Problem classification	Problem description	Problem manifestation	Solution
Fault alarm	error code 10	After turning on the vehicle, the display screen flashes with the number 10 and emits a long "beep" sound	This alarm is caused by abnormal communication on the dashboard. The following methods can be used to troubleshoot this alarm: 1. After shutting down the vehicle, check if the connection between the dashboard wiring harness and the vehicle is loose. If it is loose, unplug and plug the wiring harness terminals again; 2. Check if the wire harness pins are skewed. If they are skewed, use tweezers to straighten the pins and reinstall them; 3. If the above problems do not exist, the instrument assembly or controller needs to be replaced, and priority should be given to replacing the instrument assembly for confirmation; If the controller needs to be replaced, please contact the local after-sales service
	error code 11	After turning on the vehicle, the display screen flashes with the number 11 and emits a long "beep" and a short "beep" sound	This alarm is a controller malfunction. You can contact your local after-sales service center for assistance.
	error code 12	After turning on the vehicle, the display screen flashes with the number 12 and emits one long "beep" and two short ""beep"	This alarm is a controller malfunction. You can contact your local after-sales service center for assistance.
	error code 13	After turning on the vehicle, the display screen flashes with the number 13 and emits a long "beep" and three short "beep"	This alarm is a controller malfunction. You can contact your local after-sales service center for assistance.
	error code 14	After turning on the vehicle, the display screen flashes with the number 14 and emits a long "beep" and four short "beep"	This alarm is caused by an abnormality in the throttle hall of the finger throttle. To troubleshoot this alarm, follow the following methods: 1. Check if the finger throttle rebounds smoothly. When starting up, check if the finger throttle rebounds in place. If it does not rebound in place when starting up, the dashboard will display 14 and sound an alarm. After the finger throttle rebounds in place, restart to confirm; 2. If the throttle rebounds and gets stuck, you can use a 3mm hex wrench to loosen the screw at the bottom of the throttle, then tighten it again after rebounding. Note that the torque does not need to be too large to allow it to rebound smoothly. If it is ineffective, you need to replace the finger throttle
	error code 15	After turning on the vehicle, the display screen flashes with the number 15 and emits a long "beep" and five short "beep"	This alarm is caused by an abnormal Hall signal of the brake lever. The following methods can be used to troubleshoot this alarm: 1. Check whether the brake lever rebounds in place. If it does not rebound in place during startup, the dashboard will display 15 and sound an alarm. After the brake lever rebounds in place, restart to confirm;
	error code 18	After turning on the vehicle, the display screen flashes with the number 18 and emits a long "beep" and eight short "beep"	This alarm is caused by an abnormality in the Hall sensor of the motor. The following methods can be used to troubleshoot this alarm: 1. Turn off the vehicle, check if the connection between the motor and the controller is loose, and re plug and unplug the connection wire for confirmation; 2. If the above phenomenon does not exist, it is necessary to replace
	error code 21	After turning on the vehicle, the display screen flashes with the number 21 and emits two long "beep" and one short "beep"	This alarm is caused by a battery communication error. The following methods can be used to troubleshoot this alarm: 1. Check if the connection between the battery and the controller is loose, and reinsert and unplug the connection cable; 2. If the above phenomenon does not exist, replace the battery and try again;
	error code 23	After turning on the vehicle, the display screen flashes with the number 23 and emits two long "beep" and three short "beep"	This alarm is caused by abnormal battery conditions. To troubleshoot this alarm, follow the following steps: 1. Connect the vehicle to the APP and check if the battery condition is abnormal in the vehicle details section; 2. If there are any abnormalities, check if the APP firmware needs to be updated, update it, and then turn on the computer to confirm if
	error code 35	After turning on the vehicle, the display screen flashes with the number 35 and emits three or two long "beep" and five short "beep"	This alarm is a controller malfunction. You can contact your local after-sales service center for assistance.
