# Operation and error codes

## Endurance battery – lights and error messages

**Van Beijck & Sitgo**
Endurance Efficiënt 10 / 12 / 15 Ah
Endurance Pro 12 / 16 / 20 Ah




This guide applies to the **Endurance battery with battery passport**. You can recognise this battery by the **QR code** on the battery. The battery has **4 lights**. Light 1 is the light on the left. The lights show how full the battery is and whether something is wrong.

## How to read the lights

on · blinks slowly · blinks fast · blinks very slowly · alternates red / yellow · off

## 1. How full is the battery? (while riding)

| Lights | Meaning |
|---|---|
| | **81 – 100 % full** |
| | **61 – 80 % full** |
| | **41 – 60 % full** |
| | **21 – 40 % full** |
| | **1 – 20 % full**<br>Charge the battery soon. |
| slow | **Empty (0 %)**<br>Charge the battery as soon as possible. |
| | **All lights off**<br>The battery is off or in sleep mode. |

## 2. While charging

| Lights | Meaning |
|---|---|
| blinks | **0 – 20 % full** |

| | |
|---|---|
|  | **21 – 40 % full** |
|  | **41 – 60 % full** |
|  | **61 – 80 % full** |
|  | **81 – 99 % full** |
|  | **Full (100 %)**<br>You can disconnect the charger. |

## 3. The battery protects itself

With these messages the battery switches itself off temporarily to prevent damage. The battery is usually **not** broken.

| Lights | What is wrong? |
|---|---|
|  | **Too much current requested**<br>Switch the bike off and on again. Does it happen often? Contact your dealer.<br>OCP |
|  | **Short circuit**<br>Do not use the bike and contact your dealer.<br>SCP |
|  | **Voltage too high**<br>Disconnect the charger. Only use the original charger.<br>OVP |
|  | **Voltage too low – battery is completely empty**<br>Charge the battery with the original charger.<br>UVP |
|  | **Charging current too high**<br>Disconnect the charger. Only use the original charger.<br>COCP |
|  | **Battery too hot**<br>Let the battery cool down in a cool place, out of the sun.<br>OTP |

| | |
|---|---|
|  | **Battery too cold**<br>Let the battery reach room temperature indoors. Only then charge it.<br>UTP |
|  | **Difference between the cells**<br>Charge the battery completely. Does the message remain? Contact your dealer.<br>DELTA_V |
|  | **Temperature difference in the battery**<br>Let the battery rest for one hour at room temperature. Does the message remain? Contact your dealer.<br>DELTA_T |
|  | **Start-up failed**<br>Switch the bike off and on again. Does the message remain? Contact your dealer.<br>PRECHG_FAIL |
|  | **Fuse in the battery blown**<br>Do not use the battery any more. Contact your dealer.<br>FUSE_BURNT |

## 4. Fault in the battery

These messages mean there is a fault in the battery electronics. **Never open the battery yourself.** Contact your dealer and mention the message.

| Lights | Fault |
|---|---|
|  | **Protection circuit does not start** BQ76_INIT |
|  | **No connection with the protection circuit** BQ76_COMM |
|  | **Setting the protection circuit failed** BQ76_CONFIG |
|  | **Error in the protection circuit** XREADY / OVRDALERT |
|  | **Hardware error** HW_INCORRECT |
|  | **Memory error** WRITE_FLASH |




**Unknown fault** HW_UNKNOWN

**Tip for the dealer:** scan the QR code on the battery. You will then see the battery passport with the serial number and the history of this battery. Always mention the serial number with a message.

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