

SERVICE CENTRE PRICE LIST

Service charges shown are inclusive of labour and VAT. Parts costs are additional, as required. Any additional parts will be quoted prior to commencement of work.

Please note that all service work is prioritised for Fully Charged customers and our workshop staff withhold the right not to accept service or repairs from non-Fully Charged customers, especially during peak times.

Gold Service (excl. Parts) - £180.00

The bike is partially stripped, components are removed, overhauled and refitted, complete with any adjustments that might be required. This is recommended as an annual service for any bike in high-frequency use and includes;

- Bike partially stripped, components checked for alignment and damage
- Headset inspected for wear and replaced if necessary
- Wheel hubs checked for wear and serviced if necessary
- Tyres checked for condition, tyres inflated to correct pressure
- Wheels checked for spoke tension, trueness and rim wear
- Gears & brakes cleaned, checked for condition, refitted & adjusted
- Brake pads checked for wear
- Transmission cleaned, checked for wear, lubricated and re fitted
- Bike re assembled, fixings tightened using correct torque settings
- Battery, motor and all connections checked and tested
- eBike software updated

Silver Service (excl. Parts) - £120.00

Same as Bronze Service, but also includes the following:

- Transmission parts removed, cleaned, checked for wear, lubricated & re-fitted
- Bike cleaned and polished
- eBike software updated

Bronze Service (excl. Parts) - £80.00

Dependant on usage, a Bronze Service is recommended for bikes recently purchased or with light use and low mileage between services.

As part of the Bronze Service the whole bike is checked for condition and adjusted. It does not include fitting any new parts, stripping the bike down or cleaning and degreasing, but does include the following:

- Frame and fork inspected for alignment and damage.
- Headset checked for adjustment.
- Wheel hubs checked for adjustment.
- Wheels rims checked for trueness and condition.
- Tyres checked for condition & inflated to correct pressure.

- Gears & brakes checked & adjusted correctly.
- Transmission Parts checked for condition & lubricated.
- eBike software updated

Health Check - £60.00 (Free with a new bike purchase)

The Health Check is a basic service for bikes needing a check rather than a service. It is included free with every new bike and is recommended to be carried out within 6 weeks of purchase. The Health Check includes the following:

- Headset checked and adjusted. Crank bolts tightened. Gears & Brakes cables adjusted as necessary. Wheels checked for trueness.
- Wheels hubs checked for adjustment.
All nuts & bolts tightened using correct torque settings. Transmission lubricated.

Gocycle Service (excl. Parts) - £140

A specific service designed for the Gocycle model range, based on Gocycle's own comprehensive service plan and conducted by our Gocycle-trained eBike mechanics. Service includes all recommended visual checks, physical checks, torque adjustment checks, inspection of wear parts, review of any applicable Technical Bulletins (and remedial work, as required) and Firmware Updates. Service includes a Valet Clean.

eCargo Service (excl. Parts) - £195

Whether carrying your family or goods for your business, it's imperative that your eCargo bike remains in good order – and prevention is better than cure.

The eCargo service is conducted in our service centre, by our trained eCargo bike mechanics and using specialist lifts and tools to ensure that every inch of your eCargo bike can be properly checked and adjusted. The service includes;

- Bike components checked for alignment and damage
- Headset inspected for wear and replaced if necessary
- Wheel hubs bearings checked for wear and serviced if necessary
- Tyres checked for condition, tyres inflated to correct pressure
- Wheels checked for spoke tension, trueness and rim wear
- Gears and brakes cleaned, checked for condition, refitted and adjusted
- Brake pads checked for wear
- Transmission cleaned, checked for wear, lubricated and re fitted
- Bike re assembled, fixings tightened using correct torque settings
- Battery, motor and all connections checked and tested
- Cargo accessories, including boxes and passenger kits checked for proper fitment
- Bike cleaned and polished
- eBike software updated

Pre Delivery Inspection / Bike Assembly out of box- £100.00

This is the assembly of a bicycle not supplied by Fully Charged. The bike will be inspected, assembled, adjusted and road tested.

OTHER SERVICES

Gears/Transmission Service (not inc parts) - £40.00

This can greatly improve the performance of a bike. The whole transmission parts are removed & cleaned then reassembled & lubricated. The alignments of the gear mechanisms are checked & cabling adjusted.

Brake Service (excl. Parts) - £35.00

Front and rear brake cables removed and checked for condition, lightly lubed & refitted or replaced if required (any parts not included in price). Brake pads will be checked for wear & condition & replaced if necessary.

Hydraulic Brake Service (excl. Parts)- £30.00 each

Hydraulic Disc Brakes will be cleaned & inspected for damage or wear. Brakes will be bled with fresh hydraulic fluid. Pads will be renewed if necessary (Any parts not included in price)

Wheel Building - £50.00 each (excl. Parts. *Sorry, but we do not work with eBike 'kit' motors*)

Had an accident and damaged your eBike wheel? We can build any wheels by hand using any combination of rim & spoke. We can advise on various spoke patterns most suitable to your requirements. Price is for labour only and does not include cost of spokes, rims or hubs.

Wheel Truing – From £30.00 (+ £2.00 per spoke)

Depending on how much time it takes to true a wheel and so price varies accordingly. **Punctures (labour only, does not include replacement innertube)**

Inner tube/puncture repair (excl. Parts)

- Front wheel puncture - on the bike - £15
- Rear wheel puncture - on the bike - £25 (Super 73, Cargo bikes + £15 extra)

Suspension Service Handling Fee - £45.00

Suspension is normally services off-site by a third-party, due to its specialist nature and tooling requirements. Price includes fork/shock removal, postage and packaging, plus re-fitting on return

Cleaning Fee - £45.00

Includes de-greasing and rinsing, lubrication and polish

Fitting of Fork - £45.00

Includes cutting the fork to size and fitting of brake and other associated parts.

Replace Cassette - £25.00

Fitting accessories onto new bikes – Free*

*If accessories are purchased from Fully Charged Ltd at time of purchasing new bike then these will be fitted free of charge.

Fitting accessories – From £5.00

For fitting lightsets, computers, carriers, bottle cages etc. a minimum charge of £5.00 will be levied.

Storage - £2.50/day eBike; £5.00/day eCargo bike

While your bike is with us for waiting for repair and or spare part to arrive we will store it for you free of charge. For extended storage following completion of repairs, after 48 hours we will charge a fee of £2.50 per day for eBikes and £5.00 per day for eCargo bikes.

Courtesy eBikes – Free of Charge

To keep you riding while your eBike is in for repair, we are able to offer you a courtesy bike free of charge. Courtesy bikes are limited and available on a first come first served basis.

*Please note that Courtesy eBikes are not offered during services, but may be made available on request and with a small fee.