



# Lime FAQ

## How do I unlock a Lime scooter?

1. View the Lime map to locate available scooters
2. Walk to the nearest scooter
3. Use the Lime or Uber app to scan the vehicle's QR code or enter the 7-digit plate number to unlock the ride. If it is too dark, tap the torch icon once you open the QR code scanner.

## How do I download the Lime app?

To download the Lime app, simply click [here](#) and you'll automatically be redirected to the appropriate download page for your mobile device. You can also search "Lime" in both the App and Google Play stores. The sign-up process provides clear instructions in-app on how to find, reserve, unlock and ride.

You can also use Lime scooters through the Uber app. Lime is the only micromobility operator promoting opportunities for riders to avoid taking a car trip in the Uber app and with Google Maps for multimodal journey planning.

## Is there a minimum age requirement to use a Lime scooter?

Customers must agree to Lime's [terms and conditions](#), which include the requirement for users to be 18 years or older before they can set up an account.

## Are there any safety instructions?

Before taking their first trip, all riders must take Lime's in-app "How to Ride" training which covers safe riding and parking, local rules and regulations and instructions on how to check that their e-bike or scooter is ready to ride.

Upon taking their first ride with Lime, each rider receives a dedicated safety email that includes road rules, riding tips and parking tips.

## Do I need to wear a helmet?

You are not legally required to wear a helmet in New Zealand when riding an electric scooter. However, Lime encourages riders to wear one. Lime also offers discounted, Lime branded helmets if you would like to buy your own. They also give away helmets at safety events.

### **Where can scooters be ridden?**

E-scooters can be used on the footpath or the road and on cycle paths, which are physically separated by a barrier or are off the road altogether. Currently, scooters are not allowed to be used in designated cycle lanes, which are lanes painted onto the road surface and have no barrier in between.

### **How far can a scooter go on a single charge?**

Lime scooters have a range of about 30km, depending on use.

### **How fast can scooters go?**

Lime scooters travel a maximum speed of about 25 km/h but there may be speed limits in place in certain areas.

### **How much does a Lime cost?**

Lime charges a fixed rate to unlock a vehicle and then per minute to ride. You can tap the vehicle icon or scan to ride to see the current rate.

If you want to reserve a vehicle before the hire, you will be charged a per minute starting fee from when you press the reservation button until you unlock the reserved vehicle or cancel your reservation.

Charges are rounded up to the nearest minute and rates and promotions may vary by location and time but will be specified in our app.

More information: <https://help.li.me/hc/en-nz>

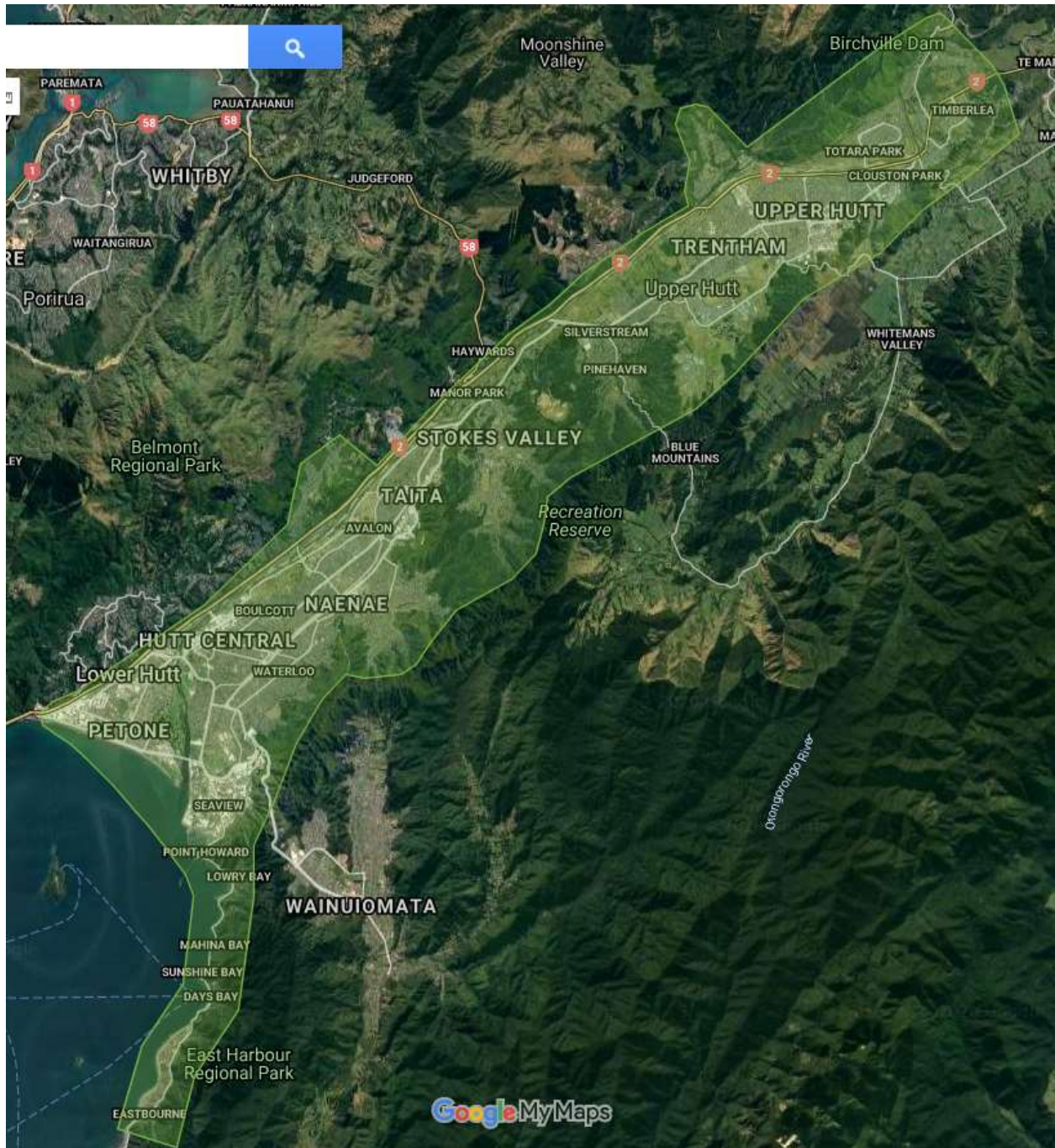
### **How many scooters will be available?**

Lime will initially deploy between 100 and 250 scooters across the Hutt Valley. Lime actively monitors supply and demand to ensure scooters are available at the right places at the right time. These locations may change slightly over time and depending on the day of the week.

### **Where will the scooters be located?**

Lime will deploy scooters across the service zone in Lower and Upper Hutt (see image below). The scooters will be deployed in groups of no more than four.

If riders try to take the scooters outside the service zone, they won't be able to lock the scooters and they will continue to be charged.



**Lime contact details:** Riders and non-riders can contact Lime at [support+nz@li.me](mailto:support+nz@li.me) or 0800 467 001 or via the help menu on the left hand side of the Lime app home page.

**Media enquiries** can be sent to [press-nz@li.me](mailto:press-nz@li.me)

