

## Gold Service

**Service Cost: \$219.00 for Road | \$299.00 for MTB | Service Length: 3-4 Hours**

*Recommended every 12 months*

At Dutton Cycles, we take servicing seriously.

We understand that when you pay for a mechanical repair or service, you want to know you are getting value for money. And if you love your bike, you'll want to know that the work is of the highest possible standard. At Dutton Cycles, we offer both.

We fully document the work that we do, so you know what you are paying for, and we don't cut corners when we do the work. Our staff are accountable for the work they do, so you can be assured that we are really looking after your bike.

Below is a quick check list of what we do in our Gold Service, and the following pages contain more detailed information.

We invite you to see and feel the difference of a Dutton Cycles service for yourself.

### **GOLD CHECKLIST:**

- **Gear Tuning**
- **Brake Adjustment**
- **Component Tightening, Service & Assessment**
- **Wheel Service**
- **Suspension Service (for Full Suspension MTB)**
- **Bike & Component Clean**
- **Triple Check**

## **Gear Tuning:**

### **1. Undo gear cables.**

*This releases tension so the derailleurs are free. It gives a real reading of the derailleurs alignment.*

### **2. Adjust Lock Out Screws**

*This adjustment ensures the front derailleur will not drop the chain, and the rear derailleur will not throw the chain into your frame or into the spokes of your wheel.*

### **3. Zero the Tuning Screws**

*This returns the tuning screws to the factory settings, allowing for precision tuning of the gears.*

### **4. Oil the Gear Cables**

*While there is still free tension, we oil and lubricate both the inner and outer cable. This releases any built up friction, allowing for smooth gear changing.*

### **5. Check Chain Length**

*Length of chain is measured with a specific chain length tool. Chains stretch with wear, which drastically affects chainrings and cassette wear.*

### **6. Oil Chain**

*The chain is bathed in degreaser, washed down with water then dried and re-oiled. Any excess oil is wiped off.*

### **7. Tighten Cables**

*This process involves manipulating the cable tension to find the optimum point for smooth and consistent gear changing.*

### **8. Lubricate Cables & Reset Lockouts**

*The gear cables are extracted from their housing, and greased and oiled. While the cables are extracted, the gear cable lockouts are reset to ensure optimum tuning.*

### **9. Double Check**

*The wheel is spun, and the all gears are cycled through on both chain rings and the cassette, confirming gear tuning is accurate.*

## **Brake Adjustment:**

### **1. Undo Brake Cables**

*This releases tension so the brake calipers are free. This allows for a visible check of the caliper springs.*

### **2. Oil Caliper Springs**

*Ensures the washers in the caliper springs are oiled. This means your brake lever is at normal tension, and ensures smooth on – off release of the brake.*

### **3. Adjust the Tension Screws**

*This process ensures the brake caliper is centred, so the pads hit the wheel evenly.*

### **4. Oil the Brake Cables**

*We oil both the inner and outer brake cables, which releases built up road grime, ensuring your brakes are only making contact with the wheel, when you want it.*

### **5. Tighten Brake Cables**

*This process involves manipulating the cable tension to find the optimum point for smooth and consistent braking.*

## Brake Adjustment Cont'd:

### 6. Lubricate Brake Cables

*The brake cables are extracted from their housing, and greased and oiled.*

### 7. Adjust the Brake Pads

*This process involves manipulating the angles of brake pad, ensuring the pad hits the rim evenly, giving optimum braking power.*

### 8. Double Check

*The wheel is spun, and front and rear brake are tested, confirming brake adjustment is accurate.*

## Component Tightening, Service & Assessment:

### 1. Check Bottom Bracket

*Tension is checked to ensure there is no side to side movement in the axle, and the axle is spun to confirm alignment of bearings.*

### 2. Tighten Cranks

*Cranks should be silent when turned, and firm crank bolts improve the lifespan of your bottom bracket.*

