

Harwell Campus Bike Rental Scheme

The bikes available for use on Harwell Campus are manufactured to a high standard in Europe, specifically in The Netherlands. We are using bikes manufactured by Royal Dutch Gazelle, who have been making bikes for more than 130 years. They pride themselves on embracing new technology and their innovative thinking. On average they make about 300,000 bikes a year.

Bainton Bikes has been selling and servicing their bikes for over 20 years, being one of the few places in the UK where you can find these bikes (for years Oxford and York were the only places you could find these bikes, now some stores in London too).

The common model for bike share companies is to supply cheap bikes and to replace them often, we don't believe this is the correct model and instead offer better bikes that are repairable and equally as important are robust and repairable, the Gazelle bikes are perfect for this.

Whilst they are customised for the Harwell scheme full details for each model can be found on the Gazelle website, links below;

- [Gazelle Esprit bikes](#)
- [Gazelle Electric bikes](#)

For the electric bikes we also provide extra batteries (400 and 500 watt).

Bikes are replaced every 3-4 years depending on what state they are in.

Safety checks / technicians

Every fortnight one of the mechanics visits Harwell to check each of the bikes, re-balance the hubs and swap out the eBike batteries.

Our process for the safety checks is as follows;

1. Review the 'tickets' raised for each bike (if any) and check the bikes that have reported issues. If a bike has an issue it can be disabled for safety reasons – our team gets these bikes fixed and enabled for use ASAP.
2. After the tickets are reviewed all other bikes are checked over, if a bike is rented and we cannot locate it we cannot check it and will look for this bike next visit
3. A bike safety check includes;
 - a. Tyre pressure, tyres inflated to correct PSI – we bring a mobile compressor to assist with efficiency
 - b. Checking all nuts-and-bolts torque is correct (literally checking all bolts on the bike are tight, so wheel nuts, saddle rails, stem, handlebar etc)
 - c. Check donkey lock working
 - d. Wipe down bike
 - e. Test ride bike
4. Bikes are also taken away for a 73 point / standard service every 6 months
5. Bikes are taken away once a year for 115 point check / premium service
6. Once the safety checks are done the mechanic updates a shared google sheet with their initials and the date the bike was checked.
7. If a bike cannot be repaired on site Bainton will take the bike back to their workshop, 90% off all bikes are fixed on site

Donkey Republic support

- If anyone has any issues during a ride or when ending the rental please contact the Donkey Republic support team, if they cannot be reached by phone then an email should be fine.
- If you are having issues locking the bike and cannot reach someone for support please leave the bike with a reception or contact site security.
- If you have been charged incorrectly for using a bike please email Donkey Republic who will reimburse you. The system is automated and if a bike rental is not ended an algorithm presumes you are still using the bike beyond the agreed free period