

## Dr Bike: Frequently Asked Questions

### What is Dr Bike?

We bring the bike workshop to you! Life Cycle's qualified mechanics carry out safety-checks and service key components at your workplace, including:

- Adjusting or replacing brake blocks
- Tuning gears
- Fixing punctures

For a full breakdown of what is covered in our Dr Bike service, see page 3.

### Timings

One mechanic can service a maximum of **three bikes per hour**. However, to get the most out of your booking we recommend allowing time for the mechanic to service two bikes per hour.

### Cost

£40 per hour + VAT.  
Minimum booking: 4 hours

### Discounts

After the first 4 hours we offer additional mechanic time at £30/hour + VAT.

## Dr Bike: full details of our service

### Where will it take place?

- The mechanic comes to you - as long as the location is in Bristol, BANES, North Somerset, South Glos or Derby/Nottingham.
- 1 mechanic needs an area about the size of a parking space.
- Ideally the session will take place somewhere well-lit, warm and dry. In winter we ask clients to hold sessions indoors, where possible.

### What you need to provide:

- Mechanics bring all their own tools and replacement parts
- Please bear in mind they will need toilet breaks and access to water/refreshments!

### What happens during a Dr Bike session?

Our mechanic will deal with common issues that prevent bikes running smoothly or safely. It is not a full mechanical service.

People can stay and observe the mechanic, however they will not have time to provide tuition. We offer Maintenance Demo sessions for those who want to learn as their bike is fixed. Please call 0117 353 4580 if you would like to find out more.

### There are two ways a Dr Bike session can be run:

1. Asking people to book slots in advance
2. Allowing people to 'drop in' (e.g. at a public event)

#### 1. If you have booked slots in advance

- Give the timetable to the mechanic on the day. If they are working for more than 4 hours, please schedule-in a 30-minute break in the middle.
- Make sure each person arrives promptly with their bike - or leave bikes unlocked ready to be worked on.
- If there is time left at the end, the mechanic may be able to squeeze others in - but this is not a given and the mechanic's decision is final.
- We recommend leaving a few spare slots free at the end of the session for people to drop in.

#### 2. If the mechanic is working at an event

- The mechanic works on a first-come, first served basis.

- If there is a queue there may be the option for people to leave their bike with the mechanic, then collect it later. Please note, this is at the mechanics' discretion and is done at the individual's own risk.
- The mechanic will not be able to take any unclaimed bikes with them at the end of the session.

### What will each person get from the session?

- The mechanic will return your bike to a roadworthy condition, or (if there are serious issues) fix any manageable issues in the allotted time and refer you to a bike shop for the rest.
- They will issue a 'prescription' - with details of the items they have fixed, issues that may need attention in the near future, and/or issues that need urgent attention and must be taken to a bike shop. If there are queries about this, the individual should speak to the mechanic, or contact Life Cycle UK.

### What kind of bikes do we service?

- We service push bikes of all kinds (from vintage to road bike) and electric bikes.
- We service rideable (but not necessarily road-worthy) bikes. If a bike is in pieces or requires major repairs, we will refer you to a bike shop.

### What kind of components do we deal with?

For each bike, the mechanic will prioritise what can be done in the limited time available. The most common jobs this might include are:

Typical jobs	
Safety check ("M-check")	✓
Replace inner tubes	✓
Adjust/replace inner brake cables and/or brake blocks	✓
Adjust gear cable/ indexing	✓
Adjust handlebars/saddle	✓
Lubricate working parts	✓
Inflate tyres	✓
Explain repairs to the bike owner and give recommendations for further work	✓

The following tasks are not within the scope of a Dr Bike session:

Not within scope of Dr Bike	
Cleaning the bike (the mechanic has the right to refuse to service very dirty bikes)	X
Replace outer cables	X
True wheels	X
Replace spokes	X
Service disc brakes, suspension forks, tubeless tyres or other high-end parts	X
Fit spare parts the customer has bought off the internet	X

### Special requests

- Life Cycle is a charity and as such we go the extra mile to be inclusive and to accommodate the people we work with. For example, we can provide a female mechanic for Dr Bike sessions in all-female environments.
- If you have any special requests, please note them on your booking form (or [contact us](#) directly) and we will do our best to accommodate you.

### Changes and cancellations

- By booking your session you agree to our [Terms & Conditions](#).
- We require 5 working days' notice for cancellation - please ring the office on 0117 353 4580.