



## X-Treme™ Electric Scooters

# **CITY RIDER**

## **Electric Scooter**



(Actual Scooter May Vary From Photo)

## **Owner's Manual**

PLEASE BE SAFE WHEN RIDING

ALWAYS WEAR A HELMET AND OBEY ALL LAWS!



**IMPORTANT**



**BATTERY MAINTENANCE and**  
**CHARGING INSTRUCTIONS**

1. You **MUST** charge completely prior to initial use. (Follow charging instructions in your Product Handbook)
2. Charge immediately after each use. Charge before storage.
3. You must charge every 30 days if not in use.
4. Charge the unit for 4-6 hours after the light on the charger turns green. Cold temperatures will decrease performance
5. **DO NOT** allow this unit to deep discharge the battery.
6. For safety purposes, **DO NOT** charge for over 8 hours.  
Let rest 4 hours and recharge if needed.
7. Turn the unit **OFF** when not in use.

**Failure to follow these INSTRUCTIONS will**  
**VOID YOUR WARRANTY!**

This PRODUCT **IS NOT** INTENDED FOR EXTREME or  
OFF-ROAD Use! Please take care of your X-360!

**DO NOT JUMP or ABUSE THIS PRODUCT!**

**DO NOT RIDE IN WET/ICY CONDITIONS!**

**Exposure to water may cause electrical damage!**

**Failure to follow these instructions will**

**VOID YOUR WARRANTY!**

# IMPORTANT

PLEASE READ THIS BEFORE USING THIS PRODUCT

**READ THIS FIRST!**

## **WARNING**

This product does not conform to Federal Motor Vehicle Standards and is not intended for operation on public streets, roads or highways. Serious injury can result from the unsafe operations of this product. Operator can minimize these risks by using certain safety equipment such as: safety helmet, goggles, gloves, elbow and kneepads and appropriate footwear.

DO NOT operate this product in traffic, on wet, frozen, oily or unpaved surfaces or under the influence of drugs and/or alcohol. Avoid uneven surfaces, potholes, surface cracks and obstacles.

DO NOT use a water hose to clean this product. See Product Handbook for more information.

This product is recommended for riders 16 YEARS OF AGE and older.

## **SAFETY**

- Persons without excellent vision, balance, coordination, reflex, muscle and bone strength and good decision-making capabilities should not use this product.
- Minors without adult supervision should not use this product.
- Persons unwilling or unable to take responsibility for their own actions should not use this product.
- The user of this product assumes ALL risks associated with its use. To minimize these RISKS, the user must wear safety helmet, goggles, gloves, elbow and kneepads and appropriate footwear.
- This product is ELECTRIC! DO NOT ride this product in wet conditions, puddles or rainy weather.

## **QUICK REFERENCE SAFETY GUIDE**

### **SAFETY GUIDE**

- The minimum recommended age for riding this scooter is 16 years old.
- To avoid damage to the motor and footplate, do not overload the scooter.
- Never ride with more than one person.
- Inspect your scooter thoroughly before each use for loose or missing parts.
- Avoid unintentional starts by turning the scooter off while not in use.
- To avoid the risk of a short circuit in the electrical parts, do not use your X-Treme Electric scooter in the rain and never spray or wash off your scooter with water.
- Do not place the battery near fire or heat.
- To avoid damage to the battery, do not use the charger if it has been damaged in any way.
- Keep hands, face, feet and hair away from all moving parts.
- Do not touch the motor or wheels while they are rotating.
- Brakes are designed to control speed as well as stop the scooter. Practice braking for proper slowing down and smooth stops.
- Maintain your X-Treme City Rider as recommended in this Product Handbook.
- Use only quality replacement parts as recommended by the manufacturer.
- Inspect the entire scooter prior to each use. Replace any part that is cracked, chipped or damaged before use.

**\*NEVER ALLOW CHILDREN TO OPERATE THE SCOOTER WITHOUT ADULT SUPERVISION.**

**\*NEVER ATTEMPT TO OPERATE THE SCOOTER WHILE UNDER THE INFLUENCE OF ALCOHOL.**

**If a situation arises that is not covered in the manual,  
proceed with caution and use good judgment.**

**Contact your dealer or X-Treme ([www.x-tremescooters.com/support/](http://www.x-tremescooters.com/support/))  
if you need further assistance**

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## GETTING TO KNOW YOUR X-TREME CITY RIDER



(Photo may vary)

## **PACKAGE CONTENTS**

Your X-Treme City Rider comes with the following items in the box. Please locate all of the following:

1. The X-Treme City Rider Scooter
2. 36V Battery Charger
3. Tool Kit
4. Seat & Seat Post
5. Front Wheel & Axle
6. Spare Fuse(s)
7. Product Handbook
8. Footplate nuts/bolts & washers
9. Foldable handlebar pole post & foldable seat mount post
10. Footpad Decals

## **GETTING STARTED**



**Please read and understand these instructions and the OPERATING PROCEDURES section, prior to starting or riding your City Rider**



