

ION			
Series:	CU2		
Error code:	Display message:	Description:	Steps:
E01	Error code.	Battery pack empty.	
E03	Error code and Service key.	Defective battery.	
E05	Error code.	Communication error.	
E06	Error code.	Short circuit in lighting.	
E07	Error code.	Motor temperature outside of temperature limits.	
E08	Service key.	Motor sensor problem.	
E09	Service key.	Electronics issue in motor.	
E10	Service key.	Software not installed correctly.	
E11	X	Electronics issue in battery pack.	
E12	Service key.	Malfunction in battery electronics or motor (connection).	
E13	X	Display not working; code not visible.	
E14	Error code.	Display unknown or not registered.	
E15	X	Battery voltage too low.	
E16	Error code.	Constant reading of torque sensor.	
E17	X	Maximum motor current reached.	
E18	X	Voltage difference between battery cells.	
E19	Error code.	Battery outside temperature limits.	
E20	Error code and Service key.	Servicing needed (appears as --).	
E21	Error code:	Motor current reduced because of high temperature.	
E22	X	Charging issue.	
E23	Error code.	Unknown battery pack.	
E24	X	Two main battery packs connected.	
E25	Error code.	Bicycle not made ready for use.	
E26	X	Bad internal communication in motor.	
E27	X	Internal fault in motor.	
E28	X	The motor has been reset.	
E99	Error code.	New part mounted; replace cycling software.	

*Range Extender E-codes are equal to the codes above, but with an added 100 (f.e. E122 = Start charging Range Extender).

ION

Series: CU3(-2) / CU2-2

Error code:	Display message:	Description:	Steps:
E01	Battery empty.	Battery pack empty.	
E02	E02	Battery outside temperature limits while charging.	
E03	Go to your e-bike dealer.	Defective battery.	
E04	E04	Battery connected to charger.	
E05	Communication error.	Communication error.	
E06	Lights defective.	Short circuit in lighting.	
E07	Motor too hot.	Motor temperature outside of temperature limits.	
E08	Go to your e-bike dealer.	Issue with motor sensor or connection problem.	
E09	Go to your e-bike dealer.	Electronics issue in the motor or controller.	
E10	Go to your e-bike dealer.	Software not installed correctly.	
E11	X	Electronics issue in battery pack.	
E12	Go to your e-bike dealer.	Malfunction in battery electronics or motor (connection).	
E13	X	Display not working; code not visible.	
E14	Unknown display.	Display unknown or not registered.	
E15	X	Battery voltage too low.	
E16	Calibrate bicycle.	Constant reading of torque sensor.	
E17	X	Maximum motor current reached.	
E18	X	Voltage difference between battery cells.	
E19	Battery temp. outside limits.	Battery pack outside temperature limits.	
E20	Servicing recommended.	Servicing required.	
E21	Limited support.	Motor current reduced because of high temperature.	
E22	Charging will not start.	Charging issue.	
E23	Unknown battery pack.	Unknown battery pack.	
E24	X	Two main battery packs connected.	

E25	Go to your e-bike dealer.	Bicycle not made ready for use.	
E26	X	Bad internal communication in motor.	
E27	X	Internal fault in motor.	
E28	X	Motor has been reset.	
E29	X	No communication with control unit.	
E30	Torque sensor not found.	No communication with torque sensor.	
E31	X	Short circuit in accessory connection.	
E32	Battery temp. outside limits.	Electronics in battery pack are too warm.	
E33	X	Balancing circuit not functioning.	
E34	Part not supported.	Control unit does not support accessories.	
E35	No comm. with throttle.	No communication with throttle.	
E36	No comm. with receiver.	No communication with heart rate receiver.	
E37	Go to your e-bike dealer.	No communication with battery circuit.	
E38	X	Excessive current while inactive.	
E39	Wrong charger connected.	Wrong charger connected.	
E40	X	Overcurrent protection has intervened.	
E41	X	Overcurrent protection has intervened.	
E42	X	Voltage difference between total cell voltage and measured battery voltage.	
E43	X	Temperature in one or several cells too high.	
E44	Go to your e-bike dealer.	Motor charges battery pack.	
E45	Motor controller too hot.	Motor controller too hot.	
E46	Go to your e-bike dealer.	Temp. motor sensor outside limits / connections problem between motor and AUM.	
E99	Go to your e-bike dealer.	New part mounted; replace cycling software.	