	error code 39	After turning on the vehicle, the display screen flashes with the number 39 and emits three long "beep" and nine short "beep"	This alarm is caused by abnormal battery temperature. You can troubleshoot it by ensuring that the ambient temperature is between -10 ° C and 50 ° C, allowing the vehicle to stand for more than half an hour, and then turning it on to confirm if the problem has been resolved. If it is not resolved, the battery needs to be replaced for processing;
	error code 40	After turning on the vehicle, the display screen flashes with the number 40 and emits four long "beep"	This alarm is a controller malfunction. We suggest that you contact the official after-sales or authorized service provider for further processing.
	error code 42	After turning on the vehicle, the display screen flashes with the number 42 and emits four long "beep" and two short "beep"	This alarm is due to the motor not being calibrated. You can first shut down the vehicle, then press the brake lever, and long press the power button for 15 seconds (first time for 5 seconds) to keep the motor stable. If you hear three "beep", it means calibration is successful. You can then restart the vehicle to observe its status. If the above solution cannot help you, we suggest that you contact

	error code 45	After turning on the vehicle, the display screen flashes with the number 45 and emits four long "beep" and five short "beep"	This alarm is a controller malfunction. We suggest that you contact the official after-sales or authorized service provider for further processing.
	error code 50	After turning on the vehicle, the display screen flashes with the number 50 and emits five long "beep"	This alarm is caused by an abnormality in the motor. You can first check whether the motor harness connection is normal, then try unplugging and plugging the connection wire again. If it still does not solve the problem, you need to replace the motor for processing; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further
	error code 51	After turning on the vehicle, the display screen flashes with the number 51 and emits five long "beep" and one short "beep"	This alarm is caused by overvoltage in the controller, and the main cause of this alarm is the use of a non vehicle specific charger. You can turn off the vehicle and let it sit for a while before restarting to see if the problem is resolved. If it is not resolved, we suggest that you contact the official after-sales service or authorized service provider for further
	error code 52	After turning on the vehicle, the display screen flashes with the number 52 and emits five long "beep" and two short "beep"	This alarm is caused by the motor not being able to rotate. You can first use a good motor for replacement testing. If the vehicle problem is solved, replace the motor. If it still does not solve the problem, contact the after-sales service center to replace the controller; If the above solution cannot help you, we suggest that you contact
	error code 53	After turning on the vehicle, the display screen flashes with the number 53 and emits five long "beep" and three short "beep"	This alarm is caused by overcurrent in the controller, and the main cause of this alarm is vehicle overload. You can turn off the vehicle and let it sit for a moment before restarting. When riding, the vehicle should not exceed the maximum load capacity of 75kg. Check if the fault has been resolved. If it has not been resolved, we suggest that you contact the official
	error code 54	After turning on the vehicle, the display screen flashes with the number 54 and emits five long "beep" and four short "beep"	This alarm is caused by overcurrent in the controller, and the main cause of this alarm is vehicle overload. You can turn off the vehicle and let it sit for a moment before restarting. When riding, the vehicle should not exceed the maximum load capacity of 75kg. Check if the fault has been resolved. If it has not been resolved, we suggest that you contact the official
Battery charging	Unable to charge	After connecting the charger to the vehicle, the vehicle does not display charging status or the charger does not turn red light	If your vehicle is unable to charge, you can follow the following methods to troubleshoot: 1. Use the APP to connect the vehicle and check the battery temperature in the battery information. If the battery temperature is not within 0-40 ℃, it cannot be charged. If it is not within the temperature range, it is recommended to let the vehicle stand for
	Charger overheating	Feeling hot when touching the charger while charging	If you find that the charger is slightly overheating while using it, you don't need to worry. The skateboard charger adopts a fanless sealed structure design, which can effectively prevent dust and is more durable than chargers that use fan cooling. Because there is no fan cooling, the temperature during operation may be higher. It is recommended to place the charger in a well ventilated environment
