

E200(S)/E225S/E300(S)/E325S TROUBLESHOOTING GUIDE

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
<p style="text-align: center;">Product Does Not Run</p> <p>NOTE: Charge unit for at least 6-8 hours before conducting T/S steps</p> <p>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</p>	Lights on throttle (if applicable) <u>AND</u> On/Off switch do <u>NOT</u> light up Motor will not engage	Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
	Motor engages, but unit will not move	Check chain & rear wheel	Chain rotates, but rear wheel does not move(Applies to E-300 only)	Replace Reset Button <u>and</u> On/Off Switch
	Throttle (if applicable) <u>AND</u> On/Off Switch light up Charger indicates battery is fully charged	Secure unit; turn power on & with <u>NO</u> weight on the unit, lift back end up & <u>SLOWLY</u> apply the throttle	Rear Wheel Spins Freely	Replace Battery
			Wheel does not move, but unit makes a "clicking" sound when the throttle is applied	Follow Next Step
		Remove deck plate & unplug brake connector from Control Module. Secure unit; turn power on & apply throttle	Motor engages	Replace Brake Lever
			Motor does <u>NOT</u> engage No clicking or clicking sound	Replace Throttle <u>and</u> Control Module
	<p style="text-align: center;">Product Stopped Working While In Use</p>	Product shut off while in use	Turn power switch off; wait a few minutes & press reset button	Lights on power switch <u>AND</u> throttle (if applicable) light up/Product runs
Lights on throttle (if applicable) <u>AND</u> On/Off switch do <u>NOT</u> light up unit will not go		Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
			<u>No</u> loose connection(s)	Replace Reset Button <u>and</u> On/Off Switch
Lights on On/Off switch <u>AND</u> throttle (if applicable) light up		Check chain tension	Chain tension too tight	Adjust Chain Tension
		Check position of the 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
		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
		Turn power off & manually turn gear on motor shaft with your fingers	Gear does <u>NOT</u> turn freely	Replace Motor

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Breaker Keeps Tripping	Product continuously shuts off when in use	Turn power switch off; wait a few minutes & press reset button	Lights on throttle (if applicable) <u>AND</u> On/Off switch light up/Product runs	Correct riding conditions
		Check for loose connection(s) and/or wire(s) underneath the deck plate	Loose connection(s) or No loose connection(s) wire(s) touching	Reconnect Loose Connection(s) Replace Reset Button <u>and</u> Control Module
Product Has Short Ride Time Product Runs Slow Battery Does Not Hold A Charge <p style="color: red; font-weight: bold;">NOTE:</p> <p style="color: red;">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</p>	Battery shows fully charged, but goes low after only 10-15 minutes of use And/Or Unit runs (very) slow Rear wheel barely moves	Check riders weight & riding conditions		Correct riding conditions
		Check air pressure in front & rear tires	Tire pressure low	Inflate tire(s) to recommended PSI (Located on sidewall of tire)
		Check chain tension	Chain too tight	Adjust Chain Tension
		Check brake cable	Brake lever feels stiff when squeezed/cable too tight	Squeeze brake lever firmly several times to loosen up the brake cable Adjust brake cable tension
		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
		Secure unit; turn power on & with <u>NO</u> weight on the unit, lift back end up & <u>SLOWLY</u> apply the throttle	Rear wheel spins freely	Replace Battery Note: If Customer was already sent a battery and problem persists; Replace Motor
		Lift rear end up & manually spin rear wheel forward Should spin 3-4 times with no resistance	Wheel does <u>NOT</u> spin freely	Replace Rear Wheel
			Wheel does spin freely	Replace Motor

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Product Runs Intermittently	Unit cuts in & out while in use	Gently wiggle the wires around the throttle to check for loose wires(s)	Product will go when wire(s) are wiggled/wire(s) are loose	Replace Throttle
		Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
	Power cut in & out several times while in use, now unit will not start	Remove deck plate & 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 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
Power Switch Does Not Light Up	Lights on throttle light up (if applicable)	Remove deck plate & check for loose connection(s) going to On/Off switch	Loose connection(s)	Reconnect Loose Connection(s)
			<u>No</u> loose connection(s)	Replace On/Off Switch
	On/Off switch lights up only when charger is plugged in On/Off switch goes dim and/or flickers when charger is unplugged	Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
			<u>No</u> loose connection(s)	Replace Battery
Product Makes 'Grinding' Noise	Product makes "grinding" noise when in use	Check that brake spring is not rubbing up against the rear wheel	Brake spring is rubbing	Re-adjust brake spring away from rear wheel
		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
		Check sprocket on rear wheel	Sprocket is bent/damaged	Replace Rear Wheel
	Product runs, but rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times with no resistance	Wheel does <u>NOT</u> spin freely	Replace Rear Wheel
			Wheel does spin freely	Replace Motor
		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
Chain does NOT rotate freely	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
		Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
	Battery shows fully charged Throttle (if applicable) & On/Off switch light up Unit does not go	Remove deck plate & 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 <small style="color: red;">Reminder: Applying the brakes will cut power to the motor and stop product</small>	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 <u>NOT</u> pressed against throttle	Replace Throttle
Rear Wheel Locked Up While In Use	Lights on throttle (if applicable) <u>AND</u> 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 for any possible damage [Replace part(s) if necessary]
		Inspect spring inside brake plate on rear wheel	Brake spring is broken	Replace Rear Wheel
		Check chain tension	Chain too loose	Adjust Chain Tension
		Check position & condition of chain	Chain slipped off rear sprocket	Put chain back on rear sprocket & adjust chain to proper tension. Check chain & rear sprocket for possible damage [Replace part(s) if necessary]