**Figure 1**



**Figure 2**



**Figure 3**

### Assembly

1. Carefully remove the City Rider from the box.
2. Install the front wheel and axle. (Fig. 1)
3. Insert handlebar post into the stem of front fork, insert handlebar post into the handle bar pole post. If you have to make several attempts may need to get correct angle of the handle pole post before tightening the allen bolt in the joint of folding mechanism. A black plastic lock piece should be secured in place. A fine adjustment screw built in metal lock bar for the clearance of the joint. (Fig. 2)
4. Secure the footplate to the frame using the 4 enclosed footplate nuts, bolts and rubber washers then apply footplate decals.
5. Insert the seat post and seat into the seat post receiver. Refer back to No.3 to get the correct way of installing. (Fig. 3) If you purchased a trunk you can then install the trunk mounting bracket to the seat pole post. Tighten the seat post clamp securely.



## **Charging**

Your scooter comes charged out of the carton. We still recommend charging the unit for **6-8 hours** prior to its first use. We also recommend charging your scooter after each use and prior to storage. Do NOT charge for more than 8 hours at one time, batteries may overcharge and result in damage.

**WARNING:** Do not allow your scooter to go into deep discharge, as this will damage the batteries.



Figure 4



Figure 5

1. Open the charging socket cover located on the left side of the scooter body. (Fig. 4)

2; Locate your Battery Charger. (Fig. 5) Find the charger socket end that has a three-prong socket and plug it into the scooter **FIRST**

3. Next, plug the AC plug into a wall outlet.

When first plugged in, the charger has a **red light** that will illuminate at the same time, indicating that the charging process has started. Once the light on the charger turns **green**, you may remove the charger and close the safety cap.

## **Riding**

1. Make sure that all of the exposed bolts and screws are tightened.
2. Raise the kickstand to its upright position.
3. Turn the Ignition key to the ON position.
4. Gently rotate the THROTTLE GRIP, on the right side of the handlebars. The City Rider will begin to move on its own power. Your scooter has a variable speed hand throttle. You can control the speed of your scooter by the amount of pressure you use when rotating the hand throttle.

## **Stopping/Braking**

To brake, release the THROTTLE GRIP and depress the BRAKE LEVER on the RIGHT/LEFT side of the handlebar. Depressing the brake will disengage power to the motor. When the unit feels like it is losing power or not

accelerating to full speed, the scooter is ready to be re-charged.

## **BRAKING SYSTEM**

The City Rider uses a hub brake system on the rear wheel and disc brake system on the front wheel of the scooter activated by two hand brake levers on the left/right side of the handlebar. Squeezing the hand brake levers with your both hands activates the both brakes. Make sure to release the HAND THROTTLE GRIP when engaging either /or both brakes.

Practice braking on a smooth, dry surface to get used to the feel of the braking system. Braking distance is affected by wet conditions and loose and uneven riding surfaces.

## **Adjusting the Brakes**



Figure 6



Figure 7



Figure 8

The Brakes on the City Rider should come fully adjusted from the factory. However, it may be necessary to adjust the brakes and from time to time.

For brakes that are adjusted too tight: Loosen the tension screw on the left hand brake lever by rotating it counter-clockwise until the wheel spins freely. (Fig. 6)

For brakes that are adjusted too loose: Tighten the tension screw on the left hand brake lever by rotating it clockwise until the wheel has a slight drag. (Fig. 6)

For further adjustment, Locate the adjustment screw on the brake hub located on the rear wheel and on the brake caliper located on the front fork .

For brakes that are adjusted too tight: Loosen the tension screw on the rear brake hub by rotating it clockwise until the wheel spins freely. (Fig. 7.Fig.8)

## **Squeaky Brakes**

The brakes may squeak before they are broken in. This is normal and will not affect the function or performance of the brakes. With continued use the squeak should go away, if not check adjustment and repair/replace as needed.

## **TIRES**

The X-Treme City Rider uses an identical tire on the front and rear wheels, which means that the tires can be rotated. Tire wear will differ based on rider weight, riding conditions and care. Replacement tires can be obtained at your local X-Treme dealer, through motorcycle shops, or from the X-Treme website at [www.x-tremescooters.com](http://www.x-tremescooters.com)

### **Tire Pressure**

The tires must be inflated to a maximum of 36 P.S.I. It is also recommended to use a tube additive like Slime, available from any motorcycle shop, to avoid inconvenient punctures.

If the tire pressure is ridden while low on air pressure, the inner tube may shift position or spin in the tire and damage the valve stem at the wheel.

## **MAINTENANCE**

### **RECOMMENDED TOOLS**

To adjust and service the X-Treme City Rider you will need the following tools:

- Allen Wrenches: 3/4/5/6 mm
- Wrenches: 10/13/13 mm Open end wrench
- Large Adjustable Crescent Wrench
- Philips Head Screwdrivers
- Oil, Grease or Lubricant

### **MAINTENANCE SCHEDULE**

Proper care of your X-Treme City Rider will insure optimal performance and longer life span. The following are a few maintenance suggestions that will keep your X-Treme City Rider running in top condition:

#### **Daily Maintenance**

##### **Perform each time you ride your City Rider**

- Clean the exterior of the unit with a soft, damp rag. **DO NOT USE WATER TO CLEAN YOUR SCOOTER.**
- Check that all nuts and bolts are securely tightened.
- Check battery charger for any frayed/cut wires.

## TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
Motor Does Not Start	Batteries not connected	Connect batteries
	Power switch is off	Turn on power/key
	Batteries are drained	Charge batteries
	Electrical Fault	Check all fuses
Rear wheel does not	Brake too tight	Adjust brakes
	Motor Trouble	Replace motor
Folding Mechanism loose fitting	Fine adjustment screw back up	Adjust the screw
Motor shuts off	Fuse is blown	Replace fuse
	Electrical fault	Check all connections
Low Performance	Batteries not fully	Charge batteries
	Low tire pressure	Inflate tire to 36psi
	Popping sound	Adjust chain drive

### WARNING

This vehicle DOES NOT conform to federal safety standards and is not intended for operation on public streets, roads or highways. Serious injuries can result from the unsafe operation of this vehicle.

TO MINIMIZE RISK, the user of this vehicle must wear appropriate safety gear such as helmet, gloves and knee and elbow pads.

DO NOT OPERATE THIS VEHICLE IN TRAFFIC, ON WET OR FROZEN SURFACES OR OILY UNPAVED SURFACES.

Avoid uneven surfaces with potholes, cracks or obstacles.

THIS ELECTRIC SCOOTER IS DESIGNED FOR AGES 16 AND UP. THE MANUFACTURER WILL NOT BE RESPONSIBLE FOR ANY DAMAGE OR INJURY THAT OCCURS WHILE RIDING.

## ADDITIONAL INFORMATION

### Scooter Specifications

Model	City Rider
Frame	Alloy
Batteries	(3) 12 volt 12amp
Motor	36 volt, 500 watt
Drive	Brushless hub motor, rear drive
Net Weight	70 lbs
Charging Time	4-6 hours
Distance per Charge	22 miles
Maximum Speed	20mph **
Climbing	6-10"
Capacity	300lbs*
Assembled Dimensions	46(L) X 24(W) X 40(H)
Folded Dimensions	46(L) X 24 (W) X 20(H)
Carton Dimensions	46(L) X 14 (W) X 25(H)

#### Disclaimer

\*\*20mph speed is not always obtainable but can be reached when riding on a slope. Maximum speed depends on terrain, the weight of the rider, tire pressure, battery power and weather conditions.

\* Weight may affect desired performance.

#### Warranty

30-day LIMITED manufacturers warranty on all scooters and accessories. This warranty covers factory defects and defaults only. It does not cover misuse or damage caused by the user or by any other event. Please contact the manufacturer for a complete warranty listing. The manufacturer will cover shipping costs on the first warranted part only. Shipping on any additional warranted parts that are needed after the first free shipment, will be the responsibility of the customer. The manufacturer offers a full 6-month even trade warranty on defective batteries. If any battery should become faulty within 6 months from the purchase date, the manufacturer will replace the battery free of charge. The manufacturer may require that old batteries be returned to for exchange. If you have questions about our warranty, please contact your dealer.

X-Treme Electric Scooters Manufacturers & Wholesale Distributors is not responsible for the proper or improper use of merchandise sold. We care about our customers and urge you to exercise caution and take necessary safety measures to protect yourself while engaging in cycling. X-Treme Electric Scooters encourages, begs, and asks that you wear a helmet and use appropriate lighting while riding at night regardless of the legal requirements in your particular state. Potential customers, you should check with your local law enforcement agency before purchasing about age requirements for riding electric scooters. Some states may have laws restricting the use of scooters on public streets. Generally all states allow them on private property such as campgrounds, parks etc....but many states have age requirements and most states require helmets and protective equipment to be worn by certain age children. Please always scoot safely and know your laws before you go riding. The manufacturer will not take back a scooter if you find your laws do not permit the ridings of this scooter so please, check first.

## GENERAL INFORMATION/TECH SUPPORT

### Step By Step Assembly

#### Attaching Front Wheel

Attach the front wheel to the front forks. Enclosed with your scooter is a front wheel and axle along with two sets of nuts and washers for each end.



Remove the nuts and washers and insert the axle into the wheel. The black washer goes in between the wheel and fork while the flat washer goes on the outside of the fork and then is secured in place with the nut.

Properly assembled front wheel below.



#### Attaching Scooter Body

Attach the body to the frame. Your scooter is shipped without the body attached to avoid possible damage during shipping. Attaching the body is easily done using the enclosed set of bolts, rubber washers and nuts.



On the foot rest area of your scooter body are two holes on each side. Simply insert the bolt into the hole and place the rubber washer in-between the scooter body and metal frame underneath. Secure the body to the frame with the enclosed lock nuts. After your

body is properly secured, attach the enclosed footpad decals to each side.



### **Attaching Seat Post & Seat**

Insert the seat post and seat. Insert the small end of the seat post into the bottom of the seat and tighten the nuts. Next insert the seat post into the post on the scooter where the seat clamp from the trunk rack is located. Adjust the height and then tighten the clamp to secure the seat in place.

