







# Diagnostic Initial Checks

## Initial Checks:

When presented with a bike with a reported issue, it is important to gain as much information around the concern up-front. This will ensure that there is no confusion around the work required, allowing for the fault to be fixed-right, first-time!

We recommend that the following initial checks are conducted when the bike enters your workshop:

1. Gain a thorough understanding of the customer's complaint, including a detailed description of the symptoms, situation, circumstances, and geography where the concern occurred.  

2. Where applicable, road-test the bike and attempt to re-create the issue. If possible, simulating the situation and circumstances described by the customer.  

3. Under workshop conditions, replicate the fault and record any relevant details. At this point it may be useful to take a short video recording of the issue for future use.  

4. Connect to the bike using the UBCO app and check for stored alert codes, screenshot or record this list for future reference.  

5. Erase the fault codes and check if any codes return immediately when powered up, when the motors are driven, or following any other action (pressing brake etc.).  

6. Carry out a close inspection of all visible components, focusing on the affected area of the bike. Check for signs of damage in exposed areas where components may encounter foreign objects, or areas that are subject to vibration, stress, or moisture.  

7. Once the initial checks are completed, move to the relevant diagnostic process. If the clocked time for diagnostics exceeds one hour without a pathway to a resolution, please seek assistance by completing a technical support request via the dealer portal.