



# 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	<b>Current Abnormal</b>	Possible damage to the motor cable.	<b>Check whether the three phase wires of the motor are short-circuited.</b>
22	<b>Throttle Abnormal</b>	The thumb throttle is not returning to its original position when released.	<b>Make sure nothing is blocking the throttle lever from moving through the full range of motion in both directions.</b>
23	<b>Motor Phase Problem</b>	Poor condition phase wires, or disconnected motor phase line.	<b>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.</b>
24	<b>Motor Hall Defect</b>	No Hall controller: check whether the phase wire is in good condition With Hall controller: check whether the Hall outlet is good	<b>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.</b>
25	<b>Brake Failed</b>	The ebike motor cut-off brake levers are engaged, which stops the motor from turning on.	<b>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.</b>
30	<b>Communication Failure</b>	<b>The display cannot communicate with the controller.</b>	<b>Check to make sure the connection between the display and controller is fully engaged and free of debris.</b>

**Please contact BIKE.com at [cs@bike.com](mailto: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.**