

Troubleshooting

Diagnostic guidance for CEMOTO electric dirt bikes and eBikes, organized by symptom.

“ **Before replacing parts:** Most CEMOTO faults are connector, adjustment or charge-state related. Work through the checks in order — the most likely and cheapest cause first — before ordering a replacement component. This is also what our support team will ask you to confirm.

Start here: identify the symptom

Symptom	Go to
Bike won't turn on at all	Power & Start-Up Faults · Won't Turn On tutorial
Error code showing on the display	Display & Error Codes
Motor cuts out, stutters or loses power under load	Motor & Controller Faults
Throttle not responding	Throttle & Controls
Battery won't charge, or charges slowly	Charging Faults · Battery Not Charging tutorial
Range is much shorter than expected	Range & Performance
Brakes feel spongy, weak, noisy or drag	Brakes
Motor runs but the bike won't move or is noisy	Drive & Transmission
Display blank, dim or frozen	Display & Settings
Horn not working	Horn Not Working tutorial
Something is loose, worn or needs servicing	Maintenance

Looking for a video? The [Video Tutorials section](#) has 23 step-by-step guides with the official video embedded alongside full written instructions.

The universal first checks

Whatever the symptom, complete these five checks first. They resolve a surprising share of reported faults.

1. Battery state of charge

A partially discharged battery is the single most common cause of "it won't work" and "it's slow" complaints.

- Charge the battery fully and retest.
- Check the display's state-of-charge reading is plausible.
- If the battery will not accept a full charge, see [Charging Faults](#).

2. All connectors seated

- Check that **all cables are firmly and fully plugged into the controller**.
- Inspect the main battery connector for looseness, corrosion or heat discoloration.
- Vibration works connectors loose. Unplug, inspect, and reseal each connection in the power path.

3. The ignition / power sequence

On D-series models, turning the electric door lock on makes the instrument light up and display **0 gear**. In this state the vehicle does **not** work. You must press the **"+" key** to switch to a gear above 1 before the throttle will respond.

If the display is on but the bike does not move, this is very often the cause.

4. Power gear

Confirm the bike is not in 0 gear, and that you are in an appropriate mode for the conditions.

5. Kill switches and interlocks

- Some models have a kickstand interlock.
- The brake lever cuts motor power when applied — confirm the lever returns fully and is not dragging.

D-Series error codes

The display reports faults as decimal codes from **E00** to **E13**. Full meanings and per-code diagnostics are in:

[Display & Error Codes](#)

Symptom reference table

This table is reproduced from the official CEMOTO owner manual troubleshooting section.

Symptom	Possible causes	Solutions
The motorcycle won't start and run	1. The battery is not fully charged 2. Loose or poorly plugged wires or cables	1. Fully charge. The first charge should be 12 hours; normal charge time is up to 8-9 hours 2. Check that all cables are firmly plugged into the controller
The motorcycle cannot start and has a short running time	1. The battery needs to be charged 2. The battery cannot accept a full charge 3. The rear tires are not properly inflated	1. Fully charge the battery. The first charge should be 12 hours; maximum charge time is 8-9 hours 2. Ensure the power flow direction to the wall outlet is correct. The battery may need to be replaced — even with correct use, rechargeable batteries do not last forever. The average lifespan is 1 to 2 years 3. Check the tires are correctly inflated to the correct PSI before riding
The motorcycle runs but travel distance is usually short	1. The battery needs to be charged 2. The battery cannot accept a full charge 3. The rear tires are not properly inflated 4. Continuous driving at high speed 5. Frequent uphill riding or riding against the wind, frequent braking, heavy load	1. Fully charge the battery. Initial charge time should be 12 hours, with a maximum charge time of 8-9 hours 2. Make sure power flows to the wall socket. Batteries may require replacement — average lifespan is 1 to 2 years depending on conditions and usage 3. Check the tires are installed correctly and inflated to the correct PSI before riding 4. Drive at medium speed 5. Avoid frequent braking, starting or heavy loading

Symptom	Possible causes	Solutions
Motorcycle runs slowly	1. Brakes are not adjusted correctly 2. Motorcycle is overloaded 3. Frequent uphill driving or riding against the wind, frequent braking, heavy load 4. Rear tires are not inflated correctly	1. Adjust to appropriate tension so the brake can respond in time 2. When using the motorcycle, the loading weight must not exceed the rated limit 3. Avoid frequent braking, starting or heavy loading 4. Check tires are at the correct PSI; if not, inflate before riding
The motorcycle makes a noise while the motor is running	1. Chain drying 2. Motorcycle is overloaded	1. Apply lubricant to the chain 2. Do not exceed the rated load limit

Escalation and support

If the checks above do not resolve the issue, contact support with:

- Your **bike model**
- Your **order number**
- **Photos or video** of the issue
- A description of which checks you have already completed

Email **support@cemotoride.com**. We typically reply within 1–2 business days, and often within 12 hours during business hours.

See [Contact & Support](#) and [Warranty Claims](#).

Related pages

- [Technical Guides video library](#)
- [Display & Settings](#)
- [Spare Parts & Compatibility](#)
- [Maintenance](#)

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