

PROBLEM	POSSIBLE CAUSE	SOLUTION
My Viro does not work out of the box	Battery requires charging	Follow the charging instructions on page 6 and charge for a full 12 hours
	Product needs to gain momentum before the motor will engage	Kick and push off the ground with one foot to gain speed. Then, press the throttle button
	If the power switch and LED lights work, the unit may have a damaged accelerator or loose connections	Check for loose connections/wires under the desk plate. Follow the instructions for REPLACING THE BATTERY on the website's troubleshooting page to learn how to gain access to the connections/wires. Contact Consumer Service for replacement parts or further instructions if the problem remains unsolved
	If the power switch and lights do not work, the unit may have a damaged motor/battery or loose connections	Contact Consumer Service
	If the power switch and lights work, the controller may be damaged	Contact Consumer Service
	Loose connection(s)	Check for loose connections/wires under the desk plate
My Viro no longer works	Charger is not working	Make sure power ow to the wall outlet is on. Check lights on charger: - Plugged into wall - Green - Plugged into wall & unit - Red (charging) - Plugged into wall & unit - Green (charging complete) - No lights - Replace charger - Still Green - Replace charger and/or check for loose connections/wires under the desk plate
	Battery will not hold a charge	If motor does not engage but makes a clicking sound - Contact Consumer Service regarding battery replacement. If motor does not engage, but does not make clicking sound - Contact consumer service regarding control module
	Loose connection(s)	Check for loose connections/wires under the desk plate
		Check power to wall outlet and/or try a different outlet
My Viro has a short run time/runs slow	Rider weight	Do not exceed the 120lbs (54kg) weight limit
	Riding conditions	Use only on flat, dry surfaces. Avoid inclines and areas with heavy debris
	Battery not fully charged	Charge the unit for a full 10-12 hours
	Battery is old and will not accept full charge	Battery may need to be replaced. Even with proper care, rechargeable batteries do not last forever. The average rechargeable battery life is 1 to 2 years depending on conditions and use. Contact Consumer Service
		Charge battery periodically when not in use
	Improper battery maintenance	Do not store unit in freezing or below freezing temperatures. Freezing will permanently damage the battery and greatly reduce ride time. Refer to charging information in the instruction manual
	Chain too tight	Loosen the rear axle nut, and then adjust the adjuster nut counterclockwise to reduce the chain tension
	Brakes are not adjusted correctly (brake is too tight)	Refer to adjusting the brake in the instruction manual
My Viro runs intermittently	Overload protection	Renewable fuse is turned off due to overload protection. Turn off the unit and wait 3-5 minutes before riding
	Loose connection(s)	Check the wires around the throttle and connectors under the desk plate
My Viro chain makes abnormal sounds	Chain too loose, off chain and top teeth	Loosen the rear axle nut, then adjust the adjuster nut clockwise to increase the chain tension