

## Service

### Calibrating the torque sensor

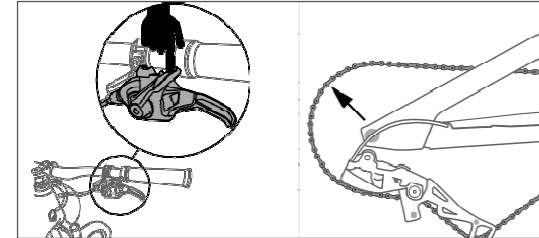
Due to the precise torque sensing capabilities of the Powerplay Drive, calibration

may be required periodically.

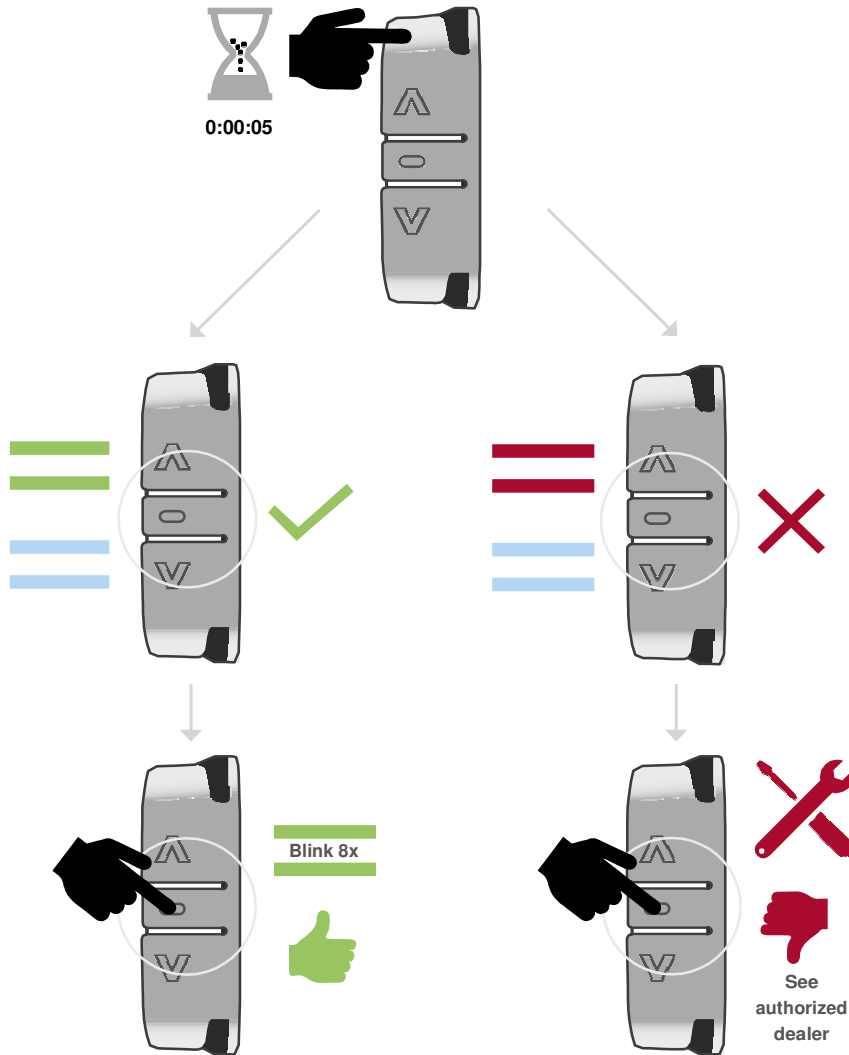
Example:

Debris / Chain jam / Chain / Chainring / Pulley / Pinion replaced

1.



3.



**Troubleshooting**

Please work with your local dealer for troubleshooting. Your Powerplay Mobile APP can generate error codes for diagnostics. When an error code appears your iWoc will show a red LED. Check your APP for the following error codes, by clicking the red warning icon:

Error	Name	Notes	Possible Solution Proceed in order
3	Torque Sensor Fault	Torque sensor error	Clean / Clear Torque Sensor Arm and Sensor Calibrate Torque Sensor
4	Low Voltage Protection	Low battery voltage	Recharge Battery
6	Hall Sensor Fault	Drive error (error update at power up only)	See Dealer
7	Over Temperature Protection	Drive overheated	Allow Drive to cool down
11	Communication Fault Lost Frame Job	Communication error between iWoc and Drive	Power iWoc Off -> On See Dealer
24	Motor Conn Err	Drive error (error update at power up only)	See Dealer
30	Over Current Protection	Drive error	Power iWoc Off -> On See Dealer
33	Current No Speed	Speed sensor error	Align magnet and sensor See Dealer

