

# SERVICE REQUEST

Components (no battery)

BATTERIEN-MONTAGE-ZENTRUM GMBH

E-Bike Servicecenter

Am Sportplatz 15-17 · D-63791 Karlstein am Main

Tel: 06188 / 9956680

E-Mail: [cs.drivesystems@bmz-group.com](mailto:cs.drivesystems@bmz-group.com)

For chargers Email: [cs.ebike@bmz-group.com](mailto:cs.ebike@bmz-group.com)



<b><u>Delivery address:</u></b> BMZ GmbH E-Bike Servicecenter Am Sportplatz 15-17 63791 Karlstein
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<b><u>Dealer address:</u></b>          
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<b>Date:</b>
<b>Contact:</b>
<b>E-Mail:</b>
<b>Phone:</b>
<b>Customer refernce:</b>
<b>Brand:</b>
<b>Model:</b>
<b>Total distance:</b>
<b>Frame number:</b>

We would like to send you for examination:

Part	Article number	Serial number
Motor		
Display		
Displayholder		
Cable		
Charger		

**Error description: Absolutely necessary, otherwise we can't handle your request**

	No communication Broken frame Black display Update not possible Only backlight Bottom bracket clearance Crack / Noise Flashing display Charger defective
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**We charge a flat processing fee for components that have been sent in for complaint without justification. Please return the goods to the BMZ E-Bike Service Center.**

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BMZ improves its service and offers you now the advantage that you don't have to send in chargers anymore, but get a NEW device sent to you directly, if you have applied for a replacement charger as follows

## 1. within the warranty:

Registration of your complaint by e-mail to: [cs.ebike@bmz-group.com](mailto:cs.ebike@bmz-group.com) Mandatory documents are:

- *BMZ warranty application for chargers*
- *Copy of the sales document*
- *Photo of the defective device after it has been marked as unusable as shown in the following illustration*

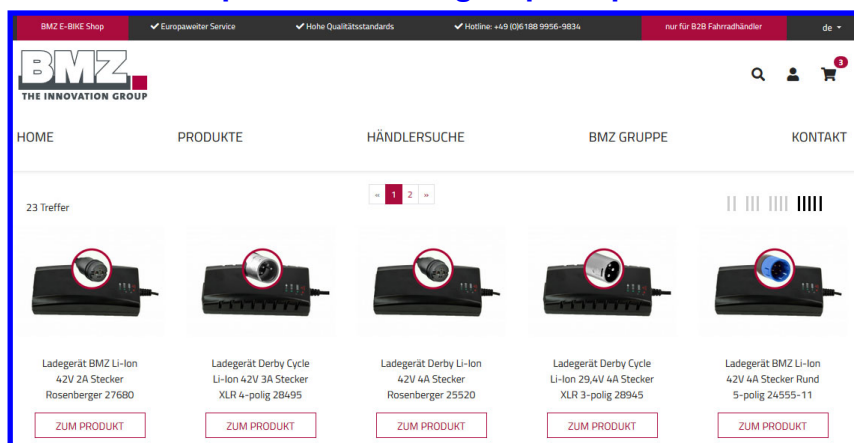
- Remove the label on the back and cut through with a knife or scissors (label must still be legible!)
- Please disconnect the cable in direction to the battery!



## 2. outside the warranty:

- For dealers: Please dispose of the old devices independently via electronic waste
- Replacement equipment can then be purchased directly from our BMZ B2B E-Bikeshop at:

<https://ebike.bmz-group.shop/en>



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