

# Quick Start Guide





Thank you for choosing Bisecu.

We hope you to enjoy the smartest  
bicycle lock in the world.

### **Bisecu Instructions**

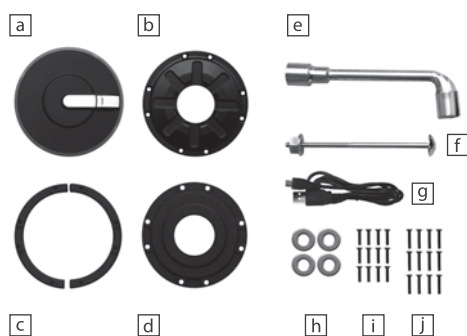
For detailed installing information, follow  
the video instructions in the Bisecu app or  
visit Bisecu Youtube.

If you have more questions, please send an  
email to [support@bisecu.com](mailto:support@bisecu.com) or visit our  
homepage [www.bisecu.com/guide](http://www.bisecu.com/guide).

## In the box

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### Inbox Components

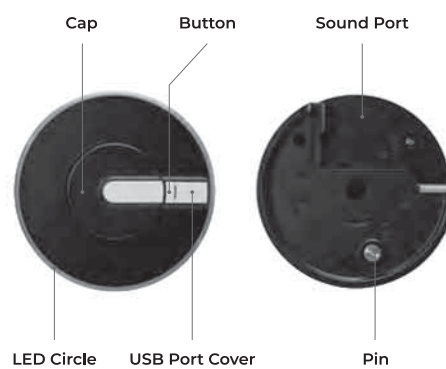



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<b>a</b>	<b>Bisecu Main Body</b>	1
<b>b</b>	<b>Main Disk</b>	1
<b>c</b>	<b>Sub Disk</b>	2
<b>d</b>	<b>Disk spacer</b>	1
<b>e</b>	<b>Axle wrench</b>	1
<b>f</b>	<b>Axle Set</b>	1
<b>g</b>	<b>Micro USB Cable</b>	1
<b>h</b>	<b>Washer</b>	4
<b>i</b>	<b>Disk Bolt (short)</b>	12
<b>j</b>	<b>Disk Bolt (long)</b>	12

## Function

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- **LED Circle** - Indicates Bisecu's status
  - **Button** - Use to enter passcode or to access pairing mode
  - **Cap** - The anti-detachment part for Bisecu
  - **USB Port Cover** - Open the Port Cover in order to charge Bisecu
  - **Sound Port** - Make 100 dB alarm when the sensors detect movement during locked state
  - **Pin** - Provides locking and unlocking function

## How to install Bisecu

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### 1. Charge before use

Only a small portion of battery is charged when the Bisecu comes out from the factory. For your safety, we recommend you to fully charge it before use.



#### 1\_Remove the Micro USB Cover

Open the Micro USB cover then plug the power cable into the USB port.

#### 2\_Charging

- The LED circle light indicates the amount of the battery charged.
- The whole LED circle light turns green when the battery is fully charged.

## 2. Pairing Bisecu with your smartphone

### 1\_ Pairing Bisecu and your smartphone

- Download the Bisecu app on the App store or Google Play store.
- Create your account.
- Log into your account.



**2\_Tap the new Bisecu button and proceed to the next step**



### **3\_Making Bisecu Connectable Status**

- Press the button on Bisecu for 10 seconds.
- Pair with your smartphone when the purple LED circle blinks.

\*Pairing mode ends when there is no attempt to pair for 1 minute. In this case, repeat from the first step to pair Bisecu.

### 3. Disk Installment

Installing the Biseeu Disk on the Wheel



#### 1\_ Flip Your Bicycle

Flip your bicycle upside down for easier installation.

#### 2\_ Separating Front Wheel

Detach the front wheel (detachment methods may vary depending on bicycles).



#### 3\_ Aligning Disk and Hub at the Center

As you see on the image, put the main disk on the center of the hub.



#### **4\_ Mounting Sub Disk**

Place the sub disk on the opposite side of the main disk.



#### **5\_Fastening the Disk**

Connect the main disk and sub disk, tighten them with 8 bolts.



## 4. The Main Body Installment



### 1\_ Removing the Cap

Press down the cap slightly by using both fingers and spin it counter-clockwise in order to remove it from the Bisecu body. (the cap cannot be opened in the locked state)



### 2\_ Combining Bisecu Main Body

Combine Bisecu on the right side of the bicycle wheel.

### 3\_ Installing on the Fork

- After combining, install them on the front fork.
- Make sure to tighten all the axle nuts, then close the cap completely.

\* If you have a quick release(QR) type axel, replace it with the axel set that we provide.

