

# How to check Battery charger problem

According to the corresponding country, adjust to the voltage of the respective country .  
for example : USA adjust to 110V; EU adjust to 220V

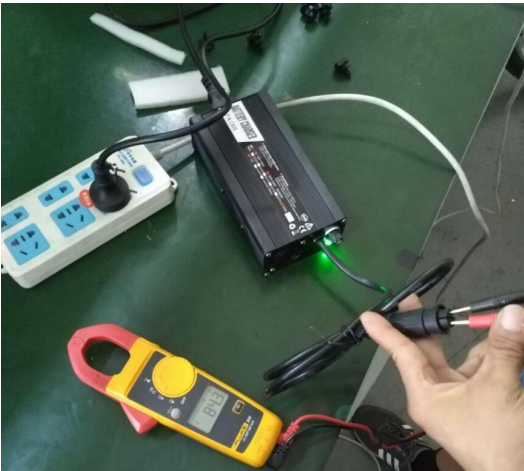
1. Plug in the charge first, the light should be **Green**



2. Connect the charger and battery port, charge the battery the light should be **Red**



3. If the light shows green when charging, then test the output volts of the charger,  
**For TOP3.0 model charger, you can measure: there is a momentary voltage around 84V  $\pm$ 1V appear**



Please follow these three steps to do a volts measurement, take videos or photos to check the measurement results so we can provide to the technicians team.

# How to check battery problem

1. Remove battery from frame, use Universal voltage meter to measure battery's voltage

**Remark: Universal voltage meter (switch in DC volts to measure)**

A: Use Universal voltage meter to measure the battery's charging port (input volts) and record the volts photo or video.



B: use Universal voltage meter to measure the battery's discharge port output volts) and record the volts in a photo or video.



C: Generally batteries charging port and the discharge port measure volts are the same, this will show if the battery is normal; If it is not the same, then it may be the battery inside cells or battery BMS that the problem .

D: **Remember to help take a photo of the battery's barcode and provide to us.**

It will help by following the above steps to measure the battery's volts, and recording this to show us in photos or videos for the result. Then base on this feedback the team should be able to help you solve any potential issues more quickly.