

# SEGWAY

ninebot **F3** Series

User Manual

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# Welcome

Thanks for choosing the Segway eKickScooter Ninebot F3 series product!



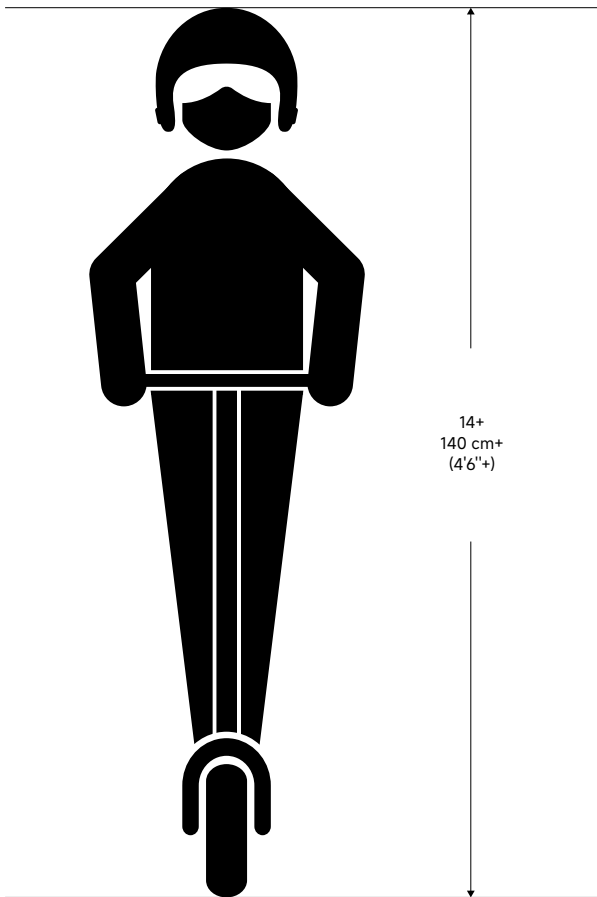
Segway Mobility

—  
EN  
—  
03  
—

Always wear a helmet, elbow pads and knee pads when riding.

**WARNING:** The Segway Mobility App contains additional and/or supplemental warnings and instructions for the safe use of the eKickScooter. It also provides guidance on certain functions or updates that are not included in this user manual as of its publication date. Such information and/or notice is part of the user materials that a user shall know and learn.

The pictures shown are for illustration purposes only. The actual product or app interface may vary.

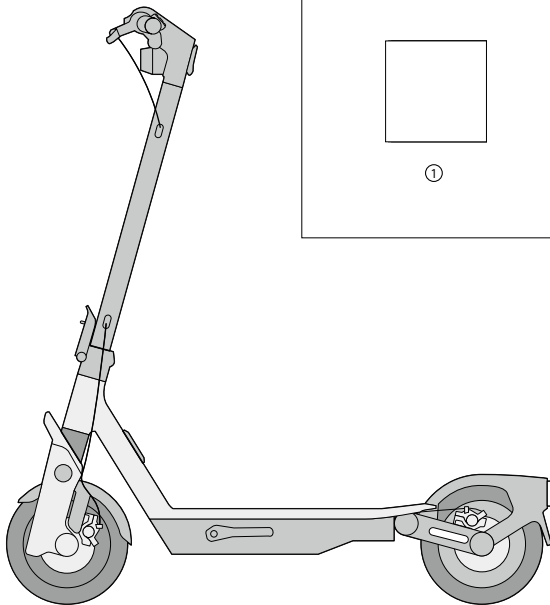


# Packing List

Note: Please keep the original packaging for at least 15 days!

\*The illustrations below are provided using the F3 Pro as an example.

## ● F3 Series



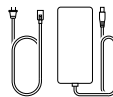
## ● Product Instructions

① Information Card × 1

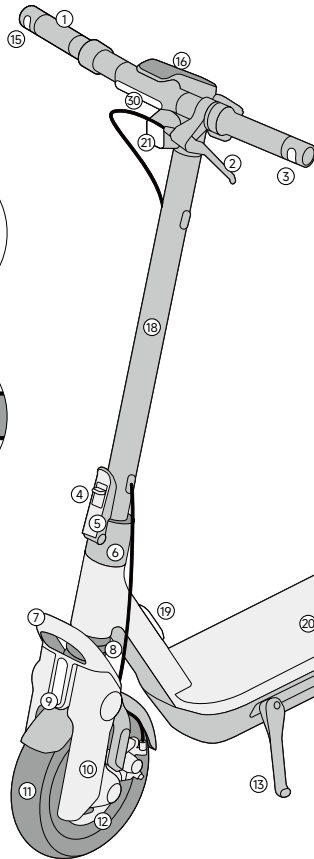


## ● Accessories

- ① Charger × 1
- ② Screw × 5
- ③ 3 mm (7/64") Allen Wrench × 1
- ④ 4 mm (5/32") Allen Wrench × 1
- ⑤ 5 mm (3/16") Allen Wrench × 1
- ⑥ 2.5 mm (3/32") Allen Wrench × 1

