

STARTER GUIDE | YOUR RIDE STARTS NOW



Get started now.
Scan to access our
Customer Portal



More than an e-Bike – A Full Delivery Partner

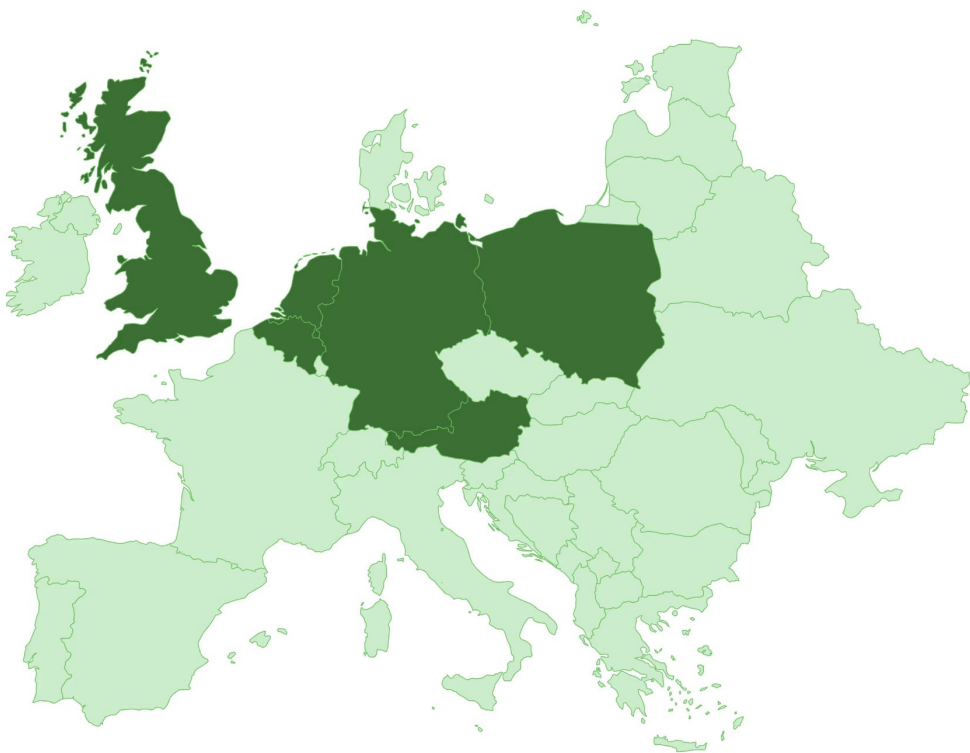
From today, it's more than a bike rental — you gain a full team and tools supporting your business

Success from Day One

Onboarding, training, and expert support to keep your team productive.

Operational Excellence

Proactive maintenance, expert repairs, and fleet insights to maximize uptime.



Your Journey Starts Here

Access our Customer Portal to manage your fleet, monitor performance, and stay connected with your operations.

Accessing the Customer Portal

SCAN THE
CODE
TO LOG IN

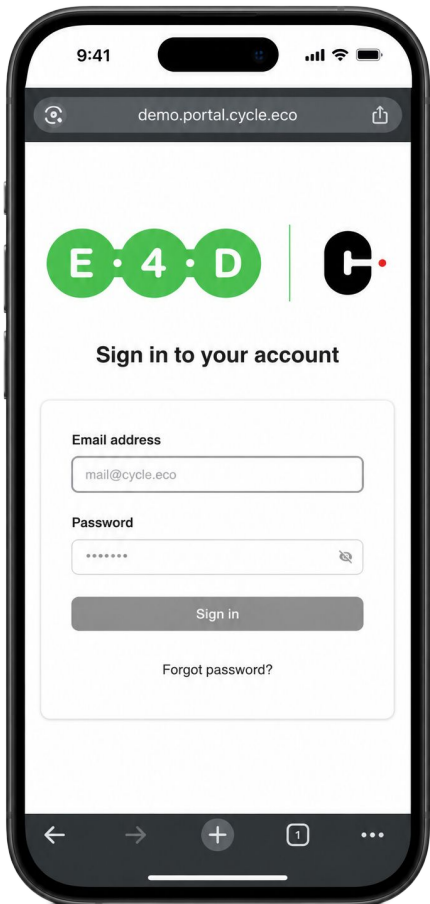


1. Go to <https://portal.cycle.eco>
2. Enter your **email** and **password**.
3. If you haven't received an invitation or need a new account, contact: support@ebike4delivery.com



Note:

- Always log out when using shared computers to protect your data.
- Click **Forgot password?** to reset your password.



