



DIRT ROCKET (MX350/500/650) Troubleshooting Guide

Issue	Symptom(s)	Troubleshoot	Result(s)	Possible Solution(s)
Product Does Not Run *Always check to make sure charger is plugged into charger port correctly & lights on charger are working properly *Unit should be charged 12 hours before first initial use and up to 8 hours after each subsequent use	Unit shut off while in use Lights on throttle do NOT light up	Remove battery/motor cover & check fuse located next to battery	Fuse burnt out	Replace fuse Correct riding conditions (Refer to Pg 8 in Owner's Manual)
	Lights on throttle do NOT light up Motor will not engage	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
	Motor engages, but unit will not move	Check chain & rear wheel	Chain is rotating, but rear wheel does not move	Replace Rear Wheel
	Lights on throttle light up Unit worked, but will not go after charging	Secure unit; turn power on & with NO weight on the unit, lift back end up & apply the throttle	Rear Wheel Spins Freely	Battery or Charger
		Remove battery/motor cover & unplug brake connector from Control Module. Secure unit; turn power on & apply throttle Note: MX500/MX650 will have 2 brakes connectors (front/rear) Check one brake connector at a time	Motor engages	Replace Brake Lever
		Motor does NOT engage	Replace Control Module & Throttle	

Product Stops Without Applying Brakes	Unit shut off while in use	Remove battery/motor cover & check fuse located next to battery	Fuse burnt out	Replace fuse Correct riding conditions (Refer to Pg 8 in Owner's Manual)
	Lights on throttle do NOT light up Motor will not engage	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
	Lights on throttle light up	Check tension; position & the condition of chain	Chain too loose	Adjust chain. (Refer to Pg 9 in Owner's Manual)
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg 6 & 7 in Owner's Manual)
			Chain is jammed in tensioner chain	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket (Refer to Pg 6 & 7 in Owner's Manual)
	Turn power off & manually turn gear on motor shaft with your fingers	Gear does NOT turn freely	Replace Motor	



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Fuse Keeps Burning Out		Check riders weight & riding conditions		Do not exceed the weight limit, go up a steep hill or attempting to tow objects. It is best to avoid these conditions at all times.
		Remove battery/motor cover & check for loose connection(s) and/or wire(s)	Loose connection(s)	Reconnect Loose Connection(s)
			No loose connection(s) wire(s) touching or	Replace Control Module

Product Has Short Ride Time Product Runs Slow Product Does Not Hold A Charge Note: Product ride time can be reduced any where from 10-20 minutes, on a fully charged battery, depending on riders weight; various riding conditions and/or if product has been properly maintained	Battery shows fully charged, but goes low after only 10-15 minutes of use	Check riders weight & riding conditions		Do not exceed the weight limit, go up a steep hill or attempting to tow objects. It is best to avoid these conditions at all times.
		Air pressure in front & rear tires	Tire pressure low	Inflate tire(s) to recommended PSI (Located on tire sidewall)
		Check chain tension	Chain too tight	(Refer to Pg 9 in Owner's Manual)
	and/or	Check brake cable	Brake lever feels stiff when squeezed/cable too tight	Squeeze brake lever firmly several times to loosen up the brake cable
		Unit runs (very) slow	Make sure charger is plugged into charger port correctly & indicator lights are working properly	Charger not plugged into charger port correctly
	Rear wheel barely moves	Secure unit; turn power on & with <u>NO</u> weight on the unit, lift back end up & apply the throttle	Rear Wheel Spins Freely	Replace Battery
		Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Rear Wheel



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Product Runs Intermittently	Unit cuts in & out while in use	Gently wiggle the wires around the throttle for loose wires(s)	Unit will go when wire(s) are wiggled/Wire(s) loose	Replace Throttle
		Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
	Power skipped several times while in use, now will not start	Remove battery/motor cover & unplug brake connector from Control Module. Secure unit; turn power on & apply throttle <i>Note: MX500/MX650 will have 2 brake connectors (front/rear) Check one brake connector at a time</i>	Motor engages/Unit runs again	Replace Brake Lever
			Motor does <u>NOT</u> engage	Replace Throttle & Control Module
Chain Keeps Coming Off		Check chain tension	Chain is too loose/too tight	Adjust (Refer to Pg 9 in Owner's Manual)
		Sprocket on rear wheel is aligned properly with gear on motor shaft	Rear wheel out of alignment	Adjust rear wheel (Refer to Pg 6-7 in Owner's Manual)
			Gear on motor shaft is bent	Replace Motor
		Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner
Brakes Do Not Work Properly	Unit does not stop when brakes are applied	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
		Check for loose wire(s) around the brake lever(s)	Wire(s) loose	Replace Brake Lever
		Check brake cable(s) for damage	Cable damaged	Replace Brake Lever
Power Stays On When Unit Is Turned Off	Throttle lights stay on when power switch is turned off	Double check the power switch is in the off position	Power switch is in off position	Replace Power Switch



