



E500S Electric Scooter Troubleshooting Guide

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
<p style="text-align: center;">Product Does Not Run</p> <p style="color: red; font-size: small;">*Always check to make sure charger is plugged into charger port correctly & lights on charger are working properly</p> <p style="color: red; font-size: small;">*Unit should be charged 12 hours before first initial use and up to 8 hours after each subsequent use</p>	Unit shut off while in use Lights on throttle do NOT light up	Remove battery/motor cover & check fuse located next to battery	Fuse burnt out	Replace fuse and correct riding conditions
	Lights on throttle do NOT light up Motor will not engage	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
	Motor engages, but unit will not move	Check chain & rear wheel	Chain is rotating, but rear wheel does not move	Replace Rear Wheel
	Lights on throttle light up Unit worked, but will not go after charging	Secure unit; turn power on & with NO weight on the unit, lift back end up & apply the throttle	Rear Wheel Spins Freely	Replace Battery or Charger
			Remove battery/motor cover & unplug brake connector from control module Secure unit; turn power on & apply throttle	Motor engages
		Motor does NOT engage	Replace Control Module & Throttle	

<p style="text-align: center;">Product Stops Without Applying Brakes</p>	Unit shut off while in use	Remove battery/motor cover & check fuse located next to battery	Fuse burnt out	Replace fuse and correct riding conditions
	Lights on throttle do NOT light up Motor will not engage	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
	Lights on throttle light up	Check tension; position & the condition of chain	Chain too loose	Adjust chain
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg 5 in Owner's Manual)
			Chain is jammed in tensioner chain	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket (Refer to Pg 5 in Owners manual)
	Turn power off & manually turn gear on motor shaft with your fingers	Gear does NOT turn freely	Replace Motor	



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Fuse Keeps Burning Out		Check riders weight & riding conditions		Replace fuse and 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) wire(s) touching	or Replace Control Module

Product Has Short Ride Time or Product Runs Slow or Product Does Not Hold A Charge <small>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</small>	Battery shows fully charged, but goes low after only 10-15 minutes of use	Check riders weight & riding conditions		Replace fuse and correct riding conditions
		Air pressure in front & rear tires	Tire pressure low	Inflate tire(s) to recommended PSI (Located on tire sidewall)
		Check chain tension	Chain too tight	Adjust chain
	and/or	Check brake cable	Brake lever feels stiff when squeezed/cable too tight	Squeeze brake lever firmly several times to loosen up the brake cable
	Unit runs (very) slow	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 & charge unit for 8 hrs. Refer to Pg 3 in Owner's Manual
		Secure unit; turn power on & with <u>NO</u> weight on the unit, lift back end up & apply the throttle	Rear Wheel Spins Freely	Replace Battery
	Rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Rear Wheel

Product Runs Intermittently	Unit cuts in & out while in use	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)
	Power skipped several times while in use, now will not start	Remove battery/motor cover & unplug brake connector from Control Module. Secure unit; turn power on & apply throttle	Motor engages/Unit runs again	Replace Brake Lever
		Motor does <u>NOT</u> engage	Replace Throttle & Control Module	



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Chain Keeps Coming Off		Check chain tension	Chain is too loose/too tight	Adjust chain
		Sprocket on rear wheel is aligned properly with gear on motor shaft	Rear wheel out of alignment	Adjust rear wheel (Refer to Pg 5 in Owner's Manual)
			Gear on motor shaft is bent	Replace Motor
		Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner
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(s)	Wire(s) loose	Replace Brake Lever
		Check brake cable(s) for damage	Cable damaged	Replace Brake Lever
Power Stays On When Unit Is Turned Off	Throttle lights stay on when power switch is turned off	Double check the power switch is in the off position	Power switch is in off position	Replace Power Switch
Product Makes 'Grinding' Noise	Unit makes grinding noise when in use	Check that brake is not rubbing against the rear wheel	Brakes are rubbing	Adjust brakes (Refer to Pg 4 in Owner's Manual)
		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
	Unit runs, but rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Rear Wheel
	Chain does not rotate freely	Turn power off & manually turn gear on motor shaft with your fingers	Gear on motor shaft is tight Does not turn easily	Replace Motor
		Turn power switch off; remove chain from rear wheel; turn power on & apply throttle	Still makes grinding noise	Replace Motor
No grinding noise			Replace Rear Wheel	



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Product Makes 'Clicking' Sound	Rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Rear Wheel
	Battery shows fully charged Lights on throttle 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 <u>NO</u> weight on the unit, lift back end up & 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 <u>NOT</u> engage	Replace Throttle & Control Module
Throttle Sticks	Throttle does not spring back when released	Check if handlebar grip is pressing up against throttle	Grip is pressed up against the throttle Grip is <u>NOT</u> pressed against throttle	Slide throttle away from grip Replace throttle
Rear Wheel Locked Up While In Use	Lights on throttle 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 [Replace part(s) if necessary]
		Check tension; position & the condition of chain	Chain too loose	Adjust chain
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg 5 in Owner's Manual)
			Chain is jammed in tensioner chain	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket (Refer to Pg 5 in Owners Manual).
		Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner



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WHEEL(S) WOBBLE/LOOSE	Front and/or rear wheel wobbles when in use	Make sure axle bolts are securely on the front wheel.	Axle bolts loose	Tighten axle bolts
		Check spoke tension	Spokes loose	Tighten spoke tension
		Check if rim or fork is bent	Rim is out of round/Fork is bent	Replace Front/Rear Wheel Replace Front Fork