

E100/E125/E150/E175 TROUBLESHOOTING GUIDE

| Issue | Symptom(s) | Troubleshoot | Result(s) | Possible Solution(s) |
|---|---|--|-------------------------------|---|
| Product Does Not Work Out Of The Box NOTE: Charge unit at least 6-8 hours before conducting T/S steps | Motor will not engage | Kick start scooter up to 3 mph while applying the throttle | Motor engages | Kick start 3 mph to engage motor |
| Product No Longer Works NOTE: *Always check to make sure charger is plugged into charger port correctly & lights on charger are working properly *Product should be charged 12-18 hours before first initial use and up to 8 hours after each subsequent use | Motor will not engage after kickstarting | Check for loose connection(s) underneath the deck plate (Primarily the motor) | Loose connection(s) | Reconnect Loose Connection(s) |
| | Charger indicates battery is fully charged On/Off switch lights up | Secure product; plug charger into charger port; turn power on & with <u>NQ</u> weight on the scooter, lift back end up; manually spin rear wheel up to 3 mph while applying the throttle (NOTE: Plugging charger into unit applies <u>ONLY</u> to the kickstart series) | Motor engages | Replace Battery |
| | | | Motor does <u>NOT</u> engage | Replace Throttle <u>and</u> Control Module |
| | Motor will not engage after kickstarting | | Loose connection(s) | Reconnect Loose Connection(s) |
| | On/Off switch does <u>NOT</u> light up | Check for loose connection(s) underneath the deck plate | <u>No</u> loose connection(s) | Replace Reset Button <u>and</u> On/Off Switch |

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|---|---|--|---|---|
| Product Stopped Working While In Use | Product shuts off while in use | Turn power switch off; wait a few minutes & press reset button | On/Off switch lights up Product runs | Correct riding conditions |
| | On/Off switch does NOT light up Unit will not go | Check for loose connection(s) underneath the deck plate | Loose connection(s) | Reconnect Loose Connection(s) |
| | | | No loose connection(s) | Replace Reset Button <u>and</u> Power Switch |
| | On/Off switch lights up, but unit will not go | Check chain tension | Chain too loose/too tight | Adjust Chain Tension |
| | | Check position of the chain | Chain slipped off rear sprocket | Check chain and sprocket for possible damage (Replace any damaged parts) Place chain back on sprocket and adjust chain tension accordingly |
| | | Check chain for foreign object(s) and/or debris | Debris caught in chain | Remove any debris in and around the chain (Replace any damaged parts) Place chain back on rear sprocket and adjust chain tension accordingly |
| | | Check chain tensioner (Applies ONLY to E150 V1-V5) | Chain is jammed in chain tensioner and/or chain tensioner is broken | Remove chain from chain tensioner; check chain and chain tensioner for possible damage (Replace any damaged parts) Place chain back on rear sprocket and adjust chain tension accordingly |
| Breaker Keeps Tripping | Product continuously shuts off when in use | Turn power switch off; wait a few minutes & press reset button | Power switch lights up Product runs | Correct Riding Conditions |
| | | Check for loose connection(s) and/or wire(s) underneath the deck plate | Loose connection(s) | Reconnect Loose Connection(s) |
| | | | No loose connection(s) or wire(s) touching | Reset Button <u>and</u> Control Module |

