



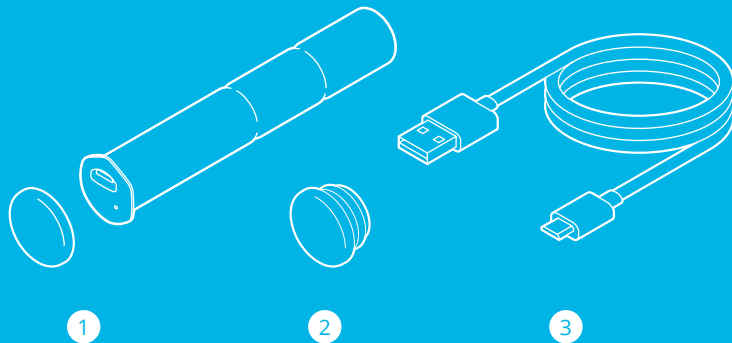
Handbook

# Congratulations!

Your bike is safer now with Sherlock

## What's in the box

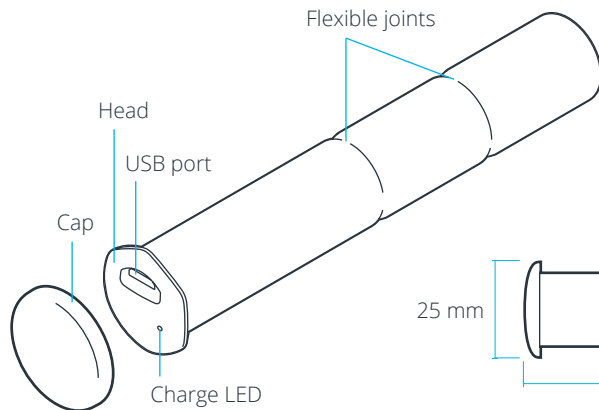
- 1 Device
- 2 Twin cap
- 3 MicroUSB cable



# QUICK **START**

- 1 Initial charge**  
Charge the device for 2hrs
- 2 Registration**  
Download the app, register and create your bike profile
- 3 Pairing**  
Click on Add Sherlock on the bike preview and follow the instructions
- 4 Installation**  
Install the device on your bicycle
- 5 Everyday use**  
Turn on the device with the app whenever you park your bike

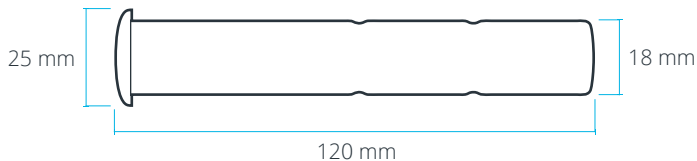
# THE DEVICE



The cap protects Sherlock from dust and moisture and makes it indistinguishable from common end caps.

The hexagonal head prevents the device from falling inside the handlebar.

Two joints make the device flexible in order to adapt to curved handlebars.

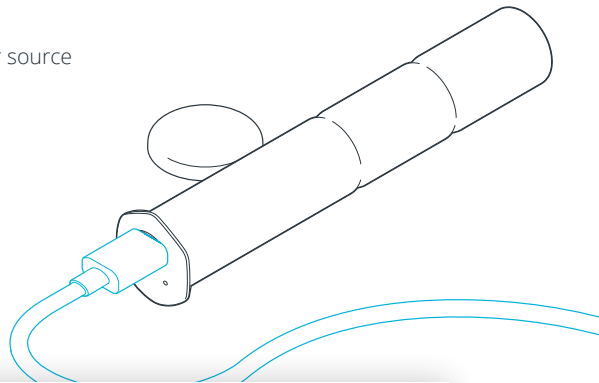


## CHARGING THE DEVICE

- 1 Remove the cap
- 2 Insert the male plug in the MicroUSB port
- 3 Connect the provided MicroUSB cable to a power source  
**Note: make sure the Charge LED turns on!**

You will be notified when the battery is fully charged. It takes approximately **2 hours to fully charge** the device.

The battery lasts **2 weeks on average in standby mode**. You will be notified when the battery is almost out of power.



**Tip:** if you travel for long distances or there is no power source around, you can use a powerbank to charge Sherlock without removing it from the handlebar.

