

Troubleshooting guide

These are the first steps if your bike will not go or the motor makes strange noises.



Incorrect position



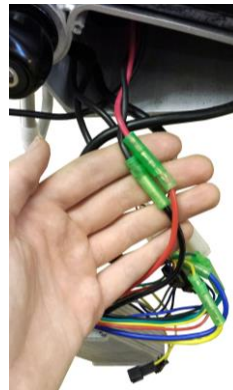
Please make sure that your throttle is in a down position as it is one of the only water ingress points on the bike. If there is a chance that water has got in please let the throttle dry for a day or so before moving on. You can try a small amount of WD40 to clear any water out and move it to correct position.



Correct position

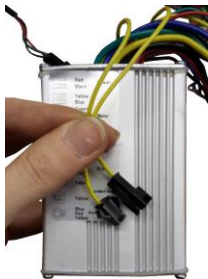
Step 1

The first thing to check is that the power from the battery is getting to your control box. Undo the black plastic cover (four screws) underneath the battery to get access to your control box. Gently ease the control box out so you have access to all the wire. Locate the red and black wires as shown. Now turn the battery on and with a volt meter check to see if you have voltage going to the control box. If you have a 24v bike you should see around 27 volts and if you have a 36v bike you should see around 42 volts.



Step 2

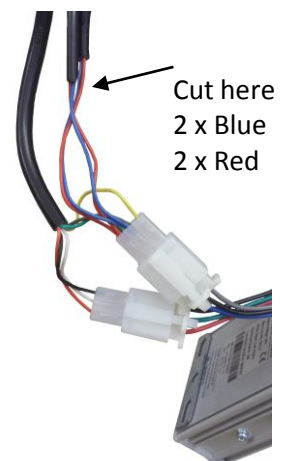
If you're not getting any power it could be a problem with the power pickups on the battery and the frame. Make sure the battery is dropping onto the pins nicely. You can use a torch to help you see how the alignment is.



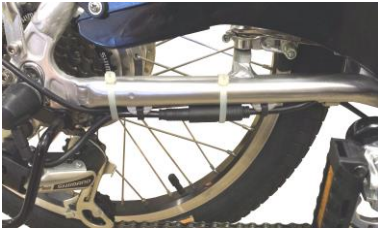
Please note: there will be a small yellow wire in your control box. If this wire is apart don't re-attach it as this controls the polarity of the pedal assist. Basically please leave the yellow wires as you find them.

Step 3

The next stage if the bike still won't go but you have power to your control box is to look at the cut out wires. These are wires that will cut the power when the brake is applied but sometimes the sensors can malfunction. On your control box will be two white block clip connections. These are your throttle connections and on one there are two extra red and two extra blue wires. These are the cutout wires and the easiest way to make sure they are not upsetting the power is to cut them. Normally you can cut them remembering that you might want to re-attach them at a later time. So leave enough wire to re-connect.



Step 4



If there is still no power to the motor or it's noisy it's likely to be a loose connection. If you can have someone hold the throttle on so the bike will run, give each of the connections inside the control box a small wiggle to check that power isn't being cut out by one. The important area to look is the rear wheel power connector which is a black submarine loom. Normally held in place by cable ties you can cut these to give you access to wiggle the connection to see if the problem is in this area. If it comes apart for any reason please note there are directional arrows on each side of the plug to align it back together.



If you own the one bike and none of these tips have made the bike run again it may be better to return the bike to our base so we can have a further in depth. look. Please just make sure to wrap the bike with the battery and the key very very well as most couriers play football with the parcels. You can also feel free to bring the bike to any of the exhibitions as we always strive to carry a full workshop to help. We are very sorry for any problems you may be having but we can soon sort it out for you. Please ring for advice as we can help you solve many problems over the telephone.

We are open Monday 12-3 and Tuesday/Wednesday 9-3 with an appointment
Just call 02476 303228 or email contact@asbikes.co.uk

Troubleshooting guide with two bikes

There are a few more tips for when you own two bikes as you can use one bike as a test against the other. Very carefully you may be able to interchange the battery's to check there isn't any problem with your battery.

The first thing to check is if the motor is ok. You can test this by unplugging the rear connector from both bikes and plugging the good bike into the motor of the no go bike. Please remember there are directional arrows. Hopefully the motor should run fine to let you move on.

Put the rear connectors back together as they were and then the next easiest connection to check is the throttle. This will be the two white connectors and you just plug the good bikes throttle into the no go bike and test again. If it then runs then it may be your throttle switch has malfunctioned.

The last part to try is to transfer the control box from the good bike to the no go bike making sure you remember which one is which.

After this then to would be best to either see us at an exhibition where we normally have a mobile workshop or send the bike back to base. There are not many instances where it won't be one of these small checks but we are always happy to help.