

Remote Engineer £49+VAT

2 hour response, 2 weeks of support

What is Remote Engineer?

Remote Engineer is a new and unique approach to fault finding and repairs. Irrespective of your geographical location and time zone, Remote Engineer allows you to directly connect with one of our technical experts, within 2 hours, who will safely guide you through the steps for completing your own diagnosis and repair, which you can do in your own time and at your own pace. Our expert is a real live person and not a computer algorithm. You can choose to communicate in whichever way suits you, send photos or movies and ask as many questions as you like! This approach saves time and money by virtue of there being no site visit to schedule, no traffic jams to deal with, and no vans to gas (which also means ZERO carbon emissions which is good news for our planet!). Our customers often find Remote Engineer a cost effective, quick and convenient way of working out whether to repair their machine or not. Remote Engineer is suitable for any fitness or mobility product including retail (domestic) and commercial grade equipment. In fact, any make, any model, any age, any condition!

How does it work?

Just complete the [Book an Engineer form](#), choose the “Remote Engineer session” option from the drop down menu and one of our team will be in touch with you to set things up.

You will be assigned one of our expert engineers who will contact you directly within 2 hours of the start of the session. Our expert will stay with you throughout the process and will be at your side (in a virtual sense) to lead you through what to do and answer all your questions so that you can resolve the problem with your machine. You have 2 weeks of unlimited support which means you can work safely at your own pace without the need to rush. You do not need any technical expertise as we will be with you every step of the way – we will even let you know what tools you may need and how to use them if you are not sure! And, if you do find yourself outside of your comfort zone, you’re free to seek assistance from a relative, neighbour or handyman and we will be happy to liaise with them on your behalf.

What does it cost?

Remote Engineer is priced at GBP 49+VAT per diagnosis or repair which provides you with necessary technical support for up to 2 weeks.

BOOK A REMOTE ENGINEER

Book yourself in for a Remote Engineer session using our 24/7 online “Book an Engineer” form and tick the option for a “Remote Engineer session”. Tell us as much information you can about the problem and feel free to upload photos and movies to assist. A Remote Engineer session is charged per diagnosis or repair and includes as much correspondence as necessary for you to resolve the problem for up to 2 weeks.

WE GUIDE

We will contact you to confirm the Remote Engineer session and to provide you with the details of your Engineer and to take payment. Our Engineer will then liaise with you via email although we can accommodate other methods of communication such as messenger, skype, what’s app, telegram or slack. Your Engineer will provide expert guidance for you to follow at your leisure without any pressure.

YOU REPAIR

You conduct the work under our guidance at your leisure, You can ask our Engineer for additional details or instructions if you are not clear on what to do, and you can report back with your progress or to ask questions at any time. Our Engineer will get back to you within 2 hours (Mon-Fri, 8am to 5pm, UK time).

F.A.Q

Some of our frequently asked Questions

When does the Remote Engineer Session start?

Our Engineer will be in touch within 2 hours of your booking being confirmed and payment clearing. We will contact you to take payment and to set up the start of your session. The 2 hour response time applies to our working hours which are Mon-Fri, 8am to 5pm, UK time. Requests made outside of these hours may be delayed until our office next opens.

How much correspondence do I get for the money?

You have our unlimited support for up to 2 weeks from the start of the session. Our Engineers are usually working Monday to Friday between 8am and 5pm (UK / London time).

How do we communicate?

You will liaise directly with our expert Engineer initially via email. If you prefer we can also liaise via Whats App, Skype, Telegram, Messenger, and Slack – just let our Engineer know your preferred method of communication and we will do our best to oblige.

What tools will I need?

You will need some basic hand tools as can be found in most domestic tool kits. Common tools that we often use include a No. 2 phillips screw driver, a set of allen keys and a vacuum cleaner. Other useful tools to have available (if you have them) include a socket set (or spanners) and a basic electrician's multi-meter.

What preparation do I need to do?

Nothing, It is better and safer if you leave things exactly as they are and let us guide you through what to do. Don't worry about tidying up, removing covers or vacuum up dust as you may disturb or remove important signs that can be useful in determining the cause of the problem.

What if new parts are needed?

You can either source them locally yourself or we can help you find them.

When do I pay?

Payment in full will be due when we contact you to confirm your booking.

Can I cancel the session?

Yes you can cancel at any time, although we are unable to refund any payments once the session has started.

What is your hourly charge?

There are no hidden charges and no hourly rates to worry about.

What if the problem can't be fixed?

All faults can be fixed but in some cases, it is simply not cost effective to repair a machine. If we feel that your machine is beyond economic repair, then we will tell you and explain why.

Will it be safe for me to follow your instructions?

Our team of expert Engineers are familiar with the usual risks and hazards of this kind of work and we will not ask you to do anything that is unsafe. However, you are responsible for your own safety and the safety of others around you and you should not do anything that you feel is unsafe or beyond your own abilities.

What if I can't do what you tell me to do?

If you can't do something we suggest, just tell us and we will work with you to find another way.

BOOK A REMOTE ENGINEER

Complete the form now and submit (no credit card required)