

Bike's with electric system / display model.

Motor 50675 (cargo), display 50301-3300 and controller 50300.

Before contacting Pro-Movec A / S, check the following.

1. Check voltage at the battery must be minimum 41.3 v fully charged, if the battery voltage is below 41.3 V, check the charger, must be 42V +/-0.3 V.
2. Attach the battery and turn on the system

Check for error codes on the display

Error indicator has the following error codes:

Error codes:	Meaning:	Solution:
E0 ²	Over current detected by the controller	Check connector and damage on motor cable. Restart the system, if the problem not fixed change the controller unit.
E0 ³	Indicates faults in the motor.	Replace the motor unit.
E0 ⁴	Voltage on battery is low.	Charge the battery. Must be at least 41,3V fully charge.
E0 ⁵	Indicates that the brake cut off, if fitted , is active when the power turned on.	Check brake and cut off contact for damage. Disconnect cut off contact, if ok, mount new contact.
E0 ₆	No signal from motor hall sensor, wiring damage or motor hall sensor defective.	Repair the wiring or replace motor unit.
E0 ₇	Throttle activated before the system turns on. Invalid values from the throttle.	Set the throttle to the position "0" be sure to throttle itself snaps back to poss. "0" Replace throttle.
E0 ₈	Indicates faults in the controller.	Replace the controller unit.
E0 ₉	Voltage on battery is more than 43,5V	Check the voltage on the battery.
E10 or E15	Communication between display and controller is defective.	Check display unit and display cable for damage.

Motor does not help when pedaling but walk assistant works, check distance between sensor and

Magnetic disc should be 2 mm, if the distance is ok, replace sensor.

If there is damage on the sensor tip, replace the sensor.

When contacting Promovec A/S

Please inform about bicycle brand, year of manufacture and date of purchase, and copy of the Purchase receipt must be attached.

Describe the problem in detail.

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Promovec A/S

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