

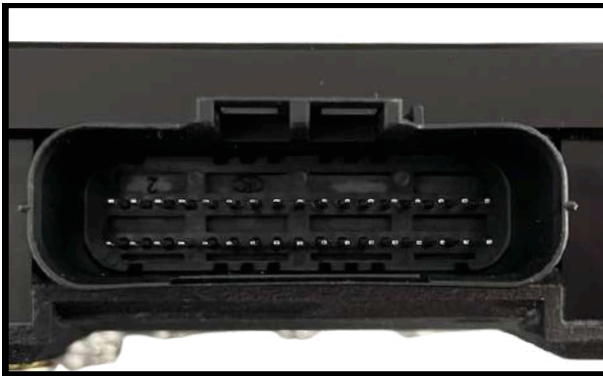
CONTROLLER FAULT DIAGNOSIS

This manual will help you check if the controller is functioning properly. Common symptoms of a faulty controller (not responding) include **no Bluetooth connection, a blown fuse, the bike being hard to push, and the controller not powering on** (the **green light** on the controller is not lit).

For all tests below bike must be turned off, and the controller disconnected from the bike.

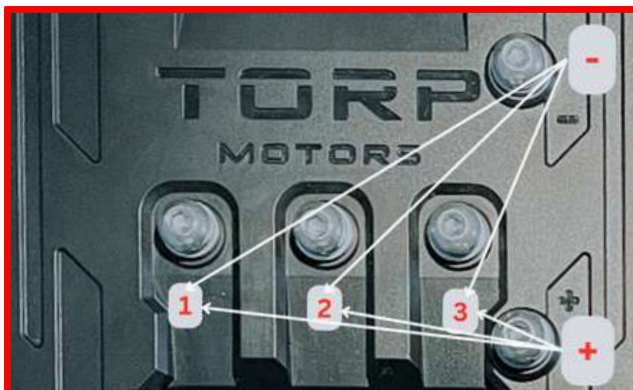
TEST 1:

Check all the pins on the main Torp controller connector carefully to ensure that water breach hasn't caused any pins to corrode or break off as shown below:



TEST 2:

Set the multimeter to continuity mode. Measure between the plus (+) terminal and each phase terminal (B,G,Y), and then between the minus (-) terminal and each phase terminal (B,G,Y), as shown on a photo below, and this video. In this case record a video of the test, and send it to our technicians. If the controller is OK, proceed with the troubleshooting guide on next page.



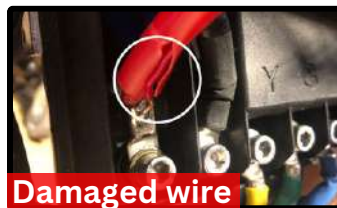
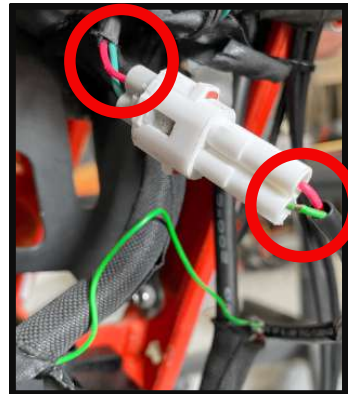
In case you haven't yet reached out to us, you can **fill out the support form** on our website www.torpmotors.com (in the "contact us" section), or click on this link.

TROUBLESHOOTING GUIDE

- **Bike lights don't work on a Light Bee**
 - ➔ Skip to page 3, nb. 1
- **Bike lights flicker on a Light Bee**
 - ➔ Skip to page 3, nb. 2
- **Bike lights work on a Light Bee**
 - ➔ Skip to page 4
- **Controller not responding on a Talaria**
 - ➔ Skip to page 4. nb. 4
- **Controller not responding on an Ultra Bee**
 - ➔ Skip to page 5

