



## Dealer Troubleshooting Guide

Use the flowchart to diagnose problems with the EMATIC. If you answer yes to a question, follow the green line. If you answer no to a question, follow the red line. When the line ends at a number, click on the link or scroll down to the next page for procedures to fix the problem.

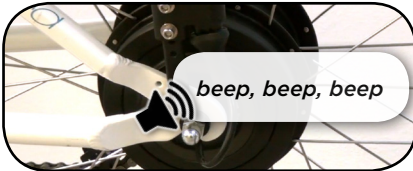
yes —  
no —

**Does the battery power on?**



**Go to 1**

**Does the hub power on?**



**Go to 2**

**Is there continuous beeping from the hub?**



**Is there motor assistance?**

**Go to 5**

**Is there motor assistance?**

**Go to 3**

**Go to 4**

**Is there trouble charging?**

**Go to 8**

**Go to 6 and 7**



±EMATIC

## Dealer Troubleshooting Guide

1

### Battery does not power on

- A. Inspect the battery for damage or evidence of an impact.
- B. Charge the battery and check the battery fuel gauge.
- C. Try connecting a known functional battery to the hub, if available.

2

### Battery powers on, hub does not power on

- A. Inspect the unit for damage:
  - a. the connector on the battery.
  - b. the connector on the dock.
  - c. the wire running through the rack.
  - d. the connector on the rack leg.
  - e. the connector on the hub.
  - f. the hub wire.
- B. Allow the battery to cool down if it has been exposed to extreme heat or prolonged high power output.
- C. Inspect the 30A external battery fuse located on the end of the battery pack where it connects with the docking station. A blown fuse indicates a hub issue.
- D. Try connecting a known functional hub to the battery, if available.
- E. Try connecting a known functional battery to the hub, if available.

3

### Continuous beeping sound from hub with motor assistance

- A. Indicates a recoverable error, press the battery power button on and off a few times to reset the system.

4

### Continuous beeping sound from hub with no motor assistance

- A. Five short beeps followed by a pause indicates a potentially recoverable error, proceed to 4B. Six long beeps followed by a pause indicates a non-recoverable error requiring a hub reset at SRAM.
- B. Press the battery power button on and off a few times to reset the system.
- C. If beeping ceases, test ride the hub to check for recurrence.
- D. If problems reoccur, inspect the unit per 2A.
- E. Try connecting a known functional hub to the battery, if available.
- F. Try connecting a known functional battery to the hub, if available.

5

### Battery and hub power on, no motor assistance

- A. Check that the battery is properly locked into the rack.
- B. Charge the battery and check the battery fuel gauge.
- C. Try connecting a known functional hub to the battery, if available.
- D. Try connecting a known functional battery to the hub, if available.



## Dealer Troubleshooting Guide

±EMATIC

6

### System does not provide full power or does not provide expected range

- A. Allow the system to cool down if it has been exposed to extreme heat or prolonged high power output.
- B. Charge the battery and check the battery fuel gauge.
- C. Check for issues that would reduce efficiency on any bicycle (e.g. brakes rubbing, low tire pressure).
- D. Check the hub for proper bearing adjustment.

7

### Hub makes unusual noise

- A. Inspect the seals and dust covers for proper positioning.
- B. Check the hub for proper bearing adjustment.

8

### Battery will not charge

- A. Allow the battery and charger to cool down or warm up if they have been exposed to extreme temperatures.
- B. Inspect the LED status indicators on the charger.
- C. Try connecting a known functional charger to the battery, if available.
- D. Inspect the unit for damage:
  - a. the cord and connectors between the wall outlet and the charger.
  - b. the cord and connectors between the charger and the battery.
- E. Inspect the 10A external battery fuse located on the end of the battery pack where it connects with the docking station. A blown fuse indicates a charger issue.