

Bafang hub motor equipped JBI Brands

ERRORS & WARNINGS CODES for Dealers

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 disassembling the parts, please turn the power OFF first and then disconnect the power cable of the disassembled part. When installing the parts, please fix the parts first, then connect the power cable of the parts, and finally turn the power ON.



The troubleshooting methods are listed in order according to the fault probability and the operability of the related parts. In practice, dealers can adjust the order based on the existing tools and spare parts. (For detailed disassembly steps, please refer to the dealer manual of the corresponding parts on the official website. www.bafang-e.com/en/home/)



Please contact Bafang after-sale service personnel <service@bafang-e.com> if the below troubleshooting fails to solve the problem or the error or warning code is not in the below list.

Code	Cause	Troubleshooting
		Hub Motor System
Error 4	Throttle voltage abnormality.	<ol style="list-style-type: none"> 1. Disconnect the throttle and restart to check again. 2. Check whether the throttle cable is connected correctly or the cable is damaged (from the throttle to controller). 3. Check whether throttle signal output voltage is within the set range (from 0.8V to 4.2V when fully triggered). 4. If the error persists in step 3, replace the throttle. 5. If the error persists in step 4, replace the controller.
Error 5	Throttle not in place	<ol style="list-style-type: none"> 1. Check whether the throttle is in place. 2. Check whether the throttle cable is connected correctly or the cable is damaged (from the throttle to controller). 3. If the error persists in step 2, replace the throttle. 4. If the error persists in step 3, replace the controller.
Error 6	Bus undervoltage	<ol style="list-style-type: none"> 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.
Error 7	Bus overvoltage	<ol style="list-style-type: none"> 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.
Error 8	Motor hall signal abnormality detected	<ol style="list-style-type: none"> 1. Check whether the motor cable is connected correctly or the cable is damaged (from the motor to controller). 2. If the error persists in step 1, replace the motor. 3. If the error persists in step 2, replace the controller.
Error 9	Motor phase abnormality detected	<ol style="list-style-type: none"> 1. Check whether the motor cable is connected correctly or the cable is damaged (from the motor to controller). 2. If the error persists in step 1, replace the motor. 3. If the error persists in step 2, replace the controller.
Error 10	Motor overtemperature	<ol style="list-style-type: none"> 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 not riding or riding for a short time, replace the motor. 3. If the error persists in step 2, replace the controller.
Error 11	Motor temperature sensor abnormality detected	<ol style="list-style-type: none"> 1. Check whether the motor cable is connected correctly or the cable is damaged (from the motor to controller). 2. If the error persists in step 1, replace the motor. 3. If the error persists in step 2, replace the controller.
Error 12	Motor hall signal abnormality detected	<ol style="list-style-type: none"> 1. Replace the controller.
Error 13	MOS self-test failure	<ol style="list-style-type: none"> 1. Replace the controller.

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		Hub Motor System
Error 14	Controller overtemperature	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 not riding or riding for a short time, replace the controller.
Error 15	Controller temperature sensor abnormality detected	1. Replace the controller.
Error 16	Motor temperature reaches the operational threshold.	1. The motor temperature reaches the operational threshold and can't operate normally. Output will start to diminish at 100 °C (212 °F), stop working at 110 °C (230 °F). 2. 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. 3. If the warning persists, replace the motor.
Error 17	Controller temperature reaches the operational threshold.	1. The controller temperature reaches the operational threshold and can't operate normally. Output will start to diminish at 100 °C (212 °F), stop working at 110 °C (230 °F). 2. Turn the power OFF, leave the drive unit in a cool location without direct sunlight until the internal temperature of the control unit has decreased sufficiently, and turn the power ON again. 3. If the warning persists, replace the motor.
Error 18	Motor stall	1. Test the bicycle under no-load condition again. 2. If the error persists in step 1, replace the motor. 3. If the error persists in step 2, replace the controller.
Error 21	Speed sensor abnormality detected	1. Check whether the motor cable is connected correctly or the cable is damaged (from the motor to controller). 2. If the error persists in step 1, replace the motor. 3. If the error persists in step 2, replace the controller.
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 bottom bracket to controller). 2. If the warning persists in step 1, replace the center axial power-assisted sensor (torque sensor bottom bracket). 3. If the warning persists in step 2, replace the controller.
Warning 26	Sensor cadence signal abnormality detected	1. Check whether the torque sensor cable is connected correctly or the cable is damaged (from the torque sensor to controller). 2. If the warning persists in step 1, replace the controller. 3. If the warning persists in step 2, replace the center axial power-assisted sensor.
Error 27	Overcurrent	1. Check whether the motor and controller cable is connected correctly or the cable is damaged (from the motor to controller). 2. Check whether the controller current (printed on controller label) matches the motor. 3. If the error persists in step 2, replace the motor. 4. If the error persists in step 3, replace the controller.
Error 30	Communication abnormality detected	1. Check whether the HMI cable is connected correctly or the cable is damaged (from the HMI to controller). 2. If the HMI powers OFF automatically 20 seconds of the error, replace the controller. 3. If the error persists in step 2, replace the HMI. 4. If the error persists in step 3, use the BESST tool to read the HMI and controller information. Replace any components that cannot be read.
Warning 33	Brake circuit abnormality detected	1. Check whether the brake cable is connected correctly or the cable is damaged (from the brake to controller). 2. Disconnect the brake cable and restart. 3. If the warning persists in step 2, replace the brake sensors. 4. If the warning persists in step 3, replace the controller.
Error 35	Abnormal drive voltage detected	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. Pressing and holding the ON/OFF display power button during power-up will trigger this warning. Releasing the display power button will clear the warning. 2. If the warning persists in step 1, replace the HMI. 3. If the warning persists in step 2, replace the controller.

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Error 40	Discharge short circuit	<ol style="list-style-type: none"> 1. Check whether the battery cable is connected correctly or the cable is damaged (from the battery to controller). Note: some models may not have a battery cable. 2. If the error persists in step 1, replace the battery. 3. If the error persists in step 2, replace the battery discharge cable. 4. If the error persists in step 3, replace the controller.
Error 42	Discharge voltage of the battery too low	<ol style="list-style-type: none"> 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, replace the battery.
Error 43	Charge/discharge total current excessive	<ol style="list-style-type: none"> 1. Check whether the battery's maximum discharge current matches the controller's maximum discharge current requirement. Note: double check that the original battery is used for the system. Never use non-original or non-OEM battery to avoid damage to the bike system. 2. If the error persists, replace the battery.
Warning 45	Charge/Discharge temperature too high	<ol style="list-style-type: none"> 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 warning persists, replace the battery.
Warning 46	Charge/Discharge temperature too low	<ol style="list-style-type: none"> 1. Turn the power OFF, leave the drive unit in a warmer location until the internal temperature of the drive unit has increased sufficiently, and turn the power ON again. 2. If the warning persists, replace the battery.
Error 49	Discharge voltage of the single cell too low	<ol style="list-style-type: none"> 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, replace the battery.
Error 58	Fuse (SCP)	<ol style="list-style-type: none"> 1. Replace the battery. Note: the battery does not have a replaceable fuse.

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