DUTY - Quick Guide

Bike not working?
Follow this quick diagnosis chart to understand and resolve common issues.

Ensure you are familiar with the Service Manual and Owners Manual. These are designed to help you understand the product and resolve any issues, and should be your first point of reference.

Service Manual

User Manual

The DUTY Bike must be on the centre stand for all diagnostic processes highlighted. Unplug the battery and then replug the bike into the battery.

Did you hear a beep from the VMS? — NO → The battery may be flat. See battery test procedure. If battery is flat, recharge battery. If battery is faulty, replace. → Unplug the battery and then replug the bike into the battery. → If still no beep from the bike, the VMS may be faulty. Refer to Service Manual and replace VMS

YES

Start the Duty by either the Key Fob or Kill Switch.

Does the display illuminate? Is the headlamp ON? Is the bike in N? — NO → Try using the secondary Key Fob. OR replace Key Fob battery. OR replace Key Fob if faulty.

YES

Press the kill switch

Does the bike go into Run Mode? Did you hear a double beep from the VMS? — NO → Check if both kickstands are retracted and the kickstand switch is plugged in. → Log onto UBCO APP. Check for any fault codes. Investigate and repair any issues relating to recorded codes. Clear fault codes.

YES

Turn throttle slowly

Does the rear wheel begin to spin? — NO → Could be Motor Controller or Phase / hall sensor cable connection related issue. Refer to Service Manual.

YES

Log onto UBCO APP. Check for any fault codes. Investigate and repair any issues relating to recorderd codes. Clear fault codes. → **Test ride bike to confirm there are no remaining issues. If the bike still doesn't work refer to the service/tech manual or call Aus Post Support Line +61 483 954 733**

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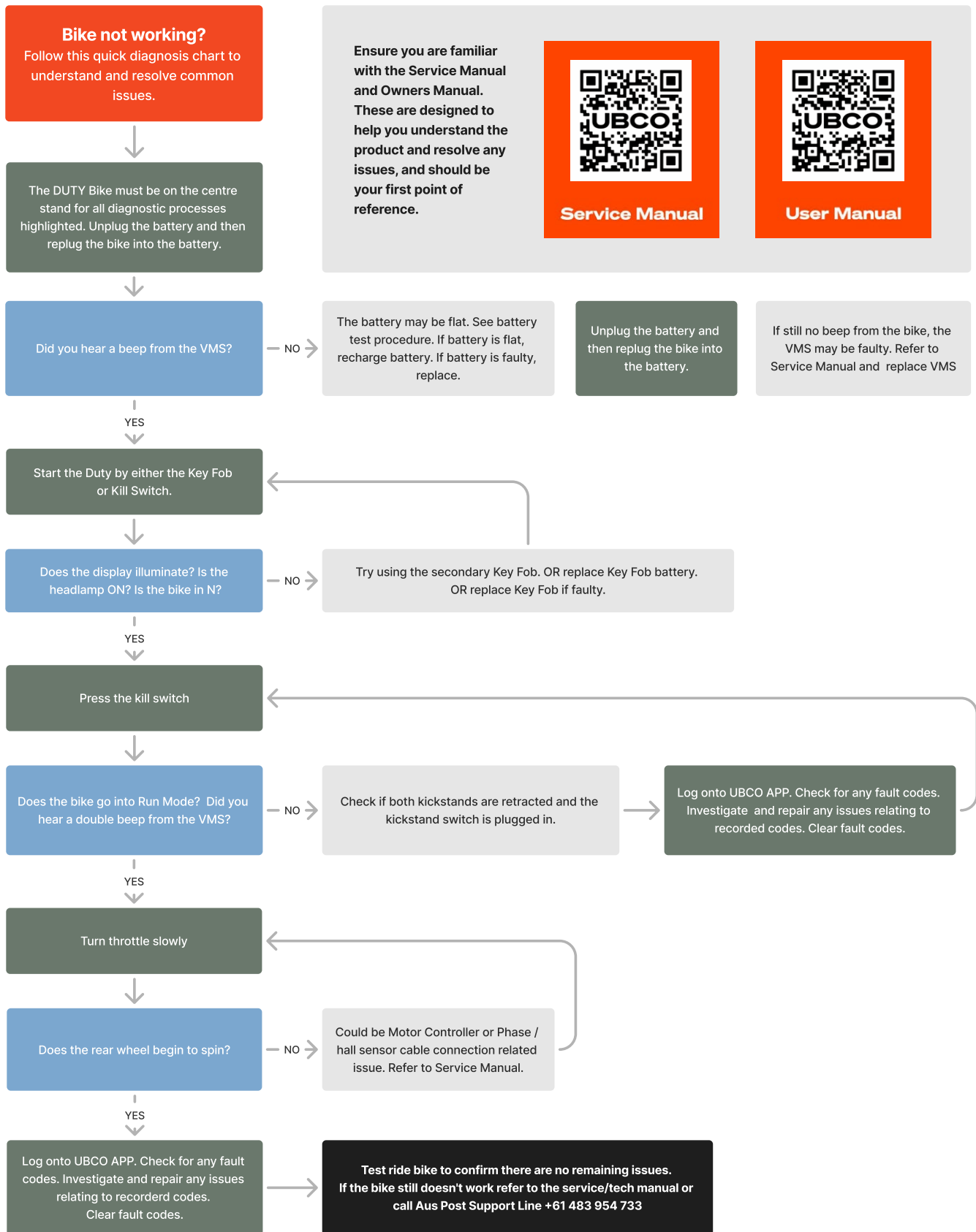ELECTRIC UTILITY VEHICLES

Key Fob Security Mode

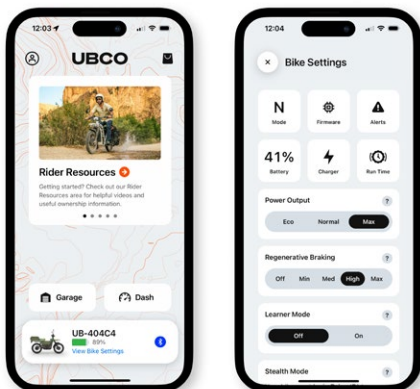**NOTE: Bike will be in Security mode by default when the bike is delivered.**

To Turn OFF Security Mode

Turn the bike off

Simultaneously, press and hold Key Fob button and RED kill switch button on E-Throttle for approx 10 sec.

During this period, you will hear a series of beeps with a longer double beep at the end that will confirm the security mode has changed from On to Off or Off to On

To Turn ON Security Mode

Kill Switch
(ON and OFF)

Download the UBCO Mobile App

The UBCO App is an essential companion to the bike. Using the App you can connect to UBCO bikes, check alert codes, change settings, update firmware and more.

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