

A. (Choose Your) SERVICE RATE

STANDARD (14 DAY) As Scheduled - Guaranteed within 14 days* (We will always endeavour to get your job done sooner when possible). Any Mechanic	PRIORITY (7 DAY) Guaranteed within 7 days* We will always endeavour to get your job done sooner when possible). Designated "Cytech Level 2" Mechanic.	EXPRESS (2 DAY) Guaranteed within 2 working days* Designated "Cytech Level 2" Mechanic	FIT CUSTOMER SUPPLIED PARTS* As scheduled "Cytech Level Two" Mechanic.
£ 10.00 Per quarter hour	£ 12.75 Per quarter hour	£ 15.00 Per quarter hour	£ 20.00 Per quarter hour
*Subject to Parts availability	* Includes day of booking. Subject to Parts availability	* Excludes day of booking. Subject to Parts availability	* See notes below for Terms and Conditions.

B. (Choose Your) SERVICE LEVEL

SERVICE SCHEDULES	Rim Brake bike Tariff	Disc brake / Folder Tariff
Level One Service – (or Pre-Race check) Level One Service, includes – Check wheels secure in frame: Check and inflate tyres: Lubricate external moving parts; Adjust gears and brakes using existing components: Report any obvious defects to customer. See below for charges for additional works.	1/2 to 3/4 hours labour + parts	3/4 to 1 hours labour + parts
Level Two Service – ** Level Two Service, includes – All items in Level 1, plus - Check cycle visually for damage and general road-worthiness; Inspect and adjust wheel and headset bearings; Check spoke tension and true wheels to industry standard.; Inspect and renew/ re-lube cables as needed. Fit brake pads as needed. Additional works charged per ¼ hour spent on the bike.	1 to 1 ¼ hours labour + parts	1 ¼ to 1 ½ hours labour + parts
Level Two Plus Service – Level Two + Service, includes – All items in Level 2, plus full service wheel and headset bearings as applicable upon disassembly. Does not include Freehub or suspension pivot bearings. Additional works charged per ¼ hour spent on the bike.	Level 2 timings, plus an extra ¼ hour per wheel or headset bearing stripped and fully reassembled.*** Extra ¼ hour to fit Chain and Cassette.	
Level Three Service - Level Three Service, includes - Fully strip bike to component parts, clean and inspect parts, then rebuild using any new parts as required. Does not include disassembly of disc brake components, suspension forks or bushings.	3 hours labour + parts Does not include fork service or re-taping road bikes handlebars.	3 ½ hours labour + parts Does not include fork / shock service. Or suspension bearing replacement
STAND ALONE JOBS – guide timings		
Fit New Forks Subject to all parts being in good order	Rim Brake Fork – 1/2 or 3/4 hour labour	Disc Brake Fork – 3/4 hour minimum.
Service Forks /Rear shocks.	£ Price on Application (+ carriage if applicable)	
Service / fit new bottom bracket or Headset	1/2 to 3/4 hour labour + parts + £10 to face frame if needed	
Renew brake / gear cable or pair of brake blocks/disc pads.	1/4 to 1/2 hour labour + parts	
Service/ renew wheel bearings -wheel only, not fitted to bike.	Front wheel 1/4 labour + parts. Rear wheel 1/2 labour + parts	
Fit new chain, - Plus freewheel / cassette	1/4 to 1/2 hour labour + parts 1/2 to 3/4 hour labour + parts (includes resetting gears. **)	
Hourly rate –for misc. jobs.	See the Service Rate Schedule at the head of the page	
* Does not include fitting any new parts. ** Does not include fitting new internal bearings –upgrade to Level2 Plus.. We can only true wheels if existing spoke tension and rim condition allows. *** The need for full servicing or replacement can sometimes only be ascertained when we open wheel and headset bearings.		

BIKE CLEAN AND VALET SERVICES

Clean Bike prior to work.	For health and safety reasons	£ 10.00
Clean and degrease bike.	As part of a service	1/2 hour labour
Clean, degrease, valet and lube	Gets your bike looking tip-top.	1 hour labour

PUNCTURE REPAIR

Fit new tube / Fit new tyre.	As scheduled	Within 1 hour	Within 15 minutes
Wheel only	£ 6 + tube	£ 8 + tube	£ 10 + tube
Wheel on bike ***	£ 10 + tube	£ 12 + tube	£ 15 + tube
Hub Gear / Drum brake bikes	Per Q/hour	Rate + 25%	Rate + 50%

ACCESSORY FITTING – of parts supplied by us.

Child seats / Racks.	£ 10 to £ 20	
Full Mudguards / Trailgator	£ 20 to £ 30	
Computer basic / With cadence	£ 10 to £ 20	
Lights / Bar ends / basket / lock / prop stand	£ 5 per item	£ 3 each over 3 items
Bottle cage / pump / saddle / saddle bag	£ 3 per item	£ 2 each over 3 items

Terms & Conditions for Fitting Customer Supplied Parts.+

If we are fitting parts supplied by you as part of a general service, then the higher rate will only be applied on the fitting of those parts, not the whole service.

Otherwise we will charge the Fitting Customer Parts rate on all the time spent on the bike, and this will include: any time we spend booking in the repair; checking parts for safety and compatibility*; and any time we have to spend contacting you to advise / overcome problems associated with the parts.

We will only fit used parts if in our opinion they are safe to use. Second hand and used parts may be declined for this reason.

Please be aware that when we fit customer supplied parts, the line of warranty may be blurred – and many mail-order companies will not warranty or offer right of return once parts are fitted. Please be advised, that we can offer no warranty against failure or poor performance on parts supplied by you.

* Modern bikes can be very complex and incompatibility of parts is a common cause of poor function. In order to minimise any such problems, we will inspect and check the parts you have supplied to us for any obvious incompatibility, or damage, before we commence work. Some incompatibility problems can only be ascertained during the fitting of parts, and in this case we will stop work and contact you. We reserve the right to charge for any extra time spent resolving any issues that subsequently arise.

Guide time for full build - 3 hours (eg. Rigid fork bike) to 7 hours (eg. Tri Bike).

+ For Insurance reasons we cannot fit child seats, trailer bikes or Trailgator unless supplied new by us.

Rates and Terms for assembly/checking build on bikes bought elsewhere^

To function properly and to achieve the optimum lifespan of the components, a cycle requires complete and proper assembly before use. Just bolting it together from the box will not be sufficient to achieve this, and may leave the cycle unsafe to use.

If you ask us to assemble or check the assembly of a newly supplied bike we will check the entire bike, and this may require some disassembly. To achieve a good re-build result we may have to renew some brake and gear inner and outer cables.

We will not undertake small adjustments or any part- work to such cycles.

To ensure ongoing function we recommend a further check about 6 weeks later.

With your interests in mind, please be aware that if we work on your newly supplied cycle without you asking the original supplier to rectify faults first, you may void any warranty you have with that supplier.

Check / build bike supplied by Mail Order	1 to 3 hours - TBA at time of booking
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