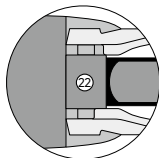
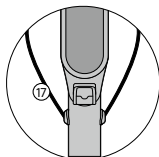
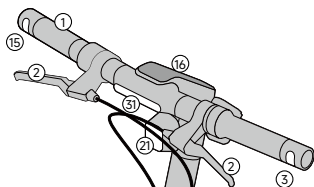


# Diagram-Ninebot F3

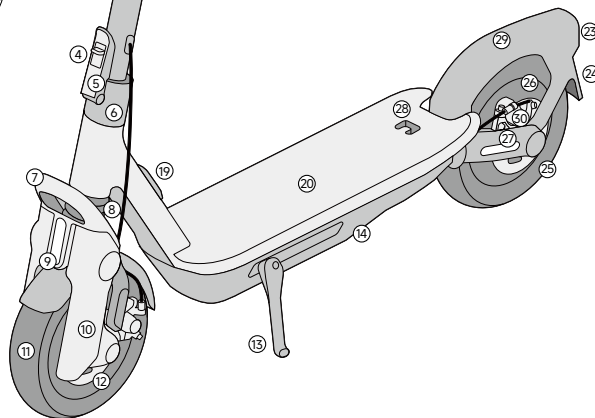


- |                              |                              |
|------------------------------|------------------------------|
| ① Handlebar                  | ⑬ Kickstand                  |
| ② Brake Lever                | ⑭ Battery Compartment        |
| ③ Left Direction Indicator   | ⑮ Right Direction Indicator  |
| ④ Folding Latch              | ⑯ Charging Port              |
| ⑤ Quick-release Lever        | ⑰ Snap Hook                  |
| ⑥ Folding Mechanism          | ⑱ Stem                       |
| ⑦ Locking Loop               | ⑲ Charging Port              |
| ⑧ Front Shock Absorber       | ⑳ Footboard                  |
| ⑨ Front Reflector            | ㉑ Headlight                  |
| ⑩ Front Mudguard             | ㉒ Rear Shock Absorber        |
| ⑪ Front Wheel                | ㉓ Taillight & Rear Reflector |
| ⑫ Front Disc Brake           | ㉔ License Plate Holder       |
| ⑬ Kickstand                  | ㉕ Rear Wheel                 |
| ⑭ Battery Compartment        | ㉖ Wheel Motor                |
| ⑮ Right Direction Indicator  | ㉗ Side Reflector             |
| ⑯ Charging Port              | ㉘ Buckle                     |
| ⑰ Snap Hook                  | ㉙ Rear Mudguard              |
| ⑱ Stem                       | ㉚ Front Position Lamp        |
| ⑲ Charging Port              |                              |
| ⑳ Footboard                  |                              |
| ㉑ Headlight                  |                              |
| ㉒ Rear Shock Absorber        |                              |
| ㉓ Taillight & Rear Reflector |                              |
| ㉔ License Plate Holder       |                              |
| ㉕ Rear Wheel                 |                              |
| ㉖ Wheel Motor                |                              |
| ㉗ Side Reflector             |                              |
| ㉘ Buckle                     |                              |
| ㉙ Rear Mudguard              |                              |
| ㉚ Front Position Lamp        |                              |

# Diagram-Ninebot F3 Pro

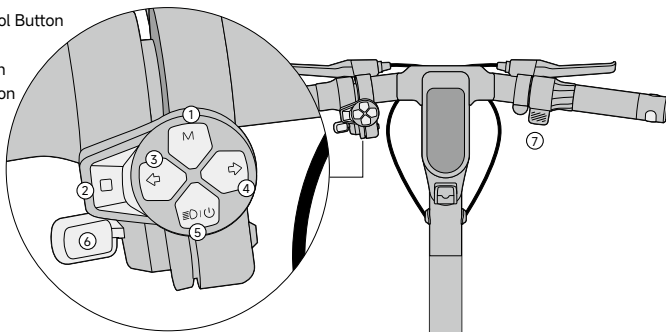


- |                            |                             |                              |
|----------------------------|-----------------------------|------------------------------|
| ① Handlebar                | ⑩ Front Mudguard            | ⑮ Dashboard                  |
| ② Brake Lever              | ⑪ Front Wheel               | ⑯ Snap Hook                  |
| ③ Left Direction Indicator | ⑫ Front Disc Brake          | ⑰ Stem                       |
| ④ Folding Latch            | ⑬ Kickstand                 | ⑱ Charging Port              |
| ⑤ Quick-release Lever      | ⑭ Battery Compartment       | ⑲ Footboard                  |
| ⑥ Folding Mechanism        | ⑮ Right Direction Indicator | ⑳ Headlight                  |
| ⑦ Locking Loop             |                             | ㉑ Rear Shock Absorber        |
| ⑧ Front Shock Absorber     |                             | ㉒ Taillight & Rear Reflector |
| ⑨ Front Reflector          |                             | ㉓ License Plate Holder       |
|                            |                             | ㉔ Rear Wheel                 |
|                            |                             | ㉕ Wheel Motor                |
|                            |                             | ㉖ Side Reflector             |
|                            |                             | ㉗ Buckle                     |
|                            |                             | ㉘ Rear Mudguard              |
|                            |                             | ㉙ Rear Disc Brake            |
|                            |                             | ㉚ Front Position Lamp        |



