

E500S/POCKET MOD/SPORTS MOD/REBELLION TROUBLESHOOTING GUIDE

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
Product Does Not Run *Always check to make sure charger is plugged into charger port correctly & lights on charger are working properly *Unit should be charged 12 hours before first initial use and up to 8 hours after	Unit shut off while in use Lights on throttle do <u>NOT</u> light up	Remove battery/motor cover & check fuse located next to battery	Fuse burnt out	Replace fuse Correct riding conditions (Refer to Pg __ in Owner's Manual)
	Lights on throttle 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)
	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 <u>NO</u> weight on the unit, lift back end up & apply the throttle	Rear Wheel Spins Freely	Replace Battery
			Motor engages	Replace Brake Lever
	Remove battery/motor cover & unplug brake connector from control module Secure unit; turn power on & apply throttle (E500S has 2 connectors)	Motor does <u>NOT</u> engage	Replace Control Module & Throttle	
Product Stopped Working While In Use	Unit shut off while in use	Remove battery/motor cover & check fuse located next to battery	Fuse burnt out	Replace fuse Correct riding conditions (Refer to Pg __ in Owner's Manual)
	Lights on throttle 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)
	Lights on throttle light up	Check tension; position & the condition of chain	Chain too loose	(Refer to Pg __ in Owner's Manual)
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg __ 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 __ in Owner
			Turn power off & manually turn gear on motor shaft with your fingers	Gear does <u>NOT</u> turn freely

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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(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 __ 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	(Refer to Pg __ in Owner's Manual)
	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
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

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Throttle Sticks Reminder: Applying the brakes will cut power to the motor and stop product	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 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]
		Inspect spring inside brake plate on rear wheel (Does <u>NOT</u> apply to the E500S or Rebellion)	Brake spring is broken	Replace Rear Wheel
		Check tension; position & the condition of chain	Chain too loose	(Refer to Pg __ in Owner's Manual)
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg __ 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 __ in Owner
		Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner