

FAQ — Maintenance & Service

Routine maintenance

What maintenance does an electric bike need? Electric bikes require regular maintenance tune-ups similar to traditional bikes and cars. To get the best performance, **regularly check tires, tubes, chains, battery and brakes**, or visit a local bike shop for professional assistance. Performing a **pre-ride safety check** helps maintain safety and performance.

How often should I service the bike? Follow the schedule in [Maintenance Schedule](#). In summary:

Interval	Focus
Before every ride	Brakes, throttle, tires, battery, fasteners, chain, display, lights
After every off-road ride	Clean drivetrain and brakes; lubricate the chain; check for damage
Weekly	Tire pressure, chain tension, brake pads, fasteners, wheel trueness
Monthly	Battery health, connectors, wiring, brake fluid, suspension
6 monthly	Professional service; bearings; hydraulic brake bleed; suspension
Annually	Full service; brake fluid; chain and sprocket; battery assessment

What are the key checks I should never skip?

- **Chain tension** — approximately **15 mm** slack
- **Tire pressure** — check frequently; low pressure increases resistance and reduces range
- **Brakes** — adjust frequently and change pads in time
- **Battery and charger** — use only the supplied parts

Do I need to do anything before storing the bike for winter? Yes. Clean and dry the bike, charge the battery to approximately 50 %, disconnect it, store at a reasonable temperature, lubricate the chain, and protect metal surfaces from corrosion. See [Cleaning & Storage](#).

Should I be able to hear anything unusual? If the motorcycle makes a noise while the motor is running, the owner manual lists two causes: **chain drying** (apply lubricant to the chain) and **motorcycle overload** (do not exceed the rated load limit).

The electrical parts — can I service them myself? **No.** The electrical elements can only be cleaned on the **outside**. There is no need to maintain the inside, and you should **not open them yourself**. If these parts are opened by the owner, **there is no warranty for them**.

Service and repairs

What if I need service or repairs on my bike? CEMOTO offers multiple support options:

1. DIY support Extensive online resources — manuals, video tutorials, FAQ — and access to replacement parts on the website. Most common maintenance tasks can be completed at home with basic tools.

2. Local bike shops Most components are standard, and many local bike shops can perform maintenance and repairs. **Contact CEMOTO first for warranty-related repairs** to ensure coverage.

3. Our support team Contact the dedicated customer support team via email or phone for troubleshooting help, warranty claims, and advice on finding a qualified local technician. For warranty work, CEMOTO may cover parts and labour at authorized shops.

Where do I get technical help? Visit the [Technical Guides](#) library or email support@cemotoride.com. Please include your **bike model, order number, and photos or video of the issue** so the team can assist more quickly.

What if I take it to a local shop during the warranty period? For warranty-related repairs, **contact CEMOTO first**. Note that **third-party labour, service, diagnostic and mechanic fees are strictly excluded** from warranty coverage. See [Warranty](#).

How long does support take to respond? CEMOTO typically replies within **1-2 business days**. Product pages indicate a typical response within **12 hours during business hours** and within **48 hours outside business hours**. The main FAQ lists an average answer time of **24 hours**.

Parts and wear items

Where can I buy replacement parts? Compatible D-series parts and accessories are available through the **CEMOTO accessories collection**. CEMOTO also states that most common spare parts are available through its distributors.

Where do spare parts ship from? CEMOTO ships original parts directly from its **global manufacturing center**, using expedited air shipping whenever available. Delivery timing depends on destination and stock status.

What parts are considered wear items and excluded from warranty?

- Brake pads and rotors
- Tires and inner tubes
- Chains and sprockets
- Bearings and cables
- Rubber seals and grips
- Brake handles, brake cables and covers
- Plastic parts
- LED lights, mud fenders, shock absorbers and other fast-wearing parts

These are **not covered by warranty**. Out-of-warranty replacements are charged at cost price.

Which components are covered by warranty, and for how long?

Component	Warranty period
Frame structure	12 months
Lithium-ion battery	12 months
Controller	12 months
Motor	12 months
Instrument panel (display)	6 months

Troubleshooting

The bike won't turn on. What should I check first? Check the battery charge and seating, the main fuse, all cables firmly plugged into the controller, the display connector, and the battery voltage with a multimeter.

A video walkthrough is available: *CEMOTO Won't Turn On? What Would You Check First?*

There's an error code on the display. What does it mean? See the full reference in [Display & Error Codes](#). Codes run from **E00** to **E13**.

What can I do if something goes wrong with my eBike during the warranty? CEMOTO believes that **communication is the best way to solve the problem**. Contact CEMOTO promptly. To help resolve the problem as quickly as possible, describe the problem in detail and **provide photos and videos** so the fault can be identified.

Does CEMOTO publish repair guides? Yes. CEMOTO maintains an extensive service guide covering battery, motor, controller, display, brakes, drivetrain, suspension, storage, transport and troubleshooting topics, alongside the video library. This documentation center consolidates that material — see [Troubleshooting](#) and [Maintenance](#).

Warranty claims

How do I submit a warranty claim? All warranty claims must be submitted via email to **support@cemotoride.com**.

Required documentation:

- Proof of purchase and order number
- Customer contact information
- Clear photos or videos showing the defect
- A detailed written description of the issue

Incomplete claims may be delayed or rejected. Replacement parts will not be shipped until sufficient evidence is reviewed and approved by the technical team.

See [Warranty Claims](#).

Related pages

- [Maintenance](#)
 - [Maintenance Schedule](#)
 - [Troubleshooting](#)
 - [Spare Parts & Compatibility](#)
 - [Warranty](#)
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