

just need e-bike battery manufacturers to build these technologies into their batteries!

E-BIKE REPAIRS

Most of the repairs I've had done on my own e-bikes are the same as for regular bikes – worn brakes, headset adjustment, keeping air suspension at the right pressure and so on. These should be straightforward tasks for any bike shop.

Some retailers refuse to work on e-bike electrical systems unless they sold the bike to you. On the one hand this is understandable; there are some poorly manufactured e-bikes out there, and repairing them may open up a retailer to unwanted legal liability on a poor product. But it's not good news for e-bike owners.

If you buy a good-quality e-bike from a reputable and longstanding e-bike retailer, there should be no problem. If you buy direct from a manufacturer, things may be harder to sort out if you have a problem. While small items like a faulty display may be readily sent in the post, some firms may take more persuading to send out expensive replacement items like motors and controllers. Fitting them may be fiddly and require disassembly.

Official advice from all government and trade bodies is to replace faulty or end-of-life batteries and not have them repaired. While there is nothing wrong with expert battery repairs in theory, there are in reality no expert battery repair centres in the UK that I know of (unlike in mainland Europe).

Motor faults seem to be pretty rare. Like other electrical faults, battery problems

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There are a couple of e-bike-like categories that resemble EAPCs at first glance but are in effect a category of low-speed moped

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aside, motors should be repaired by the manufacturer when under warranty. Mid-drive specialist the eBike Motor Centre (ebikemotorcentre.com) has a good reputation for repairing out-of-warranty motors.

For lots more information on e-bike batteries, check out Cycling UK's online article at cyclinguk.org/guide-ecycle-batteries.

PARKING AND STORING YOUR E-BIKE

E-bikes are undoubtedly targets for thieves, with premium models being top of their wish list. The best security precaution is to lock your e-bike indoors with a very strong lock. Failing that, use a similar lock for on-street parking in a busy public spot, preferably with CCTV coverage.

Some e-bikes bring an extra level of electronic security. That may be in the form of electronic locking (perhaps with an alarm in addition to locking the motor) or even remote GPS tracking of the e-bike's location from your phone; Bosch's latest Smart System has this feature. Retrofit GPS trackers are also available; Biketrax is one that plugs directly into a compatible mid-drive motor, where it remains hidden from view. ▶

E-Bike Positive

In August, Cycling UK joined the Bicycle Association, the Association of Cycle Traders, Bosch and SHIFT Active Media to launch the E-Bike Positive campaign. This campaign aims to address the growing hesitation of the UK public to try e-bikes due to concerns about battery fires.

To do so, the campaign has used a multi-pronged approach:

- Providing educational materials such as Q&As and guidance on how to identify safe e-bikes and accessories
- Creating a directory of retailers who have pledged to only sell and repair safe e-cycles, and to support customers with information
- Correcting inaccurate reports about battery fires in the media
- Encouraging the UK government to protect consumers through tougher regulations on e-bikes and batteries, and by requiring gig economy companies to provide safe fleets of e-bikes for their delivery riders

The campaign also reminds people that, like traditional cycling, using an e-bike can be transformative for individuals and communities. Cycling UK's case studies from the Making Cycling Easier programme illustrate the many benefits of trying an e-bike – from boosting well-being to saving money on fuel.



Above: Most e-bike maintenance jobs are the same as on a regular bike. Wheel removal is straightforward with a mid-drive as you don't disconnect a power cable to the hub
Right: Any high-value bike, electric or otherwise, needs appropriate security. Heavy locks can be a drag to carry on a conventional bike but e-bikes make light of the extra weight

