

6.3 Scooter does not recognised main batteries

Info: The following steps shall solve the issues the several main batteries are not recognised by the scooter after inserting them into the first or second slot.

Initial conditions for the scooter to start the charging process for internal batteries:

4. Insert main battery.
5. Activate the main battery by closing the seat.
6. Activation on the display verification by a white border around the main battery charge indicator on the display(bottom left)

1. Hard Reboot

- 1.1. Remove the main battery if possible
- 1.2. Disconnect the 2 plugs on the DC converter



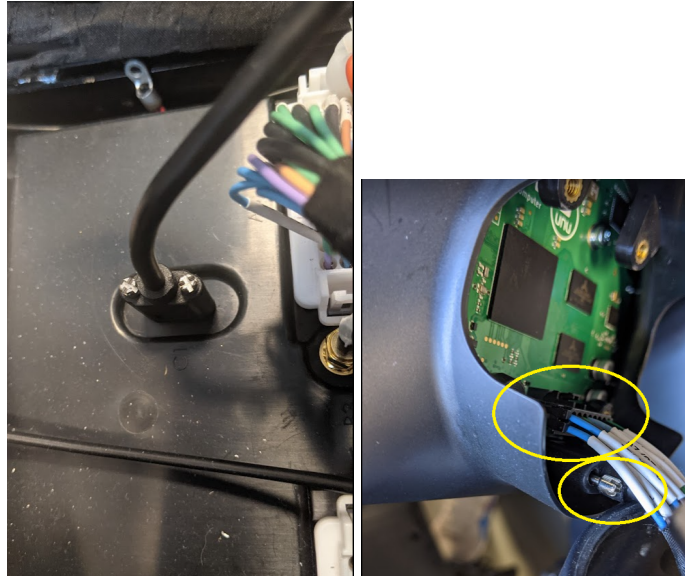
- 1.3. Disconnecting the 12V battery (aux battery)
- 1.4. Disconnecting the connectivity battery

2. Remove footrest panel

3. Checks

- 3.1. Is the main battery charged in the charger and recognized in an alternative unu scooter?
 - > Yes: Customer defect unu
 - > No: Main battery defective (**BAT-14-01-001-01**)
- 3.2. Checking the unu scooter with an alternative 2nd main battery, if available.
 - > 2. Battery is recognized: Customer battery replacement
 - > 2. Battery is not recognized: cause in the scooter

- 3.3. Connection check MDB - Display
 - 3.3.1. Checking the turn signal indicator on the display for correct indication
 - 3.3.2. Checking the USB connection on the MDB (loose connector, water ingress, traces of water, corrosion in the connector)
If yes: Exchange MDB and USB cable
(SP-S-ASM-PCBA-MDB1-01 and SP-S-05-06-002)



- 3.4. USB check unsuccessful: replace the display **(SP-S-ASM-PCBA-DBC1-01)**
- 3.5. Exchange display unsuccessful: exchange MDB
(SP-S-ASM-PCBA-MDB1-01)
- 3.6. **If the battery is not recognized after replacing the display, MDB, USB cable, it is very likely that the NFC reader is defective.**
- 3.7. Inserting the main battery into the 1st and then 2nd slot
 - 3.7.1.1. If main battery is detected in any slot:
Replacing the NFC reader in the unreadable slot

OR

- 3.7.1.2. If battery is not recognized in both battery slots: Replace NFC reader (slot #1: **SP-S-ASM-PCBA-NFC1-01** or slot #2 **SP-S-ASM-PCBA-NFC2-01**)