

## DIRT QUAD/DUNE BUGGY TROUBLESHOOTING GUIDE

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
<b>Product Does Not Run</b>  <b>NOTE:</b>  *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	Lights on throttle <u>AND</u> power switch do <u>NOT</u> light up Motor will not engage	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)  No loose connection(s) check battery fuse (Replace if Necessary)	Reconnect Loose Connection(s)  Replace On/Off Switch
	Throttle <u>AND</u> Power Switch light up Unit worked, but will not go after charging	Secure unit; turn power on & with <u>NO</u> weight on the scooter, lift back end up & <u>SLOWLY</u> apply the throttle	Rear Wheel(s) Spins Freely	Replace Battery
		Remove battery/motor cover & unplug brake connector from control module Secure unit; turn power on & apply throttle	Motor engages	Replace Brake Lever
			Motor does <u>NOT</u> engage	Replace Control Module & Throttle
<b>Product Stopped Working While In Use</b>	Unit shut off while in use	Turn power switch off; wait a few minutes & check battery fuse (replace if necessary)	Lights on power switch <u>AND</u> throttle light up/Unit runs	Correct riding conditions
	Lights on throttle <u>AND</u> power switch do <u>NOT</u> light up Motor will not engage	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s) check battery fuse	Replace On/Off Switch
	Lights on power switch <u>AND</u> throttle light up	Check chain tension	Chain too loose	Check Chain Tensioner (replace if necessary)
		Check position & condition of chain	Chain slipped off rear sprocket	Check chain and rear sprocket for possible damage (Replace any damaged parts) Place chain back on sprocket and adjust chain tension accordingly
		Turn power off & manually turn gear on motor shaft with your fingers	Gear does <u>NOT</u> turn freely	Replace Motor
<b>Fuse Keeps Burning</b>	Unit continuously shuts on & off when in use	Turn power switch off; wait a few minutes & check battery fuse (replace if necessary)	Lights on throttle <u>AND</u> power switch light up/Unit runs	Correct riding conditions
		Remove battery/motor cover & check for loose connection(s) and/or wire(s)	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s) or wire(s) touching check battery fuse (replace if necessary)	Replace Control Module

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<b>Product Has Short Ride Time</b> <b>Product Runs Slow</b>  <b>Product Does Not Hold A Charge</b>  <b>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 and/or if product has been properly maintained</b>	Battery shows fully charged, but goes low after only 10-15 minutes of use	Check riders weight & riding conditions		Correct riding conditions
		Check chain tension	Chain too tight	Check Chain Tensioner (replace if necessary)
	and/or  Unit runs (very) slow	Check brake cable	Brake lever feels stiff when squeezed/cable too tight	Squeeze brake lever firmly several times to loosen up the brake cable
		Make sure charger is plugged into charger port correctly & indicator lights are working properly	Charger not plugged into charger port correctly	Correctly plug charger into charger port and charge unit
		Secure unit; turn power on & with <u>NO</u> weight on the scooter, lift back end up & <u>SLOWLY</u> apply the throttle	Rear Wheel Spins Freely	Replace Battery
<b>Product Runs Intermittently</b>  Unit cuts in & out while in use  Power skipped several times while in use, now will not start		Gently wiggle the wires around the throttle for loose wires(s)	Unit will go when wire(s) are wiggled/Wire(s) loose	Replace Throttle
		Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
		Remove battery/motor cover & unplug brake connector from control module	Motor engages/Unit runs again	Replace Brake Lever
		Secure unit; turn power on & apply throttle	Motor does <u>NOT</u> engage	Replace Throttle & Control Module
<b>Chain Keeps Coming Off</b>  (Dune Buggy has 2 Chains)		Check chain tension	Chain is too loose	(Refer to Pg __ in Owner's Manual)
		Chain is "broken"		Replace Chain
		Sprocket on rear axle is aligned properly with gear on motor shaft	Out of alignment	Check For Damaged Sprockets
			Gear on motor shaft is bent	Replace Motor
		Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner

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Brakes Do Not Work Properly	Unit does not stop when brakes are applied	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)	
		Check for loose wire(s) around the brake lever	Wire(s) loose	Replace Brake Lever	
		Check brake cable for damage	Cable damaged	Replace Brake Lever	
Power Switch Does Not Light Up (Dirt Quad has no light on On/Off switch)	Lights on throttle work	Remove battery/motor cover & check for loose connection(s) going to power switch	Loose connection(s)	Reconnect Loose Connection(s)	
			No loose connection(s)	Replace Power Switch	
	Power switch lights up only when charger is plugged in Light on power switch goes dim/flickers when charger is unplugged	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)	
			No loose connection(s)	Replace Battery	
Product Makes 'Grinding' Noise	Unit 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	Check Chain Tensioner (replace if necessary)	
		Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Wheel Bearings	
	Unit runs, but rear wheel barely moves	Turn power off & manually turn gear on motor shaft with your fingers	Gear on motor shaft is tight Does not turn easily	Replace Motor	
	Chain does not rotate freely	Turn power switch off; remove chain from sprocket on rear axle; turn power on & apply throttle		Still makes grinding noise	Replace Motor

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Product Makes 'Clicking' Sound	Battery shows fully charged Throttle & power switch light up Unit does not move	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
		Secure unit; turn power on & with <b>NO</b> weight on the scooter, lift back end up & <b>SLOWLY</b> apply the throttle	Rear Wheel Spins Freely	Battery or Charger
		Remove battery/motor cover & unplug brake connector from Control Module. Secure unit; turn power on & apply throttle	Motor engages/Rear wheel spins	Replace Brake Lever
			Motor does <b>NOT</b> engage	Replace Throttle & Control Module
<b>Throttle Sticks</b> (Only Applies to Dirt Quad) <b>Reminder: Applying the brakes will cut power to the motor and stop product</b>	Twist Throttle does not spring back when released	Check if handlebar grip is pressing up against throttle	Grip is pressed up against the throttle	Slide throttle away from grip
			Grip is <b>NOT</b> pressed against throttle	Replace throttle
Rear Wheel Locked Up While In Use	Lights on throttle <b>AND</b> On/Off switch light 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 for any damage
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary]
			Chain is jammed in chain tensioner	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket
		Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner