

FAQ — Battery & Charging

Charging

How long does it take to charge?

System	Charge time
48V models (D02 Classic, D03 Pro)	Approximately 6 hours
72V models (D02 Track, D03 Beast)	Approximately 7-8 hours

Use only the compatible supplied charger, in a dry, ventilated location, and follow the owner's instructions.

How long should the first charge take? The owner manual recommends an initial charge of **up to 12 hours** for the first charge cycle, with a maximum charge time thereafter of **8-9 hours**.

How do I charge the bike?

1. Insert the charger plug into the battery charging socket.
2. Insert the charger power plug into the power supply.
3. Charge fully.
4. Disconnect from the mains first, then from the battery.

Can I remove the battery to charge it? On the **D02 Track**, yes. The battery is removable and can be charged off the bike using the corresponding charging port (three-pin socket) on the charger. This is convenient if you cannot park near an outlet.

Can I use a different charger? No. Use only the included battery charger. If the charger is out of service, replace it immediately with the recommended charger supplied for your model.

Use of **non-certified chargers** is an explicit battery warranty exclusion, and is a fire risk.

What should I avoid while charging?

- Do not charge when the slot or socket is **damp**
- Charge with the **correct power source**
- Keep away from **children, pets and flammable materials**
- Charge in a **dry, ventilated** location

- Do not charge a swollen, damaged or wet battery
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Battery safety

Is the battery safe? What about UL certification? CEMOTO states that safety is paramount. CEMOTO electric bikes and their **batteries and motors are UL 2849 certified** (or meet equivalent stringent safety standards). This certification ensures the electrical systems meet rigorous safety requirements for fire and electrical hazards.

Certificate numbers are not published here. For certification documentation, request it from [CEMOTO support](#) with your order number.

CEMOTO also states it uses high-quality, name-brand battery cells known for reliability and safety.

How should I dispose of a battery?

- **Do not** dispose of the battery pack in fire — it could explode
- **Do not** discard lithium-ion batteries in the garbage
- Dispose of batteries **according to locally applicable regulations**
- Contact your local **recycling / reuse or hazardous waste center** for more information

The product contains sealed lithium-ion batteries and must be handled properly.

Can I transport the battery by air? Lithium batteries are heavily restricted for air transport. Check with the carrier before traveling, and **never** carry a damaged pack aboard an aircraft.

Can I ship a battery to a parcel locker? No. Due to shipping regulations, eBike batteries are classified as **dangerous goods** and cannot be shipped to parcel stores or lockers. They must be delivered to a physical address where someone is available to receive the package.

Battery life and performance

How long will my battery last? The **average lifespan of rechargeable batteries is 1 to 2 years**, depending on the conditions and usage of the motorcycle. Even with the correct charging method, batteries will eventually need replacement — they do not last forever.

Why is my range shorter in winter? Usable capacity falls with temperature:

Battery temperature	Approximate available capacity
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14 °F	~70 %
32 °F	~80 %
70 °F	~90-95 %

This is normal lithium-ion behavior, not a fault.

Why can't I travel at a consistent high speed when the battery is low? If the battery is low, the motorcycle may not be able to travel at a consistent high speed as expected. **Charge for a better ride.**

How should I store the battery?

- For long-term storage, charge to approximately **50 %** and store in a dry location within the recommended temperature range
- **Never** store frozen or at extremely high temperatures — the recommended range is approximately **68 °F (20 °C) to 45 °F (7 °C)**. Extreme temperatures will **permanently damage** the battery
- Disconnect the battery so it cannot slowly discharge
- Bring to room temperature before charging in cold conditions

See [Battery Care & Charging](#).

Charging problems

My battery is not charging. What should I check first?

1. **Is the charger receiving power?** Test the wall outlet with another device; confirm it is switched on. Confirm the charger's own indicator behaves as expected.
2. **Charger output.** Check the output voltage with a multimeter against the rating on the charger label.
3. **Charging port condition.** Inspect the battery socket and charger plug for bent pins, corrosion, water or debris.
4. **Battery seating.** Confirm the battery is fully seated and latched.
5. **BMS protection.** A deeply discharged or shorted battery may have latched BMS protection, in which case the charger sees no load.
6. **Temperature.** Allow the battery to reach room temperature and retry.

A video walkthrough is available: *CEMOTO Battery Not Charging? What Would You Check First?* — see [Technical Guides](#).

Full diagnostics: [Charging Faults](#).

What is error E06? E06 is Low Voltage Protection — the battery voltage has fallen below the controller's protection threshold. Charge the battery. If E06 appears on a fully charged battery, check the charger output and battery health, and verify parameter **P03** (voltage level) is correct.

What is error E12? E12 is a BMS Communications Error — the controller cannot communicate with the battery management system. Check the battery connector and BMS wiring.

See [Display & Error Codes](#).

Battery warranty

What does the battery warranty cover?

Batteries are covered under the limited warranty — see the [Warranty Policy](#) for the applicable period, coverage and exclusions. Eligible battery defects will be repaired or replaced **without extending the original warranty period**, and battery replacement does **not** qualify for cash reimbursement.

A warranty may be provided if:

- The discharge meter detects **less than 70 % of available capacity**
- The voltage is abnormal and the battery cannot be charged

The battery warranty excludes failures caused by:

- Use of **non-certified chargers**
- **Overcharging or deep discharge**
- **Physical impact or water intrusion**
- **Seal tampering or unauthorized disassembly**
- Use in **non-approved devices**

See [Warranty](#).

Related pages

- [Battery Care & Charging](#)
- [Charging Faults](#)
- [Range & Performance](#)
- [Spare Parts — Chargers & Batteries](#)

- [Warranty](#)
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