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| Product Has Short Ride Time Product Runs Slow Battery Does Not Hold A Charge NOTE: Product ride time can be reduced any where from 10-20 minutes, on a fully charged battery, depending on riders weight; various riding conditions (such as cold weather) and/or if product (and battery) has been properly maintained | Battery shows fully charged, but goes low after only 5-15 minutes of use | Check riders weight & riding conditions | | Correct riding conditions | |
| | | Check air pressure in front tire <i>(Front & Rear for E150 ONLY V1-V5)</i> | Tire(s) pressure low | Inflate tire(s) to recommended PSI (Located on sidewall of tire) | |
| | | Check chain tension | Chain too tight | Adjust Chain Tension | |
| | | Make sure front brakes are not rubbing against front tire (rim) | Brake pads are rubbing | Re-adjust brakes | |
| | Product runs (very) slow | Make sure the charger is plugged into charger port correctly & charger lights are working properly | Charger not plugged into charger port correctly | | Correctly plug charger into charger port and charge unit |
| | | | Charger plugged into charger port correctly & lights are working properly | | Replace Battery |
| | | | Unit still runs slow after replacing the battery | | Replace Motor |
| Product Runs Intermittently | Product cuts in & out while in use | Gently wiggle the wires around the throttle | Wire(s) loose | Replace Throttle | |
| | | Check for loose connection(s) underneath the deck plate | Loose connection(s) | Reconnect Loose Connection(s) | |
| | | | No loose connection(s) | Replace Throttle <u>and</u> Control Module | |
| Chain Keeps Coming Off | | Check chain tension | Chain is too loose | Adjust Chain Tension | |
| | | Check alignment of rear wheel | Rear wheel is out of alignment with gear shaft on motor | Re-Align Rear Wheel | |
| | | Check sprocket on rear wheel | Rear sprocket is bent and/or damaged | Replace Rear Wheel | |
| | | Check gear shaft on motor | Gear shaft on motor is bent | Replace Motor | |
| | | Check Chain Tensioner <i>(Applies ONLY to E150 V1-V5)</i> | Chain tensioner broken | Replace Chain Tensioner | |
| Power Switch Does Not Light Up | Power switch lights up only when charger is plugged in Light on power switch goes dim/flickers when charger is unplugged | Check for loose connection(s) underneath the deck plate around the on/off switch | Loose connection(s) | Reconnect Loose Connection(s) | |
| | | | No loose connection(s) | Replace Battery | |

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| Product Makes 'Grinding' Noise | Product makes grinding noise when in use | Inspect chain | Dirt & debris found in chain and/or chain is dry | Remove any dirt/debris from chain Lubricate chain w/WD40 |
| | | | Chain tension too tight | Adjust Chain Tension |
| | Product runs, but rear wheel barely moves | Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance <i>(Applies ONLY to the E150 V1-V5)</i> | Wheel does not spin freely | Replace Rear Wheel |
| | | | Turn power off & manually turn gear on motor shaft with your fingers | Gear on motor shaft is tight Does not turn easily |
| Chain does not rotate freely | Check chain tension | Chain tension too tight | Adjust Chain Tension | |
| Throttle Sticks <i>Reminder: Applying the (manual) brake will stop the unit</i> | Throttle does NOT spring back when released | Check if handlebar grip is pressing up against the throttle | Grip is pressed up against the throttle/sleeve insert | Push plastic sleeve insert back into the throttle and push throttle away from grip |
| | | | Grip is NOT pressed against throttle | Replace Throttle |
| Rear Wheel Locks Up While In Use | On/Off switch lights up | Check chain for foreign object(s) and/or debris | Foreign object(s) found in chain | Remove chain guard to clean anything caught in chain Check chain; rear sprocket & *chain tensioner <i>(*Applies ONLY to the E150 V1-V5)</i> for any damage (Replace any damaged parts) |
| | | Inspect spring inside brake plate on rear wheel <i>(Applies ONLY to the E150 V1-V5)</i> | Brake spring is broken | Replace Rear Wheel |
| | | Check chain tension | Chain too loose | Adjust Chain Tension |
| | | Check position of the chain | Chain slipped off rear sprocket | Check chain & sprocket for possible damage (Replace any damaged parts) Place chain back on sprocket & adjust chain tension accordingly |
| | | Check chain for foreign object(s) and/or debris | Debris caught in chain | Remove any debris in and around the chain (Replace any damaged parts) Place chain back on rear sprocket & adjust chain tension accordingly |
| | | Check Chain Tensioner <i>(Applies ONLY to E150 V1-V5)</i> | Chain tensioner broken | Replace Chain Tensioner |