



DENAGO

TROUBLE SHOOTING- MONITOR

Denago's City 1.0 E09 Step-over and E10 Step-thru models are designed to provide reliable performance for a lifetime of use. In the rare event of a problem, an error code will be shown on the display to help diagnose and resolve the issue.

CODE	NAME	CAUSE	SOLUTION
21	Current Abnormal	Possible damage to the motor cable.	Check whether the three phase wires of the motor are short-circuited.
22	Throttle Abnormal	The thumb throttle is not returning to its original position when released.	Make sure nothing is blocking the throttle lever from moving through the full range of motion in both directions.
23	Motor Phase Problem	Poor condition phase wires, or disconnected motor phase line.	Visually inspect the cables connecting the rear hub motor to the controller for damage. Disconnect the hub motor cable, inspect for and remove any debris or contamination, and firmly re-connect the cable.
24	Motor Hall Defect	No Hall controller: check whether the phase wire is in good condition With Hall controller: check whether the Hall outlet is good	This error may appear if the connection to the rear wheel hub motor is not fully plugged in. Unplug it, check for and remove any debris, then fully re-connect.
25	Brake Failed	The ebike motor cut-off brake levers are engaged, which stops the motor from turning on.	When you power on the ebike, make sure you aren't squeezing the brake lever(s). Check the sensitivity adjustment of the brake lever motor cut-off switches.
30	Communication Failure	The display cannot communicate with the controller.	Check to make sure the connection between the display and controller is fully engaged and free of debris.

Please contact BIKE.com at cs@bike.com or call at 1-(877)-755-2453(BIKE) or ask your dealer for service instructions if you are uncertain or have the slightest doubt.