

# HUBBSTER FAQ'S

## Does Hubbster hold a bond on your Credit Card?

No, the credit card information on the user's profile is stored through Hubbster's partner - Stripe. Hubbster and Parklife do not store any details.

## What about teenagers that don't have a Credit Card?

You can choose a family plan covering a household of up to 5 persons and use your parents card. Like all rentals you need a credit card i.e Lime Scooter, Uber, etc.

## Lead time from placement of order?

4 weeks plus shipping. 2 weeks air freight.

## How long does the battery last?

Up to 2 years, but we recommend that they are replaced once a year. They are rechargeable and come with a charger. They are the same as used in Teslas.

## How much for a new battery?

\$99 with a shelf-life of 8 years.

## How often does Hubbster need to be maintained / inspected?

It really depends, but allow every 2 weeks when placed in high use areas. This can be built into a maintenance contract. Please request details of the Service Plan and Payment Model options.

## How does the owner access the user data?

Through a web-based dashboard. On the dashboard you can monitor use, users, maintenance log and you can ban/remove users if needed.

## Does the equipment get stolen?

Hubbsters have been placed in tough neighbourhoods in Europe and only one item has been stolen. The Hubbster teams are working with the individual user to get the item back to avoid charging him. The 'share' culture is familiar to the community i.e. lime scooters and stealing is minimal.

## Does Hubbster come with spare equipment in case of damage?

Hubbster sells spare equipment to maintain the ethos of quality.

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## Estimated Hubbster life?

10 years but really "Forever". We aim at creating a "generic play infrastructure" that are as obvious a part of the public space as light posts, litter bins and benches. The Hubbsters can easily be moved if we figure out that we chose a bad spot as they are mounted with a ground screw.

## How does the app work?

### Stage 01 Functionality

1. User can create a profile in the app
2. Users can open the hub with the app on their phones, when near the hub
3. Hubbster tracks equipment using inventory technology
4. Hubbster handles payments in app (if required)

### Stage 02 Functionality

5. Geo-fencing for users to connect with other players nearby
6. Social invitation features, so players can invite each other to play
7. Sharing stories and pictures from their experience

## How long is the Warranty?

Hubbster provides an 8-year rust warranty on the cabinet, and a 2-year warranty for all other parts including mechanical faults on moving parts, the lock as well as the electronics and the inner box of the hub, which is made of weather-resistant high-pressure laminate plate.

See [Maintenance and Warranties](#)