

Troubleshooting



FAQ

STARK FUTURE

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I wish to upgrade my VARG from Standard to Alpha. How can I do that?

Added features and upgrades can be requested directly from the VARG app. Feel free to explore all options within the app and it will guide you through the whole process.

I'd like to install lights on my VARG. Where can I connect them?

There's no possibility to connect external accessories to the bike's electrical system and **we don't recommend making any modifications to the VARG as this may affect the safety and performance of your bike**. We can only recommend using battery powered accessories or an external battery to power up any external accessories.

I lost my Stark phone. What should I do?

Every VARG comes with a Stark phone and a data SIM card included. In case you've lost your Stark phone, please [contact here](#) ↗ before you order a replacement so we can cancel your lost SIM card and send a new SIM card together with your replacement Stark phone.

My Stark phone is broken. What should I do?

You can purchase a replacement directly from our [web store](#) ↗. Please remember to take the SIM card from the old phone when swapping it for the new phone otherwise, without a SIM card, you won't be recording your riding data.

Will the VARG work without the Stark phone?

Yes. The downside is that you won't be able to know your battery status, adjust map settings or record riding data. You will still be able to change between maps using the control switch according to your latest settings though.

I cannot connect my VARG to my Stark phone.

Only the Stark phone can connect with your VARG. No other devices can connect.

Ensure you have the latest version of the VARG app installed. Search for the VARG app in Google Play Store and click update. If no update button is available then the VARG app is up to date.

Ensure you have logged in the VARG app with the correct Stark user email. Only the Stark user registered with the VIN will be able to connect.

I can see the VIN of my VARG after I login to the VARG app, but I get a time out message when trying to connect to the bike.

Ensure you have the latest version of the VARG app installed. Search for the VARG app in Google Play Store and click update. If no update button is available then the VARG app is up to date.

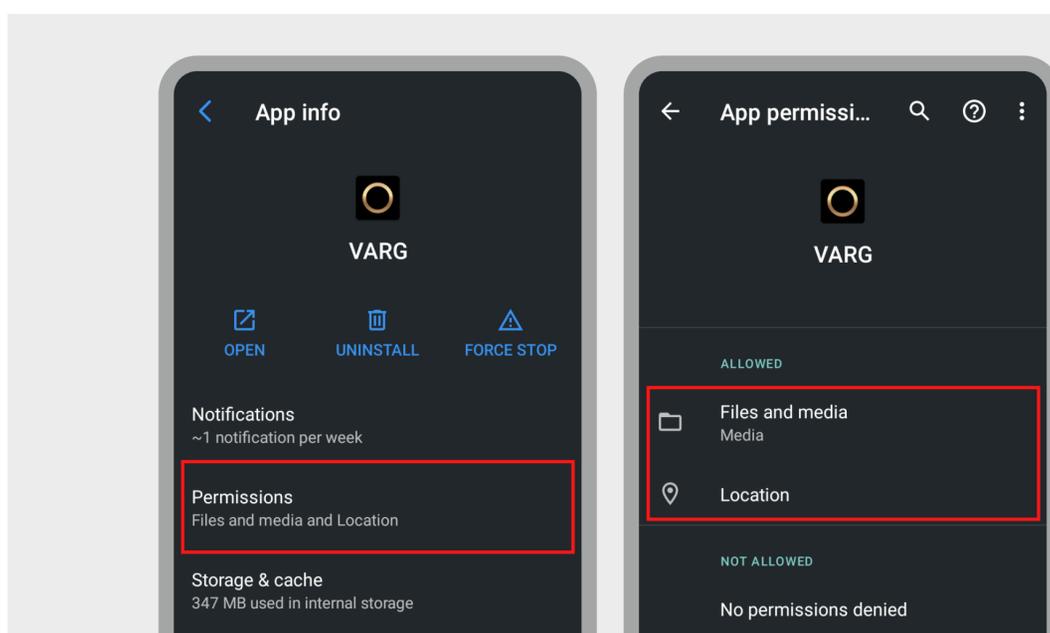
Restart the Stark phone and hard shutdown the VARG. A tutorial video is [available here ↗](#).

Turn your bike ON and attempt to pair once again. In case the issue persists, please [contact us ↗](#).

I cannot see the VIN of my VARG after I login to the VARG app.