## Body Removal & Installation Instructions

*Tools Needed:*

*Phillips Screwdriver*

*10mm Wrench or Socket*

*12" Crescent Wrench or Channel Lock Pliers*

*1 Small Straight Jewelers Screwdriver*

*1 Roll Masking Tape*

*1/4" Wrench or Small Crescent Wrench*

*Ink Pen, Sharpie, or Pencil*

1. Set scooter on a box that holds it stable with both wheels off of the ground.
2. Remove foldable seat pole post by unlocking the black plastic lock piece first, then pull down the metal lock handle at the base of post. When you fold the post you will see an allen bolt in the joint, unscrew the bolt a little and pull out seat pole post. Set it aside.
3. Remove Handle pole post by unlocking the black plastic lock piece first, then pull down the metal lock handle at the base of post. When you fold the post you will see an allen bolt in the joint, unscrew the bolt a little and pull out handle pole post.
4. Remove Front Fork Head Nuts by using the large crescent wrench or channel locks. Be careful not to lose the bearings under the second nut. Use allen wrench to loosen the allen bolt on the brake caliper located on the front fork and pull brake cable out..With the two (2) nuts removed pull the front fork and wheel out from the bottom and set aside.
5. Remove Cover to Battery Compartment with key.
6. Label Wire Connectors by marking both Male & Female connectors with the tape and Sharpie. Start with the largest connector labeling it #1 - then disconnect it. Work your way down to the smallest numbering and disconnecting as you go.
7. Remove the Brake Cable - Loosen the Gold Nut beside the back wheel where the Brake Cable runs through and pull the brake cable out and use allen wrench to loose the allen bolt on the brake caliper located on the front fork.
8. Remove Wire Harness connected to Handle Bars - Pull all wires and brake cable up through the hole in the body alongside the Front Fork head. If necessary, pull one white plug at a time through the hole. Set aside.  
**\*\* Note: Do NOT pull on snagged wires as this may cause broken wires!!**
9. Remove Body hardware - Tear off the decals from the foot rests. Use the Phillips screwdriver and 10mm Wrench to loosen and remove the body bolts.



10. Lift the body off of the black frame. You may have to twist and work it a little to get the rubber grommet in the front to come off.

#### Body Installation Instructions

11. Remove lights on original body - With the Jewelers screwdriver, remove the wires and gold prongs from the White Plugs on the lights. Do this by pushing over on the tab side of the gold prong inside the connector with the jewelers screwdriver and pull on the wire from the opposite side (don't pull too hard). If it doesn't come loose, just keep trying, it will.

12. Loosen and remove the nuts on the back of the Sidelights and the Rear Light. Pry them off the body. Pull the wires out of the holes. Re-install the lights on the new body.

13. Re-install the White Plugs back on the wires after the lights are on the new body.

14. Re-install the body by reversing the instructions start with #11 and working to #1.

\*Note for re-installing the Brake Cable - pull the bracket toward the front of the scooter as you pull the brake cable to the back of the scooter and then tighten nut.

Go through and confirm all connectors and bolts are snug and securely in place. Confirm brakes are adjusted correctly. With scooter still on box and rear wheel in the air test motor by turning unit on and twisting throttle. With everything and working and battery charged, put scooter on the ground and take a test ride.

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## Checking & Understanding the Charging Process & Light

### Status Indicators

#### How To Check Charger Light Status

- 1) When you first plug the charger into the wall receptacle what color lights do you see on the charger?
- 2) When you plug your charger into the wall receptacle and the charge socket what color lights do you see?
- 3) If the scooter charger light does not turn Red then check the wire connections on the back of the charger port.

#### How To Understand Charger Light Sequence:

- When you plug your charger into the wall the light should turn Green.
- Plug your charger into the scooter and it should turn to Red for a good period of time.
- \* This indicates that the charger sees the batteries and charge cycle started.
  
- If No Red light then charger is not making a connection to batteries to charge them.
- Check for a loose wire on the back of the charge socket or bad fuse/fuse holder.
  
- If the charger just turns Red for a minute or two, this may indicate a defective cell in one of the batteries and batteries will need to be replaced.  
*\*\*\* A defective cell reacts like a fully charged battery and will bring other batteries down to its level.*
  
- If a flashing Red light appears on the charger, this may indicate the charger wires are crossed and/or touching each other.  
*\*\*\* In most cases if the scooter runs a shorter distance the batteries may be beyond their life cycle.*

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## Directions to Checking Battery & Charger Connections

#### Confirm Proper Charging Configuration :

- Do you have the kill switch on left side on handlebar to the ON position with the key in the OFF position?
- If yes, then proceed with the follow checks to locate why the charger is not seeing the batteries.
- Replace the fuse before attempting the following. The fuse may appear OK but may not be.

- No red light on charger with switch ON may mean there is a break in the wire between the charger and the batteries. Here is how to narrow it down into two sections; battery side or charger side.

