

TROUBLESHOOTING GUIDE

*Product(s) should be turned off and fully charged prior to doing any Troubleshooting

NOTE: All troubleshooting steps should be performed by an adult only

Problem	Possible Cause	Solution
Product does not run.	Undercharged battery.	Charge the battery. A new battery should have been charged for at least 12 hours before using the product for the first time and up to 12 hours after each subsequent use. Check all connectors. Make sure the charger connector is tightly plugged into the charging port and that the charger is plugged into a functioning wall outlet.
	Charger is not working.	Contact Razor Customer Service to get replacement charger.
Product was running but suddenly stopped.	Loose wires or connectors.	Check all wires and connectors to make sure they are tight.
Short run time.	Undercharged battery.	Charge the battery. A new battery should have been charged for at least 12 hours before using the product for the first time and up to 12 hours after each subsequent use.
	Battery is old and will not accept full charge.	Refer to page 4. Replace only with a Razor replacement battery.
Product runs sluggishly.	Riding conditions are too stressful.	Use only on solid, flat, clean and dry surfaces such as pavement or level ground.
	Product is overloaded.	Make sure you do not overload the product by allowing more than one rider at one time, exceeding the maximum weight limit, going up too steep a hill or towing objects behind the product.
Sometimes the product doesn't run, but other times it does.	Loose wires or connectors.	Check all wires connectors to make sure they are tight.
	Motor or electrical switch damage.	Contact your local Razor authorized service center for diagnosis and repair. Contact Razor customer service or visit www.razor.com .
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.