

# Battery Not Charging — What to Check First

“ Work from the wall socket forward: outlet, charger, charge port, pack. Stop when you find the break.

**Applies to:** D-series and eBikes

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<https://www.youtube.com/embed/gJNUfzxegNM?rel=0>

CEMOTO Battery Not Charging? What Would You Check First? — if the player does not load, [open the video on YouTube](#).

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## Check in this order

**Work from the wall outward.** Each step rules out one link in the chain.

1. **The wall socket.** Test it with something else. Obvious, and regularly the answer.
  2. **The charger.** Does its indicator light come on? Feel whether it warms up. A charger that stays completely cold is a suspect. Confirm the price and voltage on [Spare Parts](#) before ordering.
  3. **The charge port on the bike.** Look for bent pins, corrosion, debris or water ingress. Reseat the plug firmly and check it is fully home.
  4. **The charge fuse.** Many packs have an inline fuse on the charge circuit. Check it before condemning anything.
  5. **The pack's own connector.** Reseat the main battery connector and look for heat discoloration — a high-resistance connection prevents charge current reaching the cells.
  6. **Try a slow charge and watch.** If the pack is deeply discharged, some chargers will not start a normal charge cycle.
  7. **Temperature.** Charging a very cold pack can be blocked by the BMS. Let it come to room temperature before retrying.
  8. **Only then suspect the pack.** See [Battery Care & Charging](#).
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⚠ **Never use a charger that is not rated for your pack's voltage.** A 72V charger on a 48V pack will damage it. Confirm voltage before ordering a replacement.

# Decision guide

| Finding                    | Action                                                    |
|----------------------------|-----------------------------------------------------------|
| Socket dead                | Use another outlet                                        |
| Charger cold and dark      | Replace the charger — confirm voltage first               |
| Charge port damaged or wet | Clean and dry; replace if pins are bent                   |
| Charge fuse blown          | Replace the fuse and investigate why it blew              |
| Pack cold                  | Allow it to reach room temperature                        |
| Everything checks out      | Contact <a href="#">Support</a> before replacing the pack |

# Related

- [Charging Faults](#)
- [Battery Care & Charging](#)
- [Low Voltage Error E06](#)
- [Spare Parts & Compatibility](#)
- [Tutorials Index](#)

Revision #10

Created 2026-09-22 02:00:59 UTC by Cemoto

Updated 2026-09-22 04:53:34 UTC by Cemoto