# REGISTRATION

## 1 Get the app

Download **Sherlock Bike** for iOS 9.0+ and Android 4.4+.

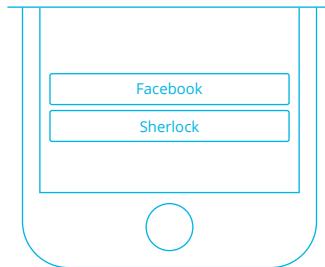


*Tip: allow push notifications to receive battery and theft updates.*

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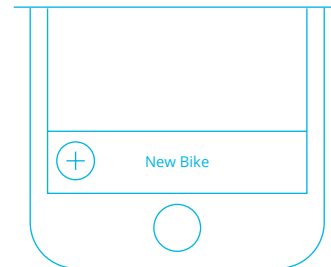
## 2 Register

Create your account using your email address or Facebook.



## 3 Add new bike

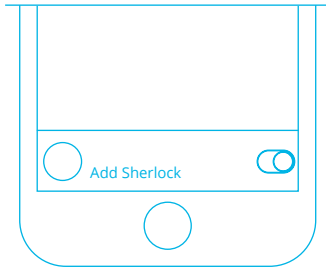
Tap on the **New Bike** button, enter your bicycle information and picture.



# PAIRING

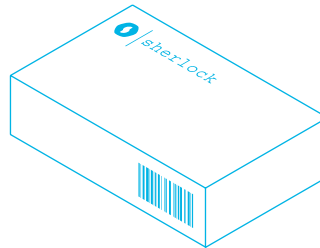
## 1 Add Sherlock

Tap on **Add Sherlock** button next to the picture of your bike, then tap on **Connect** button to start the pairing.



## 2 Scan the box

Scan the barcode on the box with your smartphone and wait for the pairing to complete. You will be asked to insert the default 6 figure pin: **123456**.



## 3 Pin and rate setup

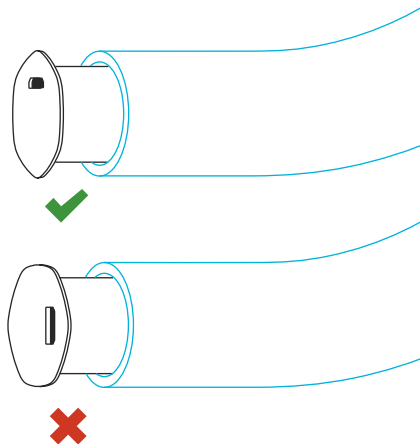
Choose a personal 6 figure pin and set the update frequency of the GPS position.

### **WARNING!**

*Store your personal pin in a safe place. It will be necessary to log in from another phone or tablet.*

# INSTALLATION

- 1 Remove caps, handles or anything that obstructs the bar end.
- 2 Push Sherlock slowly into the handlebar with the USB port aligned to handlebar bending direction, if present. The head of the device must meet the handlebar edge.
- 3 Do the hardware test to verify signal reception.
- 4 Insert the protective cap on the head.
- 5 Insert the twin cap at the other end of the handlebar.



## **WARNING!**

*If the device does not fit, it may be a non-compatible handlebar. Never use a tool like a hammer to force Sherlock in. If the hexagonal head slips inside the handlebar, it means that your handlebar is not compatible. For more info, check the compatibility document on [www.sherlock.bike](http://www.sherlock.bike).*



### If you use bar tape

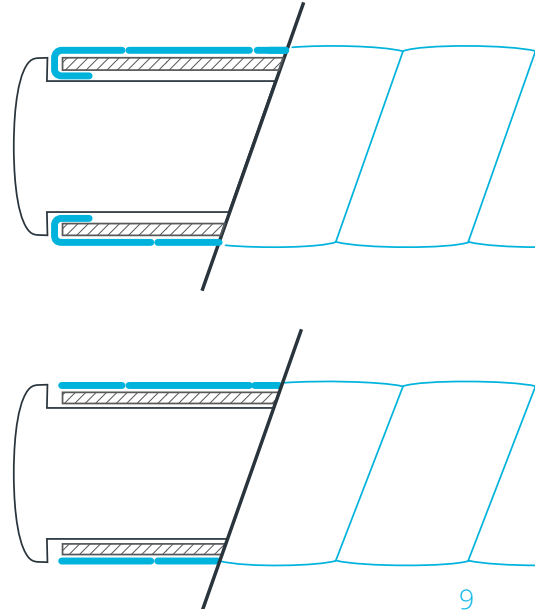
**A.** If there is enough space, the extra tape can be tucked inside the bar.

