



Tokio Marine & Nichido Fire Insurance Co., Ltd.

LUUP USER'S GUIDE

Now available nationwide in Tokyo, Osaka, Kyoto, Yokohama, and more!

Do you know?

What is LUUP?

What are the correct traffic rules
for e-scooters and e-bikes?

Download the app



LUUP

For first time users

LUUP is operated from the app for locking/unlocking, payment, etc.
Complete the initial setup below to start your ride!

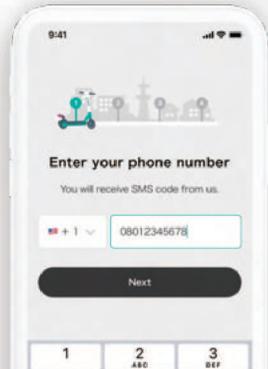
1 Download the app



2 Create an account

Complete the basic information required to use the service, including phone number, profile, and payment method

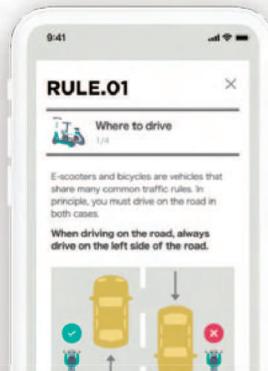
→  **E-bikes are now available for use** ✓



3 Get qualified to use e-scooters

Upload documents to verify your age and pass a traffic rule verification test

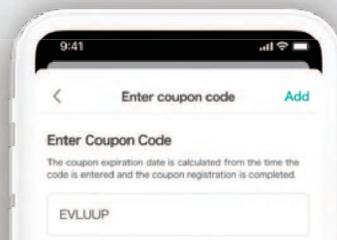
→  **E-scooters are now available for use** ✓



Before riding:

Add a promo code

Enter the promo code from the top left corner of the map and activate



LUUP

How to use

1



Use the app to find out where e-bikes and e-scooters are available

2



Check the location of the station and head there

✓ Reserve the vehicle you want to ride in

3



When you arrive at the station, scan the QR code next to the handle

4



Pick a place to return and start the ride

✓ Return location can be changed at any time during the ride

LUUP

Places where you can ride



As a general rule,

Ride in the leftmost lane.



Follow the traffic signals for vehicles in front of you and ride along the left edge of the road.



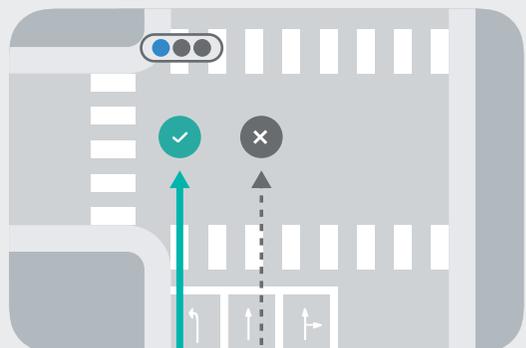
Bike lane



E-scooters, like bicycles, should be ridden in the "bike lane".



Go straight ahead from the left turn lane

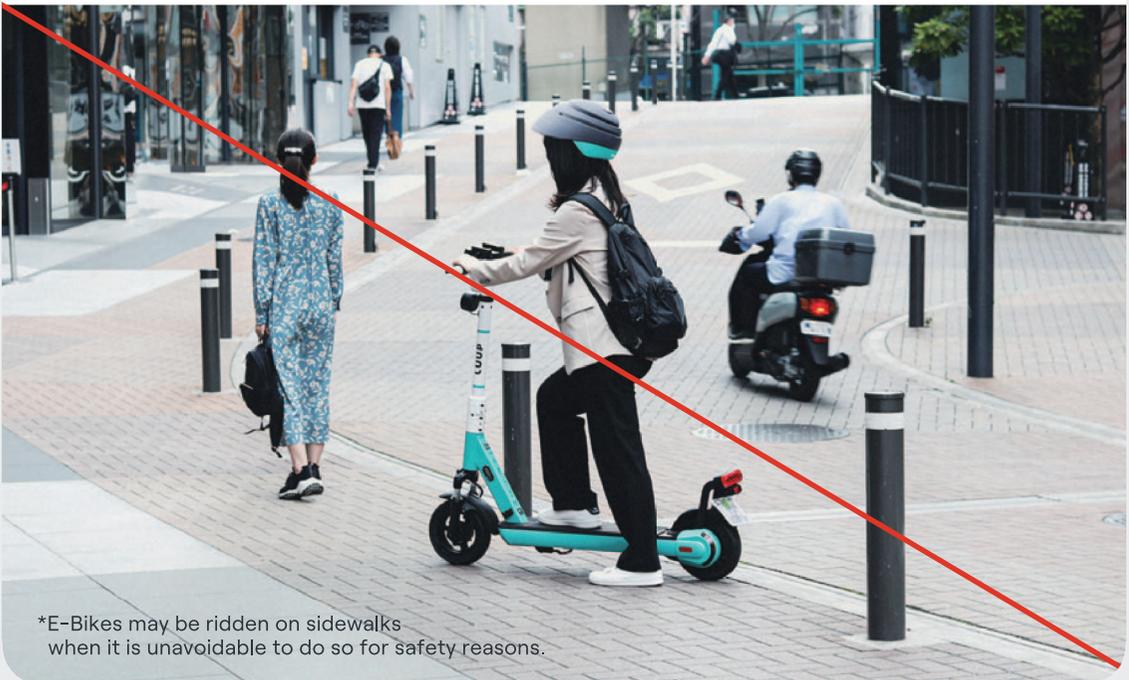


Both e-bikes and e-scooters **should go straight in the left turn lane**, not the straight lane