### **Battery Side: Performed without use of charger**

- 1) Unplug the battery plug that plugs into the controller (Large Red and Black wire) and unplug the motor plug that also plugs into the controller which will be the other two larger wires.
- 2) Place a block under the scooter so you have the rear wheel off the ground - so it does not take off.
- 3) Have the left power switch in the OFF position.
- 4) Plug the main battery connector and motor connector together.
- 5) Turn ON the switch, does motor work? If no, then continue with the following. This tells us the break is within the battery side. If motor does spin then reconnect the motor and battery to its original connectors on the controller

### **Charger Side:**

- 1) Follow the wires on the backside of the charger port to the connector that plugs into the controller - label both the male and female sides then disconnect.
- 2) Remove the wires with the gold pins from the white connector as was done in the above tests.
- 3) Plug the charger into the wall - you should have a green light. Plug the charger into the charger port on the scooter.
- 4) Take the charger red wire and place on the main red wire terminal on battery and the black charger wire on the last battery black terminal. Does the charger now turn RED? If yes, then we need to replace the controller and if no then we need to replace the charger port.

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## **How To Check Charger Output**

Tools Needed – Multi-meter set to DC voltage.

- Determine the total DC voltage output of your scooter and set the multi-meter above that amount.
- Plug the charger into an 110v outlet, but do not plug it into the scooter.
- Place the multi-meter probes into the holes to the left and right of the indented key on the charger output side (connector that goes to the scooter).

\* **Attention: Do Not** allow the two probes to touch each other while in the charger socket as it may cause a short and/or spark.

- This will give you the charger output reading to compare with what your scooter requires.
-

## How To Adjust Drum Brakes

- First, loosen the brake handle adjustment on handlebars to fully outward. Locate the brake cable adjustment screw and screw this in all the way.
- Follow your brake cable to the brake caliper. There will be a small nut holding the metal cable to the caliper arm. Loosen this nut, move the brake arm while holding the cable tight until the brake just starts to drag when the tire is turned off the ground. Tighten the lock nut back down onto the cable.
- Next fine tune the adjustment by screwing the cable tension screw outward to pull on brake line until proper braking is achieved.
- Lock this position down by tightening the nuts.
- Avoid adjusting brakes on handlebars because there is a safety switch built into the handles to kill motor while using the brakes.

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## How To Test Motor Direct To Battery

**\*\* ATTENTION: Prop the scooter up so that the rear wheel is NOT touching the ground. In this test the drive wheel will run Full Speed.**

- 1) Access the Battery and Controller compartment.
- 2) Locate the Connector from the Battery to the Controller and label the male & female sides for reference.
- 2) Locate the Connector coming from the Motor to the Controller and label the male & female sides for reference.
- 3) Unplug the Battery and Motor connectors and plug them directly into each other.

**\*\*Caution\*\*** *This will bypass the controller and put power directly to the motor.*

If the Motor is good and the Batteries are charged the wheel will spin at full power in which case the Controller may need to be replaced.

If the Motor did not run then the Batteries will need to be checked to confirm they are holding a charge.

If Batteries are holding a charge then the Motor will need to be checked or replaced.

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## How To Change The Charger Socket

In order to swap out the charging socket, first you must remove the 4 bolts that attach the seat post to deck and 2 bolts on deck up front. Remove foot deck, if bolts get stripped you need to drill off the heads using 1/4" drill bit, or use vise-scrimps. Locate the charging socket mounted into frame; follow the wires back to a silver box. You'll see a white connector to disconnect the wires to charger socket. Unscrew the nut on the inside holding the socket to frame. Take something small like a paper clip and straighten and poke down inside the white connector to release gold pin lock and pull wire out from

connector. Make note of which wire went into which connector holes. Remove socket from scooter, and install new socket back thru hole. Install nut to secure socket onto frame. Then bend out locking tabs on gold pins and reinsert into connector. (Red on Red/Black on Black). and connect into silver box. Plug in charger into wall and a green light should appear on charger. Next plug into scooter, charger should turn red when connections are correct. If not re-post on ticket so we can help you, and if it is red reattach foot deck. Let unit charge for 8 hrs.

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## How to Install/Replace Throttle

Open the footplate. Run the new throttle wires down to the battery compartment. Find the white connector on the controller marked “\_\_\_\_\_”. Disconnect this white connector. Mark the color of the wires on the white connector so you can insert the new wires in the correct place. Look down inside the white connector that goes to the throttle, you will see metal pins. The pins are held in place by a small tab that bends outward. Reach inside the front of the connector with a dental pick or jeweler’s screwdriver and bend the tab in then pull the metal pin out the back of the connector. Do this for the other wires. Reinsert the new wires into the white connectors in the correct place. Now remove the old throttle and wires, mount the new throttle onto the handlebars, and tighten the setscrew. Install the footplate and you should be good to ride.

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## How To Checking Wiring

Please check the wires in your battery and controller area. Give each wire at the connection a firm but gentle tug pulling away from the connection. Look for any loose, bare, blackened, broken, or disconnected wires.

