



Error Code Indication:

- Your eBike has a built in DIAGNOSTICS tool designed to highlight ERRORS. These ERROR codes will help support maintenance, areas needing attention, & part replacement. Please see your local bicycle dealer with any questions & service. We do have a diagnostic chart below. **NOTE** When an error code appears, please repair the fault IMMEDIATELY or you will not be able to ride the eBike normally, with motor engagement.



Error Code	Section	Definition	Possible Cause	Recommended Fix
10	Battery	Over Voltage Protection	Voltage detected exceeds 54.6V.	replace battery
11	Battery	Low voltage protection	Battery voltage below safe threshold	Recharge battery or check for damaged cells. Check Settings in HMI/Display for abnormal reading
12	Motor- Rear	Motor Shaft Lock Protection	The motor is not rotating.	Check whether the brakes have locked up or if the motor is stuck with the
13	Motor- Rear	Motor temp reaches protection point	Motor overheating	Allow motor to cool; check for heavy load or poor ventilation
14	Controller	Controller voltage fault	Abnormal voltage levels detected	Verify battery voltage & wiring; replace controller if needed
15	Sensor / BB-Bottom Bracket	Abnormal PAS assistance	PAS sensor sending incorrect signals	Inspect PAS sensor alignment & wiring; replace if defective
16	Controller	MCU self test fault	Controller MCU failed diagnostic	Replace controller
17	Throttle / Display / HMI / Controller / Wiring Harness	Run away protection	Uncontrolled acceleration detected	Check throttle & PAS sensors for sticking or incorrect signals
18	Sensor / BB-Bottom Bracket	Cadence sensor fault	Cadence sensor malfunction or disconnected	Inspect sensor & wiring; replace if damaged
21	Controller	Controller MOSFET damaged or over	MOSFETs damaged or excessive current	Replace controller; inspect for short circuits
22	Throttle / Display / HMI / Controller / Wiring Harness	Throttle voltage fault	Throttle failure	Check the Throttle voltage
23	Motor- Rear Hub	Motor phase wire fault	Disconnected or shorted phase wires	Check phase wires for continuity & shorts; repair or replace
24	Motor- Rear / Motor Harness	Motor hall signal fault	Hall sensors not sending correct signals	Inspect motor Hall sensor wiring; replace motor if sensors damaged
25	Brake- Front or Rear	Brake fault	Brake sensor or wiring malfunction	Check brake lever sensors & wiring; Try adjusting wire/sensor, replace faulty
30	Display / HMI / Controller / Wiring Harness	Communication fault	Communication error between components	Check connectors between display, controller, & sensors, Unplug & Re-Plug make sure plugs are properly aligned & no internal or external damage

PLEASE ALWAYS acknowledge LOCAL LAWS, WEAR A HELMET, RIDE SAFELY! DO NOT MAKE UNAUTHORIZED CHANGES, this VOIDS all WARRANTY

If you have any questions, please reach out to your local eBike store or
The RIDE Bikes