

## Ninebot PTR and Ninebot Elite Error Codes

Error code	Error	Error Reason	Solutions/suggestions
1	Motor1 Hall abnormal Sensor	Motor Hall Sensor or Magnet damaged	Need to replace new drive board
2	Motor2 Hall abnormal Sensor	Motor Hall Sensor or Magnet damaged	Need to replace new drive board
3	Motor1 abnormal Encoder	The CD of Motor Encoder damaged	Need to replace new drive board
4	Motor2 abnormal Encoder	The CD of Motor Encoder damaged	Need to replace new drive board
5	Motor1 Total abnormal current Sensor	Drive the total current sampling circuit	Need to replace new drive board
6	Motor2 Total abnormal current Sensor	Drive the total current sampling circuit	Need to replace new drive board
7	Motor1 Phase abnormal current sensor	Drive the total current sampling circuit or MOS FET open abnormally	Need to replace new drive board
8	Motor2 Phase abnormal current sensor	Drive the total current sampling circuit or MOS FET open abnormally	Need to replace new drive board
9	Driver1The Down bridge arm MOSFET damaged	MOS FET damaged or opened abnormally	Need to replace new drive board
10	Driver1Up bridge arm MOSFET damaged	MOS FET damaged or opened abnormally	Need to replace new drive board
11	Driver2 Down bridge arm MOSFET damaged	MOS FET damaged or opened abnormally	Need to replace new drive board
12	Driver2Up bridge arm MOSFET damaged	MOS FET damaged or opened abnormally	Need to replace new drive board
13	Motor1 Overcurrent	MOSFET opened abnormally、current sampling abnormal or Over load	Need to replace new drive board
14	Motor2 Overcurrent	MOSFET opened abnormally、current sampling abnormal or Over load	Need to replace new drive board
15	Driver total power MOSFET switch abnormally	Total power MOSFET switch circuit abnormally	Need to replace new drive board

16	The software of driver skip abnormally	Driver had not update new software	Need to replace new drive board
17	The driver of software is abnormal	the software updated failure of drive board	Need to replace new drive board
18~19	The software of driver is not matching ninebot	software updated failure of control board	Need to update the driver's FW. Need to replace control board
20	The communication of Gyroscope has failed	The Gyroscope damaged	Try reboot the Ninebot, if the error remain appear, replace new contrl board.
21	EEPROM communication failure	EEPROM damaged	replace new control board
22	The initialize of Gyroscope failed	The communication of Gyroscope damaged	replace new control board
23	The initialize of EEPROM failed	The communication of EEPROM damaged	replace new control board
24	The written FLASH error	The EEPROM written failure	replace new control board
25	Calibration error	The ninebot start shake when calibration	replace new control board
26	The software of AHRS turn abnormal	AHRS have no software	replace new control board
27	The abnormal software update of AHRS	AHRS software update failure	replace new control board
28-29	Preserved	The software of AHRS need to be update. 29: Preserved	The software of AHRS need to be update. 29: Preserved
30	The abnormal communication of driver	There is a problem about the connection between control and driver or chip problem	There can be any lose/wrong connection. There can have chance of short-circuit. Please check all the connections.
31	The abnormal communication of dash board	There is a problem about the connection between control and driver or chip problem	There can be any lose connection in between the mainframe and handle bar OR in between the handle bar and dashboard
32	The abnormal communication of posture model1	The chip of AHRS abnormal	Try reboot the Ninebot, if the error remain appear, replace new contrl board.
33	The abnormal communication of posture model2	The chip of AHRS abnormal	Lose connection handle bar
34	The abnormal connection of Angle sensor	The connection of Angle sensor has failed	Loose connection of the steering assemble
35	the MOSFET from power board	There is a problem about the	replace new control board OR there

	opened abnormally	FFC flat cable between control board and power board	There is a chance of power board failure also.
36	abnormal Battery1 output	Battery1 overfill、open circuit or short circuit protection	Test the battery, measure the voltage by a Voltmeter. If the voltage on battery#1 is Very low then we need to replace battery.
37	abnormal Battery2 output	Battery2 overfill、open circuit or short circuit protection	Test the battery, measure the voltage by a Voltmeter. If the voltage on battery#2 is Very low then we need to replace battery
38	abnormal Battery1 temperature	Battery1 overfill or the battery of temperature sensor damaged	Battery1 temperature sensor damaged, Let the Battery starts at normal temperature. If the Error exists then replaces battery.
39	abnormal Battery2 temperature	Battery2 overfill or the battery of temperature sensor damaged	Battery2 temperature sensor damaged, Let the Battery starts at normal temperature. If the Error exists then replaces battery.
40	abnormal Foot sensor	The connection of foot sensor is open or the foot mat is still been pressed	There are few steps to inspect. Please Contact ninebot engineer to guide you.
41	12V power abnormal output	An external 12V power supply short circuit or 12V power supply circuit problems	Make sure all the device you have connected To operation bar USB port has not exceed 8 Watt. If not then dismount the handle and Mount it again.
42	5V power abnormal output	An external 5V power supply short circuit or 5V power supply circuit problems	Make sure all the device you have connected To operation bar USB port has not exceed 8 Watt. If not then dismount the handle and Mount it again.

43	Chargers abnormality	Charger stop charging, output voltage is too low.	There can be three chances. 1-charger have something wrong. 2-AC power socket of your place. 3- The charge diode on the power board is broken, need to replace the power board.
44	Voltage detection through circuit unit is not calibrated	When the vehicle has not been calibrated, voltage detection through circuit	Factory test only.
45	Vehicle angle abnormality	An unexpected situation/accident/collisions	Repower the unit, make a calibration. Error will be eliminated.
46	program update anomalies	No formal procedures programmer	Reserved error code .not in use currently.
47	Jump abnormal program	Program update failed	Reserved error code .not in use currently.