

## Pure Air GEN1 & GEN2 Error codes

Error code	Fault Description	Maintenance/Part required	Advice
1	Battery Current Malfunction	Replace Controller	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
2	Battery Voltage Malfunction	Replace Controller, Test, if fault remains then replace the battery	Battery should not be charged when this error code is present. Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
4	Battery Over Voltage Malfunction	Replace Controller, Test, if fault remains then replace battery	Battery should not be charged when this error code is present. Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
8	Wheel Sensor Malfunction	Replace Controller, Test, if fault remains then replace battery	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
10	Communication Fault	Replace Controller	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
20	Communication Fault	Replace Controller	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
40	Motor fault	Replace motor	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
80	Controller temprature fault	Replace Controller	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
100/H1	Throttle fault	Replace Throttle - Available to buy here > <a href="https://www.pureelectric.com/collections/pure-scooters-spare-parts/products/throttle-kit">https://www.pureelectric.com/collections/pure-scooters-spare-parts/products/throttle-kit</a>	If fault does not clear then replace the display, test, then Controller. Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
200/H2	Brake lever fault	Replace Brake Lever - Available to buy here > <a href="https://www.pureelectric.com/collections/pure-scooters-spare-parts/products/brake-lever-kit">https://www.pureelectric.com/collections/pure-scooters-spare-parts/products/brake-lever-kit</a>	If fault continues replace display, test, then Controller. Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
400/H4	Controller software fault	Replace Controller	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
800/H8	Motor Temprature Fault	Replace motor	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.
HH	Firmware Fault	Firmware upadate via App	Download latest verison from Andriod or Apple app store. Connect to your scooter via Bluetooth and follow instructions
8000/ r8	Display and Controller communication fault	Remove the handlebars and check the cables are connected properly. It will need replacing if damed. If fault remains then replace display, test again, then replace the controller.	Contact Pure Electric customer services or check list of approved repair agents for spare part stockists.