



## E-Bike Repair Policy

At Trek Bike Shops Florida, we aim to provide top-notch service for e-bike enthusiasts. However, due to the specialized nature of e-bikes, our repair and service offerings come with specific conditions.

### E-Bike Service Conditions:

- **Motor Systems:** We are only equipped and trained to work on E-Bike motor systems from Bosch, Shimano, TQ, and Hyena, especially when they come from major bike manufacturers including but not limited to Specialized, Giant, Cannondale, Scott, Orbea, among others.
- **Mechanical Repairs:** Our scope of service primarily encompasses the repair of mechanical drivetrain components. This includes shifters, derailleurs, select brake systems, tires/tubes, and more. We are not equipped and trained to work on certain e-bike brakes that have an integrated switch for a brake light.
- **Battery Removal:** We may require the e-bike battery to be detached by the customer before leaving the bike for service.
- **Service Charges:** Due to the intricate nature and additional weight of e-bikes, there are occasions where extra service charges may apply. This will be communicated transparently during the service writing process.
- **Installation & Modifications:** At this time, we do not offer installations of new e-bike motors, nor do we tune or modify existing e-bike drive systems.
- **E-Bike Chains:** We offer services to replace and install e-bike specific chains.
- **Service Limitations:** We reserve the right to decline service on any e-bike.

Your e-bike's performance and safety are our priorities. We thank you for understanding our conditions and look forward to serving you at Trek Bike Shops Florida.