Getting Ready to Ride Your E-Bike

Everything you need to ride safely and confidently from day one.

GEN 3



20FIFTY M



Powering On & Off

1. Hold the power button for 2–3 seconds.
2. Lights turn on automatically.
3. Hold again to power off.

Battery

1. Unlock using the key.
2. Lift upward.
3. Slide back until it clicks and lock.
4. Pull gently to confirm it's secure.

Charging

- Recharge after shifts.
- Use only approved chargers.
- Charge in a dry, well-ventilated area.
- Avoid overnight charging.

Battery Safety

- Keep away from heat.
- Never use a damaged battery.
- If hot, swollen, leaking or smelling unusual: Stop using it and report it.

Before every ride

Check brakes, tyres, lights and that the battery is locked.

First-time riders

Ride in an open area and start slowly until you're comfortable.

Cold weather

Cold reduces range. Keep the battery well charged and store it indoors.

Something feels off?

Stop riding immediately and report it through the Customer Portal.

Using the Customer Portal

Manage your fleet, stay on top of service, and get help when you need it.

Dashboard Overview

Your Dashboard gives you a snapshot of what matters most and quick access to key tools.



Upcoming visits

See your scheduled mechanic visit at glance



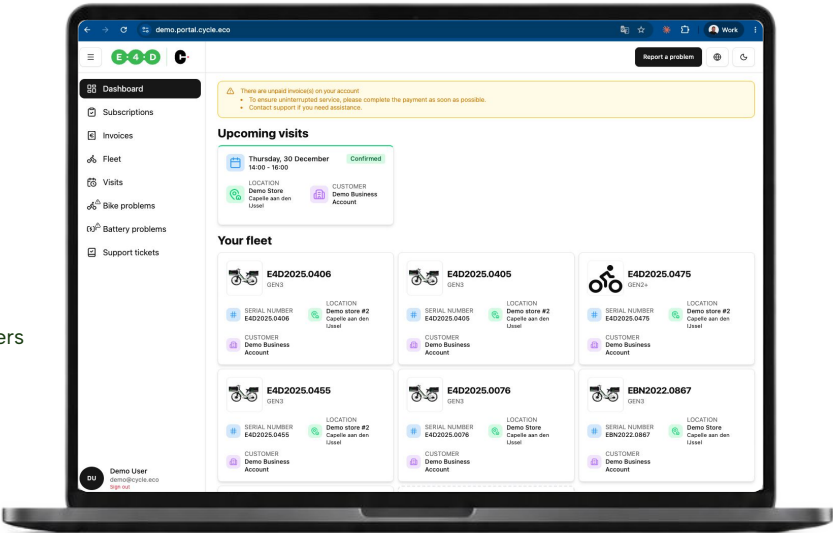
Your Fleet

A quick snapshot of your bikes, with serial numbers and models



Support Tickets

View your recent tickets and their status





Top-right & left side menu

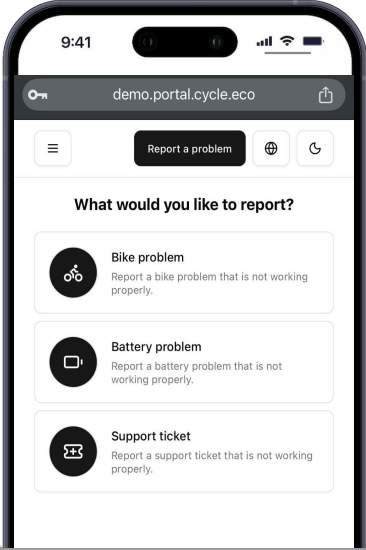
Use the Menus to navigate, change language, switch between light and dark mode, and access all portal features.



Tip: You can report a problem or request support in just a few clicks.

