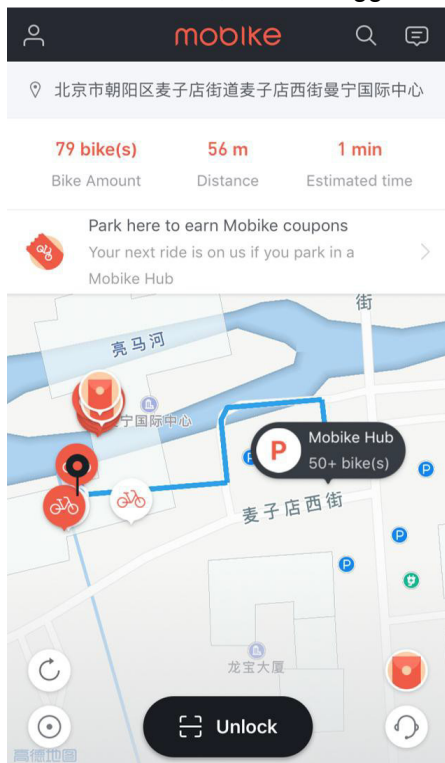
8 Caution

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with radio frequency exposure limits set forth by the FCC for an uncontrolled environment.

*This equipment should be installed and operated with a minimum distance of **8 cm** between the device and the user or bystanders.*

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.