User Guide









The use of the service requires a **smartphone** with internet access.

You must Return to our bike Ports(stations) to finalize your trip.

A single smartphone allows for the usage of one bicycle



More than 200 ports

A PiPPA bike is a smart choice for sightseeing as it offers the convenience of getting on and off at over 200 locations. It can be used in combination with public transportation!

\ Perfect for sightseeing
 \ /

DAY PASS Ride Plan

4H 12H 72H (3days)
550YEN 1,100YEN 2,200YEN

All prices include tax.

HOW TO PIPPA



1. Buy a Day Pass

Download the app and register as a member. Before using, purchase a Day Pass. (The Day Pass allows unlimited rides during the usage period for any bike.)



2. Unlock

Turn on Bluetooth and unlock the bike with the app to start using it. (Tapping the P mark shows details of the port and route.)

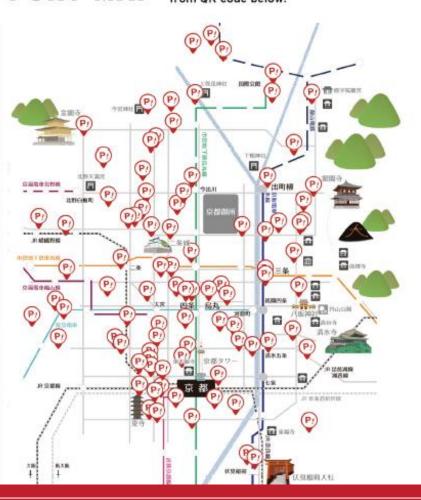


3. Return

Return the bike to a PiPPA designated port and lock it.

PORT MAP

Check Port Map at our website from OR code below.





WEB SITE • PiPPA App English Guide





24H 365DAY Customer Support

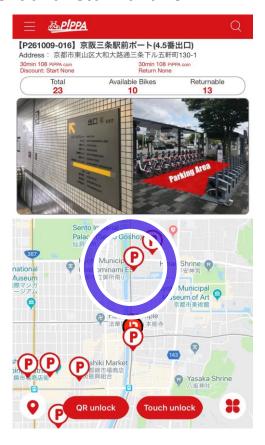
0120-288-870 support@clew.jp

1. Find a Port

2. Unlock a Bike

Find a port nearby on a map where you can rent and return a bike.





Unlock your bike by either QR unlock or Touch unlock



QR Unlock

You can unlock a key by scanning the QR code on a smart key or on a bike handle.

Touch Unlock

You can unlock a key by placing your smart phone on a smart key.





3. Ride Enjoy Ride



Temporary Parking

If you want to stop somewhere, close the back lock and choose the "temporary parking" on your App.



Please note that you WILL BE CHARGED while using "temporary parking".

4. Finish your ride

Return the bike to our port and close the back lock

to finalize your trip.

Before returning the bicycle, please always check the number of

available return bikes on

the app screen. If you return the bike when all spots are occupied, a penalty of 30,000 yen will be charged.

Return our bike to our Port and lock your bicycle and tap the "End Trip" button on the app screen to complete your usage and settle the payment.

Single Ride Basic plan for all





0-30min	Each Additional 30min
*110	*110

For tourist Day Pass Ride

▼ Perfect for sightseeing / **DAY PASS Ride Plan**

4H 72H (3days) 12H 550YEN 1,100YEN 2,200YEN

All prices include tax.



"The time starts ticking right away once you purchase a day pass."

Premium Monthly Membership Membership include unlimited 30-minute rides.



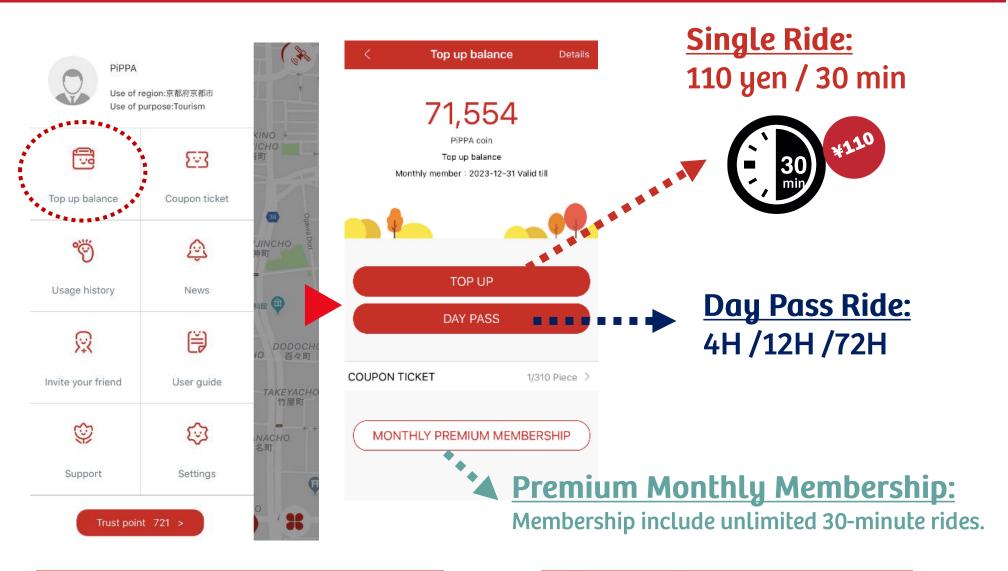
First 30 min	After 30 min
(0-30min)	Each Additional 30min
Free / unlimited times	¥110