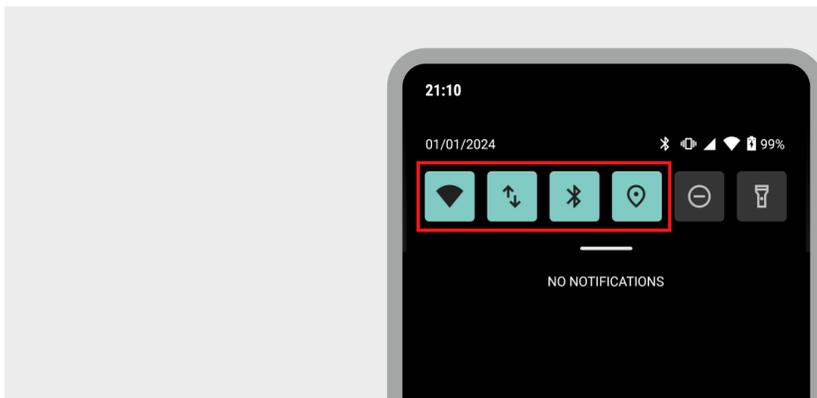
Ensure you have **logged in** the VARG app with the correct Stark user email.

Ensure you have **location services** and permissions correctly activated:



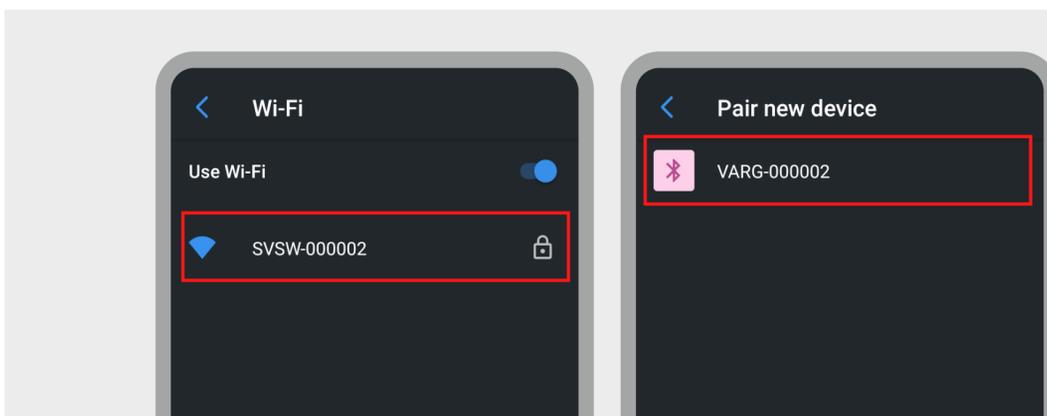
Press and hold VARG app icon → App info → Permissions: “Files and media” and “Location” should be allowed

Ensure **Wi-Fi, mobile data, bluetooth** and **location** are enabled:



Scroll down from the top of the home screen: Wi-Fi, mobile data, bluetooth and location services should be enabled.

In case the login details and phone settings are correct, it could mean there's a hardware failure. To test this, open wifi and bluetooth menus on your Stark phone and **check the respective wifi and bluetooth signals** are there, where it shows the last 6 digits of the VARG you are trying to connect:



Check Settings → Network & Internet → Wi-Fi and Settings → Connected devices → Bluetooth → Pair new device: your VARG should appear in both lists.

If no network shows as such, this indicates a potential problem with the wireless charging module and could be necessary to replace it. If your bike is under warranty, please [contact us](#) ↗.

I want to sell my VARG. What do I need to do?

Whenever you wish to sell your VARG, you'll need to transfer ownership to the new user.

First step is to ensure the new Stark user is already registered with Stark Future. See next topic on: [§How to transfer ownership of my VARG?](#)

How to transfer ownership of my VARG?

Ensure you are next to the bike and the bike is ON . **Do not move away from the bike until the process is complete.** Open your VARG app, go to Settings and select Transfer Ownership.

Enter the new Stark user email address and press Transfer. You will receive an email with the authorization PIN on the current Stark user email address. **The PIN is valid for 10 minutes.** Enter the PIN on the VARG app and transfer should be complete.

Logout from the VARG app and log back in this time using the new owner Stark account details. Follow the pairing procedure to connect to the VARG in this [tutorial video ↗](#).