See the step-by-step guide below

Reporting a Problem



Support Ticket

When is not about the bike itself

1. Select **“Support Ticket”** from the Menu.

2. Choose the category that best fits your request.

3. Add a description: e.g. Payment went through but still shows as pending

4. Attach pictures or docs (PDF, images, max 10 MB).

5. Click Submit. You will receive updates in the portal

Battery Problems

To keep your fleet full powered

1. Select **“Battery Problems”**.

2. Select the location.

3. Choose the category that best fits your problem.

4. Add your comments.

5. Attach pictures (Max 10 MB).

6. Click Submit. You will receive updates in the portal

Reporting Bike Problems Made Simple

Bike

Select a bike

E4D2025.0076
GEN3
E4D2025.0076

E4D2025.0405
GEN3
E4D2025.0405

E4D2025.0406
GEN3
E4D2025.0406

E4D2025.0455
GEN3
E4D2025.0455

E4D2025.0475
GEN2+
E4D2025.0475

1. Select **"Bike Problem"**.
2. Select the affected Bike

3. Choose the category that best fits your problem.



Brake broken

5 - 13 - 14 - 17



Pedals broken

10



Other

9 - 11 - 12 - 15 - 16 - 18



Light broken

6 - 19



Flat tire

1 - 2 - 3 - 4



Electronic problem

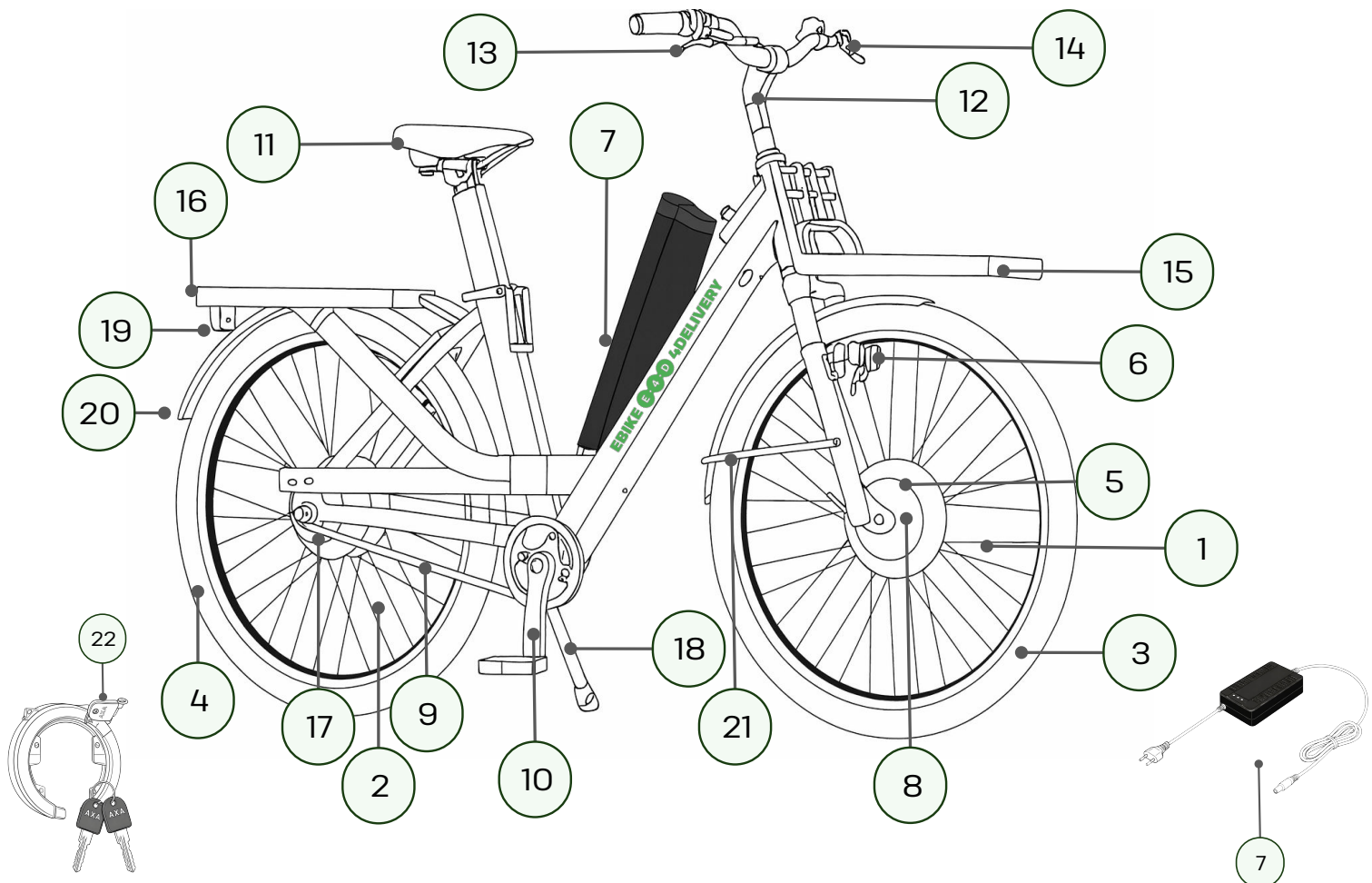
7 - 8



Mudguard broken

20 - 21

4. Add your comments.
5. Attach pictures (Max 10 MB).
6. Click Submit. You will receive updates in the portal



- | | | | |
|------------------------|----------------------|-----------------------|---------------------|
| 1. Front Wheel | 7. Battery | 13. Saddle | 19. Brake Disc Rear |
| 2. Rear Wheel | 8. Front Hub Motor | 14. Handlebar | 20. Bike Stand |
| 3. Front Tire and Tube | 9. Chain / Belt | 15. Brake Lever right | 21. Rear Lights |
| 4. Rear Tire and Tube | 10. Pedal Right/Left | 16. Brake Lever left | 22. Rear Mudguard |
| 5. Brake Disc Front | 11. Saddle | 17. Front Rack | 23. Front Mudguard |
| 6. Front Lights | 12. Handlebar | 18. Rear Rack | 24. Lock / Keys |

Always Know What's Going On

Everything you need to keep your fleet running smoothly – all in one place.



