

# E RIDE PRO — Error Code Handling Procedure

Standardized troubleshooting guide with unified formatting and terminology.

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## 00300 — Controller Phase Overcurrent (2 beeps)

**Description:** Overcurrent detected on controller phase lines.

**Likely Causes:**

- Improper connection at the controller terminals.
- For SS3.0 specifically: motor copper lugs may be oversized and cannot fully seat in the controller's wiring slots, causing poor contact.
- Motor temperature sensor damaged and cause short.

**Recommended Actions:**

1. Inspect and re-seat all controller power connections; ensure lugs are fully inserted and fastened.
2. If the issue is related to a temperature sensor short (see 00C00), disable the motor temperature sensor on the controller side (via special firmware update cable or app), and cut the orange and brown wires at the motor connector to eliminate the short between the controller and the motor.

## 00400 — Controller Master Current Overcurrent

**Description:** Rare case of controller master current over-limit.

**Likely Causes:**

- Controller internal failure (unlikely but possible).

**Recommended Actions:**

1. Replace the controller and return the defective unit for analysis.

## 00700 — Throttle Error (3 beeps)

**Description:** Throttle circuit anomaly causing error indication.

**Likely Causes:**

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- Temperature sensor damaged/malfunctioning inside the motor.
- Wiring harness or connector between motor and controller has poor contact, pinched wires, or insulation damage.
- Firmware/configuration causing incorrect or unstable readings.

**Recommended Actions:**

1. Inspect the motor signal connector; ensure all pins are intact and wiring is not pinched or loose.
2. If wiring/connectors are normal, disable the motor temperature sensor function from the controller side (via special firmware update cable or app).
3. We do not recommend replacing the temperature sensor itself because it is installed inside the motor; disassembly/reassembly can compromise sealing and rotor balance.

**Notes:**

- Our analysis shows that the controller and the battery enter protection before the motor reaches the over- temperature threshold; there is no safety risk.

## Failure Case share 1

**Problem Cause:**

The throttle cable near the contact point between the front fork and the frame was pinched and short-circuited because the customer had adjusted the position of the front fork buffer.

**Possible Symptoms:**

1. Error code 00700 reported, throttle failure.
2. Throttle self-activates, causing unintended acceleration ("ghost throttle").
3. Throttle failure without error code: the powers on but cannot switch mode, and the bike remains stuck in P mode.

**Recommended Actions:**

1. Check the two wires on the circuit breaker; ensure both wires and screws are tight. If necessary, loosen screws and re-secure the wires.
2. If connections are good, replace the controller.

## 04000 — Communication Fault

**Description:** Typically accompanied by battery level not displaying.

**Likely Causes:**

- Display connection issue: poor contact between display and battery communication.
- Intermediate adapter cable (between main harness and display) pinched or fractured.
- Battery communication cable/connector issue (four- pin communication connector).
- Battery internal electronics fault.

**Recommended Actions:**

1. Inspect pins inside the display connector; ensure none are bent or broken.
2. Inspect the adapter cable between the main harness and the display; replace for verification if necessary.
3. Check the four pins inside the battery communication connector; ensure no loose or pushed- out pins.
4. If harness/connectors are normal: replace the battery lid cover; if unresolved, replace the entire battery.

## 00A00 — Motor Magnetic Encoder Fault (1 beep)

**Description:** Encoder signal abnormal or missing.

**Likely Causes:**

- Poor contact in the motor signal connector (loose/pushed- out pins).
- Motor magnetic encoder failure.

**Recommended Actions:**

1. Inspect every wire/pin within the motor signal connector; re-seat as needed.
2. Replace the motor side cover together with the encoder, or replace the entire motor.

## 00C00 — Motor Overheat / Temperature Sensor Fault (7 beeps)

**Description:** Under normal conditions, this alarm triggers only when the motor internal temperature exceeds ~120 °C — typically achievable only with prolonged high- speed operation while stationary with no air cooling.

**Likely Causes:**

- Throttle cable pulled too tightly at the throttle outlet, leading to intermittent contact.
- Throttle wire broken or pinched near the steering column / fork and triple clamp interference.
- Less commonly: controller fault causing spurious throttle error.

**Recommended Actions:**

1. Check throttle wiring continuity and routing; ensure no pinched or over-tensioned sections.
2. If the error appears when turning the handlebar fully right/left, inspect for strain and fork/triple- clamp chafing.
3. Replace the throttle assembly if wiring/connector damage is present.
4. If the issue persists after replacing the throttle, replace the controller.

## 00800 — Low Voltage Error (5 beeps)

**Description:** Triggered typically when battery level drops below ~5%. If battery level is normal yet the error appears, treat as battery- related.

**Likely Causes:**

- **Loose/poor connection at the circuit breaker terminals** (may cause voltage drop or abnormal readings).
- Poor internal connection within the battery pack.
- BMS firmware or hardware anomaly.

**Recommended Actions:**

1. **Inspect the circuit breaker:** Check the two wires and terminal screws; if necessary, loosen the screws, re-seat the wires, and tighten securely.
2. If **00800** occurs and the battery cannot charge: replace the battery (return the faulty unit).
3. If **00800** occurs and the battery can still charge: attempt a BMS firmware update first (**contact ERIDEPRO to obtain the BMS diagnostic tool**).
4. If the firmware update does not resolve the issue: replace the battery lid (top cover). If the customer is unable to replace the lid, coordinate with a nearby authorized dealer to perform the replacement; alternatively, arrange an RMA for the battery and return it to the customer after the replacement.

## 00900 — High Voltage Error (4 beeps)

**Description:** System detects over- voltage condition.

**Likely Causes:**

- Loose/poor connection at the circuit breaker terminals.
- Controller malfunction.