



TotemUSA – Commuter Series FAQ

Display

How do you turn on the backlight for the display?

The backlight for the display can be turned on by holding the minus (-) button for three seconds.

Keywords: Display, Backlight, Illuminate, Night, Dark

How do you change the display from miles per hour (mph) to kilometers per hour (km/h)?

The display on the CS-240 is programmed to read kilometers per hour and can't be changed. The display on the CS-260 is programmed to read miles per hour and also can't be changed.

Keywords: Display, Speed, Miles, Kilometers, Per, Hour, MPH, KMH, KM/H

Why does the display show “20” when I turn it on?

This indicates the wheel size that the bike's controller is powering.

Keywords: 20, twenty, Display

What is the difference between a LED and an LCD display for eBikes?

LCD displays are much more user friendly than their LED counterparts. The display for the CS-240 and CS-260 shows your current speed, a trip odometer, as well as a total distance odometer for the bike. Our display also has a backlight for riding in low-light conditions. The display is an integral part of the eBike experience that allows the rider to continually monitor the battery status and speed on the go.

Keywords: LED, LCD, L.E.D, L.C.D, Display, Difference

What does the display show?

The display shows the current speed, battery level, trip odometer, level of pedal assist, and total odometer for the bike. The display has a backlight that can be turned on for better viewing in low light conditions.



Electric Function

How many miles can you travel on a fully charged battery with pedal assist?

There are several variables that can affect the total range on a fully charged battery. Rider weight, level of selected pedal assist (1-5), as well as the terrain type (including steep hills) will all affect the range. On average, you can expect to travel 30 to 40 miles or more on a full charge using pedal assist.

Keywords: Miles, Charge, Battery, Pedal Assist

Can the battery be removed?

Yes, the battery can be removed using the keys included with the bike. With the bike folded at the hinge, simply insert the key and rotate 45 degrees to unlock, then the battery will slide out.

Keywords: Battery, Removed, Removal, Remove

Can the battery be charged while it's removed from the bike?

Yes, the battery can be removed and charged separately from the bike. The battery can be removed using the including keys and taken inside for charging.

Keywords: Battery, Removed, Removal, Remove, Charge, Charged

How much does a replacement battery cost?

A replacement battery for both the CS-240 and CS-260 costs around \$150.00 shipped.

Keywords: Replacement, Battery, Cost

How many times can the battery be charged before having to replace it?

The lifespan of a lithium-ion battery varies based on charging habits. Proper charging habits include fully discharging the battery before recharging, and disconnecting the charger right away once the battery is fully charged. You can expect approximately 350 charging cycles from the CS-240 battery when properly charged and maintained. The "power loss curve" affects all rechargeable batteries and is a gradual curve downwards after the expected amount of charging cycles. During the first 350 charging cycles a single charge may last 3 days or 40 miles, but over time it may drop to 80%, then 70%, and so on until the battery must be charged too frequently to use.

Keywords: Number, Charges, Charge, Charged, Cycles, Cycle, Life-span, Lifespan, Charging, Habits



Are extra batteries available for purchase?

Yes, additional batteries are available for purchase on our website.

Keywords: Battery, Extra, Additional, Purchase

How many amp hours (aH) is the battery?

The battery is rated at 8 amp hours (aH).

Keywords: Amp, Hours, aH, Battery

How long does one charge last?

There are several variables that can affect the total range on a fully charged battery. Rider weight, level of selected pedal assist (1-5), as well as the terrain type (including steep hills) will all affect the range. On average, you can expect to travel 30 to 40 miles or more on a full charge using pedal assist.

Keywords: Range, Charge, Last, Duration, Distance, Pedal, Assist

Is the battery waterproof?

The bike's internal electrical components are sealed with a rubber gasket to keep water out. While neither the battery nor the bike are "submersible," they are protected against normal rain and wet riding conditions.

Keywords: Battery, Waterproof, Water, Proof, Moisture, Protection

Does the battery have a security feature?

Yes, the battery is locked into place within the frame using a key lock. Each bike comes with two keys.

Keywords: Battery, Security, Lock, Key, Keys

Does the battery lock in place?

Yes. When the bike is folded, the included keys can be used to lock and unlock the battery into the frame.

Keywords: Battery, Lock, Key, Keys

What are the keys for?

The keys included with the bike are for locking and unlocking the battery into the frame.

Keywords: Keys, Key, Why, What



General Questions

How much does the bike weigh?

The total weight of the bike including the battery is 44 pounds.

