



STT-2024-7
Service Tech Tip:
'24 Explorer Error Code Chart

Use this list to identify any error codes on the 2024 Explorer.

Symptom	Error Code Listed on Display	Reason	How to Troubleshoot
When the bike is powered on, the "ready " light doesn't activate.		<ol style="list-style-type: none"> 1. Kickstand switch fault. 2. Brake switch fault. 3. The emergency switch is damaged, or the key is not in place. 	<ol style="list-style-type: none"> 1. Remove or replace kickstand switch. 2. Remove or replace brake switch. 3. Replace emergency switch.
The bike is powered on and activates the "ready" light, but the motor doesn't work.	1.10 1.20 2.30 2.50	<ol style="list-style-type: none"> 1. Fault in battery. 2. Fault in controller. 3. Fault in motor. 4. Fault in throttle or cannot return back. 5. Brake power off switch is damaged. 	<ol style="list-style-type: none"> 1. Check cable to battery. Replace if needed 2. Disconnect & reconnect controller. Replace if needed . 3. Disconnect & reconnect motor. Replace if needed 4. Check throttle connection and cable. Replace if needed. 5. Check brake lever connection and/or brake switch. Replace if needed.
Failure of speed regulation or the units max speed is lower.	1.The display only shows two grids of battery power 2. 11 12 3.21 4.31 5.40 6.41 7.50	<ol style="list-style-type: none"> 1. Battery is lower than 20%. 2. Battery temp. is higher than 60 or lower than 0. 3. The controller temp. is higher than 90. 4. The motor temp. is higher than 120. 5. Abnormal charging & discharging/Abnormal BMS function. 6. The battery cell temp is higher than 54. 7. Faulty throttle assy. 	<ol style="list-style-type: none"> 1. Charge battery fully. 2. Wait for battery to get to operating temp. 3. Wait for temp to be lower than 90. 4. Wait for temp to be lower than 120. 5. Turn off unit and disconnect the battery cable, contact service dept for diagnosis. 6. Turn off unit & stop charging. Wait for temp. to lower. 7. Replace throttle assy.
Switch is broken.	60	<ol style="list-style-type: none"> 1. Broken switch. 	<ol style="list-style-type: none"> 1. Check if the switch or cable is broken. If so replace.
Insufficient mileage from a single charge.		<ol style="list-style-type: none"> 1. The tire pressure is low. 2. Battery not charged fully or faulty charger. 3. Brake adj not correct, excessive driving resistance. 4. Battery is old/damaged. 5. Rough terrain, hills, wind resistance, heavy load, etc. 	<ol style="list-style-type: none"> 1. Make sure tire pressure is correct. 2. Charge battery fully & inspect connection from charger to battery. 3. Adjust brake assembly. 4. Replace battery. 5. It is normal for milage to fluctuate depending on terrain, load, environment.
Charger doesn't work.	<ol style="list-style-type: none"> 1. Two lights flashing. 2. Three lights are flashing. 3. Four lights are flashing. 4. Five lights are flashing. 	<ol style="list-style-type: none"> 1. Batter undervoltage (lower than 44V) or output short circuit. 2. Battery overvoltage (higher than 85V). 3. The positive and negative terminals of the battery are connected incorrectly, or the battery is overheating. 4. Charger fault. 5. The charger plug falls off or the connection is loose. 	<ol style="list-style-type: none"> 1. Restore the voltage above 56V or replace the battery. 2. Reduce the voltage to less than 84V or replace the battery. 3. Check the connection on the battery and wait for the battery temp to drop below the limit value. 4. Replace charger. 5. Check the charging input and output plug are connected properly.
Noise of plastic while riding.		<ol style="list-style-type: none"> 1. The chain is not tightened correctly. 	<ol style="list-style-type: none"> 1. Tighten the chain.
Other Faults		<ol style="list-style-type: none"> 1. If there is any faults that are not on this list. 2. Damage to the motor, controller, battery, or charger. 	Contact service@betausa.com