Pure Advance & Air³ Error Codes

Error Code	Description	Recommended next step by workshop	CS feedback to customer
E0	Motor Temp Out of Range	Check wiring, motor and MCU if problem persist replace motor and or MCU.	Return to Pure for repair.
E1	Brake Fault	Check brake lever and electrical cable and repair/replace as required.	Return to Pure for repair.
E2/F2	Throttle Fault	Check throttle lever and electrical cable and repair/replace as required.	Return to Pure for repair.
E3	Communication Fault	Check communication cable between VCU and MCU. Replace if required.	Return to Pure for repair.
E4	Overcurrent Fault	Check motor wiring, motor and MCU. Replace motor and or MCU as required.	Return to Pure for repair.
E5	Undervoltage Fault	Check if battery accepts charge, check battery connections. Replace if required.	Return to Pure for repair.
E6	Overvoltage Fault	Replace battery, charger and MCU.	Return to Pure for repair.
E7	Motor Hall Fault	Check motor cable connection. Replace motor and or MCU as required.	Return to Pure for repair.
E8	Reserved		
E9	MCU Over Temperature	Expected behaviour on long hill climbs. Leave scooter to cool down for 1 hour. If error does not clear check MCU for moisture/debris and clean and or replace MCU as required.	Expected behaviour on long hill climbs. Leave scooter to cool down for 1 hour. If error does not clear return to Pure for repair.
E10	MCU Temp Out of Range	Replace MCU.	Return to Pure for repair.
E11	Motor Over Temperature	Expected behaviour on long hill climbs. Leave scooter to cool down for 1 hour. If error does not clear, replace motor.	Expected behaviour on long hill climbs. Leave scooter to cool down for 1 hour. If error does not clear return to Pure for repair.
E12	Reserved		
E13	Battery Communication Fault	Check battery connections, replace battery and or MCU as required.	Return to Pure for repair.
	Battery does not charge	Expected behaviour straight after use, especially in warm ambient temperatures. Check charger and replace as required. Connect charger and leave scooter to cool down for 12 hours, if problem persists check charger, connections and battery and replace if required.	Expected behaviour straight after use, especially in warm ambient temperatures. Check charger light goes green when connected to mains before connecting to scooter. Connect charger and leave scooter to cool down for 12 hours. If problem persists return to Pure for repair.
	Scooter is low on power	Leave scooter to cool down for 1 hour, if problem persists check wiring, motor, MCU, throttle and battery and replace if required.	Leave scooter to cool down for 1 hour. If problem persists return to Pure for repair.