LUUP

Places where you cannot ride

✗ Riding on sidewalks is generally prohibited



*E-Bikes may be ridden on sidewalks when it is unavoidable to do so for safety reasons.

However, sidewalks with specific road signs may be traveled.



e.g.) For ordinary bicycles and pedestrians only



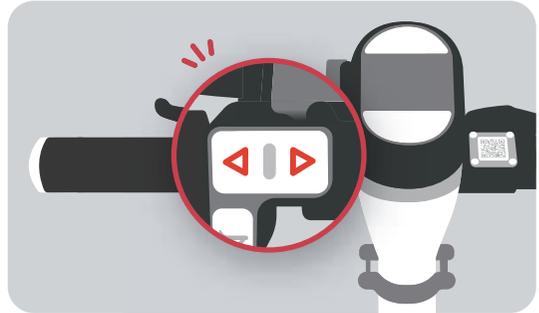
↳ **E-scooters can only be driven when using the 6 km/h mode**

Pressing the button switches the maximum speed limit to 6 km/h, and pressing the button again returns the maximum speed limit to 20 km/h. The maximum speed limit switching operates only when the vehicle is stopped.

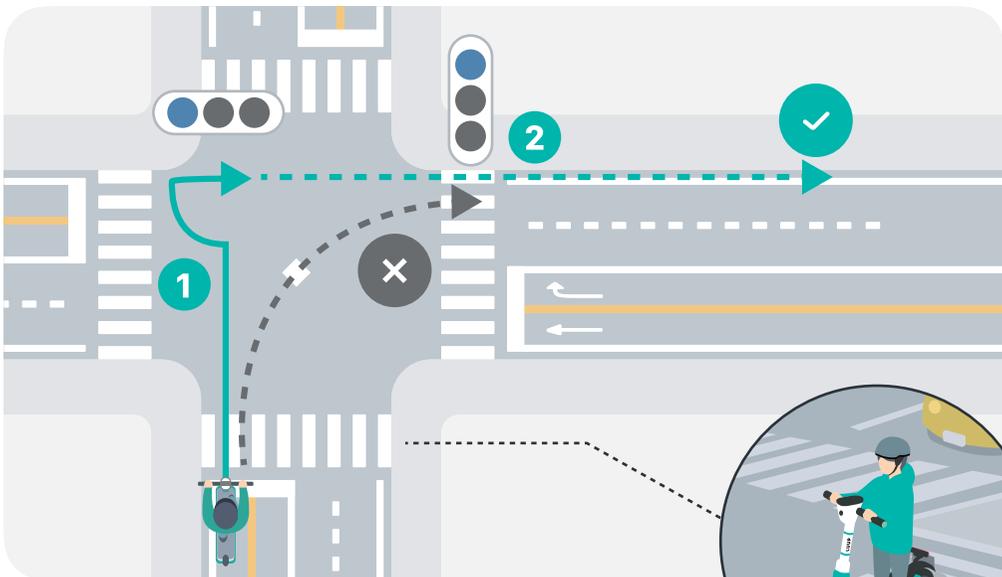
How to turn right or left

1 Give a signal

Inform surrounding vehicles of your intention to turn right or left, change course, and signal back after the right/left turn is completed. When riding LUUP e-scooters, use the blinkers under the handlebars.



2 At intersections, take two-step right turn



At large intersections with multiple lanes, it is possible to get off and push your way through the crosswalk as a pedestrian.

*You do not necessarily need to stop at intersections where there is no traffic signal or temporary stop designation. Turn right safely along the left edge of the intersection while paying close attention to other traffic.

Violation



Drinking and riding is a crime



Never ride after drinking alcohol, even a little.

Drinking and riding is an extremely malicious and dangerous crime.

Riding under the influence of alcohol, or driving while intoxicated, is punishable by imprisonment or a fine.

Please do not drive dangerously

- ✗ **Ignore the signal**
- ✗ Riding in a **meandering manner**
- ✗ **Riding double** (riding with a child on the back is also not acceptable)
- ✗ Not riding in an **upright position** (riding in an unstable position)
- ✗ Unnecessary **repeating of acceleration and deceleration**
- ✗ **Holding a cellphone in the hand** and gazing at the screen while talking, sending/receiving e-mails, etc.
- ✗ **Riding while holding an umbrella or wearing earphones**

E-scooters may not be lent to anyone under the age of 16

If an e-scooter is lent to a person under the age of 16, the person who lends the e-scooter may also be penalized.