## 5. Complete

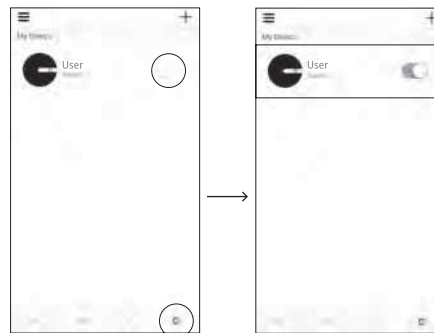


### 1\_ Testing After Installment

- Roll the front wheel in order to check whether if Bisecu is installed correctly or not.
- Check if the LED circle lights up when the wheel is rotating.
- Check if any components interfere with the front wheel rotation.
- Disassemble and install again if any problems are found after testing.

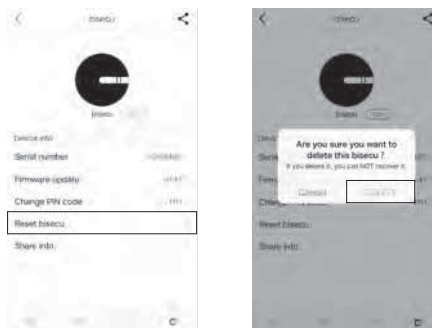
\* Please visit [www.bisecu.com/guide](http://www.bisecu.com/guide) for more details.

## 6. Resetting



### 1\_Connecting Bisecu

- Check the My Bisecu list in the Bisecu menu for resetting Bisecu. If it is not connected, tap the right toggle key to connect Bisecu. (Resetting is possible only when Bisecu is in unlocked state)
- Tap the device you wish to reset from the My Bisecu menu after connection.



### 2\_Resetting Bisecu

- Tap Reset Bisecu on the Bisecu menu
- Bisecu will be reset and deleted if you confirm DELETE.

## Warnings

1. Use the original or approved cable for charging. Use of unauthorized cables may cause the product to malfunction or result in electric shock or fire.
2. Do not plug the cable into the charging port with wet hands. It may cause electric shock, short circuit or fire.
3. Always connect the charger to an outlet with a ground terminal. Connecting to an ungrounded outlet may result in electric shock.
4. Plug in the cable properly. Do not pull or twist the power cable, and do not cut it.
5. Do not place in a place where electromagnetic waves are strong. BLSECU may react sensitively to electromagnetic waves.
6. Use between -5 °C and 40 °C (23°F and 104°F) . Do not use in cold or hot and humid environment. Use in an enclosed environment of less than -5 °C or high temperature may cause explosion, fire or malfunction.
7. Do not use in thunderstorms, where there is lightning. If the product gets wet in rain, it may cause malfunction and electric shock due to lightning.
8. Do not store in direct sunlight, humidity or dusty places. The color of the product may change or become damaged.
9. Do not cover with blanket or cloth during use. Heat generated during use can cause fire or deform the product.
10. Do not allow foreign substances to enter the connectors or holes. It may cause malfunction.
11. Do not spill liquid on the device such as water or beverage. Parts and circuits may be damaged, and there is a risk of fire or electric shock from battery heat generation.
12. In case of getting wet, contact your nearest service center. (However, this case is not eligible for free service.)
13. If the product smells of burning odors, smoke, or strange sounds, stop using it and contact the customer service center. Avoid vibration and impact.
14. Install in a place where children and pets cannot be touched.
15. Do not drop it on the floor or hit it on a hard place.
16. Do not use chemical solvents (alcohol, benzene, solvent, thinner, etc.) or cleaning agents. Risk of fire and damage to the product. Use a soft cloth or towel when cleaning foreign objects or dust.

17. Keep yourself away from the continuous alarm sound. Hearing damage may cause injury or an accident.
18. Do not disassemble, repair, or disassemble the product. In this case, it will be excluded from the warranty service. Contact the customer service center when inspection is necessary.
19. Do not use arbitrary or illegal apps. We are not responsible for any problems caused by this issue.
20. Do not operate the product or app while riding a bicycle. We are not liable for any problems caused by such acts
21. Observe Safety Regulations when riding a bicycle. The Company is not liable for any problems/accidents caused by negligent, carelessness or reckless riding.
22. Do not move the bicycle during the lock / unlock operation.
23. If operation is not possible in the locked / unlocked state, do not forcefully manipulate it, and contact the customer service center.
24. BISECU is an excellent locking device, but perfect theft prevention is impossible. Always keep your bicycle safe from theft. BISECU INC makes no warranties for theft of bicycles.
25. Check the product periodically.
26. Check the condition of the product before riding the BISECU installed bicycle. Do not ride the bicycle and remove the product if it is abnormal.
27. Always use the latest Bisecu app and firmware.

