

This article helps you to determine why you may not be getting pedal assistance on the XE-1.

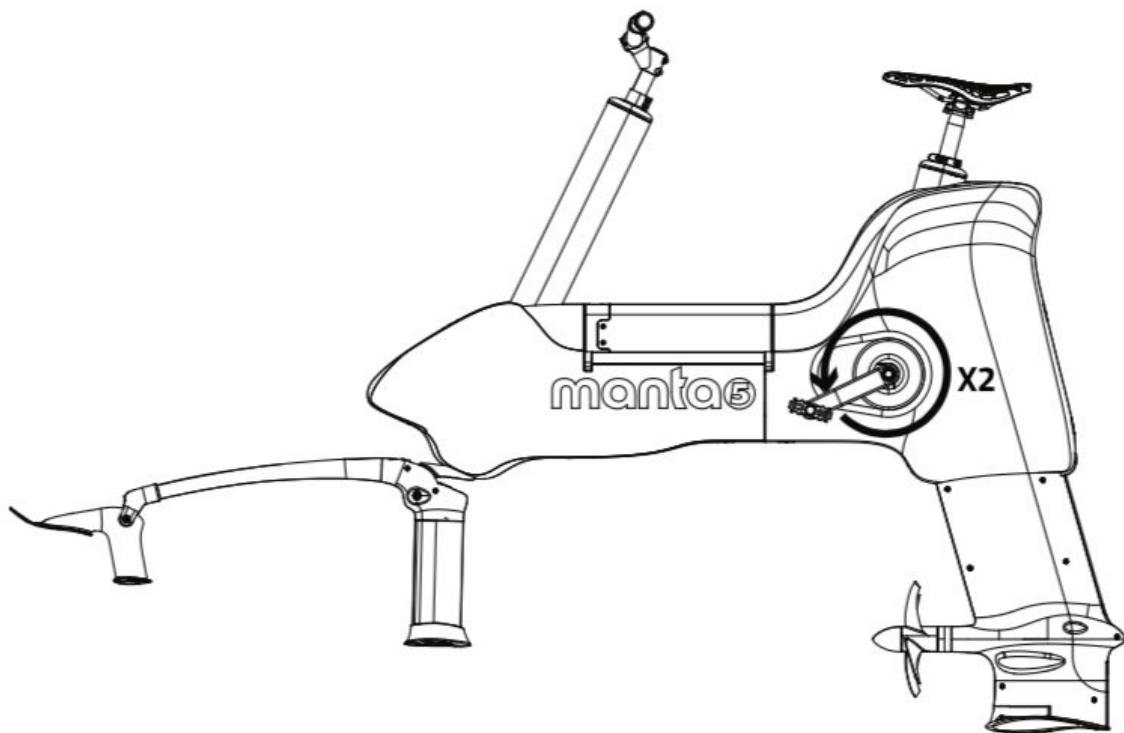
In order to determine why your XE-1 may not be providing electrical assistance to you, work through the following scenarios:

1. Perform a function check.

To be sure that your bike is not providing any pedal assist, perform a function check by doing the following steps:

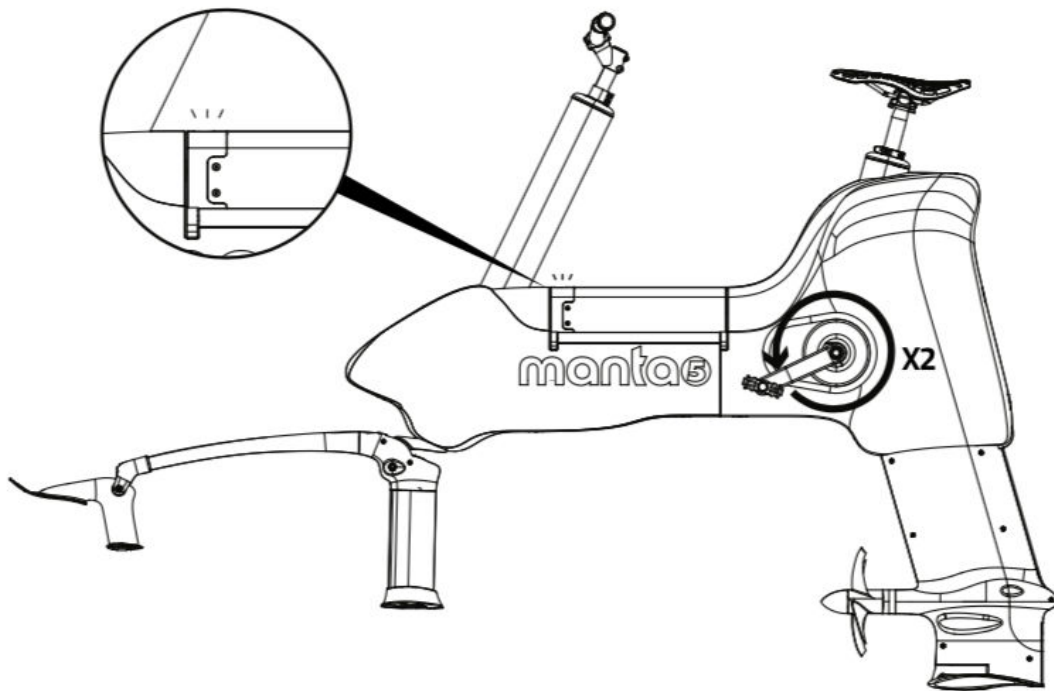
1.1 Place the Hydrofoiler XE-1 onto land with the battery connected and in place.

1.2 With the battery off, turn the pedals a full two rotations and feel the resistance as they turn.



1.3 Next, turn the battery on. Listen out for a loud beep and a solid ring of light around the button. [If your battery does not turn on, it is likely flat and needs to be charged.](#)

1.4 With the battery on, check the electrical assist is working by turning the pedals again. After your pedals turn 180 degrees the motor should engage, making the cranks easier to rotate, whilst the propeller spins faster.



1.5 If you cannot feel a difference between the resistance with the battery off and then on (ensuring that the battery is charged), work through steps 3/4.

2. Your battery is flat.

If you feel the pedal assist gradually becoming less and less, it is likely that your battery is running low. Your battery switch LED will be lit up red if the power is 25% or less.

Battery State of Charge	Illuminated switch LED	Audible
0-10%	Red, flashing	Beeping
10-25%	Red, solid	N/A

If this is the cause of your not feeling the level of pedal assist desired, follow these instructions here on [how to charge your battery](#).

3. Automatic Battery Shutdown Timeout.

Your battery will automatically turn itself off if the pedals have not been turned for 5 minutes OR if the battery is not connected to the motor. Turn the pedals to restart the 5 minute timer.

4. Tip-over rider protection.

Your battery is designed to cut the power assist by using tilt sensors when the Hydrofoiler XE-1 rolls. If the angle of the bike exceeds 60 degrees from vertical, the motor will be disabled to protect the rider whilst floating in water.

Your battery switch LED will flash on and off for 1 second indicating that the motor has been disabled.

When the angle of the bike comes within 30 degrees from vertical, the motor will re-engage and the switch LED will stop flashing.

If you still find that you are not getting any pedal assistance from your XE-1, please get in touch with our support team [here](#).