

TROUBLESHOOTING GUIDE

*Product(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	Product must be traveling at least 3 mph (5 km/h) before motor will engage	Kick start to at least 3 mph (5 km/h) while twisting throttle to engage motor.
	Loose connection(s)	Check for loose connections/wires underneath the deck plate.
No longer works	Loose connection(s)	Check for loose connections/wires underneath the deck plate.
	No lights on charger	Check power to wall outlet and/or try a different outlet.
	Undercharged battery	Check lights on charger: Plugged into wall - Green Plugged into wall & product - Red (charging) Plugged into wall & product - Green (charging complete) No lights/Blinking lights - Replace Charger
	Battery will not hold a charge	With no weight on the product, lift up back end; manually (and carefully) spin rear wheel and twist throttle to engage the motor. If motor engages - replace battery.
Short run time/runs slow	Riders weight	Do not exceed 120 lb (54 kg) maximum weight limit.
	Riding conditions	Use only on flat, dry surfaces. Avoid inclines and areas with heavy debris.
	Battery not fully charged	Charge product for a full 12 hours.
	Old/damaged battery	Replace battery.
		Charge battery at least once a month when not in use. Do not store product in freezing or below freezing temperatures. Freezing will permanently damage the battery and greatly reduce ride time. Refer to page 4 for charging information.
Runs intermittently	Loose connection(s)	Check the wires around the throttle and connectors underneath the deck plate. Replace - twist-grip throttle.