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Product Makes 'Grinding' Noise	Unit makes grinding noise when in use	Check that brake is not rubbing against the rear wheel	Brakes are rubbing	Adjust brakes (Refer to Pg 5 in Owner's Manual)
		Inspect chain	Dirt & debris found in chain and/or chain is dry	Remove any dirt/debris from chain. Lubricate chain w/WD40®
	Chain tension too tight		(Refer to Pg 9 in Owner's Manual)	
	Unit runs, but rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Rear Wheel
	Chain does not rotate freely	Turn power off & manually turn gear on motor shaft with your fingers Turn power switch off; remove chain from rear wheel; turn power on & apply throttle	Gear on motor shaft is tight Does not turn easily	Replace Motor
			Still makes grinding noise	Replace Motor
No grinding noise	Replace Rear Wheel			

Product Makes 'Clicking' Sound	Rear wheel barely moves	Lift rear end up & manually spin rear wheel forward Should spin 3-4 times w/no resistance	Wheel does not spin freely	Replace Rear Wheel
	Battery shows fully charged Lights on throttle light up Unit does not move	Remove battery/motor cover to check for loose connection(s)	Loose connection(s)	Reconnect Loose Connection(s)
		Secure unit; turn power on & with <u>NO</u> weight on the unit, lift back end up & apply the throttle	Rear Wheel Spins Freely	Replace Battery or Charger
		Remove battery/motor cover & unplug brake connector from Control Module. Secure unit; turn power on & apply throttle Note: MX500/MX650 will have 2 brakes connectors (front/rear) Check 1 brake connector at a time	Motor engages/Rear wheel spins	Replace Brake Lever
			Motor does <u>NOT</u> engage	Replace Throttle & Control Module

Throttle Sticks Reminder: Applying the brakes will cut power to the motor and stop product	Throttle does not spring back when released	Check if handlebar grip is pressing up against throttle	Grip is pressed up against the throttle	Slide throttle away from grip
			Grip is <u>NOT</u> pressed against throttle	Replace throttle



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Rear Wheel Locked Up While In Use	Lights on throttle light up	Check chain for foreign object(s) and/or debris	Foreign object(s) found in chain	Remove chain guard to clean anything caught in chain Check chain; rear sprocket & chain tensioner for any damage [Replace part(s) if necessary]
		Inspect spring inside brake plate on rear wheel <i>(Applies ONLY to the MX350)</i>	Brake spring is broken	Replace Rear Wheel
		Check tension; position & the condition of chain	Chain too loose	(Refer to Pg 9 in Owner's Manual)
			Chain slipped off rear sprocket	Check chain for possible damage [Replace chain if necessary] (Refer to Pg 6-7 in Owner's Manual)
			Chain is jammed in tensioner chain	Remove chain from chain tensioner; check chain & chain tensioner for possible damage [Replace part(s) if necessary]; place chain back on rear sprocket (Refer to Pg 6-7 in Owner's Manual)
Inspect chain tensioner	Chain tensioner broken	Replace Chain Tensioner		

WHEEL(S) WOBBLE/LOOSE	Front and/or rear wheel wobbles when in use	Make sure spacers are installed correctly & axle bolts are securely on the front wheel <i>(Spacers applies ONLY to the MX500)</i>	Spacers installed incorrectly	(Refer to Pg 4 in Owner's Manual)
			Axle bolts loose	Tighten axle bolts (Refer to Pg 4 in Owner's Manual)
		Check spoke tension <i>(Does NOT apply to MX350)</i>	Spokes loose	Tighten spoke tension (Refer to Pg 8 in Owner's Manual)
		Check if rim or fork is bent	Rim is out of round/Fork is bent	Replace Front/Rear Wheel Replace Front Fork