Keywords: Weight, Weigh, Total, Overall

Does the total weight include the battery?

Yes, the total weight of the bike including the battery is 44 pounds.

Keywords: Weight, Weigh, Total, Overall, Include, Battery

How much weight can the rear rack support?

The rear rack is rated to carry 32 pounds. The maximum total weight including the rider is 235 pounds.

Keywords: Rack, Carrier, Weight, Support, Recommended

What is the weight capacity for the rear rack?

The rear rack is rated to carry 32 pounds. The maximum total weight including the rider is 235 pounds.

Keywords: Rack, Carrier, Weight, Support, Recommended

Does the bike come in other colors?

Both the CS-240 and CS-260 are available in the white with blue trim pattern. The CS-260 is also available in matte black with blue trim.

Keywords: Color, Available, Blue, White, Black, Additional

Does the bike come with a kickstand?

Yes, the bike comes equipped with an adjustable kickstand.

Keywords: Kick, Stand, Kickstand

Is the handlebar adjustable?

Yes, the handlebar can be adjusted vertically to accommodate riders of different heights. The maximum handlebar height is 46" from the top of the handlebar to the ground. The lowest handlebar position is 38.5" from the top of the handlebar to the



ground. The handlebar can also be rotated forward and backward to accommodate your preferred hand grip position.

Keywords: Handle, Bar, Handlebar, Adjust, Adjusted, Adjustable

Does the bike have shock absorbers?

Although the CS-240 does not have a front suspension fork, the ride is smooth and comfortable on the road.

Keywords: Shock, Absorbers, Suspension, Spring, Fork

Does the bike have a suspension fork?

Although the CS-240 does not have a front suspension fork, the ride is smooth and comfortable on the road!

Keywords: Shock, Absorbers, Suspension, Spring, Fork

Does the bike have front and rear lights or reflectors?

The bike comes equipped with front and rear reflectors, as well as high-visibility reflectors on each wheel for added safety.

Keywords: Front, Rear, Reflectors, Lights, Safety

What is the minimum height to ride this bike?

The lowest saddle position height is 29" from the top of the seat to the ground. The total inseam from the crotch to the ground should not be less than the 29" minimum standover height.

Keywords: Height, Minimum, Short, Tall, Feet, Foot

What is the maximum height to ride this bike?

The Commuter Series bikes support a wide range of rider sizes. Your total inseam from the crotch to the ground should not exceed the 42" maximum standover height. While the 20" wheels are perfectly compact for storage and transport, you should be advised that this bike is smaller than traditional full-sized bikes.

Keywords: Height, Maximum, Short, Tall, Feet, Foot

What is the size of the chainring?

The chainring is 9" in diameter.

Keywords: Chain, Ring, Chainring, Size



Does the bike ship fully assembled?

The Commuter Series bike ship 99% assembled. The only assembly required is the installation of the two pedals. The pedals can be fastened to the pedal cranks with a small adjustable wrench.

Keywords: Assembly, Assembled, Required

Should I take the bike to a bicycle mechanic for fine tuning?

Although not required, it is always a good idea to have a qualified bicycle mechanic confirm that the bike is in suitable condition for extended riding. For more information about bicycle maintenance and fine tuning please visit our website.

Keywords: Tune, Tuning, Mechanic

What is the maximum speed of the bike?

The maximum speed using the throttle is 15 miles per hour (24.14 Km/h). Faster speeds can be achieved using the pedal assist function in combination with swift pedaling.

Keywords: Speed, Maximum, Throttle, Top, Speed

Does the bike have a pedal-free mode?

Yes, the bike comes equipped with a thumb-paddle style throttle located beneath the display. Simply select your level of pedal assistance (PAS 1-5) and pedal once or twice to begin moving forward, then press the throttle forward and stop pedaling to use full automatic mode.

Keywords: Pedal, Free, Pedal-free, Assist, Throttle, Automatic, No, Don't

What is the top speed using the throttle?

The maximum speed using the throttle is 15 miles per hour (24.14 Km/h). Faster speeds can be achieved using the pedal assist function in combination with swift pedaling.

Keywords: Speed, Maximum, Throttle, Top, Speed

What are the dimensions when folded?

The dimensions of the bike when folded are: width 16", length 32", height 27"

Keywords: Dimensions, Length, Width, Height, Folded, Unfolded



What is the width when folded?

The dimensions of the bike when folded are: width 16", length 32", height 27"

Keywords: Dimensions, Length, Width, Height, Folded, Unfolded

What is the height when folded?