## ● Handlebar Functions

- ① Mode switching/Cruise Control Button
- ② Custom Button
- ③ Left Direction Indicator Button
- ④ Right Direction Indicator Button
- ⑤ Power Button/Headlight
- ⑥ Bell Button
- ⑦ Throttle

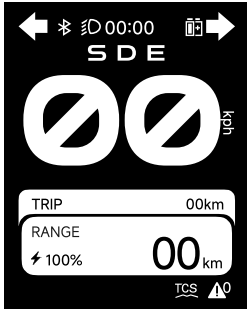


Name	Operation
Power Button/ Headlight	Press the Power Button to power on the scooter. Press and hold for 2s to power it off. After powering on, press the button to switch headlight mode, successively On, Auto Mode and Off.
Mode Switching/ Cruise Control Button	Press the button to switch speed modes. / Activate cruise control when you're in E, D, S, or S+ mode and speed is >3 mph. Press and hold the top button for 2 seconds to enable cruise control and the scooter will cruise at a constant speed. Press again, use the throttle or brake to disable it.
Direction Indicator Button	Press the button to light up left/right signal, then the signal flashes, and press it again to turn it off. Press and hold the left or right direction indicator button for 2s to turn on/off the emergency flashers.
Custom Button	Default Hill-Hold Assist*. Customize Quick Features through the Segway Mobility App. After setting, you can press the custom button to use it.
Throttle	Twist / Press the throttle to speed up.
Bell Button	Press the button to use the bell.

\*Hill-Hold Assist: After enabling this function in the Segway Mobility App, press the custom button to quickly activate Hill-Hold Assist when the vehicle is at complete stop. At this time, the driving wheel will be locked and the vehicle will not move forward when using the throttle. Press the custom button again to exit and the driving wheel will be unlocked. In addition, you can also activate Hill-Hold Assist by squeezing and holding the brake lever for 3 seconds, and squeeze again to exit.


\*As different versions of App/firmware may vary, please refer to the actual vehicle.

## ● Dashboard



Icon	Name	Description
	Left / Right Direction Indicator	The indicator flashes after pressing a direction indicator button. Both indicators will flash simultaneously after the Emergency Flashers are turned on.
	Bluetooth	When the icon lights up, it indicates that the scooter has been successfully connected to the mobile device.
	Headlight	It indicates that the headlight is on. <b>*When entering Walk Mode, the headlight and tail light are always on and can't be turned off.</b>
00:00	Time	It displays the time in your region.
	Cruise Control	It indicates that Cruise Control is enabled.
	Speedometer	It indicates the current speed of the scooter during riding.
TRIP 00km	Trip	It displays the riding distance of the current trip.
RANGE 00km	Remaining Mileage	It displays the remaining range of the scooter.
	Battery Level	It indicates the remaining battery level. <b>*When the battery level is lower than 10% the display will be red.</b>
TCS	Traction Control System (TCS)	When the icon lights up, it indicates that the Traction Control System (TCS) is enabled.
	Warning	When the icon lights up, it indicates that the scooter has detected errors. The number refers to the qty of errors.

## ● Speed Modes

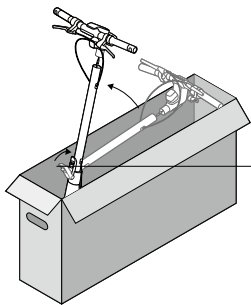
Mode	Speed Limit		Range*	
	F3	F3 Pro	F3	F3 Pro
<b>E</b> (ECO Mode)	051701A	051702A	051701A	051702A
<b>D</b> (Drive Mode)	12 km/h (7.5 mph)		70 km (44 miles)	
<b>S</b> (Sport Mode)	20 km/h (12.4 mph)		60 km (37 miles)	
<b>S</b> (Sport Mode)	25 km/h (15.5 mph)		50 km (31 miles)	
 (Walk Mode)	5 km/h (3.1 mph)			

\*Tested while riding with a full battery, 75 ± 5 kg (165 ± 11 lbs) load, 25 ± 5°C (77 ± 9 °F), at the max. speed of each speed mode and maintaining it on pavement.

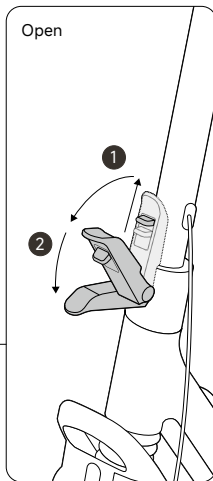
# Assembly

## Step 1

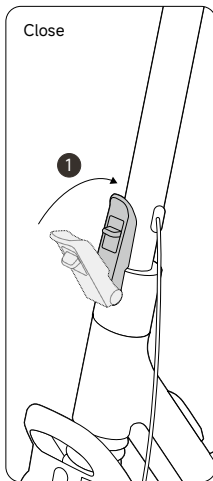
Unfold the stem and close the quick-release lever until the folding latch reaches the bottom. Make sure the quick release lever is locked firmly when you push the quick release lever down without lifting folding latch.



