

# TROUBLESHOOTING

Problem	Possible Cause	Solution
<b>Unit does not work out of the box.</b>	Battery requires charging	Charge unit for a full 12 hours.
	If the power switch and lights work, the accelerator may be damaged.	Contact Consumer Service.
	If the power switch, lights and accelerator work, the motor may be damaged.	Contact Consumer Service.
	If the power switch and lights work, the controller may be damaged.	Contact Consumer Service.
<b>Unit no longer works.</b>	Loose connection(s)	Check for loose connections/wires under the deck plate.
	Charger is not working.	Make sure power flow to the wall outlet is on. Check lights on charger: <ul style="list-style-type: none"> <li>• Plugged into wall - Green</li> <li>• Plugged into wall &amp; unit - Red (charging)</li> <li>• Plugged into wall &amp; unit - Green (charging complete)</li> <li>• No lights - Replace Charger</li> <li>• Still Green- Replace charger and/or check for loose connections/wires under the deck plate.</li> </ul>
	Battery will not hold a charge.	If motor does not engage but makes a clicking sound - Contact consumer service regarding battery replacement. If motor does not engage, but does not make clicking sound - Contact consumer service regarding control module.
	Loose connection(s)	Check for loose connections/wires under the deck plate.
		Check power to wall outlet and/or try a different outlet.
<b>Short run time/runs slow</b>	Rider weight	Do not exceed the 120 lbs. (54 kg) weight limit.
	Riding conditions	Use only on flat, dry surfaces. Avoid inclines and areas with heavy debris.
	Battery not fully charged	Charge the unit for a full 12 hours.
	Battery is old and will not accept full charge.	Battery may need to be replaced. Even with proper care, rechargeable batteries do not last forever. The average rechargeable battery life is 1 to 2 years depending on conditions and use. Contact Consumer Service.
		Charge battery periodically when not in use.
	Improper battery maintenance	Do not store unit in freezing or below freezing temperatures. Freezing will permanently damage the battery and greatly reduce ride time. Refer to charging information in the instruction manual.
	Chain too tight	Loosen the rear axle nut, and then adjust the adjuster nut counterclockwise to reduce the chain tension.
	Brakes are not adjusted correctly (brake is too tight).	Refer to adjusting the brake in the instruction manual.
<b>Runs intermittently</b>	Overload protection	Renewable fuse is turned off due to overload protection. Turn off the unit and wait 3-5 minutes before riding.
	Loose connection(s)	Check the wires around the throttle and connectors under the deck plate.
<b>Chain makes abnormal sounds</b>	Chain too loose, off chain and top teeth	Loosen the rear axle nut, and then adjust the adjuster nut clockwise to increase the chain tension.



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