## Bisecu Warranty Policy

By using Bisecu ("Product"), Buyer agrees to the following limited warranty terms provided by Bisecu Inc ("Company"). If Buyer do not agree to the Limited Warranty Terms, the one must return the product to the condition it was in at the time of purchase within 7 days of the purchase date. In this case, the Company will follow the return procedure of the following Customer Satisfaction Guarantee Policy.

## 1. Customer Satisfaction Guarantee Policy

If the end user of the product, is dissatisfied for any reason after purchasing the product, he/she will be able to return the product to its original state at the time of purchase and receive a refund of your purchase within 7 days of the original purchase date. If you send an e-mail to the BISECU customer center with a product receipt or purchase history that can prove that it has not passed 7 days since the purchase date, the service provider will visit the buyer to collect the product. And if there is no abnormality, The Company will refund the amount on the receipt to the buyer. If it is determined that the Product has not been returned to the condition it was at the time of purchase, the Product will be returned to the Customer and will be documented in writing.

## 2. Warranty and Warranty Coverage

The Company warrants any defects in material or workmanship occurring during normal use for a period of one year from the date of purchase by the end user of the Product. However, the warranty is not applicable in the following cases.

- (a) Consumables, such as protective coatings, designed to weaken over time as long as there is no failure due to material or manufacturing defects;
- (b) defects in materials and workmanship that have not been caused by defects in material or manufacturing after the date of original purchase
- (c) damage caused by the use of another defective product,
- (d) damage due to accident, misuse, abuse, fire, earthquake or other external causes,
- (e) damage caused by operation of the product in a manner inconsistent with the Company's published guidelines,
- (f) damage due to services performed by anyone other than the Company,
- (g) products modified for function or performance change without the Company's permission,
- (h) defects resulting from normal wear and tear, or from normal aging of other products,
- (i) A product obtained in violation of law or where the Company has reason to believe that it has been or is being acquired in violation of any law based on information provided by law enforcement authorities;
- (j) Products that are not sold at official authorized retailers

### 3. Important Limitations

This limited warranty is valid in the country in which you purchased the product. If you wish to obtain warranty service in a country other than the country in which you purchased the product, bisecu reserves the inventory of parts or products necessary to repair or replace your product, as the products, related standards, laws, cannot be guaranteed. In such event, BISECU may replace or repair your product with similar products or parts, or a BISECU Authorized Service Facility in the country in which you have previously purchased the product or a BISECU Authorized Facility you may also be required to send your product to us. In this case, you are responsible for complying with all relevant import and export laws and regulations and paying all customs, VAT, shipping and other applicable taxes and charges. In some cases, due to the relevant standards, laws or regulations of each country, BISECU and its suppliers may not be able to provide warranty service for your products even though they have made reasonable efforts in countries other than the country of purchase. You may not be able to return, repaired or exchanged products to you within the country.

### 4. Warranty Service

The Company warrants that the end user of the product will be able to receive the warranty service from defects in material or manufacturing during normal use for a period of one year from the date of first purchase ("Warranty Period"). If the unit is found to be defective, the unit will be repaired or replaced with a new or refurbished product. Or the Company may refund the amount to the customer paid for the purchase. If the products delivered to the Company are out of guarantee period and guarantee coverage, the Company will ask to the purchaser whether he/she wants the paid warranty service or not. If the end user does not want it, the Company will receive the round-trip shipping expense and return it to the buyer.

#### \* Warranty Service Procedure

If the customer center (bisecu.com/support, support@bisecu.com) can not solve the issue, customer center staff will contact the service company → Logistics company will visit buyer and collect the product and receipt to service center (customer will need to pay for delivery fees) → Determination of free warranty service (according to the procedure of paid warranty service if it is determined as paid service) →

Return to customer by repaired, refurbished or refund the product if the customer wants

#### **5. Paid Repair Service**

In the event of the warranty period expires or the product fails or is defective due to negligence or intention of the customer after the warranty period, the repair and replacement service will be provided for a fee. In addition, in cases of the receipt is lost or can not be presented, the repair and replacement service will be provided for a fee. All paid services will only be made through official acceptance, and the customer will be responsible for the round-trip shipping expense. The cost each service may vary according to the Company's policy.

#### **\* Paid Repair Service Procedure**

If the customer center (bisecu.com/support, support@bise-cu.com) can not solve the issue, customer center staff will contact the service company → Logistics company will visit buyer and collect the product and receipt to the service center (customer will need to pay for delivery fees) → If the customer wants to repair or replace the product, the service center will repair the product or replace the part → The Company will ship the service-completed product, refurbished product or new product after the confirmation of the service fee and round-trip shipping expense payments from the customer





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### **FCC Information to User**

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 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.

### **Caution**

Modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC Compliance Information :** 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

### **IMPORTANT NOTE:**

#### **FCC RF Radiation Exposure Statement:**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.



[www.bisecu.com](http://www.bisecu.com)