

Support

How to reach CEMOTO support, register your product, order spare parts, and understand the legal framework for riding an electric dirt bike.

In this section

Page	Contents
Contact & Support	Email, phone, hours, response times, what to include when you contact us
Riding Laws & Compliance	Off-road classification, street legality, insurance and registration considerations
Spare Parts & Compatibility	The genuine parts catalog and how to confirm compatibility
Range Calculator	Planning range with real-world inputs
Maintenance Log	A template for recording service history

Getting help fast

The single most important thing you can do is include the right information in your first message. CEMOTO's support team works from evidence:

Include	Why
Bike model	Different models have different specifications and fault patterns
Order number	Links the request to your purchase and warranty record
Photos or videos	A 20-second clip of the fault is worth several paragraphs of description
A description of the issue	What happens, when it started, and under what conditions
What you have already checked	Lets the team skip the basics and go straight to the fault
The error code , if one is displayed	Error codes are diagnostic — see Display & Error Codes

Support resources

Before contacting support, these resources resolve the majority of questions:

Resource	Covers
User Manuals	Official owner manuals per model
Technical Guides	Assembly and troubleshooting videos
Troubleshooting	Symptom-based diagnostics
Display & Error Codes	E00-E13 reference
FAQ	Consolidated answers across all categories
Policies	Warranty, returns, shipping, payment

Self-service options

DIY support — extensive online resources including manuals, video tutorials and replacement parts, so most common maintenance tasks can be completed at home.

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 is preserved.

Our support team — troubleshooting help, warranty claims, and advice on finding a qualified local technician.

Related pages

- [Contact & Support](#)
- [Warranty Claims](#)
- [Spare Parts & Compatibility](#)
- [Troubleshooting](#)

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