LUUP's Terms of Use **prohibit the subletting** of both e-bikes and e-scooters.

Violators are punishable by law and may be imprisoned or fined

Traffic signs

Do not enter

Roads with these signs are off-limits. Please move to another road where you can ride.



Road closed to all



Road closed to vehicles



No entry



No bicycles

Stop

On roads with this sign or marking, always pause and check the safety of your surroundings before moving.



Do not park

Parking and stopping are prohibited on roads with this sign. Find another place to park, or if you must park, return the vehicle to a LUUP station.



No parking



No stopping

to remember

Beware of one-way road

Please follow the one-way rule where you see this sign.

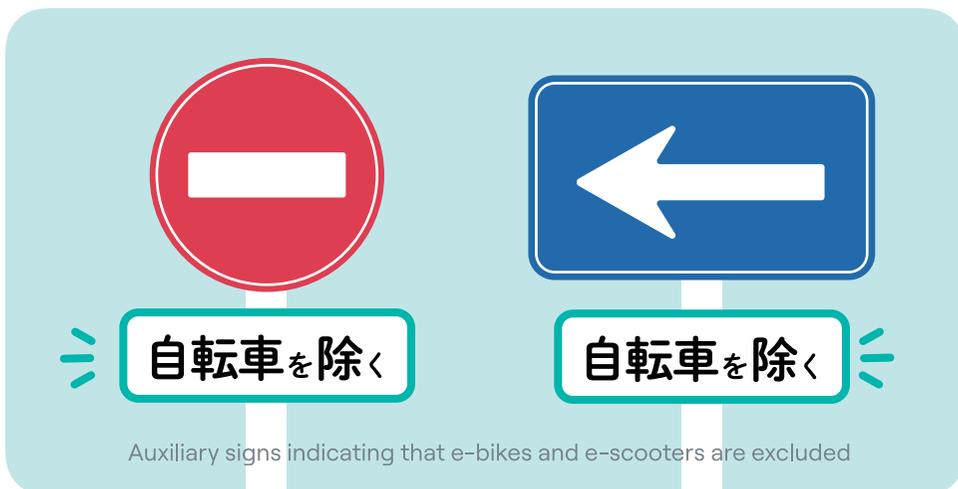
- ✗ No riding backwards
- ✗ No riding in both directions
- Can only ride in one direction



One-way road

"Bicycles and light vehicles excluded" can be entered ○

When this auxiliary sign is present, the LUUP is exempt from the rules indicated by the traffic sign.



自転車を除く

For example...

If a one-way sign indicates "bicycles excluded," e-bikes and e-scooters can travel in both directions, just like a normal road, regardless of the direction of travel designated as one-way.

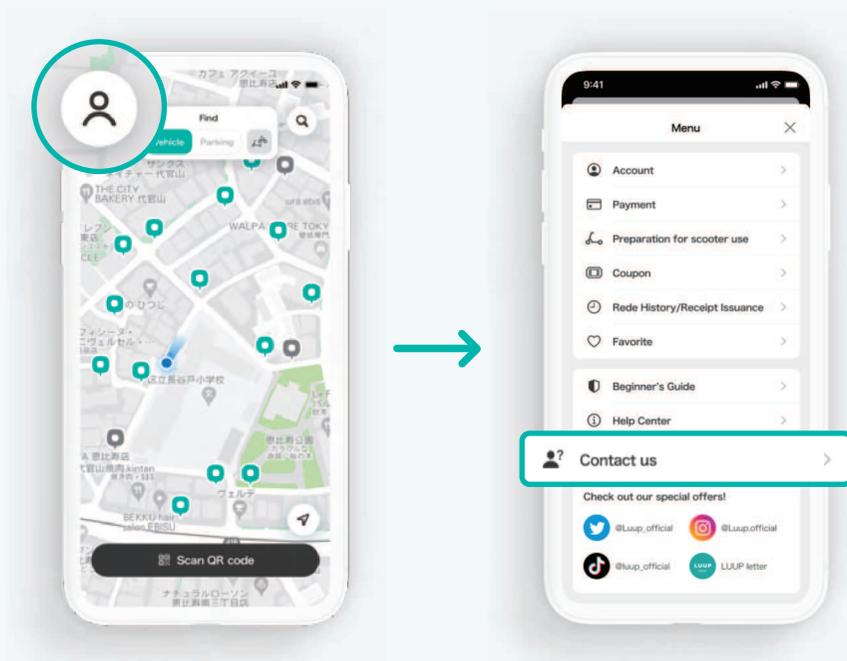
When in need of help

Please contact the LUUP Customer Center if you experience any problems during the use or have any questions about the service

LUUP Customer Center

0800 - 080 - 4333

You can also contact us
through the help section of the app



Select menu " 👤 "

Select "Contact Us" for inquiry