I transferred ownership of the bike and now cannot connect to it.

Once the ownership transfer is complete, only the new Stark user will be able to see the VIN on the VARG app and connect to that VARG. Ensure that you are logging in the VARG app using the same credentials you entered when transferring ownership to the new Stark user. If you have confirmed the new Stark user credentials are correct and still you cannot connect to the VARG, please [contact us](#) ↗.

How do I turn the VARG ON?

Push the power button on the control switch for 2 seconds. The LED should light up  **RED** for a couple of seconds and then change to .

What's happening with my VARG?

The LED on the control switch will give you a hint of what is happening to your VARG. Please consider the conditions.

“After I pushed the power button to turn my VARG ON...”

- **FLASHING GREEN** when **powered ON**, means all control units software are up to date and the bike is ready to go once you **engage**. To **engage**, press the **DOWN** button and the LED should change to **STATIC GREEN**.
Please exert caution when the bike is engaged, the throttle is active! Ensure it's safe to accelerate.
- **FLASHING PURPLE** when **powered ON**, means there's a software update available and ready to be installed. Proceed with the software update installation ([watch video tutorial ↗](#)).
- **FLASHING YELLOW** when **powered ON**, means either there's a software update available and ready to be installed or one of the control units is having problems. Try updating the software a couple of times ([watch video tutorial ↗](#)). If the update does not fix it, please [contact us ↗](#).

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- **● STATIC YELLOW** when **powered ON**, means the throttle might be faulty or not fully returned to 0 position. Clean the throttle with compressed air and check that the grip is not pushed too far inside, resulting in getting stuck on the handlebar end. If this does not fix it, check and clean the throttle connector from any debris or oxidation, located in the connectors box behind the number plate. If this does not fix it, [contact us ↗](#).
 - If your VARG is stuck on **● STATIC RED** when you try to power it **ON** and does not turn **ON**, [contact us ↗](#).
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“When I power OFF my VARG...”

- **◐ FLASHING RED** every few seconds when **powered OFF**, means the bike is **OFF** and on **Standby mode**. The Stark phone will charge if placed in the docking station to monitor charging cycles and the bike will be able to receive updates (if 4G connectivity is available at this location).
 - **○ LED OFF** means the bike is on **Shutdown** mode. Please note that if the battery is 20% or less it will go to Shutdown mode directly on power **OFF**, bypassing **Standby** mode.
-

The wireless charging module will be disabled, thus not charging the Stark phone. **It is recommended to charge up your VARG to avoid battery depletion!**

- **● STATIC PURPLE** means the bike is **OFF** and there might be a hardware failure with the battery. Try powering the bike **ON** and perform an update ([watch video tutorial here ↗](#)). If you're not able to turn the bike **ON**, [contact us ↗](#).
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“When I connect the charger to my VARG...”

- **○ LED OFF** while the **charger is connected**, means the bike is **OFF** and not charging. Press the power button for 2 seconds and it should light up **● RED** followed by **● STATIC BLUE**.
 - **● STATIC BLUE** while the **charger is connected** to the bike, should mean it's charging. Ensure that your Stark phone is paired with the bike and monitor the charging status.
 - **● STATIC YELLOW** while the **charger is connected** to the bike, means there's no power flowing into the bike. Check that the charger power cord is connected to a power source. Please try a different outlet/power source.
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If using a generator, try plugging it directly to the main grid and remove any extension cords or adapters in case you're using one. Try a few different outlets on different circuit breakers. If you have access to another VARG charger, try with a different charger/bike. If the above does not fix it or you have a faulty charger, please [contact us](#) ↗.

-  while the **charger is connected** to the bike, could mean that there's a hardware problem. Please [contact us](#) ↗.
 - If  even after pressing the power button, please [contact us](#) ↗.
-

My VARG turns ON but I have no throttle response. What should I do?

To try and understand the reason why your VARG does not move, follow these steps.

“The current LED status is...”

-  means the bike is **ON** and in **neutral**. Pressing the **DOWN** button should **engage** the bike and **activate the throttle**. If the bike does not engage when you press the DOWN button, it may be a faulty switch.