Open

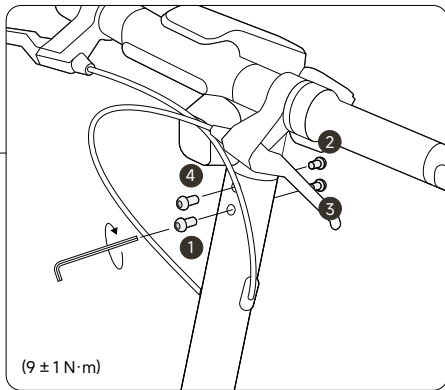
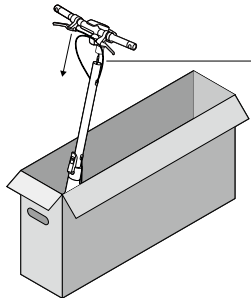


Close



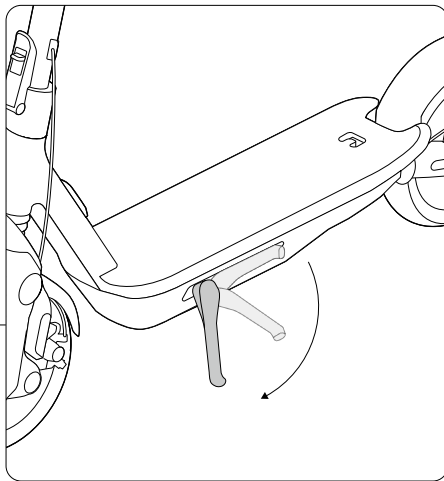
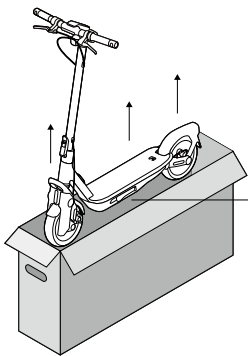
## Step 2

Slide the handlebar and the wires into the stem with the headlight facing forward. Install the four screws in order with the 4 mm (5/32") Allen wrench.



### Step 3

Lift the vehicle out of the box, place it on the ground, and unfold the kickstand.



## WARNINGS

Power off the scooter before assembly. The brake cable should not wrap around the stem.

# Activation

Additional and/or supplemental warnings and instructions on how to use the product are also in the Segway Mobility app, and such information and/or notice is part of the user materials that an user shall know and learn.

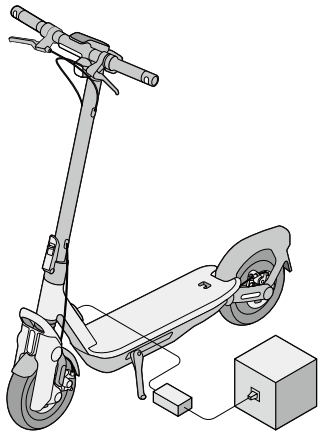
A non-activated eKickScooter will keep beeping when turned on, and its speed is limited to 15 km/h (9.3 mph). Please follow the steps to activate your eKickScooter.



Scan the QR code to download the Segway Mobility app to register and log in.

## Step 1

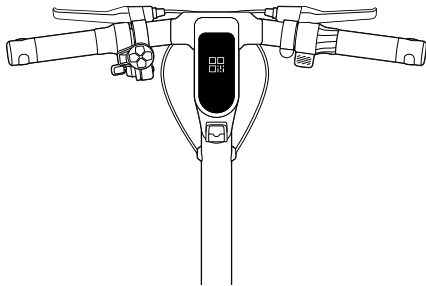
Charge the eKickScooter for three seconds to activate the battery. Power on the eKickScooter.



## Step 2

Scan the QR Code displayed on the dashboard via the Segway Mobility App or tap "Search vehicle" in the App and pair with your eKickScooter. Follow the instructions and watch the Riding Safety video. Tap to activate the eKickScooter.











\* When the scooter is activated, the speed mode is set to D mode by default.



# App Features

\*As different versions of App/firmware may vary, please refer to the actual vehicle.

Please customize these features via the Segway Mobility app.

Icon	Name	Icon	Name
	Light Effect		Locking Function
	Start Speed		Scheduled Charging
	Energy Recovery*		Custom Button
	Imperial/Metric System		
	Customize Mode Speed		
	Traction Control System (TCS)		
	Charging Limit		

## \*Notes on Energy Recovery Function:

Function Introduction: Set the "Energy Recovery" level in the "Segway Mobility" App: Off/Standard/Weak

○ By default, the vehicle's Energy Recovery feature is set to "off." Users can enable or disable the Energy Recovery function in the "Segway Mobility" App.

○ Once Energy Recovery is enabled, releasing the throttle while riding will automatically activate this feature. The motor will then produce a reverse electromotive force, causing the vehicle to slow down and create a noticeable sensation of deceleration (akin to the feeling of pulling the brake lever). The intensity of Energy Recovery can be adjusted to "Standard" or "Weak". When set to "Standard", the deceleration is more evident.

### ▲ Safety Tips:

○ Before using the Energy Recovery feature during rides, practice in a secure environment until you are familiar with its operation and effects. Please be aware that this feature can provide additional resistance to decelerate the vehicle when the throttle is released, complementing the standard friction and braking mechanisms. Therefore, users need to control the vehicle properly and maintain balance for a safe ride.

○ Energy Recovery is designed to assist, not replace, the braking system. When you need to stop or slow down safely, please use the brake by pulling the brake lever.

