

TROUBLESHOOTING GUIDE

Problem	Possible Cause	Solution
Vehicle does not run	Undercharged battery	<p>Charge the battery. A new battery should have been charged for at least 12 hours before using the vehicle for the first time and up to 8 hours after each subsequent use.</p> <p>Check all connections. Make sure the charger port is tightly plugged into the charging port on the Pocket Mod, and that the charger is plugged into the wall.</p> <p>Make sure power flow to the wall outlet is on.</p>
	Charger is not working	You may check to see if your charger is working by using a volt meter or asking your local Razor authorized service center to test your charger for you.
Vehicle was running but suddenly stopped	Burned out fuse	<p>The fuse will burn out and automatically shut off the power if the motor is overloaded.</p> <p>An excessive overload, such as too heavy a rider or too steep a hill, could cause the motor to overheat. Replace the fuse with a new one of equal amperage. Correct the conditions that caused the fuse to burn out and avoid repeatedly burning out fuse.</p>
	Motor or electrical switch damage	Contact your local Razor authorized service center for diagnosis and repair.
Short run time (less than 30 minutes per charge)	Undercharged battery	<p>Charge the battery. A new battery should have been charged for at least 12 hours before using the vehicle for the first time and up to 8 hours after each subsequent use.</p> <p>Check all wires and connectors. Make sure the battery connector is tightly plugged into the charger connector, and that the charger is plugged into the wall.</p> <p>Make sure power flow to the wall outlet is on.</p>
	Battery is old and will not accept full charge	Even with proper care, a rechargeable battery does not last forever. Average battery life is 1 to 2 years depending on vehicle use and conditions. Replace only with a Razor replacement battery.
	Brakes are not adjusted properly	Refer to adjusting the brakes instructions on page 4.
Vehicle runs sluggishly	Driving conditions are too stressful	Use only on solid, flat, clean and dry surfaces such as pavement or level ground.
	Tires are not properly inflated	The tires are inflated when shipped, but they invariably will lose some pressure between the point of manufacturing and your purchase. Refer to instructions on page 4.
	Vehicle is overloaded	Make sure you do not overload the vehicle by allowing more than one rider at one time, exceeding the 220 lb. maximum weight limit, going up a hill or towing objects behind the vehicle. If the vehicle is overloaded, the circuit breaker may trip and shut off power to the motor. Correct the driving conditions that caused the overload, wait a few seconds, and then push the breaker to reset the circuit. Avoid repeatedly tripping the circuit breaker.

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Sometimes the vehicle doesn't run, but other times it does	Loose wires or connectors	Check all wires around the motors and all connectors to make sure they are tight.
	Motor or electrical switch damage	Contact your local Razor authorized service center for diagnosis and repair.
Charger gets warm during use	Normal response to charger use	No action required. This is normal for some chargers and is no cause for concern. If your charger does not get warm during use, it does not mean that it is not working properly.
Vehicle does not stop when applying the brake	Brakes are not adjusted properly	Refer to adjusting the brakes instructions on page 4.
Vehicle makes loud noises or grinding sounds	Chain adjustment is too tight or too loose	Refer to instructions on page 5 of this manual to properly adjust chain and sprocket.
	Chain is too dry	Apply a lubricant such as 3 in 1™ or Tri-Flow™ to the chain.

Need Help? Visit our web site for updates and a list of authorized service centers at www.razor.com or call toll-free at **866-467-2967** Monday - Friday 8:00 AM - 5:00 PM Pacific Time.