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Xbox Support

Xbox One

Getting started

4k and HDR

Accessories

Apps

Console

Controllers

Ease of Access

Family

Networking

OneGuide and Live TV

Social and Broadcast

Microsoft Store

Warranty and service

Xbox Insider

Xbox 360

Xbox on Windows 10

Games

Billing

My account

Replacing a broken Xbox One controller

If you're having controller problems, look here for help.

- [Xbox One wireless controller disconnects or can't connect](#)
- [Your Xbox One wireless controller won't power on](#)
- [Troubleshoot update issues with your Xbox One controller](#)

If your controller is physically broken, here's how to replace it.

Note This applies to controllers you bought individually and to controllers that came with your Xbox. The important thing is, your controller must be under warranty.

Standard limited warranty for Xbox One controllers is 90 days; the standard limited warranty for your Xbox is longer. If you bought a [Microsoft Complete](#) extended service plan, your controller is covered for up to two exchanges within three years of buying the plan.

Replace your controller:

1. Exchanges require a registered Xbox, even if you bought your controller separately. Sign in here to see your registered Xbox consoles, or to register an Xbox for the first time.



If an Xbox isn't listed, select **Register device** and enter the info for your console.

2. In your list of Microsoft devices, select your Xbox.
 - Note** Don't worry if your Xbox shows as out of warranty. It's the warranty for your controller that matters here.
3. In "Pick a category," select **Accessories**. In "Select issue type," choose **Controller**.
4. Select the controller you want to replace, then enter its 14-digit number. You'll find that number in the battery compartment, below the barcode.



Double-check that you've entered the number correctly. There should be no letters or symbols.

5. Select **Create a repair order**. Follow the on-screen steps, then send in your controller.
 - Note:** Make sure to provide your correct mailing address. This can't be changed once you've submitted your repair order.

Related Issues

- [Standard Xbox One Wireless Controller overview](#)
- [All about the Xbox Elite Wireless Controller](#)
- [Using Xbox One Wireless Controllers on a PC](#)
- [Xbox One Wireless Controller disconnects or can't connect](#)

[Back to top](#)

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Manuals and warranty info



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