The dimensions of the bike when folded are: width 16", length 32", height 27"

Keywords: Dimensions, Length, Width, Height, Folded, Unfolded

What is the length when folded?

The dimensions of the bike when folded are: width 16", length 32", height 27"

Keywords: Dimensions, Length, Width, Height, Folded, Unfolded

What are the dimensions when unfolded?

The bike dimensions in the unfolded position are: length – 5' or 60", handlebar width 23", maximum seat height 42", lowest seat height 29", maximum handlebar height 46", lowest handlebar height 38.5"

Keywords: Dimensions, Length, Width, Height, Unfolded, Overall, Size

How many gears does the bike have?

The bike comes equipped with a six speed Shimano gear set that uses a twist style shifter on the handlebar.

Keywords: Gears, Gear, Shift, Shifter, Shimano

Why does the bike limit the speed?

The CS-240 comes pre-programmed to a maximum speed of 12 mph, and the CS-260 is programmed to a maximum speed of 15 mph.

Keywords: Speed, Limit

Does the bike come with a manual?

Yes, the bike comes with a full-color manual that walks you through the unboxing, initial set-up, and basic maintenance. The manual also contains a QR code that can be scanned to visit links with updated information, and helpful tips and tricks.



What size are the wheels?

The wheels are 20 inches in diameter. These compact but durable wheels allow for easy storage and transport while keeping the bike light-weight.

Keywords: Size, Wheel, Wheels

Is this bike street legal in NYC?

The Commuter Series electric bikes are considered “pedal assisted” with a top speed of less than 20 mph. New York City has some of the strictest laws in the country regarding electric powered vehicles and their different classifications. These rules and regulations are constantly evolving. We encourage all of our customers to research their local, city, and state traffic laws and ordinances regarding electric bikes prior to riding on public roads.

Keywords: Legal, Law, NYC, New York City, Rules, Allowed

What kind of warranty does the bike have?

The warranty is as follows: Frame and fork – 2 years, Electric motor – 2 years, Controller – 1 year, Battery – 1 year. Normal wear and tear parts such as tubes, tires, reflectors, brake pads, etc do not have a warranty.

Keywords: Warranty, guarantee

Does the bike have a twist throttle?

The bike comes equipped with a thumb-paddle style throttle located under the display. Simply press forward to engage the throttle feature and let go to disengage.

Keywords: Throttle, Style, Twist, Automatic, Pedal, Free

Can the bike take off without me pedaling?

No, there are several safety features built into this bike to prevent incidents like this. The rider must keep the throttle pressed forward to engage the full automatic mode. When the throttle is released the motor disengages. The pedals need to be rotated manually to begin moving forward before the throttle will engage the full automatic mode. Similarly, when the brakes are applied the motor disengages.

Keywords: Safety, Unintentional, Without, Itself, Own

How does the full assist mode work?

The Commuter Series bikes have a thumb-paddle style throttle conveniently located beneath the display. The throttle feature allows the bike to be ridden without pedaling. The rider must keep the throttle pressed forward to engage the full automatic mode.



When the throttle is released the motor disengages. The pedals need to be rotated manually to begin moving forward before the throttle will engage the full automatic mode. Similarly, when the brakes are applied the motor disengages.

Keywords: Throttle, Full, Fully, Automatic, Mode, Pedal, Pedal-free

Can I install a rear cargo rack that can support more weight?

The rear carrier rack on the Commuter Series bike is designed to support a maximum of 35 lbs. safely.

What is the spare bracket in the box?

The spare bracket included in the box is for the rear fender should you choose to remove the rear carrying rack.

Keywords:

Can this bike be shipped to Canada?

We do not offer international shipping at this time.

Keywords: Shipping, Ship, Shipped, International, Canada, Export, Country, Countries

Should the bike be stored indoors?

Bicycles tend to last longer when they are stored inside. When constantly exposed to the elements, the life expectancy of the bicycle's electrical system, chain, braking system, and paint finish all greatly diminish. Similarly, bicycles ridden in wet and dirty conditions will require more cleaning and service to properly maintain.

Keywords: Stored, Storage, Indoor, Indoors, Outdoor, Outdoors

Can I store the bike outdoors?

Bicycles tend to last longer when they are stored inside. When constantly exposed to the elements, the life expectancy of the bicycle's electrical system, chain, braking system, and paint finish all greatly diminish. Similarly, bicycles ridden in wet and dirty conditions will require more cleaning and service to properly maintain.

Keywords: Stored, Storage, Indoor, Indoors, Outdoor, Outdoors