



# **TROUBLESHOOTING GUIDE**

**Having problems with your Scalextric layout? Here's a few simple troubleshooting steps to get you out of the pit lane and back on track as quickly as possible.**

**Alternatively our Customer Services team are here to help on 01843 233525 (Mon-Fri 9.00am to 5.00pm) or via [email](#)**

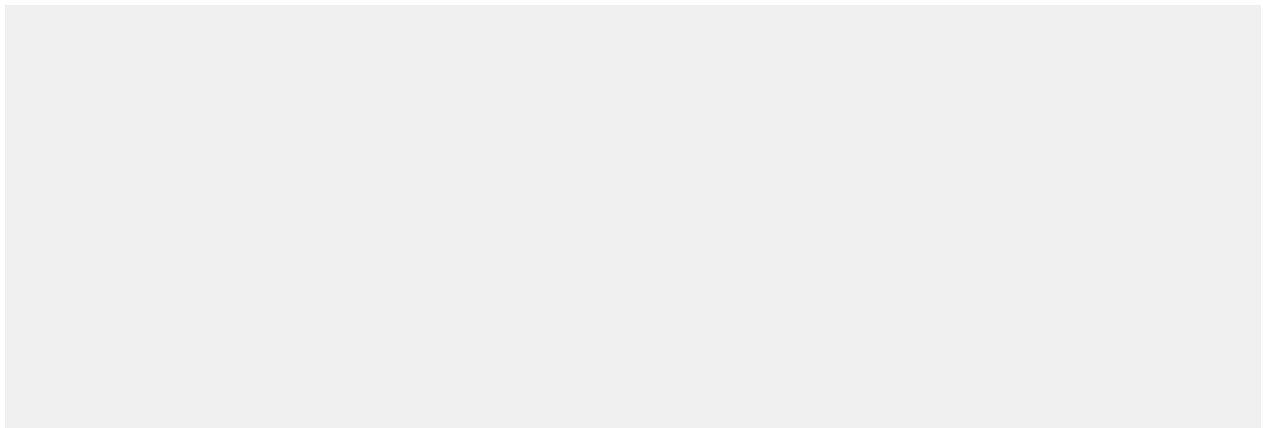
**Start by running through these tips to pinpoint the problem, then find more specific tips further down the page.**

1. Disconnect the powerbase from the layout - this is the piece of track that your hand controllers and transformer plug into
2. With the powerbase disconnected from every other piece of track, plug in the transformer as normal and one hand controller
3. Put one of the cars into the track slot, lift up the back wheels and try the hand controller, then repeat with the second controller
4. If the car doesn't run with either controller, repeat the process with another car
5. If no combination of car and controller works it is likely that the powerbase or transformer is damaged - do not attempt to repair this yourself - contact Customer Services for assistance.



**If the cars and hand controllers are all working correctly with just the powerbase, it's likely the track is causing you problems.**

You should start to build your layout, piece by piece, testing as you go. Whilst this can take a little while (depending on how much track you have) it is the best way to pinpoint exactly where the problem is. Also see the Track section below for further help.





## CARS

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### **My car has stopped working, what should I do?**

Check the braids (the small metal brushes on the underside of the car) ensuring they are free of dust, hair or anything else. Try to make sure they fan out slightly too, as these braids need to be touching the track at all times.

If you're feeling confident, take the body off the car - you only need a screwdriver to take the screws out, which you can see on the bottom of the car. Remove the body and check the motor and gears - you're looking for dirt, dust, hair, or anything that could interfere with the car's running. Remove anything you find with a fine paintbrush.

### **It's no good, my car still isn't working**

#### **A piece snapped off my car!**

Just like real cars, racing with lots of crashes will take a toll on the cars, especially if the cars are highly detailed and have lots of little pieces. Wing mirrors, spoilers and aerials can be damaged if your cars keep coming off the track, or are involved in crashes.

Many of these pieces can be replaced with Scalextric Spares. Younger racers and events with a lot of bashing and crashing can try our Super Resistant cars which are more hard wearing

### **My car doesn't move but it's making a constant buzzing noise**

This occurs when a car that hasn't been chipped is put on a Digital layout. You'll need to add a chip to the car for it to work on your track. If the car is DPR, this is incredibly simple, making use of the [Easy Fit Digital Plug \(C8515\)](#).

For cars that aren't DPR, they can still be made Digital with the [Retro Fit Digital Plug \(C7005\)](#) but this requires soldering and should only be attempted by those who have the experience and equipment.



## TRACK

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### **My car keeps getting stuck at points around my layout**

There could be a couple of different causes here, but almost all of them are due to the maintenance of the car(s) and the track. The first thing is to check your braids are clean, fanned out and are making good contact with the metal rail when the car is on the track.

Also ensure that each track section has a solid connection, and the slot and track itself are clean and free of debris.

### **One piece of track doesn't work - my cars can't run on it**

Make sure the track sections in question are clean and free of dirt or debris. Dirty track can have a huge influence of the running quality of a layout and should be addressed before anything else.



Track Connections are your second stop – these should be tight and solid. For more information on how to ensure your track connections are correct please see our [Track Maintenance section](#).

### **My track has warped**

At room temperature Scalextric track will never warp on its own accord. Warped track will be caused by big variances in temperature (high heat will cause the plastic in the track to expand slightly, with cooling causing it to warp).

Other causes of warping will be damage to the track either from being assembled and disassembled incorrectly (being twisted and turned) or from track being trodden on.

### **My old track is rusty, is there anything I can do?**

Only older track will rust, given the right conditions. More modern Scalextric track uses Nickel Silver, which is much more corrosion resistant (although it can tarnish).

Rusted track should be replaced and whilst you may find useful cleaning methods online, most have mixed results and the track will almost always be compromised, offering poor running.



## HAND CONTROLLERS

### **My hand controller isn't working**

Make sure it is fully plugged into the powerbase (the piece of track it connects to). Sometimes hand controllers can come loose which can lead to erratic running, or nothing happening at all.

If the hand controller is plugged in completely but still isn't working, you should contact Customer Services – please never open a hand controller to try and fix it.

### **My hand controller is smoking, is everything alright?**

When hand controllers are brand new, they can let off what looks to be smoke when they first get hot (through use). This is not smoke and the controllers will still work as normal.

What looks like smoke is a sealing agent used in the manufacturing process heating up and coming out of the controller. It is nothing to be concerned about and the set and controllers can be used as normal.



## DIGITAL

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### **One hand controller moves multiple cars**

This means the cars have been programmed incorrectly. When programming a car to a hand controller on a Digital powerbase, you should make sure only the car to be programmed is anywhere on the layout.

Every car on the track, when a programming command is given, will be programmed to the same hand controller port. Doing them one at a time will avoid this problem.

### **My hand controller isn't working the car it's supposed to**

You just need to reprogram the car to the hand controller. Follow the instructions in your manual for programming with your powerbase, but just ensure that only the car to be programmed is anywhere on the layout (every other car should be taken out the slot).

### **My Digital Lane Changer isn't working, what can I do?**





Like all track pieces, Digital Lane Changers should be kept clean with their track connections solid and tight. If you've done this, and while pressing the button ahead of the sensor piece of track the lane changer isn't working, you could have a fault.

To confirm, place the Lane Changer in a different part of your layout to see if that makes a difference.

One last thing to check is the flipper itself. Can you move this back and forwards by hand? If it feels stiff, you might try loosening it with some WD40 (or similar).

### **I have a problem with the Advanced Six Car Powerbase (C7042)**

Please ensure your C7042 powerbase has the latest firmware installed. If problems persist, please contact Customer Services.