To test if the **DOWN** button is faulty, ensure the bike's battery is at least 25% charged and power **OFF** the bike. Then press and hold **UP** and **DOWN** buttons simultaneously until you see a short  **WHITE FLASH** (this means the bike is in **Shutdown** mode). If the bike does not go into **Shutdown** mode and stays in **Standby** mode ( **FLASHING RED** every **20 seconds**), this could mean the **DOWN** button is faulty and you may need to replace the control switch. Try cleaning the switch with compressed air. Also check and clean the connector, located in the connectors box behind the number plate, from any debris or oxidation. Once checked, cleaned and reconnected, turn the bike **ON** and test if the switch works. If not fixed, please visit our [parts webstore](#) ↗ to purchase a replacement or [contact us](#) ↗ to request a replacement under warranty.

-  **STATIC YELLOW** means the bike is **ON** but the throttle might be faulty or not fully returned to 0 position. Clean the throttle with compressed air and check that the grip is not pushed too far inside, resulting in getting stuck on the handlebar end. Also check and clean the connector, located in the connectors box behind the number plate, from any debris or oxidation.

If this does not fix it, please visit our [parts webstore](#) ↗ to purchase a replacement or [contact us](#) ↗ to request a replacement under warranty.

- **● STATIC GREEN** means the bike is **ON** and **engaged**. **Throttle should be active, please exert caution!** If no throttle response, it may be a faulty inverter or recalibration required. Please [contact us](#) ↗.
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My VARG doesn't turn ON. What should I do?

There are many possibilities for your VARG not turning ON. Please follow below steps to try and pinpoint the problem.

“The current LED status is...”

- **● STATIC PURPLE** means the bike is **OFF** and there might be a hardware failure with the battery. Try powering the bike **ON** and perform an update ([watch video tutorial](#) ↗). If you're not able to turn the bike **ON**, [contact us](#) ↗.
 - **● STATIC RED** while the **power button is pressed** and **○ LED OFF** as soon as you it's released, could mean that there's a hardware problem. Please [contact us](#) ↗.
-

My VARG is not charging.

Why?

There could be a number of reasons why your VARG is not charging. Please follow below steps to try and find the reason.

“I have connected the charger to a power source and the VARG. The LED on the control switch is...”

-  **LED OFF** while the **charger is connected**, means the bike is **OFF** and not charging. Press the power button for 2 seconds and it should light up  **RED** followed by  **STATIC BLUE**.
-  **STATIC BLUE** while the **charger is connected** to the bike, should mean it's charging. Ensure that your Stark phone is paired with the bike and monitor the charging status.
-  **STATIC BLUE** while the **charger is connected** to the bike but the **battery percentage is not increasing**, should mean it's charging. In case the battery percentage does not increase in a matter of minutes, there could be a hardware issue. Please remove the spoiler assembly ([watch video tutorial ↗](#)) and check that the charging port connectors on the VARG are properly connected. If this does not fix it, please [contact us ↗](#).

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- **● STATIC YELLOW** while the **charger is connected** to the bike, means there's no power flowing into the bike. Check that the charger power cord is connected to a power source. Please try a different outlet/power source. If using a generator, try plugging it directly to the main grid and remove any extension cords or adapters in case you're using one. Try a few different outlets on different circuit breakers. If you have access to another VARG charger, try with a different charger/bike. If none of the above fixes it or you have a faulty charger, please [contact us ↗](#).
 - **● STATIC RED** while the charger is connected to the bike, could mean that there's a hardware problem. Please [contact us ↗](#).
 - If **○ LED OFF** even **after pressing the power button**, please [contact us ↗](#).
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My VARG's fan is not working/working the whole time. Is this normal?

The fan on your VARG turns ON and OFF automatically based on the cooling system temperature sensor and will kick on above 45 degrees Celsius. You cannot turn the fan ON or OFF manually while riding. If you turn the VARG OFF, the fan will be turned OFF.

My VARG's is charging and the fan is ON. Is this normal?

Both the VARG and the charger are equipped with a fan.

- **Charger fan**
You should hear the charger fan working a few minutes after you plug in the charger onto your VARG and it starts charging.
- **VARG fan**
The VARG fan can be activated manually by pressing the UP button when the bike is charging and LED is showing . This will activate the **Active Cooling Charging**. This feature is recommended when charging between motos to drop the temperature as much as possible before going on the next ride. To switch **OFF** the **Active Cooling Charging**, press the **UP** button.

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