○ Please exercise increased caution when using the Energy Recovery feature on downhill paths or under special riding conditions to prevent falls. Releasing the throttle on a decline may still result in acceleration due to gravity and inertia. Because of the acceleration, Energy Recovery will engage simultaneously, providing decelerative force, which necessitates careful balance maintenance.

○ The Energy Recovery feature does not engage while the vehicle is in cruise control mode. Once you disengage cruise

control, releasing the throttle will initiate Energy Recovery (if already enabled in the App), creating a distinct reduction in speed.

- Once the Energy Recovery is enabled, it will remain on until the function is manually turned off via the "Segway Mobility" App. The feature is not automatically disabled in the event of the vehicle shutting down or running out of battery. The vehicle's dashboard does not display Energy Recovery status, which can only be verified and adjusted (Standard/Weak) in the App.
- Please inform any borrower of the vehicle about the current Energy Recovery settings to ensure they are aware of how the feature affects vehicle operation.
- If you have any questions about this function, please contact Technical Support.

## ● CodeLock

Enable / Disable CodeLock via Segway Mobility App, go to the homepage >> More Functions >> Locking Function, and choose DigitalCodeLock or Pattern CodeLock.

### ○ Digital CodeLock

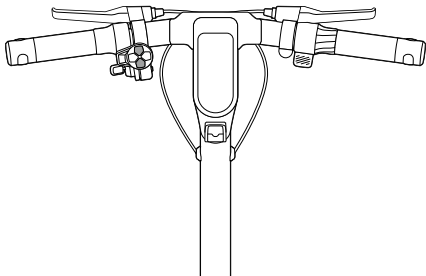
#### Step 1

Enable Digital CodeLock via the App. Set a four-digit password (e.g. 1234).



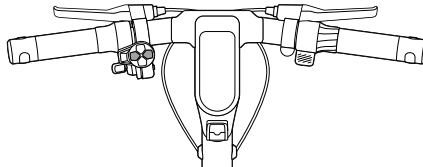
#### Step 2

Press the Power Button and use the Mode Switching Button and Power Button to enter the password. The number decreases by one each time you press the Mode Switching Button and increases by one each time you press the Power Button. Squeeze any brake lever or press Custom Button to confirm each password entered.



#### Step 3

The rider can also press the left and right buttons to check each password entered and use Mode Switching Button and Power Button to change the password. After successfully entering the digital password, the buzzer will send out two short beeps and the vehicle power on.



**Note:** You can enter the digital/pattern password up to 3 times. After entering the wrong number 3 times, the screen will automatically power off. You can try to power it on again for the fourth time. If you still enter the wrong password, it will trigger an alert.

## ● Segway AirLock

Enable/Disable AirLock via the Segway Mobility App, go to the homepage >> More Functions >> Locking Function.

### ○ Pattern CodeLock

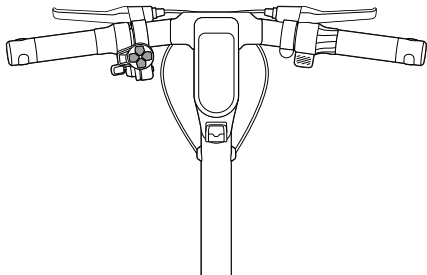
#### Step 1

Enable Pattern CodeLock via the App. Set a 4-8 pattern password (e.g. ↑↓←→).



#### Step 2

Press the Power Button and use the up, down, left, and right directional buttons to enter the password. Each time a direction button is entered, the button flashes once and the corresponding direction is displayed on the dashboard. The buzzer will also send out a short beep. After successfully entering the pattern password, the buzzer will send out two short beeps and the vehicle power on.



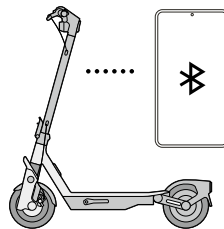
#### Step 1

Set digital or pattern unlocking passcode first via the App.



#### Step 2

Enable AirLock via the App. Turn on Bluetooth on your mobile phone and connect to the vehicle. The vehicle will automatically connect when the mobile phone is close to the vehicle through Bluetooth, and the Bluetooth icon on the dashboard lights up. Press the Power Button to power on the vehicle.

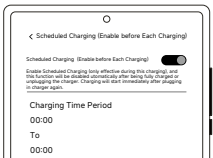


Note: If encountering a situation where AirLock is enabled but unlocking fails, you can press the power button to try AirLock again or double press power button and use digital password to unlock the vehicle. So that it can ensure that your vehicle can ride normally in special circumstances.

## ● Scheduled Charging

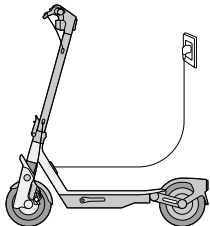
### Step 1

Enable Scheduled Charging via Segway Mobility App and set the charging schedule.



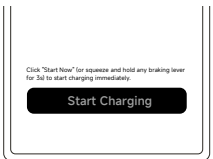
### Step 2

Plug in the charger and the charging will start automatically at the set schedule with two beeps.



### Step 3

If you want to start charging immediately, regardless of the set schedule, you can squeeze the brake lever for 3 seconds or click "Start Now" in the App after plugging in the charger.



