

Fault Codes & Troubleshooting

A quick-reference guide to the warning symbols shown on your IK5SE display, what causes them, and the checks to work through – in order of how often each one turns out to be the culprit.

BEFORE YOU START

Photograph every step as you dismantle the scooter. A photo record makes reassembly far quicker and helps our support team diagnose the fault if you need to call.

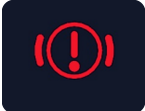
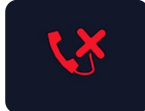
SAFETY FIRST

Switch the scooter off and remove the key before removing any cover. If you are not confident carrying out a check, stop and contact your authorised Ikon stockist – repairs outside these basic checks should be handled by a qualified technician.

HOW TO READ THIS GUIDE

LIKELIHOOD	LETTER POSITIONS	STILL FAULTY?
The share of cases resolved by that step, based on service records. Highest first.	References such as E , K or J refer to the labelled connector positions on the IK5SE wiring diagram.	Steps marked in red mean the fault is beyond a basic check – contact after-sales support.

SYMBOL INDEX — AT A GLANCE

					
Brake BRAKING SYSTEM	Controller ECU	Potentiometer THROTTLE INPUT	Battery POWER SUPPLY	Communication DISPLAY LINK	Motor DRIVE SYSTEM

SECTION 01

Dashboard Fault Codes

The symbols below appear on the IK5SE display when a fault is detected. Work through the checks in the order shown — the percentage indicates how often that check resolves the fault.

SYMBOL	FAULT	POSSIBLE CAUSE	WHAT TO DO
	Brake Failure BRAKING SYSTEM	- Scooter is in manual push mode - Electromagnetic brake system failure - Faulty controller	- Move the manual/automatic brake lever back to automatic mode (move the brake handle). 60% of cases - Remove the back cover and check position E. Make sure all connectors are fastened — unplug the 2-pin connector and reconnect it. 30% of cases - Faulty controller. 5% of cases 4 Still showing the fault? Contact after-sales service.
	Controller Malfunction ECU	- Loose or disconnected wiring - Faulty controller	Remove the back cover and unplug the 14-pin connector. Check whether any pins are damaged, then reconnect. 40% of cases 2 Still showing the fault? Contact after-sales service.
	Potentiometer Malfunction THROTTLE INPUT	- Loose or disconnected wiring - Faulty potentiometer - PCB board failure	- Remove the control console cover and check position K. 40% of cases - Gently shake the potentiometer and check whether the fault clears on the display. 30% of cases - Check the main wiring connectors at positions J, I and A. 10% of cases - Replace the PCB board. 10% of cases 5 Still showing the fault? Contact after-sales service.
	Battery Malfunction POWER SUPPLY	- Battery not properly installed - Faulty battery	Check the battery is seated securely and fully locked into place. 2 Still showing the fault? Contact after-sales service.

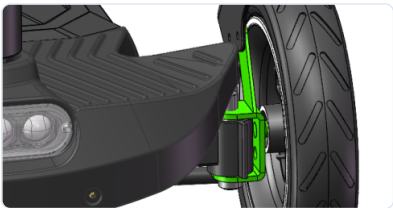
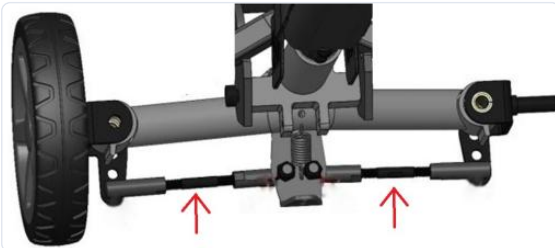
SYMBOL	FAULT	POSSIBLE CAUSE	WHAT TO DO
	Communication Failure	Loose or disconnected wiring	Gently shake position B and check whether the fault clears on the display. 30% of cases
	DISPLAY LINK	- Screen failure - PCB board failure	- Replace the screen. 10% of cases - Replace the PCB board. 10% of cases - Still showing the fault? Contact after-sales service.
	Motor Malfunction	Loose or disconnected wiring	Check and reconnect all wiring securely at positions E, F and G. 20% of cases
	DRIVE SYSTEM	- Faulty motor - Faulty controller	- Replace the controller. 20% of cases - Still showing the fault? Contact after-sales service.

SECTION 02

Other Troubleshooting

Common faults that do not display a warning symbol, and the checks that resolve them.

PROBLEM	SOLUTION
No display and no power You turn the key on, the screen stays blank and the scooter will not move.	- Switch failure — replace the key switch. 30% of cases - Check position D and replace the fuse. 20% of cases - Battery not properly installed — reseal it. 10% of cases - The battery has a protection board. If it has tripped into protection mode, recharge the battery to reset it. 10% of cases - While folding the scooter, watch the screen for any faults appearing as it moves. - Check positions A, C, I, J, O and P for loose or disconnected wiring. - Contact after-sales service for controller inspection and replacement.

PROBLEM	SOLUTION
Blank display, scooter still drives You turn the key on, the screen stays blank, but the scooter operates normally.	1 Screen failure — replace the display screen.
Screen flickers frequently	1 Screen failure — replace the display screen.
Seat wobbles or folding lever will not lock The folding lever does not seat onto the lock pin.	1 If the seat wobbles, check the screws at the four points arrowed in red below. 2 If there is no click when the seat is lifted, or the folding lever does not engage the lock pin, check whether the spring (green arrow) or the folding lever is broken, and replace it.  Red arrows: seat mounting screws. Green arrow: folding lever spring.
Handlebars hard to control on uneven ground	1 Fasten the steering knuckle nuts (highlighted green below).  Steering knuckle assembly.
Wheels lag when you turn the handlebar The wheels do not respond immediately to steering input.	1 Fasten the tie rod and steering linkage nuts at the four points arrowed below.  Red arrows: tie rod and linkage nuts to check.
Front tyres wearing unevenly	1 Adjust the steering tie rod on the side where the tyre is worn. The aim is to have both front wheels tracking parallel.  Red arrows: steering tie rods — adjust on the worn side.

Need a hand?

If you have worked through the checks above and the fault is still showing, your local authorised Ikon stockist can help. We recommend a service once every 12 months to keep your scooter running at its best.

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Mon–Fri, business hours AWST

ONLINE

ikonmobility.com.au

Find your nearest stockist

POST

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