

Usage Q&A

- Q

Are there any age or height requirements for using the bicycles?
- A.

There is no age requirement. Anyone who is taller than 140 cm and can safely ride a 20-inch electric-assist bicycle can use them.
- Q

I don't have a smartphone. Can I use the service as a member?
- A.

A smartphone is required for membership registration. The 1-day pass, available for purchase at sales counters, does not require a smartphone.
- Q

Can I rent multiple bicycles with one smartphone?
- A.

Yes. However, a different ID is required for each bicycle rental. For example, for two bicycles it's necessary to register two IDs. Also, every time you rent a bicycle, you need to log in again using the relevant ID.
- Q

What should I do if there are no bicycles at the port or the port is full when I want to return a bicycle?
- A.

If there are no bicycles, please use another nearby port. If the port is full, please park the bicycle neatly next to the port, within the range of the signal emitted from the port. (Please be aware that some ports do not allow more bicycles than the number of racks to be parked.) Please understand that this is a shared service, and check the port status in advance using the app, etc.
- Q

What should I do if the bicycle is damaged or stolen?
- A.

For accidents, theft or damage, please contact us via the inquiries telephone number. If it has been caused by user negligence, the damage costs incurred will be charged. Before use, be sure to check that there are no problems with the brakes or seat, etc.
- Q

Can I use other Share Cycle services outside Komatsu City?
- A.

Yes. Members can use the same ID for Share Cycle services provided by Docomo Bike Share (with some exceptions) in other areas. However, please note that bicycles rented in Komatsu City cannot be returned outside of Komatsu City.

Insurance

We are covered by various types of insurance to cover not only your own injuries, but also the unlikely event that you injure a third party. The user is responsible for any damage that exceeds the insurance limit. *For details of the insurance policies, please refer to the terms of use on the website.

Safety

Please use the bicycles while abiding by the rules and manners below.

- In principle, bicycles should be ridden on roads; however, sidewalks are OK.
- When on roads, bicycles must be ridden at the left edge of the road. Riding into oncoming traffic on the right side of the road is prohibited. When riding on the sidewalk, give priority to pedestrians and ride slowly near the road.
- Do not park bicycles in areas where bicycle parking is prohibited, or on sidewalks in locations that obstruct pedestrians.
- Don't ride dangerously.
- Wearing a helmet to protect your head is recommended (helmets are available to rent free of charge at sales counters).



How to use electric-assist bicycles

There is an electric-assist panel attached to the left side of the handle bars. Turn on the power before riding and check the remaining battery power.

Display button

Switches the displayed information

Battery level (%)

Speed (km/h)

Remaining travel distance (km)

Assist

Display

Light

Power button

[Assist display]

Strong assist

Normal assist

Energy-saving mode

Electric-assist strength button

Light button

Power button

⚠

There is a risk of unexpected sudden acceleration or overturning due to the operation of the electric assist. Please pay attention to the following points.

●

Do not pedal strongly when starting to move or riding at low speed

●

Apply the front and rear brakes while stopped and do not rest your feet on the pedals

●

Always sit on the seat properly when starting to move. Do not ride while standing on one pedal on one side of the bicycle.

[For Inquiries] Komatsu Share Cycle!

TEL.0761-24-2308

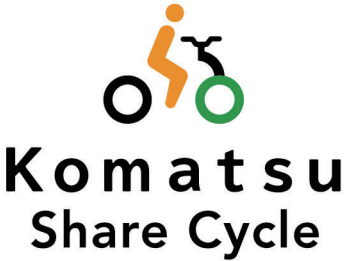
[Available hours] 9:00 am ▶ 6:00 pm

- Commissioning entity: Komatsu City
- Operating entity: Nihonkai Consultant Co., Ltd.
- System provider: Docomo Bike Share, Inc.



2025.3

Make use of these electric share bikes to get around with ease!



Komatsu Share Cycle!

A convenient bike-share service allowing you to pick up and drop off bicycles at ports throughout Komatsu City! These electric-assist bicycles can be rented with your smartphone, making it perfect not only for sightseeing, but also for everyday transportation such as commuting for work, school, or shopping

■ Basic fees

One-time Use

First 30 minutes

165 yen/use

(tax included)

Monthly Use

Basic fee

1,650 yen/month

(tax included)

+110 yen for every additional period exceeding 30 minutes

1-day pass

Purchase online or in a convenience store

1,430 yen/day

(tax included)

Purchase at sales counters

1,650 yen/day

(tax included)

Convenient 1-time registration

Usage with membership 24 hours

One-time Use

First 30 minutes

165 yen/use

(tax included)

Monthly Use

The member's fee is charged even if you don't rent a bicycle

Basic fee

1,650 yen/month

(tax included)

First 30 minutes

0 yen/use

+110 yen for every additional period exceeding 30 minutes

- 1

Download the app

Download the "Docomo Bike Share" smartphone app using the QR code on the right *You can download it even without a Wi-Fi connection.
- 2

Membership registration

Follow the instructions in the app and enter the necessary information to register as a member.