### 3. Tighten Pedal Shafts

*This improves the lifespan of your pedal axle and crank threads.*

### 4. Check Pedal Bearings

*Pedals are spun with fingers to ensure the bearings spin smoothly.*

### 5. Tighten Chain Ring Bolts

*This ensures there is no play in the chainrings, meaning less wear and quieter and more precise gear changes.*

### 6. Check and Tighten Headset

*Brakes are applied to determine any forward to back movement and then wheel is lifted from ground to assess bearing wear.*

### 7. Check Front & Rear Wheel Bearings

*Wheel is spun and assessed for excess vibration, and is also checked for side to side play.*

### 8. Check & Tighten Front and Rear Wheel Nuts or Front Skewer

*Tension is checked, and particularly for quick release skewers, thread is checked for overtightening.*

### 9. Tighten Handlebars

*Handlebars are centred, and bolts tightened with a Torque wrench, to stipulated brand requirements.*

### 10. Tighten Stem

*Stem is centred so it sits directly above front wheel, and bolts tightened with a Torque wrench, to stipulated brand requirements.*

### 11. Tighten Seatpost and Saddle

*Seatpost and Saddle are centred so they are aligned directly inline with the top tube, stem, and bolts tightened with a Torque wrench, to stipulated brand requirements.*

### 12. Tighten Integrated Brake & Gear Levers

*Bolts are adjusted to ensure trigger grips are firm, level with each other and free of movement.*

### 13. Check Installed Accessories

*Bolts and attachments are checked to minimise rattles and noises.*

## Component Tightening, Service & Assessment Cont'd:

### 14. Check Tyre Pressure

*Tyres are inflated to correct pressure.*

### 15. Remove & Overhaul Bottom Bracket

*Cranks and bearing cups are removed (as are bearing cages if appropriate), and cleaned and inspected. All parts, including frame thread, are regreased then reinstalled. Bottom bracket is assessed and adjusted by touch to ensure no free play.*

### 16. Remove & Overhaul Headset

*Stem, bars and headset spacers are removed, as is front brake caliper and then front fork. Bearings and crown race are cleaned and inspected, and then components are regreased, (including frame cups if appropriate) and reassembled. Headset is assessed and adjusted by touch to ensure no free play.*

### 17. Overhaul Front and Rear Wheel Bearings

*Bearings are removed from wheel hubs, cleaned, inspected and greased, and reinstalled. The hub is then assessed and adjusted by touch to ensure no free play.*

## Wheel Service:

### 1. Check & Correct Spoke Tension

*Each individual spoke is adjusted using a tension gauge to ensure even tension across the wheel.*

### 2. Redish Wheel

*Using an alignment tool, the rim is centred on the hub, so it is centred evenly.*

### 3. Wheel True

*Each spoke is either tightener or loosened to ensure the wheel spins evenly and without buckling in the wheel truing stand.*

## Suspension Service:

### 1. Service Swingarm

*Remove pivots from swing arm. Clean and inspect bearings. Regrease bearings and pivots and resinstall.*

## Bike & Component Clean:

### 1. Clean and Lubricate Free Wheel

*Free wheel is removed, wiped down and moving parts are greased so there is no friction*

### 2. Clean and Lubricate Chain

*Chain is cleaned in a kerosine bath to remove all traces of dirt and road grime, then lubricated. Excess chain oil is wiped off.*

### 3. Clean Rear Cassette

*Cassette is removed and disassembled, and then cleaned in a kerosine bath to remove all traces of dirt, oil and road grime. Cassette is then further cleaned by soaking in water, then thoroughly dried to prevent corrosion and refitted.*

## **Bike & Component Clean cont'd:**

### **4. Clean Cranks & Chain Rings**

*Cranks and chain rings are removed, and then cleaned in a kerosine bath to remove all traces of dirt, oil and road grime. Cranks are then further cleaned by soaking in water, then thoroughly dried to prevent corrosion and refitted.*

### **5. Clean Frame**

*Frame is wiped down to remove obvious road grime, and silicon is applied to protect and rejuvenate paint.*

## **Triple Check:**

### **1. Test Ride & Sign Off**

*Bike is test ridden, and mechanic signs their name to the completed job.*