

Razor E100/E100S Electric Scooter

Problem	Possible Cause	Solution
Does not work out of the box	-Unit must be travelling up to 3 mph/5kmh before motor will engage -Loose connection(s)	-Kick start to 3 mph/5kmh while twisting throttle to engage motor. -Check for loose connections and wires underneath the deck plate.
No longer works	-Loose connection(s) -Charger not working -Tripped reset button -Battery will not hold a charge	-Check for loose connections/wires underneath the deck plate. -Check power to wall outlet and/or try a different outlet. -Check lights on charger: Plugged into wall - Green Plugged into wall & unit - Red (charging) Plugged into wall & unit - Green (charging complete) No lights/Blinking lights - Replace Charger -With no weight on the unit, carefully lift up the back end; manually (and carefully, of course) spin rear wheel and apply throttle to engage the motor. If motor engages - Replace Battery. -The reset button will trip if the motor is overloaded. An excessive overload may be caused, for example, by too heavy a rider, too steep a hill, etc. Wait a few seconds then press reset button. Correct riding conditions to prevent overload. If motor does not engage, but makes a clicking sound - Replace Battery. -If motor does not engage, no clicking sound - Replace Control Module.
Short run time/runs slow	-Rider weight -Riding conditions Battery not fully charged -Old/damaged battery -Tyre is not properly inflated -Improper battery maintenance -Brake dragging	-Do not exceed 120 lb (54 kg) maximum weight limit. -Use only on flat, dry surfaces. Avoid inclines and areas with heavy debris. -Charge unit for a full 12 hours. -With no weight on the unit, carefully lift up the back end; manually (and carefully, of course) spin rear wheel and apply throttle to engage the motor. If motor engages - Replace Battery. -Charge battery periodically when not in use. -Tyre will lose some pressure over time. Verify correct tire pressure. -Do not store unit in freezing or below freezing temperatures. Freezing will permanently damage the battery and greatly reduce ride time. -Refer to page 4 Charging the Battery -Refer to adjusting the brake on page 6.
Runs intermittently	-Loose connection(s)	-Check the wires around the throttle and connectors underneath the deck plate. -Replace - twist grip throttle.

