The VELOMATE services can only be used via the VELOMATE app. You can download the app in the respective stores for IOS and Android. In order to use the service, you must register in the app with your personal data and accept the General Terms and Conditions and Privacy Policy, which you can view there.

You can add your bike by scratching free the QR code on the access key card and scan it with the VELOMATE app. You then need to add information about your bike. You will receive the access key card from your bike dealer with the instructions for your e-bike. The service starts when you add the bike for the first time. The first year is free with the purchase of the Velomate module.

The VELOMATE tracker contains an already activated and active mobile radio module and an integrated battery that is charged when the e-bike is switched on. The charge status of the tracker can be viewed in the app. After a longer standstill, it can be useful to charge the VELOMATE tracker by switching on the bike.

Attention: After adding a bike for the first time, it can take up to 24 hours until the service is fully set up. The GPS location signal may take a few minutes to display or update the location when first activated or after a period of standing still, this works best outdoors in the open air.

If your bike is stolen, it is mandatory to report the theft via the VELOMATE app. There you can also - if possible - provide information about the incident. For the police report, you will be provided with a document (including a link to the live position of the bike) which you can print or send per mail . Our service partner (IoT Venture GmbH) will be notified immediately and will support you and the local police in recovering the bike. In the interest of a quick and timely success of the investigation, we recommend contacting the police immediately and transmitting the prepared information from the report including the link to the live position. Depending on the police station, you may also have to appear in person.

You are legally obliged to dispose of the tracker properly and to hand it in at a return or collection point for old devices set up by a public waste disposal authority. Disposal via the residual waste bin. The tracker must not be opened or destroyed.

The operator of the app, the associated services and the tracker is IoT Venture GmbH, c/o HUB 31, Hilpertstr. 31, 64295 Darmstadt, Germany. They are responsible for the proper security of its systems, including the above-mentioned services and the data stored on its system.

AT Zweirad GmbH hereby expressly excludes liability for the VELOMATE app, the associated services and all associated services. This applies in particular to the uninterrupted use of the app, the associated services and that these services are free from loss, corruption, attacks, viruses, malfunctions, hacker attacks or other security breaches.

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