

## TROUBLESHOOTING GUIDE

\*Unit(s) should be turned off and fully charged prior to doing any Troubleshooting  
**NOTE:** All troubleshooting steps should be performed by an adult only

Problem	Possible Cause	Solution
Product does not run.	Undercharged battery.	Charge the battery. A new battery should have been charged for at least 12 hours before using the product for the first time and up to 12 hours after each subsequent use.  Check all connectors. Make sure the charger connector is tightly plugged into the charging port and that the charger is plugged into a functioning wall outlet.
	Charger is not working.	Contact Razor Customer Service to get replacement charger.
Product was running but suddenly stopped.	Loose wires or connectors.	Check all wires and connectors to make sure they are tight.
Short run time.	Undercharged battery.	Charge the battery. A new battery should have been charged for at least 12 hours before using the product for the first time and up to 12 hours after each subsequent use.
	Battery is old and will not accept full charge.	Even with proper care, a rechargeable battery does not last forever. Average battery life is 1 to 2 years depending on product use and conditions. Replace only with a Razor replacement battery.
Product runs sluggishly.	Riding conditions are too stressful.	Use only on solid, flat, clean and dry surfaces, such as pavement or level ground.
	Product is overloaded.	Make sure you do not overload the product by allowing more than one rider at one time, exceeding the maximum weight limit, going up too steep a hill, or towing objects behind the product. Check the air pressure of the front wheel.
Sometimes the product doesn't run, but other times it does.	Loose wires or connectors.	Check all wires connectors to make sure they are tight.
	Motor or electrical switch damage.	Contact your local Razor authorized service center for diagnosis and repair. Contact Razor customer service or visit <a href="http://www.razor.com">www.razor.com</a> .
Product makes loud noises or grinding sounds.	Chain is too dry.	Apply a lubricant, such as 3 in 1™ or Tri-Flow®, to the chain.