1. CONTROLLER IS NOT RESPONDING, THE BIKE LIGHTS DON'T WORK - LIGHT BEE

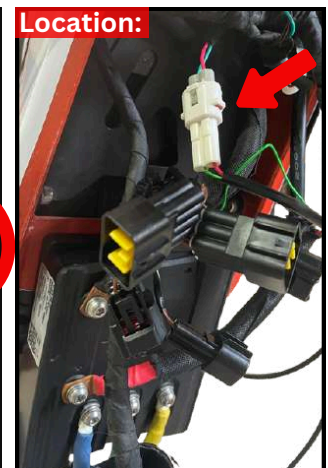
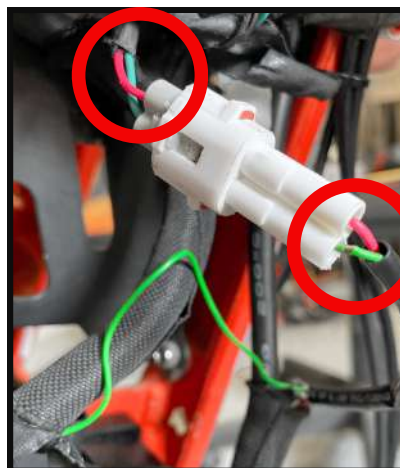
Inspect the thick red battery wire on the controller for any signs of damage, as shown below:



If your controller version is TC500 1.8 or higher, or TC1000 1.3 or higher (you can find this info on the silver sticker on the side of the controller), and the bike lights aren't working, also check the black battery wire (see example on photos below).

2. CONTROLLER IS NOT RESPONDING, THE BIKE LIGHTS FLICKER - LIGHT BEE

Inspect the thick **black** battery wire on the controller for signs of damage (broken wire), as shown below:

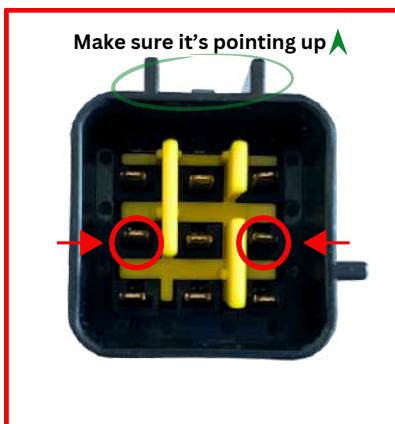


In case the wiring seems OK, record a video of the TEST 2 (page 1), take photos of all connections, and send it to our technicians.

3. CONTROLLER IS NOT RESPONDING, THE BIKE LIGHTS WORK - LIGHT BEE

Set the multimeter to continuity mode. Measure between the pins marked in the picture below.

TORP WIRING HARNESS 9-PIN CONNECTOR:



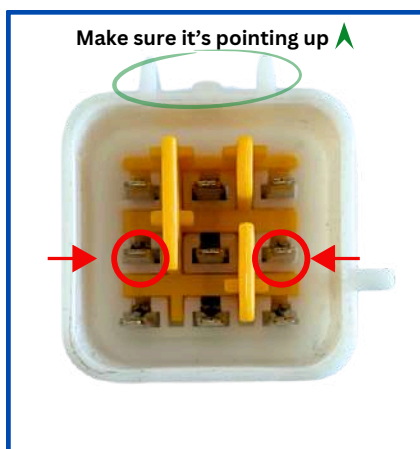
Record a video of the test, and send it to our technicians.

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4. CONTROLLER IS NOT RESPONDING, THE BIKE LIGHTS WORK - TALARIA

Set the multimeter to continuity mode. Measure between the pins marked in the pictures below:

TORP WIRING HARNESS 9-PIN CONNECTOR:



Record a video of the test, and send it to our technicians.

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4. CONTROLLER IS NOT RESPONDING, THE BIKE LIGHTS WORK - ULTRA BEE

Set the multimeter to continuity mode. Measure between the pins marked in the pictures below-

MAIN CONTROLLER CONNECTOR:



Record a video of the test, and send it to our technicians.

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