

## TROUBLESHOOTING Zipr3, 4, Xtra

As with any electromechanical device, electric scooters may occasionally require troubleshooting. Many of such issues can be resolved by referring to the options below.

**If the vehicle will not move, please check to ensure the following:**

- The battery box is inserted fully and correctly.
- The brake release lever (free wheel lever) is in the drive position (rear position).
- The battery is charged.
- The key is in the ignition and turned on.

**If the scooter has power but does not move, please check to ensure the following:**

- The scooter may have been left in free wheel mode (brake release lever in forward position). If this is the case then remove your key from the ignition, push the free-wheel lever to the drive position (rear position), and then reinsert your key into the ignition and turn the scooter on.

**If the battery does not seem to hold a charge or the motor surges/hesitates when the throttle is pressed, then:**

- Fully charge your scooter's battery (see section "Battery Charging").
- Remove the battery case cover (via removing philips screws) and replace fuse inside.
- A load test should be conducted on each battery.

**If there seems to be no power to your scooter, then check to ensure the following:**

- The battery box is correctly seated and pressed into position. Press each end of the battery into its seat. Check the quality and stability of male and female power plugs.
- Verify that the battery has been fully charged (see section "Battery Charging").
- Push the main circuit breaker reset button (see section "Your Zip'r3").
- Remove the battery case cover (via removing philips screws) and replace fuse inside.

### **Self Diagnostic Warning Light (Trouble Shooting LED Indicator)**

Your scooter is equipped with a Self-Diagnostic Warning Light, also called Trouble Shooting Indicator Light located on the Dash Assembly Controls (see the Your Zipr3 section). To check the Self-Diagnostic Warning Light, turn on the key and count the number of flashes on the Warning Light and refer to the chart below. **If the LED indicator blinks continuously without stopping but the scooter operate appropriately then this is a warning that the battery will soon need a full charge.**

No. of Flashes	Explanation
1	Battery needs charging or there is a poor battery connection. Charge the battery fully and check battery connections and then turn key switch off and on.
2	Poor Motor Connection. Check all connections between the motor and dash board controller and then turn key switch off and on.
3	Potential short circuit between motor and battery. Contact Zipr Mobility for assistance.
6	The scooter has entered drive inhibited mode, this may be a result of the battery charger still being connected to the scooter. Disconnect and turn the key off and on.
7	A throttle fault has occurred. Verify that the throttle is not stuck in forward/reverse and then turn the key switch off and on.
8	A controller fault has occurred. Check to see that all connections from the controller are secure and then turn the key switch off and on.
9	Free wheel lever (parking brake) is not in the drive position. Firmly push the lever to the rear position and then turn the key switch off and on.
10	An excessive amount of voltage has been applied to the controller. This is usually caused by a poor battery connection. Check connections and turn key off and on.