*Please be careful when entering your login ID and password (when using capital and lowercase letters).
- 3

Use the app to rent a bicycle with or without a reservation

Reserve from the map

Select the port you want to rent from using the app's map, then choose the bicycle number you want to rent

*Bicycle reservations can be made no later than 20 minutes beforehand

Choose a bicycle at the port

Go to the port you want to rent from and choose a bicycle

*Bicycle numbers start with KMT

- 4

Unlock and start using

1

Select "Oval Device" from "Unlock" at the bottom of the app to display the QR scan screen

2

Press the "Start" button on the terminal

3

Scan the QR code to unlock the bicycle
- *Please refer to the page on the right for how to park / return bicycles.

Convenient!

If you register your transportation IC card or Osaifu-Keitai as a key, you can unlock it just by holding it over it.

1

Select "Account" from the tap screen at the bottom of the map screen

2

From the account screen, select "Register Card Key/ Smartphone Key" and select "Oval Device"

3

Press the "Start" button on the operation terminal and scan the QR code

4

Hold your IC card or smart phone over the scanning area.

In addition to Osaifu-Keitai, Suica, ICOCA, PASMO, etc. can also be registered.

Things required

Smartphone

Payment

Credit card or docomo payment

For those who want to rent for a full day

Usage without membership

1-day pass

*The 1-day pass cannot be used outside of Komatsu City

*Reservation is not possible

□ Purchase at a sales location

Easy payment by cash. You will receive a "card key".

Basic fee 1,650 yen/day (tax included)

*Please refer to the port map inside this pamphlet for sales locations.

Things required

Smart phone or mobile phone

Payment

Cash, etc.

*Depends on the payment methods available at the partner location

□ Purchase on the website

Advance purchase is possible on the website. You will receive a "Web unlock code".

1,430 yen/day (tax included)

1

Enter the required information using the website

Purchase after registering according to the instructions on the website. Access the link in the email you receive after purchase.

2

Rent

Enter the bicycle number, Press "Start" on the bicycle terminal and then press the "Unlock" button on your smartphone screen.

Things required

Smartphone

Payment

Credit card

Temporary parking

Bicycles cannot be parked in areas where bicycle parking is prohibited.

Temporary parking

Just lock manually.

Press and slide the latch to lock.

Resuming use

Same procedure as renting

■ Recommended bicycle parking location

Please park the bicycle in a regular bicycle parking area in the city.

If you park the bicycle at a port temporarily, the automatic return function may be activated; please park it temporarily in a regular bicycle parking area.

*Fees continue to apply during temporary parking.

□ Purchase at a convenience store

Purchases can be made at self-service machines.

1,430 yen/day (tax included)

7-Eleven

FamilyMart

Seven-Eleven Multi-copy machine

FamilyMart FamPort

1

Purchase a ticket from a self-service machine and proceed to the registration procedure

Purchase a ticket from one of the above multimedia stations. Scan the QR code on the ticket to start the registration process.

Scan for details on how to purchase at self-service machines.

2

Enter the bicycle number

Enter the bicycle number of the bicycle you want to use on the convenience store pass member "Top screen".

*You can confirm the bicycle number at the port or using the app's map.

3

Rent

Go to the port, press the "Start" button on the bicycle terminal, and then press the "Unlock bicycle" button on the website to unlock it.

Things required

Smartphone

Payment

Cash, etc.

*According to convenience store regulations

Return Please make sure to return the bicycle at the nearest port.

- 1

Place the bicycle in the port and manually engage the lock.
- 2

Press the "Return" button on the bicycle terminal. When the ring turns blue, return is complete.
- 3

Check the "return completion notification" sent to you from the app.

Corporate members

Multiple people can share an IC card, saving money.

The basic fee shown on the right is charged for each card. Please contact us via the inquiries telephone number for details on how to apply, etc.

Basic fee

2,750 yen/month

(tax included)

+110 yen for every additional period exceeding 30 minutes

