

Scooter Will Not Run Troubleshooting Guide

Scooter will not run

Customer says scooter is turned on, speed and battery indicators are illuminated but the scooter will not move.

X-Treme Electric scooters are manufactured with a safety device called a "Brake Kill Switch". This device cuts power to the motor whenever the hand brake is engaged. If the brake kill switch is adjusted too tight, the speed indicator and battery indicator will illuminate when the key is turned on but the scooter will not run when the hand throttle is turned.

1. Have customer check the adjustment setting of the brake kill switch.
 - a. Ask customer to loosen the brake adjustment by turning the silver brake cable adjuster where the brake handle and brake cable meet. If this did not fix the problem, proceed to step B.
 - b. Ask customer to remove the battery cover and locate the set of wires coming from the controller (black box with all the wires coming out) labeled "Brake". This is the brake kill switch. Ask customer to disconnect the brake kill switch from the controller by disconnecting un-clipping the wire connectors. If the scooter now operates properly, the safety is adjusted too tight and needs re-adjusted. See step a above. If the scooter still does not run, proceed to step 2 below.

2. Have customer check the ignition.
 - a. Have customer raise the scooter so that the rear wheel does not touch the ground.
 - b. Ask customer to remove the 4 screws that hold the dash assembly together and un-snap the back of the dash to remove it. (The screws are located on the back of the dash that faces the rider). Ask customer to locate the back of the ignition module and ensure both wires coming from the module are connected. If both wires are not connected, the ignition is bad and needs replaced. If wires are connected properly, proceed to step b below.
 - c. Ask customer to obtain a small piece of wire or using a flat head screwdriver, connect the 2 wires directly behind the ignition together. If the scooter begins to run when the throttle is turned, the ignition is bad and needs replaced. If the scooter still does not run when the ignition is shorted and the throttle is turned, check the motor. (See page 3 step 6)

If you have any further questions about a problem you are having please click to open a [scooter technical support ticket](#).