**B.** If there is not enough space, the extra tape can be cut at the bar edge.

### General rule

Sherlock is designed to be hidden in the handlebar, with the head exposed to the outside, in order to have a good signal reception. Therefore it is not recommended to install the device in a way that covers the head.

**Tip:** if the device is too loose in the bar, wrap it with insulating tape until it is securely adjusted. Check the inner surface of the handlebar before the installation: there may be obstacles in the way.

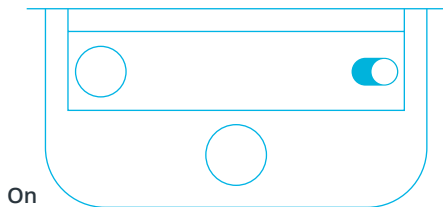


## EVERYDAY USE

### Activate

Lock your bike with a padlock or a chain.

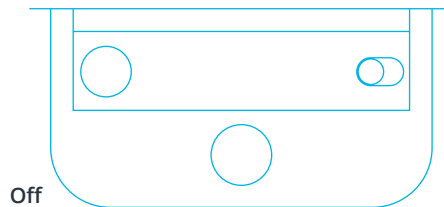
Activate Sherlock tapping the slider in the main screen of the app.



### Deactivate

Deactivate Sherlock tapping the slider again.

Remove the lock from your bike.

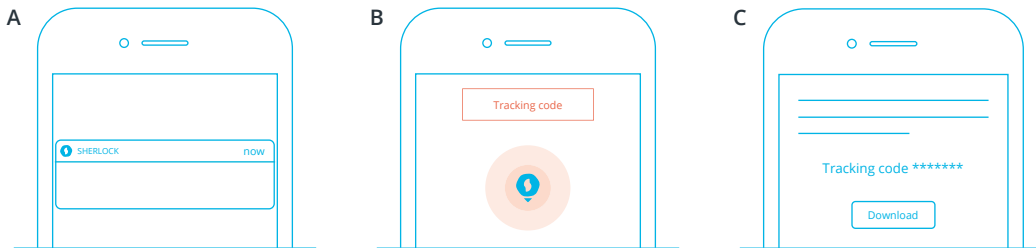


### **WARNING!**

*Make sure that the alarm is ON before leaving the bike and OFF before unlocking and moving the bike.*

## In case of theft

- 1 If your bicycle is moved, Sherlock sends a push notification to your phone (**ref.A**).
- 2 Tap on the notification to launch the app and check the tracking of your bike (**ref.B**).
- 3 Tap on *Tracking code* to get your unique tracking code and Bike Passport (**ref.C**).
- 4 Report the theft to the police immediately to allow a prompt intervention.



### **WARNING!**

*When activated, any movement of the bike triggers the notification and starts the GPS location. The device is designed for tracking in case of theft. If an irregular connectivity traffic is detected the device may be remotely disabled and additional costs may be charged.*

# WARNINGS

## Proper use

The present handbook describes what is considered to be the “proper use” of the device.

Sherlock S.r.l. is not responsible for any improper use of the device. Read carefully the updated Terms of Service at [www.sherlock.bike](http://www.sherlock.bike).

## Battery

The device has two lithium-ion batteries.

The Customer must therefore avoid opening, perforating, dropping or knocking the device.

## Cleaning

The USB port may collect some dirt or moisture, leading to a bad electrical contact: check it and clean it every now and then.

Pay attention to the condition of the casing whenever you take the device out of the handlebar: if the casing cracks, it can cause device failure.

## Connectivity

The localisation service is provided in Countries listed at [www.sherlock.bike/en/availability-zones](http://www.sherlock.bike/en/availability-zones).

The Customer must not use the device outside those Countries.

Localisation service is based on 2G network.

The device must be activated within 90 days from the delivery.

The device is designed for tracking in case of theft.