Power on/off	Unable to power on	Pressing the power button does not display on the vehicle screen	If your vehicle is unable to start, you can troubleshoot it by following the following methods: 1. Check if the on/off button on the dashboard can rebound normally. If it cannot rebound normally, replace the instrument assembly; 2. If the dashboard assembly button can rebound normally, plug the charger into the power supply but not connect it to the vehicle. At this time, the charger should light up green. If the red light is on or not, the charger needs to be replaced. If the charger is normal, connect it to the vehicle; a) After connecting the vehicle, observe whether the indicator light of the charger turns red. Wait for about 10 seconds to see if the vehicle is turned on. If it can be charged and turned on normally, it indicates that the button is damaged and the instrument assembly needs to be replaced; b) If the charger turns red and the vehicle still does not turn on, it may be due to a black screen in the instrument assembly or a controller malfunction. Further investigation is needed. Open the instrument assembly, check if the connection wire between the instrument assembly and the vehicle is loose, and reinsert and unplug the connection wire; c)
	Unable to shut down	Long press the power button and the vehicle will not shut down	The situation where the vehicle cannot be shut down may be caused by the vehicle being in alert mode or the button being damaged. To solve this problem, follow the following steps: 1. Push the vehicle, check if there is resistance to the motor, and the vehicle will make a "beep" sound. If so, it indicates that the vehicle is in alert mode and cannot be manually shut down. The owner needs to use the APP to release the alert mode; 2. Check if the switch button can rebound normally. If it cannot rebound normally or if there is no tactile sensation when pressed, the instrument assembly needs to be replaced; 3. Re plug and unplug the connection wire between the instrument assembly and the vehicle body to confirm if it can be shut down
	Automatic power on/off	The vehicle automatically starts or shuts down without pressing the power button	If there is an automatic power on/off situation, you can investigate it by following the following methods: 1. Check if the vehicle has been exposed to water or rain, and if there is water, let it stand still and dry it; 2. Check if the on/off button can rebound normally. If it cannot rebound properly, the instrument assembly needs to be replaced; 3. Re plug and unplug the connection cable between the instrument assembly and the vehicle body to confirm if it can be shut down normally. After a while, restart and confirm; 4. If all the above are found to be invalid after investigation, the instrument assembly needs to be replaced; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further
	Unable to accelerate	Sliding vehicle presses the accelerator, the vehicle does not move	If there is an inability to accelerate, you can troubleshoot it by following the following methods: 1. Push the vehicle, is there any resistance in the motor, and the vehicle will make a "beep" sound? If it is indicated that the vehicle is in lock mode and cannot be manually ridden, the owner must use the app to release the alert mode.

Category	Issue	Description	Solution
Cycling experience	Unable to reach maximum speed	When cycling, the speed cannot reach the declared speed value	There are many reasons that affect the riding speed of vehicles. When the maximum speed cannot be reached, you can check by the following methods: 1. Confirm whether the vehicle speed unit on the display screen is km/h, and you can adjust the speed unit display in the APP; 2. Confirm if the vehicle has been activated. If not activated, the vehicle is in a speed limit state and cannot be ridden to the highest speed; When not activated, the vehicle will make a "beep" sound, which needs to be activated in the APP; 3. Confirm whether the cycling mode is switched to S gear, in which the vehicle can travel to the maximum speed.
Vehicle noise	Motor noise	The motor rotates normally with abnormal sound or has difficulty rotating, resistance, and accompanied by abnormal noise	If your vehicle experiences abnormal motor noise, you can troubleshoot it by checking for foreign objects between the motor and the front fork. If there is any interference, clean the foreign objects; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further
	Mudguard noise	Abnormal sound from the mudguard during cycling	If your vehicle experiences abnormal noise from the mudguard, you can troubleshoot it as follows: 1. Check if there are any foreign objects between the mudguard and the tire. If there are any, clean them up; 2. Please check if the screws fixing the mudguard and its support components are loose. If they are loose, tighten the fixing screws.