## ● Abnormal Movement Alert\*

- Abnormal Movement Alert can be turned on / off via Segway Mobility App.
- After setting, if the vehicle detects abnormal movement in a powered off state, the buzzer will send out an alert for 5 seconds (a short alert every 0.5 second), and the driving wheel will be locked. The alert will stop if there is no abnormal movement after 5 seconds, or all the lights will flash with the alert for 5 seconds. If there is still abnormal movement, the alert will last.

# Apple Find My Network

● Add vehicle to Find My (Use Method A or B)

● RESET (Use Method A or B)

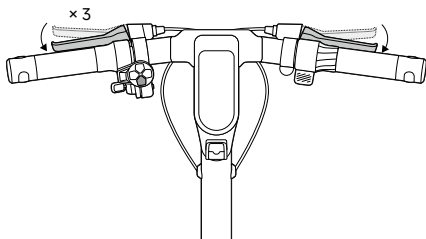
## Method A

Connect vehicle with Segway Mobility app, and enable Find My at homepage >> More Functions >> Locating vehicle >> Enable, then it will automatically switch to the Find My app. Tap "+" and tap "Add Other Item", then choose your vehicle and follow the instructions to pair it with Find My.



## Method B

Launch Find My app on an iPhone or iPad, Tap + then tap Add Other Item ⊕. Power on the vehicle, and pair vehicle (unlocked) with Apple Find My by squeezing the brake lever three times, pressing the power button once, then choosing the vehicle in the Find My app and following the on-screen instructions to pair it with Find My.



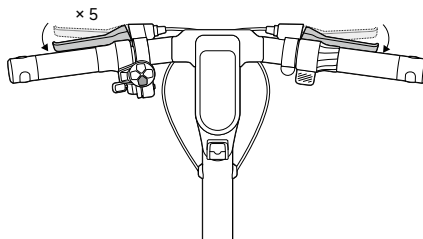
## Method A

Connect vehicle with Segway Mobility app, and disable Find My at homepage >> More Functions >> Locating vehicle >> Disable, then manually remove your vehicle from Find My app.



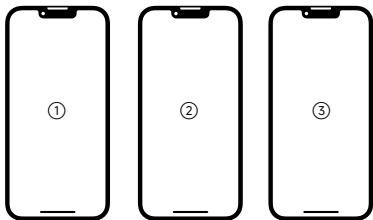
## Method B

After powering on the vehicle, owner can complete RESET by squeezing brake lever by 5 times and pressing power button once in unlocked status, then manually remove your vehicle from Find My app. After these steps, the owner can not use Find My to find this vehicle.



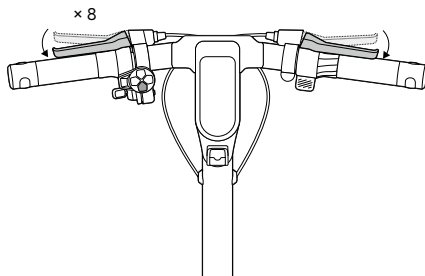
### \*Max. Quantity of Connected Devices

A eKickScooter can be connected to a maximum of 3 iOS devices (with same account).



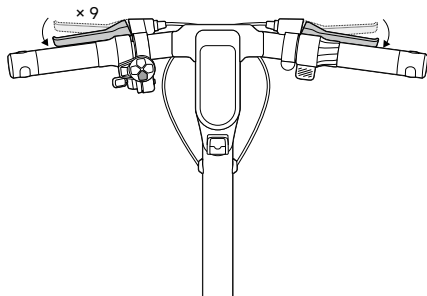
### \*SN Look up (Only for special conditions)

Any iOS user can connect to the vehicle by Apple Find My app, and then check vehicle's S/N by squeezing brake lever for 8 times and pressing power button once. The S/N will display on the Apple Find My app.



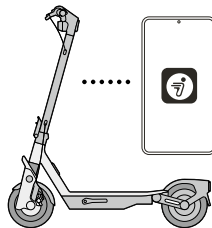
### \*Enable & Disable Find My Beacon

Owner can enable & disable Find My Beacon by squeezing brake lever by 9 times and pressing power button once in unlocked status (position information).



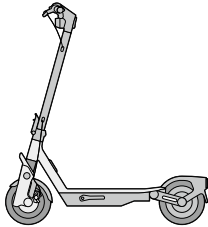
### \*Firmware Update

Owner can update the firmware after connecting the eKickScooter to the Segway Mobility App. A non-owner is not allowed to update the firmware.



### \*Nearby Status and Separated Status

If the vehicle has been paired with Find My, when the owner leaves away from the vehicle or turns off the Bluetooth of his or her mobile device after a riding, the vehicle will automatically enter Nearby status after a short period of time. After a long period of time, the vehicle will enter Separated status. When owner gets close to the vehicle with the mobile device, the Bluetooth of the device will automatically connect with the vehicle and the vehicle will enter Connected status. If the vehicle is in Separated status, non-owner can connect to this vehicle via Find My app, and use the method mentioned above to check the SN. Owners can still use Find My to find the vehicle.



Apple Find My is a feature for Apple device users only.

\* Use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My network product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards.

