

TROUBLESHOOTING

*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
Does Not Work Out Of The Box	Loose connection(s)	Check for loose connections/wires
No Longer Works	Blown Fuse	Replace if needed
	Loose connection(s)	Check for loose connections/wires
	Charger not working	Check power to wall outlet and/or try a different outlet Check lights on charger: Plugged into wall = Green Plugged into wall & unit (Charging) = Red Charging Complete = Green No lights - Replace Charger
	Battery will not hold a charge	With no weight on the unit, lift up back end and apply the throttle. If motor engages - Replace Battery If motor does not engage, but makes a clicking sound - Replace Battery If motor does not engage, no clicking sound - Replace Control Module
Short Ride Time/Runs Slow	Rider's weight	Do not exceed 170 lb maximum weight limit
	Low tire pressure	Check tires for correct PSI.
	Riding conditions	Use only on flat, dry surfaces. Avoid inclines and areas with heavy debris
	Battery not fully charged	Charge unit for a full 12 hrs
	Old/damaged Battery	With no weight on the unit, lift up back end and apply the throttle. If motor engages - Replace Battery
	Improper battery maintenance	Charge battery at least once a month when not in use Do not store unit in freezing or below freezing temperatures. Freezing will permanently damage the battery and greatly reduce ride time Refer to Page 7 Charging the Battery
Runs Intermittently	Loose connection(s)	Check the wires around the throttle and for other possible loose connections Contact your local Razor authorized service center for diagnosis and repair. Replace - Throttle