

Error codes and troubleshooting 2026

This troubleshooting guide is intended for end users and bike shops.

- End users may perform basic visual checks and simple operations as described.
- If the issue cannot be resolved by the end user, please contact an authorized bike shop for further inspection and repair.
- If the bike shop is unable to resolve the issue, please contact Ananda after-sales service or the brand's service center for technical support.

Display types		Error Description	Troubleshooting		Component
D10/D13/D16/D18/ D19/D20/D23	D15 LED Pattern		Hub Motor Steps	Mid Motor Steps	
01 or 21	○●○○○	Motor over phase current	<ol style="list-style-type: none"> 1. Check the Battery: Ensure the battery voltage matches the motor specifications. Replace the battery if necessary. 2. Inspect the Display Cable: Look for any damage. Replace the cable if needed. 3. Replace the Controller: If the issue persists after the above steps, replace the controller. 4. Contact Support: If the problem remains unresolved, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Battery: Ensure the battery voltage matches the motor specifications. Replace the battery if necessary. 2. Inspect the Display Cable: Look for any damage. Replace the cable if needed. 3. Replace the Motor: If the issue persists after the above steps, replace the motor. 4. Contact Support: If the problem remains unresolved, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
02 or 21	○●○○○	Controller over BUS current	<ol style="list-style-type: none"> 1. Check the Battery: Ensure the battery voltage matches the motor specifications. Replace the battery if necessary. 2. Inspect the Display Cable: Check for any damage and replace the cable if needed. 3. Replace the Controller: If the problem persists, replace the controller. 4. Replace the Hub Motor: If the issue remains, replace the hub motor. 5. Contact Support: If the problem is still unresolved, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Battery: Ensure the battery voltage matches the motor specifications. Replace the battery if necessary. 2. Inspect the Display Cable: Look for any damage. Replace the cable if needed. 3. Replace the Motor: If the issue persists after the above steps, replace the motor. 4. Contact Support: If the problem remains unresolved, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
03 or 24	○●●○○	Hall signal failure	<ol style="list-style-type: none"> 1. Check the Battery: Ensure the battery voltage matches the motor specifications. Replace the battery if necessary. 2. Inspect the Display Cable: Check for any damage and replace the cable if needed. 3. Replace the Controller: If the problem persists, replace the controller. 4. Replace the Hub Motor: If the issue remains, replace the hub motor. 5. Contact Support: If the problem is still unresolved, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Battery: Ensure the battery voltage matches the motor specifications. Replace the battery if necessary. 2. Inspect the Display Cable: Look for any damage. Replace the cable if needed. 3. Replace the Motor: If the issue persists after the above steps, replace the motor. 4. Contact Support: If the problem remains unresolved, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
04 or 25	○○○●○	Brake signal failure	<ol style="list-style-type: none"> 1. Check the Brake Sensor: Unplug the brake sensor cable to see if the error code disappears. Replace the brake if needed. 2. Inspect the Brake Sensor Cable: Check for any damage and replace the entire display cable if necessary. 3. Replace the Controller: If the problem persists, replace the controller. 4. Contact Support: If the issue remains unresolved, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Brake Sensor: Unplug the brake sensor cable to see if the error code disappears. Replace the brake if necessary. 2. Inspect the Brake Sensor Cable: Check for damage and replace the display cable with an 8-pin connector if needed. 3. Replace the Mid Motor: If the problem persists, replace the mid motor. 4. Contact Support: If the issue remains unresolved, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
05	○●●●○	Controller over temperature	<ol style="list-style-type: none"> 1. Check for Overload: This error can occur if the load is too heavy. Stop riding and allow the controller to cool down. Before continuing, reduce the load on the bike. 2. Update Software: Apply the updated software obtained from Ananda service. 3. Replace the controller: If the problem persists, replace the controller. 4. Contact Support: If the issue remains unresolved, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check for Overload: This error can occur if the load is too heavy. Stop riding and allow the controller to cool down. Before continuing, reduce the load on the bike. 2. Update Software: Apply the updated software obtained from Ananda service. 3. Replace the motor: If the problem persists, replace the controller. 4. Contact Support: If the issue remains unresolved, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
06	○○●●○	Motor over temperature	<ol style="list-style-type: none"> 1. Check for Overload: This error can occur if the load is too heavy. Stop riding and allow the controller to cool down. Before continuing, reduce the load on the bike. 2. Update Software: Apply the updated software obtained from Ananda service. 3. Replace the controller: If the problem persists, replace the controller. 4. Replace the motor: If the problem persists, replace the hub motor. 5. Contact Support: If the issue remains unresolved, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check for Overload: This error can occur if the load is too heavy. Stop riding and allow the controller to cool down. Before continuing, reduce the load on the bike. 2. Update Software: Apply the updated software obtained from Ananda service. 3. Replace the motor: If the problem persists, replace the mid motor. 4. Contact Support: If the issue remains unresolved, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller

