

# Bafang hub motor equipped JBI Brands

## ERRORS & WARNINGS for User

The drive system's parts are automatically monitored in real time. If a part is abnormal, the corresponding error or warning code is displayed on the Display (HMI).



In order to protect the electric parts, before disconnecting parts, please turn the power OFF first and then disconnect the power cable of the disconnected part. When installing the parts, please connect the parts first, then connect the power cable of the parts, and finally turn the power ON.

Code	Cause	Troubleshooting
		Hub Motor System
Error 4	Throttle voltage abnormality detected	<ol style="list-style-type: none"> <li>1. Turn the power OFF and then ON again.</li> <li>2. Check whether the throttle is in place.</li> <li>3. Disconnect the throttle and restart to check again.</li> <li>4. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 5	Throttle abnormality detected when starting	<ol style="list-style-type: none"> <li>1. Turn the power OFF and then ON again.</li> <li>2. Check whether the throttle is in place.</li> <li>3. Disconnect the throttle and restart to check again.</li> <li>4. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 6	System voltage too low	<ol style="list-style-type: none"> <li>1. Connect the charger and check whether the charger works properly.</li> <li>2. Charge the battery to full power.</li> <li>3. Install the battery onto the e-bike and turn it ON.</li> <li>4. Make sure the correct model of battery is installed on your e-bike.</li> <li>5. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 7	System voltage too high	<ol style="list-style-type: none"> <li>1. Turn the power OFF and then ON again.</li> <li>2. Make sure the correct model of battery is installed on your e-bike.</li> <li>3. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 8	Motor hall signal abnormality	<ol style="list-style-type: none"> <li>1. Check whether the motor cable is connected correctly or the cable is damaged.</li> <li>2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 9	Motor phase abnormality detected	<ol style="list-style-type: none"> <li>1. Check whether the motor cable is connected correctly or the cable is damaged.</li> <li>2. If the error persists, stop use, and contact your place of purchase or dealer for assistance..</li> </ol>
Error 10	Motor overtemperature	<ol style="list-style-type: none"> <li>1. Turn the power OFF, leave the drive unit in a cool location without direct sunlight until the internal temperature of the drive unit has decreased sufficiently, and turn the power ON again.</li> <li>2. If the error persists, stop use, and contact your place of purchase for assistance.</li> </ol>
Error 11	Motor temperature sensor abnormality detected	<ol style="list-style-type: none"> <li>1. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 12	Abnormality detected in the controller	<ol style="list-style-type: none"> <li>1. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 13	Abnormality detected in the controller	<ol style="list-style-type: none"> <li>1. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>
Error 14	Controller overtemperature	<ol style="list-style-type: none"> <li>1. Turn the power OFF, leave the drive unit in a cool location without direct sunlight until the internal temperature of the drive unit has decreased sufficiently, and turn the power ON again.</li> <li>2. If the error persists, stop use, and contact your place of purchase for assistance.</li> </ol>
Error 15	Controller temperature sensor abnormality detected	<ol style="list-style-type: none"> <li>1. If the error persists, stop use, and contact your place of purchase or dealer to replace the controller.</li> </ol>
Error 18	Motor stall	<ol style="list-style-type: none"> <li>1. Turn the power OFF and then ON again, and test again with the walk assistance mode.</li> <li>2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.</li> </ol>

# ERRORS & WARNINGS CODES for User

Error 21	Speed sensor abnormality detected	1. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Warning 25	Sensor torque signal abnormal	1. Check whether the torque sensor cable is connected correctly or the cable is damaged (from the torque sensor to controller). 2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Warning 26	Sensor cadence signal abnormality detected	1. Turn the power OFF and then ON again, and ride the bicycle for a short while. 2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Error 27	Overcurrent	1. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Error 30	Communication abnormality detected	1. Check whether Display (HMI) cable is connected correctly to the controller or the PIN needles and the cable are damaged.
Warning 33	Brake circuit abnormality detected	1. Turn the power OFF and then ON again. 2. Check whether the brake cable is connected correctly or the cable is damaged (from the brake to controller). 3. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Error 35	Abnormality detected in the controller	1. Check whether the battery nominal voltage (printed on battery label) is consistent with controller nominal voltage (printed on controller label). 2. If the error persists in step 1, replace the battery. 3. If the error persists in step 2, replace the controller.
Warning 36	Key circuit abnormality detected	1. Turn the power OFF and then ON again. 2. Check whether the ON/OFF switch on the Display (HMI) is stuck. 3. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Error 40	Battery abnormality detected	1. Check whether the battery discharge cable is connected correctly or the cable is damaged. Note some models may not have a battery cable. 2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Error 42	Discharge voltage of the battery too low	1. Connect the charger and check whether the charger works properly. 2. Charge the battery to full power. 3. Install the battery onto the e-bike and turn it ON. 4. If the error persists, stop use, and contact your place of purchase for assistance.
Error 43	Charge/discharge total current excessive	1. Turn the power OFF and then ON again. 2. Check the cables for shorts. 3. If the error persists, stop use, and contact your place of purchase for assistance.
Warning 45	Charge/Discharge temperature too high	1. Turn the power OFF, leave the drive unit in a cool location without direct sunlight until the internal temperature of the drive unit has decreased sufficiently, and turn the power ON again. 2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Warning 46	Charge/Discharge temperature too low	1. Turn the power OFF, leave the drive unit in a warm location without direct sunlight until the internal temperature of the drive unit has decreased sufficiently, and turn the power ON again. 2. If the error persists, stop use, and contact your place of purchase or dealer for assistance.
Error 49	Battery abnormality detected	1. Connect the charger and check whether the charger works properly. 2. Charge the battery to full power. 3. Install the battery onto the e-bike and turn it ON. 4. If the error persists, stop use, and contact your place of purchase for assistance.
Error 58	Battery abnormality detected	1. If the error persists, stop use, and contact your place of purchase or dealer for assistance.

**Note:** Errors and warnings are subject to change for improvement without notice. Actual details may vary.