

TROUBLE SHOOTING

⚠ WARNING

A CRASH OR OTHER IMPACT CAN PUT EXTRAORDINARY STRESS ON COMPONENTS, CAUSING THEM TO FATIGUE PREMATURELY. COMPONENTS SUFFERING FROM STRESS FATIGUE CAN FAIL SUDDENLY AND CATASTROPHICALLY, CAUSING LOSS OF CONTROL, SERIOUS INJURY OR DEATH.

⚠ WARNING

IF YOU HAVE ANY DOUBT ABOUT THE CONDITION OF THE VOY™ OR ANY OF ITS PARTS, CALL ELECTRA CUSTOMER SERVICE AT 1-888-467-1234 M-F 10AM - 9PM EST AND THEY WILL ASSIST YOUR IN PERFORMING A THOROUGH CHECK.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Scooter will not run, or runs very slowly	<ol style="list-style-type: none">1. Battery does not have sufficient charge2. Poor or faulty connection at battery plug3. Damaged fuse4. Damaged or faulty throttle control5. Damaged control module6. Overweight rider (225 lb limit) or improper riding terrain.7. Low tire pressure	<ol style="list-style-type: none">1. Charge battery for a sufficient amount of time.2. Check connection at battery plug3. Replace damaged fuse (20 amp)4. Repair or replace throttle5. Inflate tires to proper pressure6. Avoid all terrain other than flat asphalt7. Replace control module
Lights will not turn on	<ol style="list-style-type: none">1. Light switch is in the "OFF" position2. Check light bulbs3. Faulty light switch4. Faulty control Module	<ol style="list-style-type: none">1. Be sure the switch on the left handle is turned on.2. Replace all faulty light bulbs3. Replace damaged light switch4. Replace control module
Battery will not charge	<ol style="list-style-type: none">1. Defective or faulty charger2. Damaged or faulty charger socket3. Damaged fuse4. Bad or poor connection at battery plug	<ol style="list-style-type: none">1. Be sure the charger is working properly. The LED should blink green when charging, and stay solid when charging is complete. If there is no color visible, replace the charger.2. If the LED is lit solid but will not flash, check the charger socket. Replace if necessary.3. Replace fuse4. Check battery leads, repair or replace battery
Scooter Accelerates on its own without turning the throttle	<ol style="list-style-type: none">1. Faulty or damaged throttle control2. Faulty control module	<ol style="list-style-type: none">1. Disconnect throttle plug under the dash. If the scooter still accelerates, replace the control module.2. If the scooter no longer runs with the throttle plug disconnected, replace the throttle control grip.

REPLACEMENT PARTS

To order replacement and/or spare parts for your Voy/Phantom 4™, make sure you call the Electra Customer Service / Technical Support Toll-Free Number 1-888-467-1234 M-F 10am - 9pm EST or view the Voy/Phantom 4™ replacement parts available at www.electraUSA.com.