1 month	1,650 yen
6 month	6,600 yen
12 month	11,000 yen



How to to up your balance









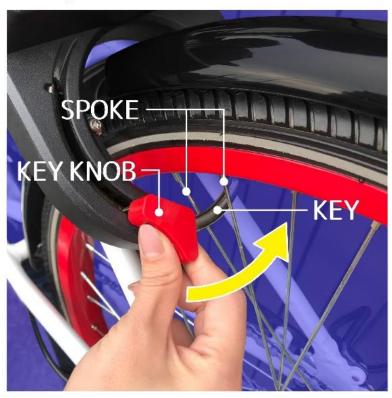
CANNOT UNLCOK



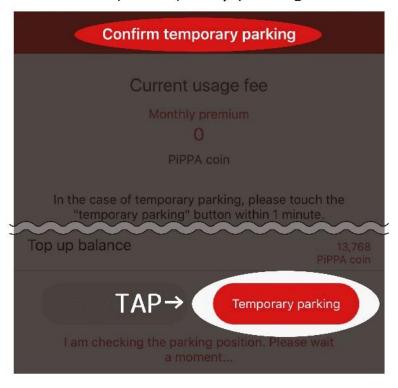


If you cannot open a Smart Key

• Hold the key knob and mobe it up and two or three times while pushing it in the back.



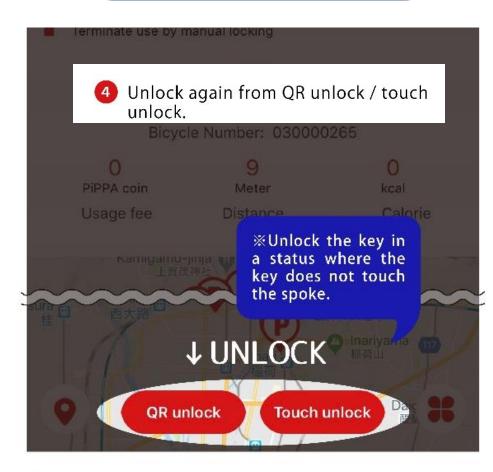
- When sound beeps, wait for about 20 seconds.
- Since the application screen shows "temporary parking confirmation", then tap "temporary parking".



Before Unlock a Smart Key ∧ SPOKE ALERT

If the key is touching the spoke, it WILL NOT be unlocked.





(?) If not able to unlock, please contact our call center.

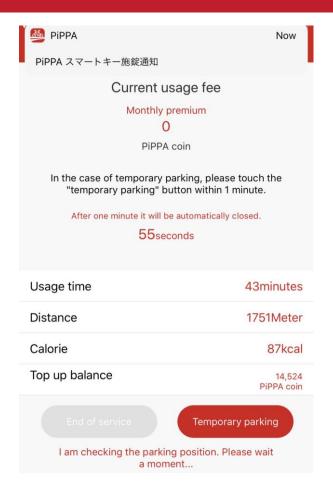
Q 0120-288-870 (Japanese only)

For English, please send email at "support@pippa.co.jp". (Please write down your pippa registered mobile phone number in the email.)

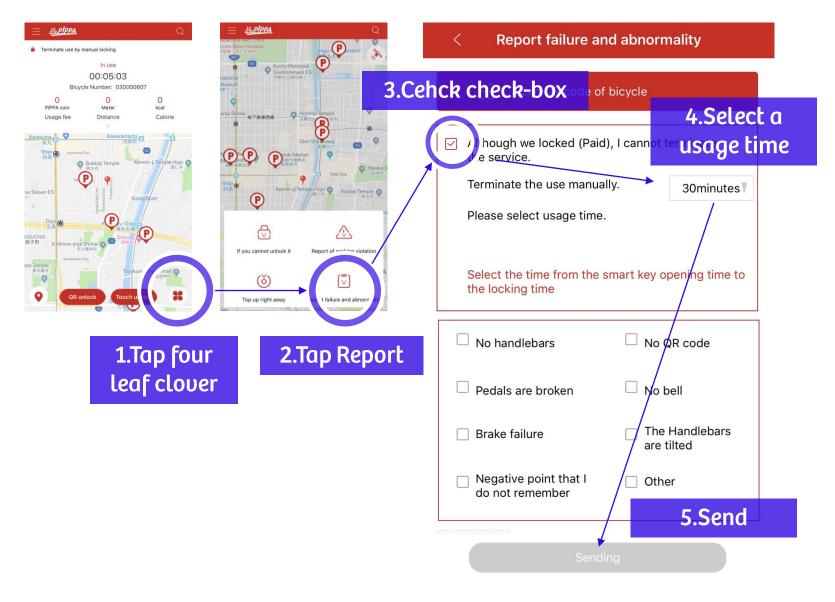
We apologize for the inconvenience. Please be especially careful in unlocking key at sloping ground.

CANNOT FINISH YOUR TRIP





If you DID NOT receive lock confirmation even though you close the back lock.



Do not leave your bicycle on the road, otherwise it will be removed immediately by Kyoto City.

"If your bicycle is removed, please visit the storage center and bring your identification (e.g. passport)." "You will be required to pay a fine of \(\frac{\pmax3,500."}{3,500."}\)
"If you encounter any problems, please call 075-241-0333. The phone line is available 24/7, 365 days a year."





On the road



One of our Pots



bicycle parking lot/facility

You need to use temporary parking function to park other than our ports

PiPPA (operated by clew's) Customer Support

Please Email Support at Support@clew.jp for English.

0120-288-870 (24h/7days) Japanese only.