1. Check the wires at the rear of the charging socket.
2. Check the wires at the rear of the fuse holder.
3. Check all fuses.
4. Check the wires that connect the batteries together.
5. Check the connections on the controller.

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## How To Remove Batteries From Scooter

1. Remove the Seat and Seat Post.
2. Remove the Foot Pad decals and the four #3 Phillips head screws that have 10mm nuts on the bottom of them.
3. Locate the wires going to the tail lights. Use masking tape to label each wire.
4. Disconnect the wires leading to the taillights.
5. Lift the body up the Handlebar Post enough to turn the body sideways to expose the battery pack.
6. Using a #2 Phillips head screwdriver loosen the two screws that hold down the metal strap that secures the batteries.

7. Locate the heavy Black wire from the last battery to a White disconnect and unplug this connection.
8. Locate the heavy Red wire from the first battery to a White disconnect and unplug this connection.
9. You should now be able to remove the batteries.

Some batteries may have double-sided tape securing them to the bottom of the scooter that may make them a little difficult to remove. If you have trouble you can use the HANDLE end of a sturdy screwdriver to pry them out. If you need you may cut the wires anywhere on the battery pack to separate them.

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## **How To Replace/Install A Controller**

- Remove Main Fuse.
- Gain access to where the Controller is located.
- Place the New Controller alongside the Original Controller.
- Disconnect and re-connect one (1) Connector at a time. We recommend starting with the largest Connector and working down to the Smallest Connector. This will avoid confusing the connectors.
- With the Original Controller free of all wire connectors remove from frame.
- Install the New Controller in its place with the original screws if equipped or with Double Sided Tape.
- Install Main Fuse.
- With Drive Wheel Not touching any surface test run the motor and check accessories to confirm that they are functioning correctly.
- Re-assemble and test ride. This is also a good time to perform a full check of the brakes, tire air pressure, etc.

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## **How To Install Wheel Bearings**

- Remove the rear wheel.
- Remove the old bearing. To do this, you will need to insert something, like a screw driver, from the opposite side and simply push it out.
- Put the new bearings in. You will want to use something like a rubber mallet so you do not crack the bearings. Set the wheel on a flat, absorbent surface, like a work bench. Tap the bearing into the wheel evenly.
- Re-install the tire and test ride.

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## **How To Remove and Insert Pins In Connectors**

Look down inside the connector; you will see a metal pin. The pin is held in place by a small tab that bends outward. Reach inside the front of the connector with a dental pick or jeweler's screwdriver and bend the tab in then pull the metal pin out the back of the

connector. Reinsert the new wires into the white connectors.

*\*\*\*Also see instructions on Page 36 with photos.*

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## **How To Repair A Flat Tire**

- 1) To remove either tire place the scooter on top of a solid object that holds the wheels off of the ground.
  - 2) For the front remove the bolt from one side of the axle by using two 14mm wrenches. Pull the axle out from the side. Replace in reverse order
  - 3) For the back tire with the scooter sitting off of the ground remove one of the nuts on the axle using two 14mm wrenches.
    - a) Loosen the chain tensioners so that there is some slack in the chain.
    - b) Pull axle out to one side while holding wheel.
    - c) Move wheel towards the front and remove chain from sprocket.
    - d) Assemble in reverse direction being sure to adjust chain tensioner properly. See manual for further directions.
  - 4) Remove tire from wheel in the same manner as you would on a bicycle by letting the air out of the valve and using tire irons or screw drivers to open one side. Remove old inner tube, confirm there are no objects inside and replace with new inner tube. Inflate tire to about 40 lbs pressure and re-install.
- 

## **Troubleshooting:**

### **Charger Light Turns Green Right Away**

When you plug your charger into your scooter and the wall outlet the charger light stays green. This is telling me that somewhere between charger socket, controller, fuse holder and batteries you have an open circuit. Please remove the floor plate and check the wires in this area. You may find a wire that is not connected, a connector that is not pushed together properly or a fuse holder that is not letting the fuse connect properly.

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## **Troubleshooting:**

### **No Power**

In this situation we will assume that the battery has been charged or allowed to stand for several hours (a battery will normally self-charge up to a point and make the scooter power up for a fair distance). There are generally two main suspects:

1. First check the fuse and suspect a loose or broken connection. Take the battery compartment cover off to see the wiring and inspect it for any loose or broken connections on the battery, switch, controller, etc.

2. Second suspect the controller box has failed. Since the controller is the heart of the system it can fail in many ways to prevent current from being supplied to the motor.

3. Other: It is also possible to have a bad brake lever or throttle since both have wiring and switches or variable controls. The brake lever has a power cut-off switch. The throttle variably controls the speed of the scooter.

The scooter On/Off switch can be defective. Without a good switch the scooter has no power, but the test of this is the power light.

Does the power light come on when the switch is activated to the I or On position?

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## **Troubleshooting:**

### **Scooter Won't Shut Off**

Place the scooter off the ground so the rear wheel will not touch the ground. You do not want your scooter to take off. Take the footplate off. Disconnect the throttle clip under the footplate, then turn the scooter on and see if it still runs. If it does, you will need a new controller.

