

## GROUND FORCE 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)  <u>No</u> loose connection(s)	Reconnect Loose Connection(s)  Replace Reset Button <u>and</u> 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 & press reset button	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)
			<u>No</u> loose connection(s)	Replace Reset Button <u>and</u> On/Off Switch
	Lights on power switch <u>AND</u> throttle light up	Check chain tension	Chain too loose	Adjust Chain Tension
		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>Breaker Keeps Tripping</b>	Unit continuously shuts on & off when in use	Turn power switch off; wait a few minutes & press reset button	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)  No loose connection(s) or wire(s) touching	Reconnect Loose Connection(s)  Replace Reset Button <u>and</u> 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>  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	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	Adjust Chain Tension
	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
	Rear wheel barely moves		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
		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
<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 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
<b>Chain Keeps Coming Off</b>		Check chain tension	Chain is too loose	(Refer to Pg __ in Owner's Manual)
		Chain is "broken"	Master link missing	Replace Chain
		Sprocket on rear axle is aligned properly with gear on motor shaft	Out of alignment	(Refer to Pg __ in Owner's Manual)
			Gear on motor shaft is bent	Replace Motor
<b>Brakes Do Not Work Properly</b>  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

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Power Switch Does Not Light Up	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 Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	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
			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
			Turn power switch off; remove chain from sprocket on rear axle; turn power on & apply throttle	Still makes grinding noise
	Chain does not rotate freely	Turn power on & apply throttle	No grinding noise	Replace Rear Wheel
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 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 <u>NO</u> weight on the scooter, lift back end up & <u>SLOWLY</u> 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  <b>Reminder: Applying the brakes will cut power to the motor and stop product</b>	Thumb lever does not spring back when released		Grip is pressed up against the throttle	Slide throttle away from grip
			Replace throttle	

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<p style="text-align: center;"><b>Product Stopped Working While In Use</b></p>	<p>Lights on throttle <u>AND</u> On/Off switch light up</p>	<p>Check chain for foreign object(s) and/or debris</p>	<p>Foreign object(s) found in chain</p>	<p>Remove chain guard to clean anything caught in chain Check chain; rear sprocket for any damage (Replace parts if Necessary)</p>
			<p>Chain too loose</p>	<p>Adjust Chain Tension</p>
		<p>Check tension; position &amp; the condition of chain</p>	<p>Chain slipped off rear sprocket Missing master link</p>	<p>Check chain for possible damage [Replace chain if necessary]</p>