Razor Hovertrax 2.0

Problem	Possible Cause	Solution
Product does not run	-Undercharged battery -Charger is not working	-Charge the battery. A new battery should have been charged for at least 12 hours before using the product for the first time and up to 12 hours after each subsequent use. -Check all connectors. Make sure the charger connector is tightly plugged into the charging port and that the charger is plugged into a functioning wall outlet. -Contact Razor Customer Service to get a replacement charger.
Product was running but suddenly stopped	-Loose wires or connectors	-Check all wires and connectors to make sure they are tight.
Short run time	-Undercharged battery. -Battery is old and will not accept full charge.	-Charge the battery. A new battery should have been charged for at least 6 hours before using the product for the first time and up to 4 hours after each subsequent use. -Even with proper care, a rechargeable battery life 1 – 2 years depending on product use and conditions. Replace only with a Razor replacement battery.
Product runs sluggishly	-Riding conditions are too stressful -Product is overloaded	-Use only on solid, flat, clean and dry surfaces, such as pavement or level ground. -Change mode from Training Mode to Normal Mode. -Make sure you do not overload the product by allowing more than one rider at a time, exceeding the weight limit, going up too steep a hill, or towing objects behind the product.
Sometimes the product doesn't run, but other times it does	-Loose wires or connectors -Motor or electrical switch damage	-Check all wires connectors to make sure they are tight. Contact your local Razor authorised service centre for diagnosis and repair. For the UK, this is Recreation Ltd. Please visit recreationltd.co.uk for more information.

Calibration: Periodic recalibration is recommended:	To calibrate the product:
The Hovertrax 2.0 self-balancing features are calibrated to function with a detected "resting position" that is level. Over time and usage, recalibration may be needed to assure "level" status. If inaccurate calibration persists, this could affect the operation of the product by sending instructions to the motor(s) to move that may differ from the intended motion.	-Turn power OFF. -Manually adjust the platforms so they are parallel to the ground. -Turn power ON and HOLD until it beeps and lights flash (approximately 15-20 seconds). -Turn power back OFF. -Calibration complete. Once the product has been calibrated, no matter what position (angle) the platforms are in when it is turned OFF, the platforms with automatically self-balance themselves back to the calibrated position when turned ON.