

Spitronics – Frequently Asked Questions (FAQ)

1. What is Spitronics?

Spitronics is a modular standalone engine management and vehicle control system developed by EeziRider Engine Management.

It supports a wide range of applications, from standard engine control to advanced performance systems.

Spitronics includes both:

- Open configuration systems (e.g. Mercury3)
 - Application-based systems (e.g. Callisto)
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2. What is the difference between Mercury3 and Callisto?

Spitronics systems are divided into two main types:

Mercury3 (Open System)

- Fully configurable
- Firmware can be changed or updated
- Uses Hyperspace software
- Designed for experienced installers and tuners

Callisto (Application-Based System)

- ⚠ Firmware is preloaded and cannot be changed
- Pre-configured for specific applications
- Simplified setup
- Uses Cosmos software
- Similar approach to ecuDIY systems

👉 Always confirm which system you are working with before setup

3. Can anyone install Spitronics products?

Spitronics products require a certain level of technical understanding, but can be used by different skill levels depending on experience and approach.

If you are new to engine management

- You will need to study the documentation carefully
- It is recommended to watch training videos and learn the basics
- Gaining experience by assisting a dealer or installer can be very helpful

👉 The documentation is comprehensive, but a willingness to learn is essential

If you have experience with other management systems

- You will need to work through the Spitronics manuals
- Each system has its own setup approach and terminology

👉 Understanding the Spitronics workflow is important for correct setup

If you have used Spitronics before

- It is recommended to review the latest manuals
- Software and product features may have changed

👉 A refresher ensures correct setup with newer systems

General Guidance

- You should be able to:
 - Read and understand wiring diagrams
 - Use tuning software
 - Follow structured setup procedures

👉 Open systems require more experience

👉 Application-based systems are more guided

Important

Spitronics systems are designed as DIY products supported through documentation.

👉 With the right mindset and willingness to learn, it is possible to install and use the system successfully

Additional help is available through:

- Independent installers and tuners
- Training provided by third-party dealers
- Online learning resources (including videos)

4. What is included in a Spitronics kit?

A typical kit may include:

- ECU or control unit
- Wiring harness
- Sensors and components
- Online Documentation

👉 Exact contents depend on the product and application

5. Can firmware be changed after purchase?

This depends on the system:

- Mercury3 → Firmware can be changed
- Callisto → Firmware is locked

⚠ Always confirm your system type

6. What software is used?

Software depends on the product:

- Mercury3 → Hyperspace
- Callisto → Cosmos

👉 Software must match the ECU and firmware

7. Where do I find manuals and documentation?

All documentation is available online:
→ Downloads

Documentation can also be accessed via:

- Tuning software
- Android Support App

8. How is support handled?

Spitronics products are designed as DIY systems supported through structured documentation and guided setup procedures.

Support is primarily provided through:

- Product manuals and setup guides
- Software documentation
- Troubleshooting guides

Additional services such as installation, tuning, and diagnostics are provided by:

- Independent installers and tuners
- Approved dealers (where applicable)

👉 The level of support required depends on the system and application

9. Can I upgrade my system later?

This depends on the system:

- Mercury3 → Flexible and expandable
- Callisto → Feature-based upgrades may be available

Examples:

- RacePack activation
 - Android (mobile tuning)
 - Additional modules
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10. Which system should I choose?

- Mercury3 → Maximum flexibility and control
- Callisto → Simpler setup and faster installation

👉 Choose based on your experience level and application

11. What happens if the setup is incorrect?

⚠ Incorrect setup may result in:

- Engine not starting
- Poor running
- Possible engine damage

👉 Always ensure:

- Firmware matches the application
- Map matches the firmware
- Wiring is correct

👉 For fault finding:

→ Support → Troubleshooting Guides

12. Is Spitronics the same as ecuDIY?

Both are developed by EeziRider Engine Management, but serve different markets:

Spitronics

- Installer and professional focused
- Flexible and advanced systems

ecuDIY

- Guided and simplified systems
 - Application-based kits
 - Documentation-driven support
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13. Where do I start?

👉 Go to:

Start Here → Getting Started

Then follow:

- Minimum Requirements
 - First Start Guide
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14. Where do I go for help?

Spitronics support is structured into different sections:

For general understanding

→ Start Here → Introduction / Getting Started

For installation

→ Support → Product Manuals

For problems

→ Support → Troubleshooting Guides

For quick fault finding

→ Quick Access