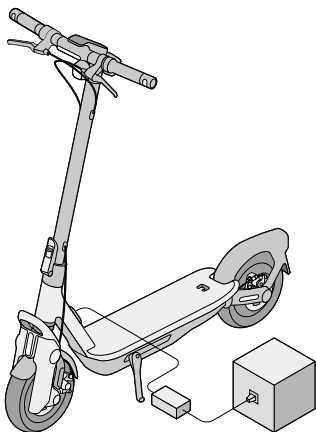
App Store, Apple Logo, Apple, Apple Find My, Apple Watch, Find My, iPhone, iPad, iPadOS, Mac, macOS and watchOS are trademarks of Apple Inc. IOS is a trademark of Cisco and is used under license.

# Charging

## LED

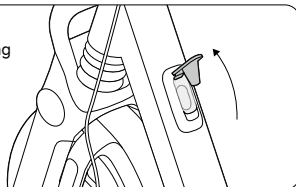
Red——charging

Green——trickle charge



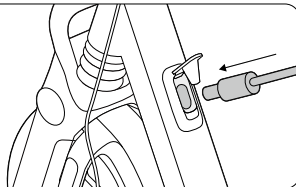
## Step 1

Open the charging port rubber plug.



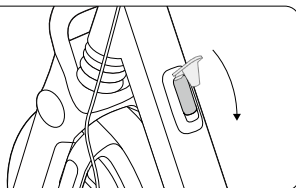
## Step 2

Insert the charge plug.



## Step 3

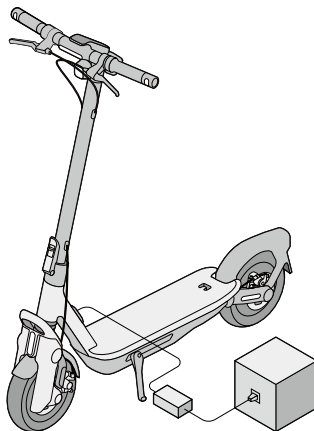
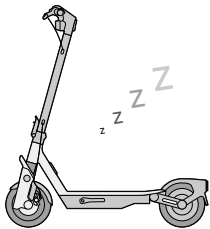
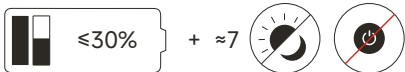
Fasten the rubber plug when finished.



## WARNING!

- Do not charge the battery if the charge port, the battery WW charger or power cord is wet.
- Only use the original battery charger provided by the manufacturer. Do not use a charger from any other product.
- Do not charge or use the battery if it is damaged or you can see traces of water.
- Close the charge port cover when not charging the battery.
- Unplug the charger when it is not in use.
- Do not leave the scooter unattended while charging.

When the battery power is under 30% and the vehicle is not powered on for about 7 consecutive days, the battery will enter into sleep mode. If this happens, your vehicle cannot be powered on. Please charge it for three seconds to activate the battery.



# How to Ride

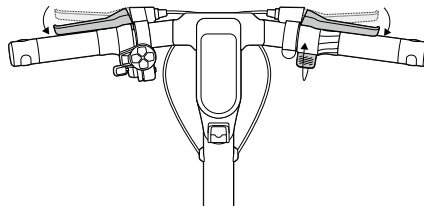
## ● Glide

Fold the kickstand up. Stand on the footboard with one foot and push off with the other foot to start gliding.



## ● Decelerate

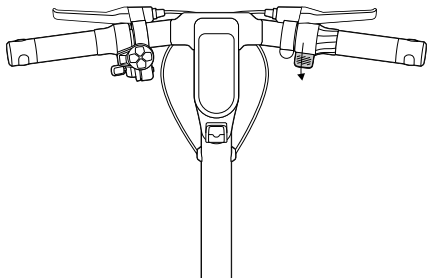
Slow down by releasing the throttle and squeezing the brake lever.



## ● Accelerate

Put both feet on the footboard and stand stably. Press the throttle to speed up when you are balanced.

**Note:** For your safety, the motor will not engage until the eKickScooter reaches 3 km/h (1.9 mph). The Start Speed can be adjusted via the Segway Mobility App.



\*Braking distance may vary significantly depending on the rider's weight and other conditions. Heavier riders may experience longer brake distances. Always adjust your speed and maintain a safe distance while riding.

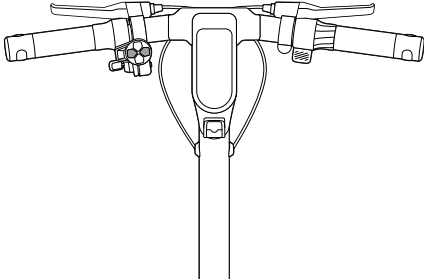
\*Be cautious and maintain balance when riding uphill. The scooter may decelerate depending on the rider's weight and environmental conditions.

**DO NOT** ride uphill on slopes steeper than 30°

## ● Turn

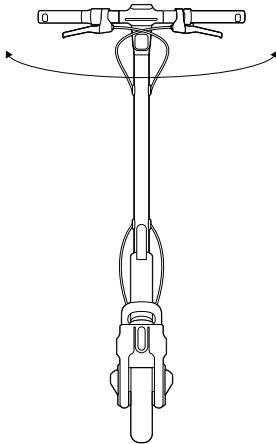
### Step 1

Direction indicator will flash after pressing left/right direction indicator button. Press again to turn off.



