Bike Doctor e-bike Service Policy 2025

At Bike Doctor, we are committed to delivering high-quality service for e-bikes. To ensure the safety of our staff and customers, the efficiency of our operations, and the integrity of our service process, we adhere strictly to the following service policy for e-bikes.

Service Eligibility

1. The e-bike was sold by Bike Doctor.
2. The e-bike is equipped with a Bosch, Shimano STEPS,TQ, or Hyena drive system.
3. The e-bike is equipped with, but not limited to, a seat post, pedals, and an external disconnect for the motor.

If any component of the electrical system — including, but not limited to, the motor, controller, or battery needs service — and the e-bike is not a brand carried by Bike Doctor and is not equipped with Bosch, Shimano STEPS, TQ, Hyena, and Fazua systems, Bike Doctor is unable to perform service. In such cases, customers are advised to contact the original manufacturer directly to find an authorized retailer.

Service Procedure

1. Bike Doctor will repair flat tires and mechanical issues (e.g., brakes, drivetrain) on eligible e-bikes that meet the criteria listed above.
2. Unless the scope of service or design of the e-bike requires the battery to remain installed in the e-bike, the battery must be removed from the e-bike prior to check-in and service. (e.g., diagnostics, software updates, electrical troubleshooting, internally mounted battery).
3. On-the-spot repairs will not be performed under any circumstances. All e-bikes must be checked into the service queue. Lead times will vary depending on current service volume; no exceptions will be made to expedite service.
4. All e-bike services other than flat tires and basic mechanical adjustments will be billed at $90 per hour.

Electric Scooter Policy

1. Due to a change in our policy, we no longer service electric scooters. There are no exceptions. In such cases, customers are advised to contact the original manufacturer directly to find an authorized retailer.