MECHANIC GUIDE

HOW WARRANTY JOBS WORK FOR YOU

WE HANDLE THE ADMIN, YOU DO WHAT YOU DO BEST

HOW A JOB REACHES YOU

1 HEAD OFFICE

JOB RECEIVED

A customer reports a fault or warranty issue via the brand, retailer or partner. Head Office gathers the key details.

2 HEAD OFFICE

MATCHED TO YOU

We pick the most suitable Cycle Tech, Associated Member or mechanic by location, skills, equipment and availability.

3 YOU

GET THE MESSAGE

Job details arrive by your preferred channel (WhatsApp, email or phone). Review it and decide whether to take it on.

4 YOU

REPLY IN TIME

You have a set window to confirm. No reply and the job returns to Head Office or goes to the next mechanic.

5 HEAD OFFICE

JOB CONFIRMED

Once you accept, we confirm details with the customer and the brand or partner, and support you where needed.

YOUR ONSITE VISIT

1 YOU

BOOK THE VISIT

Confirm an AM or PM slot with the customer by email and text, with 1 hour's notice on the day. Attend once the retailer has authorised the visit and cost.

2 YOU

TALK FIRST

Ask when the fault started and how often it happens. This is detective work, and the history often points to the cause.

3 YOU

PLUG-IN DIAGNOSTICS

Check error codes, the customer report and dealer report, and firmware updates.

4 YOU

RAISE THE CASE

Raise a case with the e-bike system manufacturer where possible. Follow up by phone once you have a case number.

5 YOU

TEST PARTS

Use your kit of known-good parts for interchange testing, or fit a warranty part once the manufacturer authorises it.

6 YOU

DOCUMENT EVERYTHING

Photos of the diagnostic procedure, documents and diagrams, and photos or video for group support. Record issues for the Head Office knowledge base.

Finish: error cleared, then road test. Send the job report to Head Office with photos and a time breakdown. Head Office updates the monthly job card and closes the case.

GOLDEN RULES

Authorise first. Work only proceeds once costs are agreed and authorised.

Call-out is chargeable. The initial call-out and inspection are charged even if no further work is authorised.

Manufacturer decides cover. Never promise a customer that a part is covered.

Keep the customer updated. Follow-up work uses the same form, or the customer can contact you direct.

WHAT HEAD OFFICE HANDLES

Admin and communication with the retailer, brand and customer.

Arranging parts for you where required.

Keeping the case history and the monthly job card.

Holding payment until the agreed work has been completed.

Warranty part returns are arranged by the manufacturer, by collection or a returns label.

WE DO NOT WORK ON

Conversion kits
Kit-converted bikes, e.g. hub motor and mid-drive conversion kits.

Illegal e-bikes
Illegal or non-compliant e-bikes.

Low-end marketplace e-bikes
Cheap, unsupported online-marketplace bikes, e.g. low-end Amazon imports.