

Any electromechanical device requires occasional troubleshooting. However, most problems that arise can usually be solved with a bit of thought and common sense. Many of these problems occur because the batteries are not fully charged or because the batteries are worn down and can no longer hold a charge. Below are a series of basic troubleshooting instructions for the Sonic Scooter. This information is to be used as a supplement to the troubleshooting instructions provided in the owner's manual. If you have any questions about this information, contact your authorized Pride Provider.

### What if my Sonic will not power up?

- Make sure the key is fully inserted into the key switch.
- Make sure the connections on the battery terminals are tight and secure.
- Make sure the battery quick-disconnect harness connections are fully joined.
- Make sure the batteries are wired properly—red to positive (+) and black to negative (-).
- Make sure the main circuit breaker has not tripped—push in the main circuit breaker reset button.

### What if the range per charge of my Sonic diminishes over time?

- **Determine if the batteries have ever been replaced.** Batteries over a year old may be defective.
- **Determine how frequently you charge the batteries in comparison to how often you use the scooter.** If you use your scooter on a daily basis, you should charge the batteries every day for 8-14 hours.
- **Determine when the batteries were last charged.** Even if the scooter has not been in use, the batteries should be charged once a week for 12-14 hours.
- **Determine how long you let the batteries charge.** It takes 8-14 hours to fully charge a depleted set of batteries; continual undercharging reduces the overall life of the batteries.
- **Determine if a wall switch controls the electrical outlet.** If a wall switch does control the outlet and the switch is turned off inadvertently, the batteries will not fully charge.
- **Is an extension cord being used to connect the battery charger to the electrical outlet?** Pride prohibits the use of an extension cord when charging the batteries. The charger should be plugged directly into a properly-wired standard electrical outlet as the length and condition of the extension cord can have an adverse affect on the battery charger.
- **Determine how far you let the battery condition meter go down before charging the batteries.** If you continually allow the battery condition meter indicator to fall into the red area, the overall life of the batteries will be reduced.

### What if the Sonic powers up but will not move?

- **Check if the key has been left in the key switch for a long period of inactivity.** The Sonic has a Power Down Timer feature that will power down the internal electronics of the scooter after long periods of inactivity to conserve battery power. Remove then reinsert the key to restore normal operation.
- **Check if the battery charger is plugged into the off-board battery charger port on the scooter.** The battery charger will inhibit the scooter when the charger is plugged into the off-board battery charger port even if the charger is not plugged into an electrical outlet.
- **Check if the Sonic is emitting a beep code.** The controller used on the Sonic will beep a fault code when it has indicated a problem with the scooter. The number of beeps will indicate the fault.

SONIC DIAGNOSTIC BEEP CODES

BEEP CODE	CONDITION	SOLUTION
2	Battery voltage is too low to operate the scooter.	Charge the batteries fully until charger and any meters indicate completion.
3	Battery voltage is too high to operate the scooter.	Contact your authorized Pride Provider for assistance.
5	Solenoid brake trip. The manual freewheel lever may be in the freewheel position.	Remove the key, then push the manual freewheel lever to the drive position and restart the scooter.
6	Throttle trip. The throttle control lever may have been depressed while inserting the key.	Release the throttle control lever completely, then reinsert the key.
7	Throttle trip. Throttle potentiometer fault or speed potentiometer fault.	Contact your authorized Pride Provider for assistance.
8	The motor is disconnected.	Contact your authorized Pride Provider for assistance.
9	Possible controller trip. You may be attempting to install the battery pack while the key is inserted or the motor controller may be in overheat protective mode.	Shut down your scooter for a minimum of several minutes to allow the controller to cool. Or, try reinserting the key into the key switch.

**What if the battery condition meter dips way down and the motor surges or hesitates when I press the throttle control lever?**

- Fully charge the batteries. Pride recommends you charge the batteries for 8-14 hours.