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## **Troubleshooting:**

### **Scooter On, but Not Running**

Follow the wire from the left handbrake down under the foot plate. Unplug this wire. There is a safety in that brake that will not allow the motor to run when the brake is being applied. Make sure the rear wheel is off of the ground, then try turning the throttle with this unplugged. Let me know here if the scooter responds.

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## **Troubleshooting:**

### **Motor Running Backwards - Check Wiring**

- Switch the polarity to the motor.
- Disconnect the white connector that goes to the motor from the controller.
- Mark the wires position in the connector so you will be sure to turn them around properly.



- Look down inside the connector where you will see the two metal wire spades. They are held in place by a small tab that locks into the connector. If you reach inside the connector with a jeweler's screwdriver or dental pick you can bend the tab in and then pull wire spade out from the back.
- Bend the tabs out before you reinsert the wires into the connector.
- Push the wires into the connector opposite the position they were originally in.

This will reverse the polarity to the motor, making it run the proper direction.

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## Troubleshooting:

### Is it my Throttle or my Controller?

*Tools Required; Digital Multimeter-Voltmeter*

Most E-scooter throttles use 'Hall-effect' devices, not potentiometers (rheostats). A Hall-effect device is a chip that responds to a movable magnet. If you have a digital VOM (I would not use an analog resistance meter of any kind, as it could damage the chip if it's a Hall-effect chip), you can test whether it's a potentiometer or not. If it is, you should get 5K ohms across red and black, and of course, 0-5K from red or black to the third wire (usually green or yellow). If it isn't, you'll get readings in the megohms in one direction and no connection in the other in some cases.

A better test if you have a digital VOM (Voltage, Ohms Multi-meter), is to push the probes into the back of the throttle connector at the controller while it is connected. Turn the scooter on, and operate the throttle. You should get near zero to near 4 or 5 volts between the black and third wire (green or yellow). These voltages work for most scooters, but not all. Some throttles use 0-24 volts, and some use a negative voltage (the throttle 'sinks' current).

You should also check the brake inhibit switch (there should be a wire cable coming from your brake handle), to see if it is making and breaking continuity. The brake inhibit switch turns the throttle off when you put the brakes on. It functions like a 'kill switch' should anything go wrong. You should also test the key switch in the same way.

You can test the motor by jumping from the batteries to the motor, but be aware that it will make a large spark, or you can test the voltage at the motor connector while turning the rear wheel backwards. The motor should generate a small negative voltage that varies with the speed it is turning.

A smell test is also conclusive proof that you have a damaged controller or motor. If you can get your nose close to one or the other and it smells like badly burnt broccoli, it's burnt out. Of course it could also be burnt out and not smell, but if it smells it's burnt out.

## **Troubleshooting:**

### **Scooter Will Not Run**

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. Check the adjustment setting of the brake kill switch.
    - a. 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. 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. 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. Check the ignition.
    - a. Raise the scooter so that the rear wheel does not touch the ground.
    - b. 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). Locate the back of the ignition module and ensure both wires coming from the switch 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. 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.
- 

## **Troubleshooting:**

### **After Fully Charging, Powers Only For Short Distance Use**

1. Suspect the battery charger or the battery as the primary cause of short distance riding after a lengthy or full charge.. If your battery charger does not have charging indicator lights then you may not be charging the battery at all if the charger is defective.
2. The battery may be self-charging to only about 60% on it's own. If the battery is getting old then it may not be able to hold a full charge and the battery will need replacement. When suspected you can very briefly arc across the battery terminals with a insulated wire

to see if it produces a nice arc. It is also possible to test some individual battery 12 volt cells using 12 volt motors or lights that will show you the available current capability. Is the 12 volt light dim on a charged battery? Does the 12 volt motor run slowly when connected to the cell? Test with a digital voltmeter for rated voltage.

**WARNING!** Batteries contain acid that can explode, or the vapors ignite from an arc. Batteries produce current and voltage that can burn you when a shorted circuit occurs. Be absolutely sure you know what you are doing before trying any tests to eliminate a component from consideration of being defective!!!

3. You can take the battery to a shop capable of testing the battery under a loaded condition. Fully charge the battery and carefully remove it. Let a technician determine the condition of the battery for you.

4. We absolutely recommend a high quality Battery Charger as sold on our scooter parts page.

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## **Troubleshooting:**

### **Scooter Takes Off – Will Not Stop**

A) If the scooter is moving when you turn the key to the “on” position without turning the throttle you will need to replace the throttle or controller.

B) If scooter takes off without turning the key to “on” – you need to replace the controller.

Scooter is not moving and the lights do not work using battery, but lights do work when you plug the charger into the side of the scooter and also plug the charger into the wall-Scooter will not move at all and all lights do not work (lights do work when you plug the charger into wall):

A) No fuse in fuse assembly= add one of the fuses includes with the scooters

B) Bad Fuse= unscrew the cap only on the fuse holder. Remove the fuse and make sure that the fuse is not blown (a good fuse will have a solid wire from one end to the other, a bad fuse=the wire inside is broken).

