

VOLTERRA



Troubleshooter for E-bikes

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1. Check if the battery has power, try to recharge battery, then check the fuse. If the battery does not deliver power, check poles, eventually replace the battery
2. If there is no power/light in the display, replace the display / eventually the cord. If the LED light in the speed sensor don't turn on, open the controller and check all the connectors, if all the connectors are ok, replace the controller.
3. If the LED light in the speed sensor don't turn on, check if the walk function is working, if it exists on the bike. Eventually replace speed sensor/cord
4. If the motor is noisy/not running/can't run backwards, replace motor hub or the complete wheel/motor
5. If the display doesn't show km/h find the malfunction in this order: 1: motor hub 2: motor cord/connector 3: display
6. Rinse the motor connector first or else change the parts in the above order.

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8. If the malfunction on the bike can't be located, mount a complete set of electrical components, including new wires, mount it without running the wires through the frame, check the components 1 by 1
9. Any component with possible malfunction, can shut down the entire system even if it doesn't show any sign of being broken.
10. Some bikes show error codes, this can help locating problems.

Code	Meaning
0	Everything is OK
2	Motor problem
3	Controller problem
4	Throttle problem
6	Torque/speed sensor problem
8	Undervoltage



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Recommendations

- It is not recommended to overload the bicycle (Maximum weight). This includes use of bicycle trailer and riding in terrain, remember to assist the bike with muscle power to avoid overheating of the system on steep climbs, if the bike overheats the pedal assist will turn off to avoid permanent damage.
- Assist the bicycle with muscle power to save battery power
- Service the bicycle every year, check the ball bearings in the Motor.
- Keep the bicycle and the controller clean without water (rain is OK) don't ever soak the battery! therefore never use a garden hose or a pressure washer, use a brush or cloth.
- Keep the battery charged at all times, regardless of how much the bicycle is in use, never use an unoriginal charger, the battery needs to be charged at least every 2 months to avoid loss of battery life.
- Store the battery in a dry and in room temperature.
- The battery will reach its full capacity after about 10 charges

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- Keep the battery out of areas with high temperatures, direct sunlight, the car, etc.
- If there's an accident which causes the battery to leak, the battery has to be replaced.
- The Battery should be recharged when the indicator shows 1 or 2 LEDs or after your ride is finished, you can recharge the battery even if its half empty, recharge the battery often to extend battery life – preferable after EACH ride.
- Recharge the battery right after a ride. Its not recommended to wait, it can cause the battery to lose capacity and lifetime. The battery should always be fully recharged. Turn of the system by switching the main power switch to "OFF". You can recharge the battery while on the bicycle or separately .
- Recharge the battery on a flat surface with the top up, (as it is mounted on the bicycle)
- Also place the charger on a flat surface.
- Connect the charger to the battery before plugging the charger to the power plug, please follow this recommendation.

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- The LED indicator turns red while recharging, when the LED turns green (after 4-6 hours), then the battery is fully recharged. You can let the battery charge overnight, but you should disconnect the battery when its fully recharged. The charger has a overcharging protection.
- When the battery is done recharging, disconnect the charger from the power plug, then disconnect the charger from the battery.
- Keep children away from the charger and battery.
- Only use the included charger, never open the charger.
- Never short circuit the charger or battery.
- Never cover the charger when it is connected to the power plug, it can be a fire hazard.
- Keep the charger inside in a dry environment, never recharge outside in the rain.
- Stop recharging if you see smoke or smell something burning.