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08	○ ○ ○ ○ ●	Display communication failure	<ol style="list-style-type: none"> 1. Check the Display Cable: Ensure the display cable is properly connected and not damaged. Reconnect or replace it if necessary. 2. Contact Support: If the issue persists, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Display Cable: Ensure the display cable is properly connected and not damaged. Reconnect or replace it if necessary. 2. Contact Support: If the issue persists, contact your bike shop or the brand's service center for assistance. 	Display
09	○ ● ○ ○ ●	Controller overvoltage/undervoltage	<ol style="list-style-type: none"> 1. Check the Battery Voltage: Ensure the battery voltage is compatible with the motor specifications. Replace the battery if necessary. 2. Check Battery Connections: Make sure the battery connection is secure and not loose or disconnected. Re-plug the battery if needed. 3. Contact Support: If the issue persists, contact your bike shop or the brand's service center for technical support or parameter updates. 	<ol style="list-style-type: none"> 1. Check the Battery Voltage: Ensure the battery voltage is compatible with the motor specifications. Replace the battery if necessary. 2. Check Battery Connections: Make sure the battery connection is secure and not loose or disconnected. Re-plug the battery if needed. 3. Contact Support: If the issue persists, contact your bike shop or the brand's service center for technical support or parameter updates. 	Motor/ Controller
20	○ ○ ● ● ●	WALK and power button failure	<ol style="list-style-type: none"> 1. Check the Buttons: Ensure the buttons are not stuck. 2. Replace Remote Buttons: If any buttons are stuck, replace the remote buttons. 3. Replace the Display: If the problem persists after replacing the buttons, replace the display. 	<ol style="list-style-type: none"> 1. Check the Buttons: Ensure the buttons are not stuck. 2. Replace Remote Buttons: If any buttons are stuck, replace the remote buttons. 3. Replace the Display: If the problem persists after replacing the buttons, replace the display. 	Display
30	○ ● ● ● ●	Communication failure	<ol style="list-style-type: none"> 1. Check the Battery Communication System: Unplug the battery communication cable to see if the problem is resolved. Replace the cable or battery if necessary. 2. Replace the Display: If the issue persists, replace the display to check if it resolves the problem. 3. Replace the Display Cable: If the problem remains, replace the display cable. 4. Replace the Controller: If the issue is still unresolved, replace the controller. 5. Contact Support: If none of the above steps solve the problem, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Battery Communication System: Unplug the battery communication cable to see if the problem is resolved. Replace the cable or battery if necessary. 2. Replace the Display: If the issue persists, replace the display to check if it resolves the problem. 3. Replace the Display Cable: If the problem remains, replace the display cable. 4. Replace the motor: If the issue is still unresolved, replace the mid motor. 5. Contact Support: If none of the above steps solve the problem, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller/ Display
37 or 28	○ ● ● ○ ●	Speed sensor signal failure	<ol style="list-style-type: none"> 1. Immediate Error on Startup: If the error code appears immediately after switching on, replace the controller. 2. Delayed Error with Zero Speed Reading: If the error appears after a delay and the display shows "0" km/h when rotating the wheel with the hub motor, replace the hub motor. 3. Contact Support: If the problem persists after these steps, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Check the Magnet: Make sure the magnet on the spokes is not loose. 2. Inspect the Speed Sensor Connector: Ensure the connector is not loose or disconnected. 3. Check Alignment: Verify that the magnet is aligned with the "△" mark on the speed sensor. 4. Check Distance: Ensure the distance between the speed magnet and the speed sensor is between 7–23 mm. 5. Adjust if Necessary: Reposition the magnet to the correct position if needed. 6. Replace the Speed Sensor: If the issue persists, replace the speed sensor. 7. Replace the Mid Motor: If the problem is still not resolved, replace the mid motor. 8. Contact Support: If none of the above steps solve the problem, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
31 or 28	○ ● ● ○ ●	Motor/ Controller failure	<ol style="list-style-type: none"> 1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller
36 or 28	○ ● ● ○ ●	Torque circuit failure	<ol style="list-style-type: none"> 1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance. 	<ol style="list-style-type: none"> 1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance. 	Motor/ Controller

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38 or 28	○●●○●	Temperature circuit failure	1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	Motor/ Controller
40 or 28	○●●○●	Current failure	1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	Motor/ Controller
41 or 28	○●●○●	Drive voltage failure	1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	Motor/ Controller
42 or 28	○●●○●	Motor drive circuit failure	1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	Motor/ Controller
43 or 28	○●●○●	Motor or controller drive failure	1. Replace the Controller. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	1. Replace the mid motor. 2. Contact Support: If the problem persists, contact your bike shop or the brand's service center for assistance.	Motor/ Controller
60 or 32	○●○●●	Display failure	1. Check the Display Cable: Ensure the display cable is properly connected and not damaged. Reconnect or replace it if necessary. 2. Replace the Display: If the issue persists after the previous step, replace the display. 3. Contact Support: If the problem remains unresolved, contact your bike shop or the brand's service center for assistance.	1. Check the Display Cable: Ensure the display cable is properly connected and not damaged. Reconnect or replace it if necessary. 2. Replace the Display: If the issue persists after the previous step, replace the display. 3. Contact Support: If the problem remains unresolved, contact your bike shop or the brand's service center for assistance.	Display
10	N/A	Torque sensor signal failure or other problems	1. Check whether the torque sensor is damaged. The cable can be easily damaged if it was installed carelessly. Replace the torque sensor if necessary. 2. Replace the controller or the cable connecting the controller and the torque sensor if the system still does not work after replacing the torque sensor. 3. If the issue persists after completing the above steps, please contact the bike shop or the brand's service center for further support.	1. Replace the mid motor. 2. If the previous steps don't solve the problem, please contact the bike shop or Brand servicer for support.	Motor/ Controller/Torque sensor