



Press Release

E-bike Repair Study 2021 by Wertgarantie: E-bike owners increasingly relied on repairs in workshops in 2020

Hanover, July 7, 2021: With 1.95 million e-bikes sold, 2020 was a record year for the e-bike trade in Germany, according to Statista: never before have so many e-bikes been sold. The e-bike study by Wertgarantie shows that damages also increased slightly, although e-bike owners travelled less frequently in 2020 compared to the previous year. Technical defects are still the most frequent cause of damage.

In cooperation with Statista, the insurer Wertgarantie published a representative E-bike Repair Study in which 2098 e-bike riders aged 18 and over were surveyed: With 22.2 per cent, most e-bike damage is due to technical defects - a slight increase on 2019 (20.5 per cent). These defects are still largely found in batteries (43.8 per cent) and motors (38.2 per cent).

[More repairs in bicycle workshops](#)

The study also sheds light on repair behaviour. The trend towards self-repair of e-bikes continues: Almost half of all e-bike riders repair individual components themselves. The willingness to carry out complete repairs on one's own, though, fell significantly compared to the previous year (17 per cent). Instead, professional services from bicycle repair shops are used more often (37.2 per cent). "This is a positive development, as it reduces the risk of improper repairs and the resulting safety impairments," says Marco Brandt, Head of Digital Business at Wertgarantie.

[E-bikes are a popular leisure activity](#)

More than half of the respondents said they use their e-bike several times a week. Only one in five rides it daily. This could be due to the fact that in the last year, more people worked from home, thus eliminating the need to commute to work. The e-bike was most frequently used as a leisure activity, with 81.1 per cent. "This also explains the high number of kilometres travelled. More than 30 per cent of the respondents now ride up to 1000 kilometres a year, a good quarter even more than 2000 kilometres," explains Marco Brandt.



Further exciting findings on the robustness and ease of repair of e-bike models from well-known manufacturers, as well as the [E-bike Repair Index](#) can be found in the current [E-bike Repair Study 2021](#) by Wertgarantie.

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Wertgarantie is the No. 1 specialist trade partner in the field of warranty service and insurance for household and consumer electronics, bicycles, e-bikes and e-scooters as well as smart home systems, hearing aids and house supply lines. Since 1963, the company belonging to the Wertgarantie Group has offered guarantee solutions that go beyond the statutory warranty. Customers find Wertgarantie products primarily in medium-sized specialist trade. Other partners of the specialist insurer include trade associations, manufacturers, customer services and service companies. The Wertgarantie Group employs about 930 people and currently has roughly 7 million customers.

In 2020, Deutschland Test, in their study "Germany's most valuable companies", once again awarded Wertgarantie within the insurance category. The quality valuation ran "Environmentally, economically & socially valuable". In 2021, the German Financial Service Institute (DFSI) bestowed the "Best Electronics Insurance" and "Best Smartphone Insurance" awards on Wertgarantie for the fourth time in a row.

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