

## Product Support Information

**updated:**  
10. September 2014

**Product group:** E-Bike, HESC / Pedelec components  
**Subject:** Error Codes ATS System  
**No.:** EB-PSI-2014-09



Error	Problem Description	Trouble shooting	If problem still exists
Error 00	Controller communication problem	Remove the Battery for 5 minutes and then Power-on again	Replace Controller or Display
Error 01	Controller overheating	Let the Controller cool down	Replace Controller
Error 04	Bike lightning system	Check the lighting system of the bike	Replace Controller
Error 05	Controller Data failure	Remove the Battery for 5 minutes and then Power-on again	Replace Controller
Error 11	Display Communication failure	Check the Display-holder and cable connections	Replace Display or Display-cable
Error 21	Torque Sensor electrical problem	Check the Torque Sensor cable contacts	Replace the Chain-wheel with ATS sensor
Error 22	Torque Sensor mechanical problem	Check the Torque Sensor cable contacts	Replace the Chain-wheel with ATS sensor
Error 32	Overcurrent problem	Check the Battery Voltage, also the Battery-contacts in the Controller	Replace Battery or Controller
Error 34	Overvoltage problem	Check the Battery Voltage	Replace Battery or Controller
Error 41	Motor overheating problem	Let the Motor cool down	Replace Motor or Motorcable
Error 42	Motor Sensor failure	Check the Motor-cable contacts to the Motor	Replace Motor or Motorcable