'Short Range' Diagnosis Chart

Updated: January 12, 2004

Abnormally high friction in the drive train

Batteries not fully charged when starting ride.

Did not fully charge the eGO before riding

Charger not properly charging the batteries

Binding rear brake caliper.
CHECK: Brake pads rubbing on the rear rim.
ACTION: Loosen brake cable. Reposition pads.

Excessive secondary belt tension.
ACTION: Loosen belt tension
PROCEDURE: "Secondary belt tension"

Charger is defective
PROCEDURE: "Troubleshooting a Charger Failure"

Not plugged in long enough.
ACTION: Plug in and wait for RED/GREEN LEDs

Binding front brake caliper.
CHECK: Free spinning front wheel.
ACTION: If binding, loosen cable or pads
PROCEDURE: "Front Brake Adjustment"

Excessive primary belt tension.
ACTION: Loosen primary belt tension.
PROCEDURE: "Primary belt tension"

One or more of the batteries are defective.
CHECK: 1. Test voltage of each battery (>12.0V is ok.) 2. Charger functions normally, but LEDs never turns RED/GREEN.
ACTION: Replace bad battery if found.
PROCEDURE: "Replace Battery"

Batteries are more than 4 years old or have been left uncharged for more than two months.
ACTION: Replace batteries
PROCEDURE: "Replace Battery"

When riding I experience shorter range than expected

Motor was severely overloaded and overheated
CHECK: Burned smell. Noisy.
PROCEDURE: "Motor Replacement"

Batteries are NEW (fewer than 10 rides) but not fully conditioned.
PROCEDURE: Exercise by riding and recharging fully ~10 times.

Batteries are more than 4 years old or have been cycled more than 800 times
ACTION: Batteries have reached 'end of life' and must be replaced.
PROCEDURE: "Replace Battery"

Motor brush spring weak. Not keeping brush on commutator.
CHECK: Brush spring shape and color.
PROCEDURE: "Motor Replacement".
Replace brush if necessary

One or more motor winding is shorted.
CHECK: Motor becomes very hot after just a short ride
PROCEDURE: "Motor Replacement"

Faulty motor wiring harness or connection.
DIAGNOSE: Visually inspect power wiring for loose or melted insulation or connectors

Batteries have been damaged by being stored in hot environment or uncharged for extended period of time.
CHECK: Test voltage of each battery (12.0V or better is ok.)
PROCEDURE: "Battery Removal"

Batteries have been charged but unused for more than three months.
PROCEDURE: Fully charge batteries.

Motor is consuming higher than normal current

Batteries are not storing a full charge of energy