



E100/125/150 Electric Scooter Troubleshooting Guide

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
Product Does Not Run <i>*Always check to make sure charger is plugged into charger port correctly & lights on charger are working properly</i>	Motor will not engage →	Kick start scooter up to 3 mph while applying the throttle →	Scooter runs	Always remember to push start before twisting throttle
	Scooter shut off while in use →	Turn power off; wait a few minutes & press reset button →	Power switch lights up Scooter runs →	Do not exceed the weight limit, go up a steep hill or attempting to tow objects. It is best to avoid these conditions at all times.
	Power switch does <u>NOT</u> light up Motor will not engage when kick started →	Check for loose connection(s) underneath the deck plate ↗ ↘	Loose connection(s) → No loose connection(s) →	Reconnect Loose Connection(s) Replace Reset Button/Power Switch
<i>*Unit should be charged 12 hours before first initial use and up to 8 hours after each subsequent use</i>	Motor engages, but scooter will not move (Applies <u>ONLY</u> to the E150) →	Check chain & rear wheel →	Chain is rotating, but rear wheel does not move →	Replace Rear Wheel
	Unit worked, but will not start after charging. Power switch lights up →	Secure unit; turn power on & with <u>NO</u> weight on the scooter, lift back end up; manually spin rear wheel while applying the throttle	Motor engages → Motor does <u>NOT</u> engage →	Replace Battery or Charger Replace Control Module & Throttle

Product Stops Without Applying Brakes	Scooter shut off while in use →	Turn power switch off; wait a few minutes & press reset button →	Power switch lights up Scooter runs →	Do not exceed the weight limit, go up a steep hill or attempting to tow objects. It is best to avoid these conditions at all times.
	Power switch does <u>NOT</u> light up. Unit will not go →	Check for loose connection(s) underneath the deck plate	Result 1- Loose connection(s) →	Reconnect Loose Connection(s)
			Result 2 - No loose connection(s) →	Replace Reset Button/Power Switch
	Power switch lights up	Check tension; position & the condition of chain	Result 1 - Chain too loose	(Refer to Pg 6 in Owner's Manual)
			Result 2 - Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg 7 in Owner's Manual)
			Chain is jammed in chain tensioner (E150 model ONLY)	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket
	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	Power switch lights up Scooter runs	Do not exceed the weight limit, go up a steep hill or attempting to tow objects. It is best to avoid these conditions at all times.
		Check for loose connection(s) and/or wire(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s) or wire(s) touching	Replace Reset Button & Control Module

Product Has Short Ride Time or Product Runs Slow or Product Does Not Hold A Charge <small>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</small>	Battery shows fully charged, but goes low after only 10-15 minutes of use	Check riders weight & riding conditions		Do not exceed the weight limit, go up a steep hill or attempting to tow objects. It is best to avoid these conditions at all times.
		Check air pressure in front & rear tires <small>(Applies <u>ONLY</u> to the E150) E100/E125 front tire <u>ONLY</u></small>	Tire pressure low	Inflate tire(s) to recommended PSI (Located on tire sidewall)
		Check chain tension	Chain too tight	(Refer to Pg 6 in Owner's Manual)
	and/or	Check front brakes pads for signs that they are rubbing against front tire (rim)	Brake pads are rubbing	Re-adjust brakes (Refer to Pg 4 in Owner's Manual)
	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	Correctly plug charger into charger port & charge unit for 8 hrs Refer to Pg 3 in Owner's Manual
			Charger plugged into charger port correctly & lights are working properly	Replace Battery

Product Runs Intermittently	Unit cuts in & out while in use	Gently wiggle the wires around the throttle for loose wires(s)	Wire(s) loose	Replace Throttle
		Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s)	Replace Throttle & Control Module



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Brakes Do Not Work Properly	Unit does not stop when brakes are applied	Check for loose connection(s) underneath the deck plate	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

Power Switch Does Not Light Up	Power switch lights up only when charger is plugged in Light on power switch goes dim/flickers when charger is unplugged	Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s)	Replace Battery

Scooter Makes 'Grinding' Noise	Scooter makes grinding noise when in use	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 6 in Owner's Manual)
	Scooter runs, but rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance (Applies ONLY to the E150)	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
	Chain does not rotate freely	Turn power switch off; remove chain from rear wheel; turn power on & apply throttle		Still makes grinding noise
			No grinding noise	Replace rear wheel

Scooter Makes 'Clicking' Sound	Motor will not engage when push started Battery shows fully charged Power switch lights up	Check for loose connection(s) underneath the deck plate	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s)	Replace Throttle & Control Module

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 NOT pressed against throttle	Replace throttle



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Rear Wheel Locked Up While In Use	Power switch lights 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]
		Make sure front brakes are not rubbing against front tire (rim)	Brake pads are rubbing	Adjust brakes (Refer to Pg 4 in Owner's Manual)
		Inspect spring inside brake plate on rear wheel (Applies ONLY to the E150)	Brake spring is broken	Replace Rear Wheel
		Check tension; position & the condition of chain	Chain too loose	Adjust the chain. (Refer to Pg 6 in Owner's Manual)
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg 7 in Owner's Manual)
			Chain is jammed in chain tensioner (E150 model ONLY)	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket
		Inspect chain tensioner (E150 model ONLY)	Chain tensioner broken	Replace Chain Tensioner

Chain Keeps Coming Off		Check chain tension	Chain is too loose	(Refer to Pg6_ in Owner's Manual)
		Sprocket on rear wheel is aligned properly with gear on motor shaft	Rear wheel out of alignment	Adjust rear wheel (Refer to Pg 7 in Owner's Manual)
			Gear on motor shaft is bent	Replace Motor
		Chain tensioner (E150 model only)	Chain tensioner broken	Replace Chain Tensioner