

Basic TROUBLESHOOTING

Nr	Problem	Typical Reason	Typical Solution
Drivepack			
1	Motor power feels low	Drive system might be brand new	The whole drive system needs to cover a few kilometers before reaching full performance
2	Motor power feels low	It's very hot and the battery and drivepack heat management limits the power	
3	Motor power feels low	It's very cold so the lithium ion batteries cannot perform as usual	
4	Not possible to click in drivepack into down tube. The lock does not grab the drivepack	Red locking mechanism is not activated	Push the black chock into the lock so the red locking mechanism slides out, thus enabling the drivepack to click into place
5	Drivepack can't be clicked out	Lock defect. Dust and mud could be inside. Probably you rode without a drivepack during bad weather conditions	Please contact your FAZUA service partner
6	Drivepack makes scratching noises	Polygon sleeve is moving	Please contact your FAZUA service partner
7	Drivepack makes clicking noises	The clutch experienced too much pressure on one side	Please contact your FAZUA service partner
Remote			
1	Red LED lights up	There is a connection failure between drivepack and bottom bracket. Dirt on the interface may hinder connection	Clean the connectors on the bottom bracket as well as on the drivepack side
2	Yellow LED lights up	Bad connection between speed sensor and bottom bracket	Check position of speedsensor and magnet. Otherwise please contact your FAZUA service partner
3	Remote is blinking white LEDs	Software is updating	After a new firmware update, the remote automatically updates itself. Please wait and do not turn off the remote until the LEDs stop flashing
4	Remote does not turn on	Battery turned off due to timeout (8 hours)	Turn battery on
5	Remote does not turn on	There may be dirt at the interface between the battery and the drive system	Clean the interface between the battery and the drivepack
Battery			
1	The battery does not fit in the drivepack - the battery latch cannot close	Dirt or something in the drivepack located between the battery and motor connector	Check the inside of the drivepack and clean it
2	Sudden lack of support when riding the bike Support does not come back	BMS protection	Push the on/off button for 3 seconds to switch battery off and turn it on again



Service hotline for endcustomers
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