

POCKET ROCKET/CHOPPER TROUBLESHOOTING GUIDE

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
<p style="text-align: center;">Product Does Not Run</p> <p style="text-align: center;">NOTE: Charge unit for at least 6-8 hours before conducting T/S steps</p> <p style="text-align: center;">NOTE: *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	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
	Motor engages, but unit will not move	Check chain & rear wheel	Chain rotates, but rear wheel does not move	Replace Rear Wheel
		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	Replace Battery
	Throttle <u>AND</u> Power Switch light up Unit worked, but will not go after charging	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
<p style="text-align: center;">Product Stopped Working While In Use</p>	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 (if applicable) 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/Power Switch
			Chain too loose	Adjust Chain Tension
			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
	Lights on power switch <u>AND</u> throttle light up	Check tension; position & the condition of chain		Check chain 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	Replace Motor

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Breaker Keeps Tripping	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 (Refer to Pg__ in Owner's Manual)
		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 Reset Button & Control Module
Product Has Short Ride Time Product Runs Slow	Battery shows fully charged, but goes low after only 10-15 minutes of use and/or Unit runs (very) slow	Check riders weight & riding conditions		Correct riding conditions (Refer to Pg__ in Owner's Manual)
Product Does Not Hold A Charge		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 Tension
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		Check brake cable	Brake lever feels stiff when squeezed/cable too tight	Squeeze brake lever firmly several times to loosen up the brake cable (Refer to Pg__ in Owner's Manual)
		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 __ hrs Refer to Pg __ 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
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	Adjust Chain Tension
		Sprocket on rear wheel is aligned properly with gear on motor shaft	Rear wheel out of alignment	Adjust rear wheel (Refer to Pg __ in Owner's Manual)
			Gear on motor shaft is bent	Replace Motor
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)
	Power switch lights up only when charger is plugged in		No loose connection(s)	Replace Power Switch
	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	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	Adjust Chain Tension
	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
		Turn power off & manually turn gear on motor shaft with your fingers	Gear on motor shaft is tight Does not turn easily	Replace Motor
	Chain does not rotate freely	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
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)
		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 <u>AND</u> power 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 & chain tensioner for any damage [Replace part(s) if necessary]
		Inspect spring inside brake plate on rear wheel	Brake spring is broken	Replace Rear Wheel
		Check tension; position & the condition of chain	Chain too loose	Adjust Chain Tension
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg __ in Owner's Manual)
			Check chain for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket (Refer to Pg__ in Owner's Manual)	