

# TROUBLESHOOTING GUIDE

In the unlikely event of a problem, the controller can provide diagnostic information according to the codes listed below.

\*Product(s) should be turned **OFF** and fully charged prior to doing any Troubleshooting.

**NOTE:** All shooting steps should be performed by an adult only.

<b>Display Error</b>	<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>	<b>Note</b>
E1	Unit does not work	Bad connection between motor and controller.	Check connectors between the motor and controller.	The motor may be the issue but this is highly unlikely.
E2	Unit does not work	Throttle Failure.	Check connections between the throttle and controller.	If connections are OK then throttle needs to be replaced.
E3	Motor stops working suddenly, usually due to overload such as climbing a slope.	Motor issue	Cycle the throttle or turn the unit OFF, then ON.	It may be necessary to wait for the motor to cool down.
E4	Unit doesn't work, or motor vibrates and/or doesn't turn properly.	Motor issue	Replace controller.	
E6	Unit doesn't work.	Controller issue	Check connections between the display and controller.	If connections are OK, the handlebar kit needs to be replaced.
E7	Unit doesn't work.	Battery	Battery needs to be replaced.	
E8	Unit doesn't work, or motor doesn't turn properly.	Motor issue	Replace motor.	
E9	Unit doesn't work.	Brake issue	Check connections between the brake and controller.	If connections are OK then brake lever needs to be replaced.

For more troubleshooting tips, a list of available replacement parts or to locate an authorized Service Center in your area, visit our website at [www.razor.com](http://www.razor.com) or call toll free +1 866-467-2967 to speak to a live Customer Service Representative.