Upcoming Visits

Know when the mechanic is coming.

Here you'll find all your upcoming mechanic visits, including the date, time, location, and assigned mechanic.

Visits Sort by

Thursday, 30 December
14:00 - 16:00

Confirmed

LOCATION
Demo Store
Capelle aan den IJssel

CUSTOMER
Demo Business Account

Thursday, 16 October
14:00 - 16:00

Completed

LOCATION
Demo Store
Capelle aan den IJssel

CUSTOMER
Demo Business Account

YOUR MECHANIC
Brigitte Morar

- You'll find:
- Date & time
 - Location
 - Assigned mechanic
 - Visit status (Confirmed / Scheduled)



Bike & Battery Problems

Track every reported issue from start to finish.

The Bike & Battery Problems section gives you complete visibility into every issue reported for your fleet, from the moment it's submitted until it's resolved.

E4D2025.0475
GEN2+

Open

CREATION DATE
09.04.2026

CUSTOMER
Demo Business Account

LOCATION
Demo store #2
Capelle aan den IJssel

DESCRIPTION
Belt is broken, lights do not work

BAT496403

Open

CREATION DATE
01.10.2025

LOCATION
Demo Store
Capelle aan den IJssel

DESCRIPTION
Battery doesn't hold charge properly – after full charging, it only lasts 30 minutes before shutting down unexpectedly.

- Each report includes:
- Bike & Battery ID
 - Problem category
 - Current status
 - Open -> In progress -> Closed -> On hold -> Canceled
 - Store location
 - Assigned mechanic



Support Tickets

Track and manage non-bike requests.

Once submitted, your tickets appear here. Reply to updates and view the complete communication history.

Support tickets Sort by

#34632

Open

CREATION DATE
12.05.2026 15:43

CATEGORY
General Inquiries & Admin Issues

#34631

Open

CREATION DATE
05.05.2026 14:38

CATEGORY
Product/Service Issues & Requests

- Each ticket includes:
- Ticket number
 - Creation date
 - Category
 - Current status (Open, In Progress, Closed)



Tip: Use the left menu anytime to switch between Upcoming Visits, Support Tickets, and Bike Problems.

