

SERVICE REQUEST

Components (no battery)

BATTERIEN-MONTAGE-ZENTRUM GMBH

Central Service

Zeche Gustav 1 · D-63791 Karlstein am Main

Tel: 06188 / 9956 0

E-Mail: cs.drivesystems@bmz-group.com

For chargers Email: cs.ebike@bmz-group.com



Delivery address:

BMZ Germany GmbH
Central Service
Zeche Gustav 1
63791 Karlstein

Dealer address:

Date:

Contact:

E-Mail:

Phone:

Customer reference:

Brand:

Model:

Total distance:

Frame number:

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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How to find the article- and serialnumber

Motor:

Generation 1:

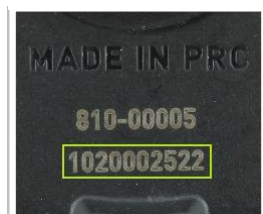
Drive Familie:



Display:

Bloks New Style

27937



Bloks Sportiv

27938-2



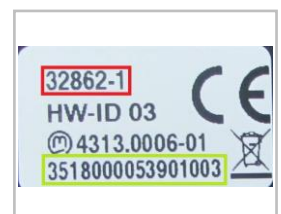
Marquardt Classic

21612



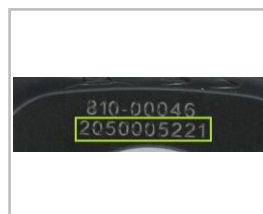
Marquardt JD3

32862-1



Bloks 14D

36293



Metz

40494



Display Dock

Bloks

29672-1 / 29672-2



Legend

Item Number

Serial Number

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Components (no battery)

Important changes in service processing guidelines of BMZ chargers

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 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*

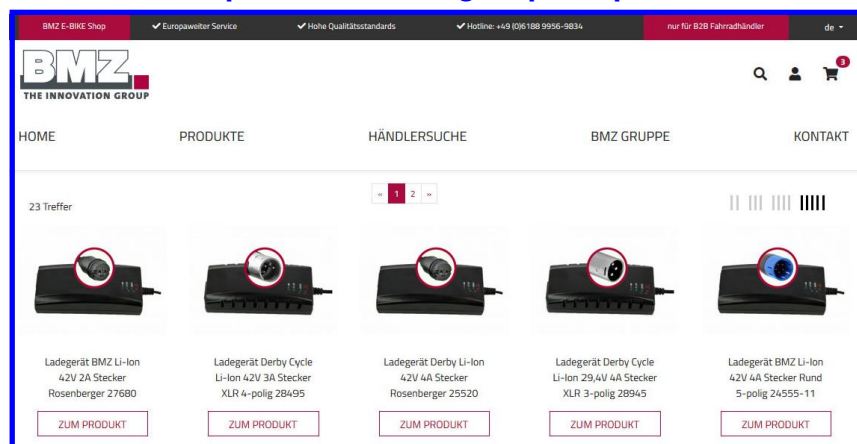
- Remove the label on the back and cut through with a knife or scissors (label must still be legible!)
- Please disconnect the cable in direction to the battery!



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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Important changes to the guidelines for service processing of BMZ small parts

BMZ is improving its service and now offers you the ADVANTAGE of not having to send in certain components, but having a NEW unit sent directly to you if you have requested the registration of a replacement charger as follows.

1. within the warranty:

Registration of your complaint by e-mail to: cs.drivesystems@bmz-group.com

- BMZ service request for Drive Systems
- *Copy of the sales document*
- *Photo of the defective unit after it has been marked as unusable as in the following file*

You can find more information here:

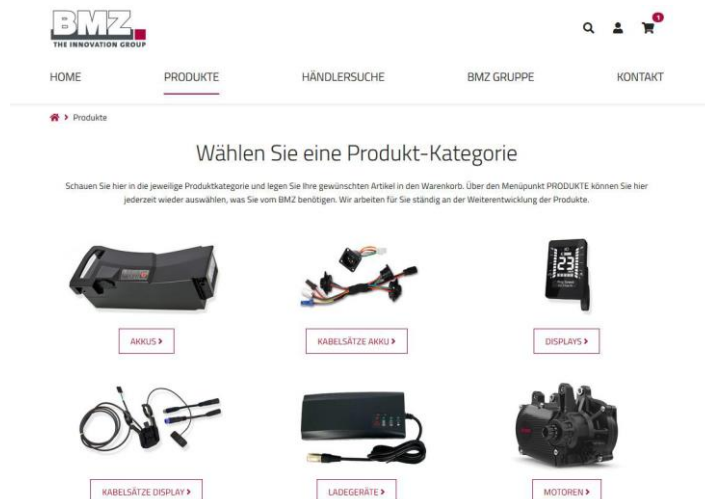
[Components overview](#)

(Click here)

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