

Amcargobikes

Cargo bike enthusiast since 1992

Guide to

Solving problems with electricity issues on electrical cargo bikes

Most electrical issues are caused by a loose connection or a defective battery. Before doing troubleshooting, check the battery for damage or breakage and check all electrical wires (Follow all wires with your fingertip also under the bike and behind the saddle) for breaks or damages.

Follow the steps:

- 1) Check that the battery is 100% fully charged. Press the battery-level button, remember that the battery needs to be turned on. The battery should indicate 100%. Always check that you are using the original adapter, which you received when purchasing the bike, when charging the battery.
- 2) Lock the battery lock and turn on the battery.
- 3) Turn on the display and check that all icons are on.
- 4) Check that the wire from the back wheel is correctly mounted on the next wire, approx. 20 centimeters from the exit by the wheel. Pull the two plugs from each other. Check that they are dry, if that is not the case then use a hairdryer to dry them, on medium temperature, until they are dry. Press the plugs together again.
- 5) Check sensor by the crank. Check that there are no more than 2-3 millimeters from the black sensor to the black magnetic plate on the opposite side (the crank arm with chain teeth). You can apply a gently press with your fingertip on the black sensor until the distance are correct.
- 6) Check that the red sensor lamp, by the crank is lit up. On the sensor there is a small red lamp which should blink, when you slowly turn the crank arm around. Best is to do this when it is dark outside (evening/night), as the lamp is very small.
- 7) Check that the black magnetic plate, which is located opposite the sensor on the back of the pedal with a blade, is correctly mounted in the center and that the 3 pcs. small plastic mounting arms are not broken, so that the magnetic plate sticks when you drive.
- 8) Check that there are no loose connections by the controller. Start by removing the battery. Dismount the 4 screws which are placed under the black plastic cover on the battery box close to the saddle. The controller, a big grey box is now clearly visible. Carefully dismount one wire at a time and put it back in place and move on to the next wire until all are done. When you place the black

plastic cover back again, be careful that no wires are trapped (wire diagram is shown on the last page in the English display instruction manual).

Tip from the mechanic

Feel free to test if the "Walk-assist" function (only 9-pin models from around 2015 onwards) works. Turn on the system and hold the "up arrow" constantly for approx. 5 seconds. The engine must then be activated automatically. If the motor is running, then the problem is with the sensor and magnetic plate.

Is your electrical cargo bike still not working then you should contact your dealer. Please try to press down "SET" and "↓" buttons simultaneously, then an error message is shown in the display. Inform you dealer about the error code and they will quickly be able to locate the error.

