

Troubleshooting a Charger Failure

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Symptom: The battery gauge chronically flashes, indicating low charge after hours of charging.

Diagnosis: Follow this process to correctly diagnose and solve a charging problem.

1. Check for proper charger operation: Plug the charger cord to a working AC outlet and THEN, while watching the RIGHTHAND charge indicator light – connect the charger cord to the inlet on the eGO Cycle. Normal operation is indicated by the LEFTHAND indicator illuminating RED and the RIGHTHAND indicator illuminating AMBER and after some time (5 seconds to 5 hours) changing to GREEN.
 - A. If the indicator lights DO NOT illuminate the charger has failed and must be replaced. (First reconfirm that the wall outlet is working properly.)
 - B. If the RIGHTHAND indicator immediately illuminates GREEN, then there is a fault in the charging system for which there are three possible explanations, each with a different resolution. Proceed to step 2. below.
 - The charger fuse has tripped and must be replaced – replace fuse
 - One or both batteries has failed and must be replaced – replace battery
 - The charger has failed and must be replaced – replace charger
2. Determine the correct charging system failure – follow this procedure in this order:
 - A. Examine the charger fuse: Disconnect the eGO charger cord from the eGO. Open the dash and locate the charger fuse, there are two fuse holders (three in a Helio Cycle), one for the charger, one for the controller, (and one for the DC/DC converter.) The charger fuse is in an in-line fuse holder on a red wire that departs from the charger (the charger is the large dark metal box to the left of the blue controller.) Open the fuse holder and examine the fuse. Replace if failed. (8 Amp to 10 Amp fuse.)
 - B. Check for a failed battery: Disconnect the eGO charger cord from the eGO. Open the deck (battery door) and disconnect the battery to battery serial connector (the connector that connects the (-) of the rear battery to the (+) of the forward battery. Using a voltage meter (set to measure DC voltage) test the voltage of the rear battery and then the forward battery. If a battery measures less than 12.0 Volts, the battery has failed and must be replaced.

Note: A failed battery is often the result of a failed charger. After replacing a failed battery – and reconnecting the battery power wires to the eGO Cycle, check for proper charger operation by following the procedure as described in diagnosis step 1.

- C. If the charger fuse is intact and the batteries both measure over 12.0V then the charger has failed and must be replaced.

Symptom: The eGO appears fully charged, but after riding a short distance the battery gauge indicates the batteries are empty.

Diagnosis: Confirm proper charger operation using procedure above. If the charger is working properly, then the cause of the short range problem is likely batteries that have reached their end of life, and must be both replaced. Confirm by charging the batteries overnight to see if range improves.