

Fixter launches UK's first virtual mechanic diagnostic consultation

As lockdown restrictions ease, consumers are looking for convenient and modern ways to interact with industry professionals. Now, car owners can benefit from hassle-free interactions thanks to the launch of Fixter's Virtual Mechanic Diagnostic Consultation.

Temps de lecture : minute

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Fixter, the country's first end-to-end online car maintenance provider, has launched the first Virtual Diagnostic Consultation for car owners.

The pandemic has accelerated the use of virtual consultations across various sectors including retail and medical. Now, busy car owners can book a free virtual consultation with a professional from the comfort of their own home.

How does the service work?

Fixter aims to transform the car maintenance industry by placing convenience at its core. With a growing trend of virtual consultations backed by research which suggest that a number of car issues can be resolved by simply discussing them with an expert, the car maintenance provider is allowing customers to resolve problems virtually.

Using the digital platform they are most comfortable with, from FaceTime, Google Meet or Skype, customers can guide in-house experts around their car during a free 20 minute call.

Depending on the issue, Fixter can provide an initial assessment and the relevant information for customers to fix the issue themselves, or book a car in for repair with a high-quality, vetted independent garage, collecting and returning it on the same day.



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For a hassle-free experience, required parts are ordered and cost-estimates provided in advance, while live text updates ensure smooth, modern and regular connections between customers and experts.

Car owners who are unable to leave home or set aside time to visit a garage and who might otherwise be hesitant to fix their car themselves can now enjoy a stress-free experience and accessible repairs.

Limvirak Chea, Co-founder and CEO, Fixter, said, “Fixing issues with your car, whether it is getting the correct diagnosis, knowing how much it is going to cost, and even just getting it repaired at the right place initially can be time consuming, confusing and frustrating.”

“Our initiative takes the stress away, providing customers with trusted and transparent feedback in minutes.”

Article by Abby Wallace