

Controller Problems & Electrical Troubleshooting Guide

Scooter runs wide open (Note* This is very rare and never happens on X-Treme scooters.)

If you own another brand of scooter, we can help you. You can buy a new controller from us and you can make it work in your other brand of scooter. It will not plug in perfectly but the wires are all marked on the controller we will sell you and you can make it work in your scooter.

- A. The scooter takes off or runs wide open when the key is turned on but throttle is not engaged.
- B. You saw sparks when inserting the fuse.
- C. The rear wheel tries to move and makes a jolting sound when key is turned on but throttle is not engaged.

All of the above scenarios are indicators of a bad controller. The controller is the black box located under the battery cover and mounted to the frame of the scooter. It is the "brain" of the scooter and has many wires coming from it. All brands of electric scooters have one of these boxes.

1. Open the battery cover and locate the controller.
2. Cut the zip tie holding the controller to the frame and pull the controller away from the frame.
3. Locate the sticker on the side of the controller and write down all the markings and make date on a piece of paper. This information is important to ensure the proper version controller is requested.
4. (X-Treme X-360 Only) Also look to see if the controller has a set of wires, normally blue and brown going to a wire connector labeled "anode/negative". This again is important to ensure the proper version controller is requested.
5. After the above information is known, a replacement controller can be shipped.

****Important note****

When changing out a defective controller, make sure you do not remove all the wires at once. It is best to wait until the replacement controller arrives and the customer un-clips each set of wires, one at a time, and makes the connection to the replacement controller, wire by wire. If for some reason, you need to remove the controller completely before the replacement arrives, be sure to mark each wire as you disconnect it to ensure proper connections when the new controller arrives. The connections to the battery terminals are soldered at the factory and can either be un-soldered for removal or simply cut with wire cutters and reattached with yellow butt connectors to the new controller.

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