If irregular connectivity traffic is detected, or the device is used outside the availability zones or it is not activated within 90 days from the delivery, the device may be remotely disabled and additional costs may be charged.

The Company assumes no responsibility if the Customer uses the device outside the availability zones or if the GPS or GSM/GPRS signals are weak or absent and a correct localisation is not therefore possible.

## Limitations

The device is splash-proof with cap on.  
It is not waterproof: submersion of the device may cause damage and will invalidate the Warranty.

The device is resistant to temperatures between -10°C and +60°C. If exposed to temperatures exceeding +60°C the device may catch fire or explode.

Do not keep or use the device near radiators, microwave ovens, cooking devices or high pressure containers: batteries can be damaged or overheating can occur, leading to fire.

Do not use the device in hospitals, on planes or vehicles, near pacemakers (15 cm) or other medical devices.

Do not keep or use the device in potentially explosive environments.

Do not keep or use the device near magnetic fields.

Do not put the device near or inside the mouth.

Do not bend the device over the limits described in the compatibility document, available at [www.sherlock.bike](http://www.sherlock.bike).

Do not disassemble, tamper with or try to fix the device. Any intervention could invalidate the Warranty and cause damage to people and the surroundings.

Using the device to localize people or other people's goods could be illegal.

The use of the device is forbidden to children under the age of 14 years old.

## MORE INFORMATION

### Disposal

Once the device has reached the end of its life, it should NOT be disposed of as common waste.

The device and the MicroUSB cable must be disposed as electronic waste (WEEE).

The twin cap and the packaging foam must be treated as plastic waste.

The box, the printed sleeve and this manual must be treated as paper waste.

### Declaration of conformity

Sherlock S.r.l. hereby declares that the device *Sherlock Bike v1.0* complies with the essential requirements and other relevant provisions of the European 2014/53/EU Directive.

The complete Declaration of Conformity is available online at: [www.sherlock.bike/en/compliance](http://www.sherlock.bike/en/compliance).

### FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Emissions	Frequencies	Peak power
GPRS/GSM	850 MHz	33 dBm
	900 MHz	33 dBm
	1800 MHz	30 dBm
	1900 MHz	30 dBm
Bluetooth	2.4 GHz	-20 to +4 dBm
GPS	1575.42 MHz	-

## WARRANTY

Sherlock products are covered by the Legal Guarantee of Conformity pursuant to Articles. 128-135 of the Legislative Decree n. 206/2005 ( "Consumer Code") ( "Guarantee Law"). Sherlock is liable to the consumer for any lack of conformity of the product at the time of delivery and which becomes apparent within two years from delivery thereof. The lack of conformity must be reported to Sherlock, under penalty of voiding of such guarantee, within two months from the date on which it was discovered. Unless proved otherwise, it is assumed that any lack of conformity, that becomes apparent within six months from the delivery of the Sherlock Product, already existed on that date, unless this presumption is incompatible with the nature of the product or the nature of the lack of conformity. From the seventh month following the delivery of the product, it will be the consumer's responsibility to prove that the defect existed at the time of delivery of said product. In order to use the Legal Guarantee, the User must first provide evidence of the date of purchase and delivery. Therefore, the User must retain the purchase invoice, which Sherlock sends via e-mail, as well as DDT or

any other document that can confirm the date of purchase. In the event of a lack of conformity of the product and if Sherlock receives a valid complaint within 30 days from the date of purchase, Sherlock will engage, at its discretion and to the extent permitted by law,

- to repair the Product; or
- to replace the Product with a new or renovated Product.

In the event of a lack of conformity, to the extent permitted by law, these are the sole and exclusive remedies available to the user.

This legal guarantee is valid only in the Countries where the Sherlock products and services are sold and activated by Sherlock or by its authorized resellers or agents, and it is permitted by the Italian law or the laws of such Countries. The product, repaired or replaced, will be guaranteed for the remainder of the original warranty period or for thirty (30) days, or for any further period as specified by the applicable jurisdiction.

# Contacts

If you have any questions,  
please write to [support@sherlock.bike](mailto:support@sherlock.bike)

Stay connected  
[@sherlockbike](https://twitter.com/sherlockbike)



Product: Sherlock Bike  
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