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## CIRGO Hire- Safety, Security and Maintenance Guide (v1)



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## Frame Number Location

### CRUISE



### A275



## Report Stolen, Lost or Robbed Bike

Immediately after the theft or loss, take these steps:

1. **Report** to CIRGO **020 8087 0287 immediately**.
2. **Take pictures**, of the object your bike was locked to (like a bike stand).
3. **Take videos** of the area around where your bike was parked.
4. **Collect evidence of the theft:**
  - Photograph any cut locks or broken pieces.
  - If a witness saw the theft and can confirm your bike was locked, get their name, phone number, and email address.
  - Obtain a written police confirmation that the lock was cut.
5. Use <https://what3words.com/> to pinpoint the exact location where the bike was stolen.
6. Report to Police by calling **999**.

Within 12 hours of the Incident:

7. Share the Crime Reference Number that includes the date in writing (e.g., email, text, or letter). You can also send a picture of any official police document showing the number.
8. Fill out an official **incident report** about the theft online at [cirgo.bike/report-theft](https://cirgo.bike/report-theft).
9. **Return** all the remaining accessories to CIRGO.

## How to Lock the Bicycle Properly?

### CRUISE

Step 1 – Secure the Horseshoe Lock



Step 2 – Lock the **Provided D-Lock** through the frame



### A275

Step 1 – Secure the Horseshoe Lock



Step 2 – Lock the **Provided D-Lock** through the frame

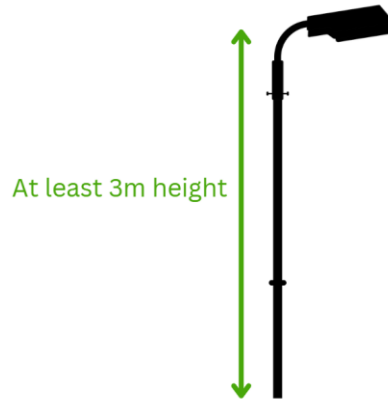


## Secure the Bike to an Immovable Object at a Publicly Accessible Location

Use a public bicycle lock.



Secure to an immovable object with a height greater than 3 meters.



### ⊘ DO NOT PRACTICE following

⊘ Leave the E-Bike unlocked



⊘ Lock only the front tyre ⊘



⊘ Leave the bike in a train station



⊘ Leave the bike unattended in a communal area of your building.



## Regular Maintenance

### 1. Check tyres pressure

If you can push down on them with your thumb, then they need pumping up.

Action: Use a bike pump to inflate the tires to the recommended pressure range of 40-60psi.



Every ride

### 2. Check brakes

Squeeze the brake levers to ensure they work without any grinding noise. Look at the brake disc to ensure it's aligned with the calliper.

Action: Check and align the brake disc with the brake calliper.



Every ride

### 3. Check quick release and bolt

Ensure all quick-release levers and bolts are securely tightened.

Action: Adjust the quick-release lever until it requires considerable force to tighten.

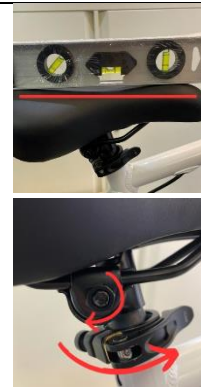


Every ride

### 4. Check saddle and seat clamp

Check it is held secure and aligned straight.

Action: Tighten the saddle clamp if loose. Tighten the left and right nuts x2 on the saddle and ensure that the saddle is positioned on a straight horizontal line.



Every 150 miles

### 5. Check tyre

Check for worn or cracked tyres.

Action: Contact Circtech at 020 8087 0287.



Every 150 miles

### 6. Wheels Assessment

Give them a spin and check they don't wobble side to side majorly. Also, check the rims are not damaged or heavily worn.

Action: Contact Circtech at 020 8087 0287.

**Every 150 miles**

## 7. Check Battery Holder

Check for looseness of the battery holder or any missing fasteners.

Action: Tighten any loose fasteners and replace any missing fasteners.

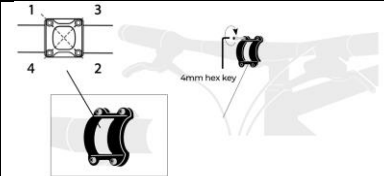


**Every 150 miles**

## 8. Handlebars

Lift the bike and twist the handlebars. If they turn smoothly and without any resistance, all is well. Also, check for looseness.

Action: Tighten any loosen fasteners.



**Every 150 miles**

## 9. Check pedals and cranks

Try to wobble them and check they are held firmly.

Action: Tighten any loosen fasteners.



**Every ride**

## 10. Check the frame

Inspect the frame for any cracks or major dents. Also, check cables for any fraying.

Action: Contact Circtech at 020 8087 0287.



**Every 150 miles**

## 11. Inspect accessories

Check for loose accessories such as the rear rack.

Action: Tighten any loosen fasteners.



**Every 150 miles**

## 12. Disc Brake

Check for loose brake lever.

Action: Contact Circtech at 020 8087 0287.



**Every ride**

## 13. Check Lights

Check the front, rear and brake light is working.

Action: Connect any loose connector or contact Circtech at 020 8087 0287.



**Every ride**

**14. (A275) Chain Maintenance**

14.1 Wipe the chain down with a rag to remove dirt and old lube.

14.2 Apply lube while spinning the chain. A small drop on every second chain link or so.

14.2 Wipe down with a rag before the next ride.

or contact Circtech at 020 8087 0287.



**Every 50 miles**



## Charging the Battery

1. Connect the charger to the battery.



2. Plug the charger into a power socket.



3. Power on the socket.



4. Once the **green light** is illuminated, disconnect the charger and power socket.



1. **Red light** indicates **Charging**; **Green light** indicates **Full Charge**.

2. Indoor Use Only

3. Do not use extension cords with this charger.

4. This charger is designed exclusively for use with CIRGO batteries. Use of any other charger may result in serious injury, fire, or property damage.

6. Do not leave unattended while in use.



## Cycling safety

- **Stop at red lights.** Don't ride through red traffic lights. You may be fined £50
- **Stay central on narrow roads.** Try to ride away from the gutter. If the road is too narrow for vehicles to pass you safely, it might be safer to ride towards the middle of the lane to prevent dangerous overtaking by other vehicles
- **Stay away from parked cars.** Ideally, keep a door's width away in case the door opens suddenly. Also, try to ride in a straight line past parked cars rather than dodging between them
- **Stay back from HGVs.** Lorries and other large vehicles might not be able to see you clearly, so stay well back behind them
- **Always pay attention.** Stay focused on what's going on around you so you can see what other road users might do
- **Make eye contact.** Try to make eye contact with drivers so you're sure that they have seen you
- **Don't pavement cycle.** Don't cycle on the pavement or up a one-way street (unless clearly marked for cyclists)
- **Wear bright clothes.** Stay safe by wearing bright clothes during the day and reflective clothing/accessories at night
- **Night lights.** Use lights after dark - white at the front and red at the rear. You may be fined £50 if you don't have them
- **Reflectors.** Your bike must also be fitted with a red rear reflector, and also amber pedal reflectors if it's manufactured after 1985
- **Signal.** Use appropriate hand signals to indicate that you're turning left or right
- **No phones or devices.** Don't use a mobile phone or earphones
- **Helmet.** Consider wearing a helmet
- **Cycle training.** We recommend user to complete [TfL Cycle Skills course and check cycle training in London Borough](#)
- **Watch Safety Video.** [Safety Video](#)
- **Highway Code Rules for cyclists.** Familiar yourself with [Rules for cyclists \(59 to 82\)](#).
- **Cycle Safety Campaign.** We recommend participating in the [THINK! Campaign Advice for cyclists](#).

## What should I do if I am involved in a road traffic collision?

### **Be safe**

Get yourself out of the road and to a footpath or kerbside or somewhere safe if you can. If you're unable to move, ensure you're visible and try to attract help from passers-by.

### **Get photographic evidence**

Take photos (ideally time and date stamped) on your phone of the vehicles and the scene (distances from junctions, road markings or signs) precisely as the accident happened. Don't let the driver of the vehicle that hit you move it before you take photos. Ask the police if there is CCTV footage showing your collision. If you have a helmet cam, video from that can also be used as evidence.

### **Call the police and ambulance**

Always contact the police and call an ambulance if you are injured. The police can help with the exchange of details and their reports could prove crucial. Get the details of the attending police officer and an incident reference number.

### **Put everything down on paper**

When you can, write a full account of the accident and draw a sketch plan. It's always worth asking for a copy of the police reports too.

### **Exchange details**

You must exchange personal and insurance details after a collision. You may not have insurance cover, but all motor vehicles on a public road should do. Get names and addresses, vehicle registration numbers as well as make, model and colour.

### **Get checked out by your GP**

No matter how minor your injuries may seem, always visit your GP and get checked over at the earliest possible opportunity.

### **Get witness**

Get details of any independent witnesses as well as the driver of the vehicle that hit you. If you can't do this yourself, ask a passerby for help. If the vehicle that hit you didn't stop, still get witness statements as you can claim via the Motor Insurer's Bureau (MIB) which will pay out if the accident was a 'hit and run' or the driver cannot be traced.

### **Contact Circtech**

Please contact our helpline on 020 8087 0287 to notify us of the damage.

## Billing Management

Visit [here](#) to access all your billing history using your registered email.

## Horseshoe Key Cell Replacement

Watch the tutorial video [here](#).

You will need:

- A brand new CR2032 battery.
- A pry tool.

**IMPORTANT:** Ensure a **blue blinking light** appears after replacing the CR2032 cell to confirm the **Access Key Fob is working**. If there's no blue light, contact CIRGO at 020 8087 0287.



**BLUE** blinking LED to confirm Fob is working

## Can I take E-Bike on TfL Services (London)?

You can take non-folded cycles on some services at specific times, please refer [TfL Map](#).