Understanding Your Repair Report

Every completed service automatically generates a Repair Report. It provides a complete record of the work performed, replaced parts, inspection photos, and technician notes.

If you have any questions or believe something is incorrect, simply reply to the service email you received.

Report Header

- Customer & service location
- Bike ID & serial number
- Service completion date & time
- Repair Report ID

Service Performed

- Problems identified during the inspection
- Replacement parts installed
- Activities completed by the mechanic

Costs & Coverage

See what's covered and what may have an additional cost

Photos & Verification

- Before & after inspection photos
- Technician notes
- Service confirmation

POWERED BY
CYCLE

Repair Report

Burgerhaus Küstenblick
 Hauptstraße 128 26122 Oldenburg
 Germany

Repair date
 08/13/2025 4:31:31 PM

Repair order number
 Cycle/RO/056489

DeliverEbike GEN3
 EBN1021.3667

Reported issues
 Front fork feels unstable, brakes (front and rear) not functioning properly and the saddle is broken/loose

Spare parts

☐
 1x [DELIVCOMRF] Fork – Suspension fork – GEN2 / GEN3 – V2
 €69.94

Reason: Accident or impact damage

Subscription Plan details:

- **All Inclusive** → All replaced parts appear as "included", except in cases of misuse.
- **Classic Lease** →
 - **Wearable parts** (normal use/wear) appear as "included", unless misuse applies.
 - **Non-wearable parts** always show a price, unless covered by a factory defect warranty.

☒
 2x [64-DELIIN2STK] Front wheel axle kit – GEN2 / GEN3
 Installed €2.57

Activities

Remove / install rear brake

Remove / install front brake

Replace fork & brake / adjust

Replace saddle

Any objections must be raised within 48 hours. Otherwise the fees are considered accepted and payment is due. If you have any questions, please contact support@ebike4delivery.com

Frequently Asked Questions (FAQs)

Access & Accounts

How do I access the Fleet Web App?

Go to <https://portal.cycle.eco/> and log in with your email and password.

Access problems?

Haven't received your login or forgot your password? Contact support: support@ebike4delivery.com or use "Forgot password?" option on the login page.

Can multiple users share an account?

Yes, with store-based permissions per user.

Can I access bikes from all my stores?

Only if you're authorized for multiple stores.

Reporting a Vehicle Issue

What if the bike I want to report isn't listed?

Contact support to verify the vehicle assignment.

Can I report more than one bike per request?

No. One Service Order per vehicle for accurate tracking.

What happens after I submit a Vehicle Issue?

A Service Order is created and a technician is assigned. You'll receive an email with the visit window and progress updates.

Should I keep using the bike after reporting an issue?

No. Stop using the bike and report the issue immediately. Continuing to ride may worsen the damage and could create a safety risk.

Reporting a Battery Issue

How do I report a battery issue?

- Enter the battery code on the physical label
- If the label is missing, Add: "Battery ID missing" with photos.

What happens after I report it?

Your case is reviewed first. Depending on the issue, we'll inspect the battery or arrange a replacement.

Will the mechanic repair or bring a battery?

No. Batteries are not serviced on-site. If a replacement is needed, we'll ship it by post to your location. Swap fees may apply.

Service Orders & Visits

How will I know when the mechanic is coming?

Check your email for the visit window, and status updates.

Why was my Service Order put on hold?

When there are unclear details or missing parts.

What should I write in the comments?

Be specific. Clear descriptions help technicians diagnose the issue faster: "rear brake not working." Avoid: "bike broken."

What happens after the Service Order is closed?

You'll receive a Repair Report by email with the diagnosis, completed work, replacement parts, and any applicable charges.

Billing & Disputes

How do I know if I need to pay for replacement parts?

- All Inclusive: Replacement parts included*
- Classic Lease: Wear parts included

**Non-wear parts may incur a charge unless covered by warranty.*

What should I do if I disagree with the Repair Report?

Raise any concerns within 48 hours. After that, charges are considered accepted and payment is due.

Need help? We're here for you

(Mon–Fri, 8:00–17:00 CET)

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+49 3013 881 256

NETHERLANDS:
+31 485 794 557

 support@ebike4delivery.com