

# Definition of Error Codes

Error	Declaration	Troubleshooting
04	The throttle has fault.	<ol style="list-style-type: none"> <li>1. Check the connector and cable of the throttle are not damaged and correctly connected.</li> <li>2. Disconnect and reconnect the throttle, if still no function please change the throttle.</li> </ol>
05	The throttle is not back in its correct position.	Check the connector from the throttle is correctly connected. If this does not solve the problem, please change the throttle.
07	Overvoltage protection	<ol style="list-style-type: none"> <li>1. Remove and re-Insert the battery to see if it resolves the problem.</li> <li>2. Using the BESST tool update the controller.</li> <li>3. Change the battery to resolve the problem.</li> </ol>
08	Error with the hall sensor signal inside the motor	<ol style="list-style-type: none"> <li>1. Check all connectors from the motor are correctly connected.</li> <li>2. If the problem still occurs, please change the motor.</li> </ol>
09	Error with the Engine phase's	Please change the motor.
10	The temperature inside the engine has reached its maximum protection value	<ol style="list-style-type: none"> <li>1. Turn off the system and allow the Pedelec to cool down.</li> <li>2. If the problem still occurs, please change the motor.</li> </ol>
11	The temperature sensor inside the motor has an error	Please change the motor.
12	Error with the current sensor in the controller	Please change the controller or contact your supplier.

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13	Error with the temperature sensor inside of the battery	<ol style="list-style-type: none"> <li>1. Check all connectors from the battery are correctly connected to the motor.</li> <li>2. If the problem still occurs, please change the Battery.</li> </ol>
14	The protection temperature inside the controller has reached its maximum protection value	<ol style="list-style-type: none"> <li>1. Allow the pedelec to cool down and restart the system.</li> <li>2. If the problem still occurs, please change the controller or contact your supplier.</li> </ol>
15	Error with the temperature sensor inside the controller	<ol style="list-style-type: none"> <li>1. Allow the pedelec to cool down and restart the system.</li> <li>2. If the problem still occurs, Please change the controller or contact your supplier.</li> </ol>
21	Speed sensor Error	<ol style="list-style-type: none"> <li>1. Restart the system</li> <li>2. Check that the magnet attached to the spoke is aligned with the speed sensor and that the distance is between 10 mm and 20 mm.</li> <li>3. Check that the speed sensor connector is connected correctly.</li> <li>4. Connect the pedelec to BESST, to see if there is a signal from the speed sensor.</li> <li>5. Using the BESST Tool- update the controller to see if it resolves the problem.</li> <li>6. Change the speed sensor to see if this eliminates the problem. If the problem still occurs, please change the controller or contact your supplier.</li> </ol>
25	Torque signal Error	<ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. Please connect the pedelec to the BESST system to see if torque can be read by the BESST tool.</li> <li>3. Using the BESST Tool update the controller to see if it resolves the problem, if not please change the torque sensor or contact your supplier.</li> </ol>

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26	Speed signal of the torque sensor has an error	<ol style="list-style-type: none"> <li>1. Check that all connections are connected correctly.</li> <li>2. Please connect the pedelec to the BESST system to see if speed signal can be read by the BESST tool.</li> <li>3. Change the Display to see if the problem is solved.</li> <li>4. Using the BESST Tool update the controller to see if it resolves the problem, if not please change the torque sensor or contact your supplier.</li> </ol>
27	Overcurrent from controller	Using the BESST tool update the controller. If the problem still occurs, please change the controller or contact your supplier.
30	Communication problem	<ol style="list-style-type: none"> <li>1. Check all connections on the pedelec are correctly connected.</li> <li>2. Using the BESST Tool run a diagnostics test, to see if it can pinpoint the problem.</li> <li>3. Change the display to see if the problem is solved.</li> <li>4. Change the EB-BUS cable to see if it resolves the problem.</li> <li>5. Using the BESST tool, re-update the controller software. If the problem still occurs please change the controller or contact your supplier.</li> </ol>
33	Brake signal has an error (If brake sensors are fitted)	<ol style="list-style-type: none"> <li>1. Check all connectors are correctly connected on the brakes.</li> <li>2. Change the brakes to see if the problem is solved.</li> </ol> <p>If problem continues Please change the controller or contact your supplier.</p>
35	Detection circuit for 15V has an error	Using the BESST tool update the controller to see if this resolves the problem. If not, please change the controller or contact your supplier.
36	Detection circuit on the keypad has an error	Using the BESST tool update the controller to see if this resolves the problem. If not, please change the controller or contact your supplier.

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37	WDT circuit is faulty	Using the BESST tool update the controller to see if this resolves the problem. If not, please change the controller or contact your supplier.
41	Total voltage from the battery is too high	Please change the battery.
42	Total voltage from the battery is too low	Please Charge the battery. If the problem still occurs, please change the battery.
43	Total power from the battery cells is too high	Please change the battery.
44	Voltage of the single cell is too high	Please change the battery.
45	Temperature from the battery is too high	Please let the pedelec cool down. If problem still occurs, please change the battery.
46	The temperature of the battery is too low	Please bring the battery to room temperature. If the problem still occurs, please change the battery.
47	SOC of the battery is too high	Please change the battery.
48	SOC of the battery is too low	Please change the battery.
71	Electronic lock is jammed	1. Using the BESST tool update the Display to see if it resolves the problem. 2. Change the display if the problem still occurs, please change the electronic lock.
81	Bluetooth module has an error	Using the BESST tool, re-update the software onto the display to see if it resolves the problem. If not, Please change the display.