



COUP Mobility GmbH · Friedrichstraße 148 · 10117 Berlin · www.joincoup.com

COUP tests User Based Swapping

- **From now on, customers can regulate the reach of their eScooter**
- **COUP to be first eScooter sharing service to offer user based swapping in Europe**
- **Pilot project will run for one month**

Berlin, 01/10/2019 – Pit Stop at COUP: Starting on 7th of October, the eScooter sharing service COUP invites its Berlin based users to be amongst the first testers for a new user based swapping procedure and therefore take part in shaping the future of COUP. So far, only the service team is switching empty batteries against full ones as soon as the battery level falls below a certain point. In the upcoming test phase, users for the first time can take charge as well: Those who are within the 24 hour rate for example soon ride even smarter – and with a short battery switch, simply double the reach of their eScooter. This way, users make even better use of their rental and will ride even more kilometers with COUP. The “COUP Pit Stop” is an extension of the normal service, which will run as usual.

Do It Yourself

COUP is the first European sharing service that brings the user based swapping procedure to Germany. The pilot project is supposed to show how the additional offer is received by customers. „COUP is not only constantly developing its main product, the COUP app. We are also working on improving our fleet management processes and work as efficiently as possible. We are obtaining our hardware from Taiwan where user based swapping is already the common practise. This allows a huge level of flexibility“, says Dr. Bernd Schmaul, CEO of COUP Mobility GmbH.

The „COUP Pit Stop“ will initially be possible at two locations: Mercedes-Platz and the Lidl parking space at Stresemannstraße 68-78 close to Anhalter Bahnhof. During the test phase, a service team will be on site during weekdays for a couple of hours in order to support customers. Coming for a battery swap is worth starting at a battery level of 50 percent. „Changing the batteries is usual done in one to two minutes. During this time, the booking does not have to be ended. For their effort, our users receive free rides“, explains Justus Thormann, Head of Berlin at COUP.

Users can see in the newest version of the COUP App where the closest charging possibility is located and can try out the changing process until November 1st.



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About COUP

COUP is bringing the fun of driving back into urban areas. As a wholly owned subsidiary of Robert Bosch GmbH, the eScooter sharing service started a new business area in the field of mobility services in August 2016. The electric scooters enable users to save time in city traffic and are a fantastic addition to existing mobility services provided in central areas. The eScooters are available in a number of major European cities, including Berlin, Paris and Madrid (since summer 2018). They can be used around the clock and are easy to find, reserve and drive. They are a flexible and affordable alternative to public transport and cars.

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