	T-pole/folding handle stand off noise	Abnormal noise from T-pole/folding handle stand	If your vehicle experiences abnormal noise, you can troubleshoot it as follows: 1. Check if the fixing screws of the T-bar assembly are loose. If they are loose, use a 5mm hex wrench to tighten them; 2. Check if the folding wrench is loose. If it is loose, use two open-ended wrenches, 6mm and 8mm, to adjust the tightness of the hexagonal shaft; 3. If all the above are found to be invalid after investigation, the T-bar assembly needs to be replaced; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further
P/Bluetooth connecti	Unable to connect to app	Mobile phone unable to connect to vehicle	If there is a situation where you cannot connect to the app, we suggest that you troubleshoot it as follows: 1. Download the latest "Sewage Ninebot" app from the app store, turn on the Bluetooth and location functions of the phone, and the phone can connect to the internet normally. The phone system does not have the relevant permissions to disable the app;
	Firmware upgrade failed	APP prompts failure during firmware upgrade	When the upgrade fails, please first confirm that the mobile network signal communication is normal during the upgrade process, and ensure that the Bluetooth is connected (the Bluetooth symbol on the display screen is always on), then re upgrade and confirm. If the upgrade still fails, please download the "Sewage Ninebot" app again or restart your phone to try again;
	Registration/activation failed	Prompt for failed registration/activation	When the upgrade fails, please first confirm that the mobile network signal communication is normal during the upgrade process, and ensure that the Bluetooth is connected (the Bluetooth symbol on the display screen is always on), then re upgrade and confirm. If the upgrade still fails, please download the "Sewage Ninebot" app again or restart your phone to try again;
Range	Short range	Unable to reach promotional mileage during actual cycling	In actual use, speed, load capacity, road conditions, number of starts and stops, and ambient temperature can all have a certain impact on endurance. If there is a short endurance, it is recommended that you investigate it in the following way: 1. Full speed endurance: refers to driving at a maximum speed and constant speed on a flat road surface with a load capacity of 75kg
Throttle brake	Unable to brake	Pinch brake ineffective or ineffective	When there is a situation where the brake cannot be applied or the braking force is reduced, you can troubleshoot it in the following way: 1. Turn on the front lights and observe whether the rear tail lights are on at the same time. If the rear tail lights are not on, it indicates that the tail lights are damaged. It is recommended to
lighting	The front lights do not light up	After turning on the front lights, the display screen shows that the front light indicator light is on, but the front headlights are not on	If there is a situation where the front lights are not on, we suggest that you troubleshoot it by following the following steps: 1. After the vehicle is turned on, press the power button briefly to observe whether the front lights are on. If the front lights are not on and the instrument panel displays the front light symbol, replace the front lights;
Installation and use	Car handlebars crooked	When riding, I feel that the handlebars are not perpendicular to the front wheels	Adjustment method for crooked handlebars: First, loosen the two screws on the side of the T-bar, fine tune the direction of the handlebar and the vehicle, and then tighten the two screws on the side with alternating force multiple times after adjustment; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further processing.
	Handlebar part	Damaged handlebars	If you need to replace spare parts, please refer to the diagram to find the name of the spare parts and purchase the corresponding materials: 1. Left handlebar sleeve; 2. Bell brake lever assembly; 3. Instrument assembly; 4. Pointing and turning the handle; 5. Right handlebar sleeve; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further

Appearance damage	Front wheel area	There is damage to the front wheel area	If you need to replace spare parts, please refer to the diagram to find the name of the spare part and purchase the corresponding material: 1. Inner hexagon cylindrical head M6 × 20 screws; 2. Front reflector assembly; 3. Front mudguard; 4. Left/right front reflector holder; 5. Side reflector assembly; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further processing.
	Front pedal area	There is damage to the front pedal area	If you need to replace spare parts, please refer to the diagram to find the name of the spare parts and purchase the corresponding materials: 1. Charging port rubber plug; 2. Foot rest; 3. Double hole outlet rubber plug; 4. Foot brace; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further processing.
	Rear wheel area	There is damage to the rear wheel area	If you need to replace spare parts, please refer to the diagram to find the name of the spare parts and purchase the corresponding materials: 1. Rear mudguard assembly; 2. Rear taillights; 3. Drum brake; If the above solution cannot help you, we suggest that you contact the official after-sales or authorized service provider for further processing.