C) Bad fuse holder = fuse assembly may be cracked or have a bad connection within it.

D) Bad controller box

E) Possibly bad battery, although this is rare.

F) Wires behind fuse assembly have come off due to improper replacement of fuses or loose wire connections to the battery. This is always due to the customer rotating the whole fuse assembly (when changing fuses) and twisting the 2 wires that are in the back of the fuse holder. You must open up scooter and reattach these wires to back of fuse assembly or to battery and control box. If this is the problem the lights WILL work when you have the charger plugged in.

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## **Troubleshooting:**

### **Burning Smell**

Customer complains of a burning smell coming from scooter.

There are 2 possibilities for this, controller problems or motor problems. For strong burning smells, the most likely cause is a burnt up motor.

1. If the motor is burnt up, the burning smell will be very strong and will not go away. The motor also will not function but you may have dash indicators.
  2. If the controller is burnt internally, there may only be a burning smell briefly and then it will go away. The scooter will not function at all.
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## **Troubleshooting:**

### **Charging Problems, Scooter Will Not Charge.**

Proper operation of a charger: When plugged into the wall, the charger light should illuminate green. Then when plugged into the scooter charger socket, it should turn red and remain red until the scooter is fully charged. (Charging time will vary depending on how low the battery is) At that time, the charger shuts off and the light will turn to green indicating charging is complete.

1. Check to see if charger is operating properly. If yes, proceed to step 3.
2. If charger is not operating properly, charger is bad. Replace charger.
3. Open the battery cover and locate the back of the charger socket. There should be 2 wires coming from the socket leading to the controller. Verify that both wires are attached.

If they are, then follow those wires to the controller and ensure that the wire connector that attaches the charger socket wires to the controller is securely connected. If all wires are connected properly, proceed to step 4.

- a. If either of the 2 wires behind the charger socket is not attached, the charger socket needs replaced. Replace charger socket.
- b. If the wire connectors from the charger socket to the controller are not connected, re-connect them.

4. Check the fuse. The fuse is located in the red fuse holder that comes from the controller and leads to the battery terminal. If the fuse is blown, replace fuse. If fuse is not blown, proceed to step 5.

5. Test the voltage of each battery. Proper readings should be around 12V for each of the 3 batteries. If all batteries test well, proceed to step 6. If any or all batteries do not test at the proper voltage, battery(s) need replaced. Replace batteries.

6. Test motor. Do this by making a direct connection to the battery. You will need to find some insulated wire to do this procedure and cut 2 pieces approximately 6-8 inches in length.

- a) Raise the scooter so that the rear wheel does not touch the ground.
- b) Remove the battery cover and locate the 2 wires that come from the motor. Disconnect the motor wires from the controller. (This is easily done by un-clipping the wire clips)
- c) Using the 2 jumper wires, attach the first jumper to the red, positive wire inside the wire clip coming from the motor. Do the same with the black, negative wire coming from the motor. Then, take the red wire and make contact with the positive + terminal of the battery and do the same with the black wire on the negative - terminal.
  - i) If the motor starts and the rear wheel turns, the motor is good and the customer has a bad controller. Replace controller.
  - ii) If the rear wheel does not turn, the motor is bad. Replace motor.

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## Frequently Asked Questions

**Q:** I took the scooter out of the box and it was dead on arrival.

**A:** We have a safety kill switch built into the City Riderbrake handle. During shipment the safety switch sometimes becomes engaged. This is a simple one time fix. Simply loosen up the brake adjustment just a little on the handle bar by turning the brake adjuster on the brake handle in towards the brake handle. This will loosen the tension on the adjustment and safety switch and your scooter will start to work perfectly. You can test the safety switch by putting your scooter on a bench so the rear wheel is not contacting the ground to

prevent an accident, then open the battery cover and find the wires marked Brake, unplug that connector from the other connector, then twist the throttle with the key turned on and the rear wheel will start to spin. This is a good way to eliminate the safety switch as being the problem. Make sure you plug the safety switch back in after doing this test to prevent future accidents while riding the scooter.

**Q:** My fuse is blowing out often.

**A:** Check the fuse to make sure it is a 20 AMP fuse that you have installed. Any thing less than 20 AMPS and the fuse may blow. The fuse is located under the battery cover in an orange or red fuse holder. Turn off the key to the scooter. Pull the fuse out of the rubber fuse holder. Look at the center of the fuse through the plastic, if the metal fuse inside is broken and burnt, simply replace the fuse with a 20 AMP fuse.

**Q:** My scooter has a flat tire.

**A:** We sell new tubes for each scooter we sell. Make sure that when you remove the old tube that you carefully check inside the tire for the sharp object that popped your tube and remove it from the tire before you reinstall the new tube. Inflate your new tire to 40 LBS or more depending on the weight of the rider.



**DO NOT RETURN TO STORE!**

**IF YOU NEED HELP  
CALL OR GO ONLINE**

**1-253-777-0690**

**<http://support.x-tremescooters.com>**

**For General Information or Parts Visit  
[www.x-tremescooters.com](http://www.x-tremescooters.com)**