



probikeservice

BIKE HEALTH CHECK FORM

To note: This 'Bike Health Check' is NOT to be confused with a 'Full Bike Service'. The purpose of the Health Check is solely to highlight any issues that may prove dangerous and/or compromise the safety of the rider, or lead to costly repairs should issue/s go unresolved. Minor repairs will be undertaken but those requiring full workshop tooling will not, due to the constraints of space, tooling, etc. It is worth noting that a bicycle in regular use should generally have a full service at least once per year, or more depending upon usage, conditions and other circumstances.

| | | | |
|--------------------|--|-------------------|--|
| Customer Name | | Bike Make & Model | |
| Customer Phone* | | Frame Number | |
| Customer email* | | Date of Check | |
| Customer postcode* | | Mechanics Name | |

* Personal information will not be shared with any third parties unless required to do so by law. We respect your privacy and the purpose of collecting contact information is purely to help us help you; to contact you for service/training info, to keep a record of any work that may be necessary/completed, to keep you updated of related offerings, and also to prove to current or future sponsors/funders of the need for the services we offer [all personal data will be withheld – for statistics only]. Ideally we like to do this digitally for ecological reasons.

| CHECK | SAFE | NEEDS WORK | DANGEROUS | DETAIL |
|--|------|------------|-----------|--------|
| | | | | |
| Any known problems with the bike? | | | | |
| MECHANICS CHECK | | | | |
| Handlebar and Stem straight and tight? Any play or torque issues? | | | | |
| Headset adjusted correctly and no play? | | | | |
| Overall Frame & Fork condition ok? | | | | |
| Front and rear reflectors fitted, in good condition and clearly visible? | | | | |
| Wheel reflectors fitted, in good condition and clearly visible? | | | | |
| If front and rear lights fitted, in good condition, correct colours and clearly visible? | | | | |
| Bell or horn fitted, in working condition/clearly audible? | | | | |
| Grips/Bar Tape good and secure? | | | | |
| Shifters and Brake levers in suitable positions, secure and in good condition? | | | | |
| Front and Rear Brakes provide adequate stopping power? Adequate materials on brake pad shoes/inserts if visible? | | | | |
| Any serious visible damage / wear to brake systems incl. calipers, mounts/disc rotors or cabling – whether inners/outers and/or hydraulic cables or connections? | | | | |
| Any signs of damage to gear cable inners/ outers and/or electronic cabling for Di2 or similar shifting systems? | | | | |

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| CHECK | SAFE | NEEDS WORK | DANGEROUS | DETAIL |
|---|------|--|-----------|--------|
| | | | | |
| Gears indexing correctly? | | | | |
| Front and rear derailleur (if applicable) in good condition with no signs of significant wear? | | | | |
| Seatpost clamp tight? | | | | |
| Seatpost in good condition? | | | | |
| Saddle in good condition, securely affixed to seatpost and positioned at a suitable angle? | | | | |
| QR Skewers / Wheel nuts tight? | | | | |
| Any serious tyre wear or damage in treads or sidewalls? | | | | |
| Tyres pumped to correct pressure? | | | | |
| Wheel rims showing signs of excessive wear or damage? | | | | |
| Any broken or loose spokes? | | | | |
| Any excess play or obvious damage in front or rear hubs? | | | | |
| Pedals turning freely and neither pedal axle loose on cranks? | | | | |
| Crank arm bolts tight and neither crank arm loose? | | | | |
| Bottom Bracket running free with no play? | | | | |
| Chain lubricated, in good condition and within wear limits? | | | | |
| Any additional components (mudguards, racks, bags, etc) securely attached, in good condition and safely positioned? | | | | |
| CUSTOMER SATISFACTION, ENGAGEMENT AND FUTURE OFFERINGS | | | | |
| All questions, explanations or clarifications satisfactorily provided? Are you now clear about any/all issues raised and the resulting implications? | | YES / NO <i>(please circle then sign)</i> <i>(signature)</i> | | |
| How do you rate the customer service you received today from 0 – 5? (5 being the best) Any comments you'd like to share? | | | | |
| Within our workshop we offer full servicing, training in bike maintenance - from beginner to advanced workshops, and often have a number of custom and refurbished bikes for sale (all with log books) Interested in this...or anything else? | | | | |
| Pro Bike Service operates within a Gift Economy. We gift our services and are open to receiving gifts and donations. These could be financial or through skills/services/goods. What three skills/resources could you gift? (this could be anything from money to unwanted bikes/parts, business or IT skills, links to funders and/or donors to support our community work) | | #1 #2 #3 | | |
| What opening hours/days would be most convenient for you? We're currently open every Saturday and Sunday from 11am – 6pm and during the week via demand and availability. How about workshops? 30min, 1 / 2 / 4 / 8hr? | | | | |

[If you have supplied your email address, we can email a copy of this form to you if you'd like. You are under no obligation to use Pro Bike Service]

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