

## FAQ 常見問題

Q1: Will it be difficult to clarify the problem for separate purchase of motor, battery, and controller?

A1: (1) This won't be a problem. Engineer who has the knowledge for electrical engineering can easily tell.

(2) How to test and know if the battery is good or defective?  
Use multimeter to test if there is voltage. If not, the battery is broken. Conversely, assemble the battery with the controller and motor. Then, start the motor. If the motor runs but then stops immediately and all the LED lights on the panel turn off, the battery is broken. This situation means there was only virtual voltage left in the battery.

(3) The method for checking the motor is to use a new controller and assemble it together with battery and motor. If motor fails to run, the motor is damaged. Conversely, if the motor runs smoothly, it means the original controller is damaged.

(4) We conduct full-inspection for controller before shipment to ensure that all the function is good. The safety is assured by the correct assembly according to the corresponding colors of cables.

Q2: Is it possible to use custom display?

A2: It's feasible. But it's indispensable to provide us the display for modifying the communication protocol.

Q3: Is it possible to add new functions such as lighting system to original product?

A3: The sample of lighting system and the requirements for function are necessary to be provided to us. Currently our controller doesn't contain this function. If extra function is needed, a new molding is required.

Q4: Is it possible to modify the soft start?

A4: Soft start is a safeguard which the programs can be adjusted according to customer's needs.

Q1: 分開採購以後馬達與電池、控制器出問題之責任釐清歸屬不容易

A1: (1) 其實很簡單，只要有稍具電機知識的工程人員即可。

(2) 判定電池好壞：  
先用三用電錶測試有無電壓輸出，若無則是故障，若有則須接上控制器馬達啟動。馬達啟動後稍轉隨之停止，操作面板LED全熄，則表示電池故障，只剩虛電壓。

(3) 判定馬達的良品與不良品方法如下：  
先換一只新的控制器接上電池和馬達，如果馬達不運轉，即馬達損壞；反之，如果馬達正常運轉，即控制器損壞。

(4) 控制器在製造時都是全檢測，所以出廠時都是良品，只要依我司整合後提供的色線接上即安全無虞。

Q2: 客戶不買速度面板，要用自己的如何因應？

A2: 客戶須提供供應商面板，供修改通訊協定。

Q3: 客戶如果要增加燈或其他功能如何因應？

A3: 客戶必須提供燈的實物及功能設定，目前本控制器無此功能，須重開模。

Q4: 緩起動是否可修改？

A4: 緩慢起是一種安全保護措施，可依客戶需求修改程式調整。