### Step 2

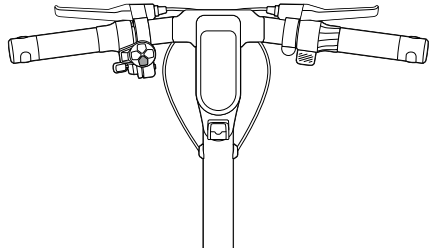
Slightly turn the handlebar to turn left/right.



## ● Auto Headlight

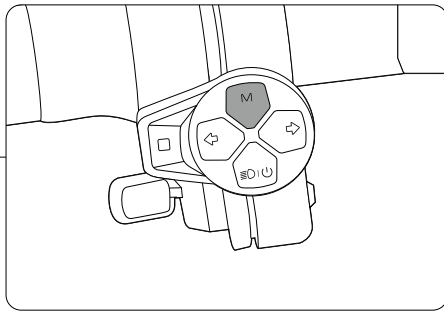
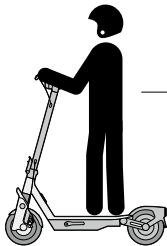
When eKickScooter is powered on, press power button to switch to Auto Headlight mode, then the headlight will turn on/off based on the environmental brightness.

\*Auto Headlight can be disabled via Segway Mobility App.

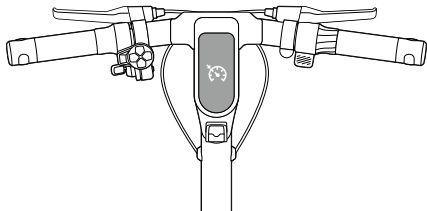


## ● Cruise Control

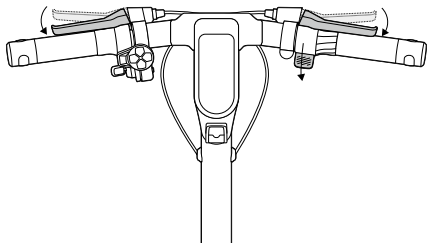
When the speed > 3.1 mph (5 km/h), press and hold the Cruise Control Button for two seconds to enable Cruise Control.



Two beeps will sound and the cruise control icon will remain on when the vehicle enters cruise control.



Press the Cruise Control button, use the throttle, or squeeze the brake lever to exit the cruise control.



### **WARNING**

The vehicle will continue and maintain its speed when releasing the throttle, and under cruise control mode, once it is engaged, releasing the throttle will not allow you to lower speed or stop. If someone else want to use your vehicle, please inform him/her of the Cruise Control settings in advance. Any question about Cruise Control, please contact technical support.

# WARNINGS

⚠ Always wear a helmet while riding.



⚠ DO NOT wear high heels when riding.



⚠ DO NOT overtake.



⚠ DO NOT ride the scooter with only one foot or one hand.



⚠ DO NOT carry any passengers.



⚠ DO NOT ride up and down stairs or jump over obstacles.



⚠ DO NOT park in the open space or outdoors for a long time.



⚠ Watch your head when passing through doorways.



⚠ Avoid contacting obstacles with the tire/wheel.



⚠ DO NOT twist / press the throttle while pushing vehicle.



⚠ DO NOT carry heavy objects on the handlebar.



⚠ Control your speed when going downhill.



⚠ DO NOT rotate the handle violently while driving at high speed.



⚠ Do NOT keep your feet on the rear mudguard.



⚠ DO NOT use a mobile phone or wear earphones when riding the eKickScooter.



⚠ Keep your speed between 3.1–6.2 mph (5–10 km/h) when you ride through speed bumps or other uneven surfaces.



⚠ DO NOT ride the scooter in the rain. DO NOT ride through puddles or other obstacles.



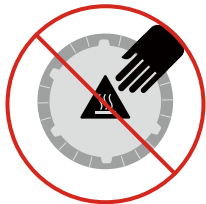
⚠ DO NOT ride on public roads, motorways, or highways unless the local laws or regulations have exceptions.



⚠ DO NOT touch the brake after riding.



⚠ DO NOT touch the hub motor after riding because it can get hot.



⚠ Avoid potholes.



⚠ SECURE your scooter properly during transportation to avoid battery damage from collision.

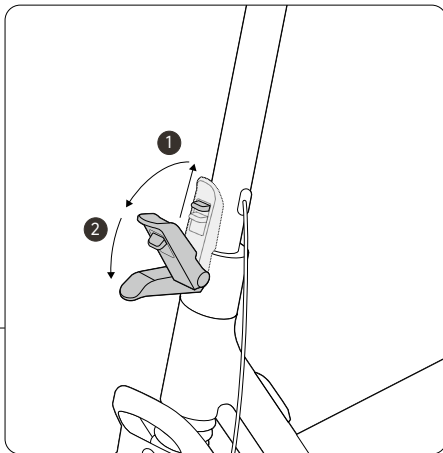
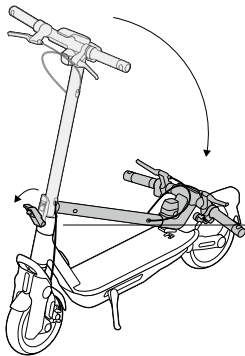


# Folding, Carrying, Unfolding

## ● Folding

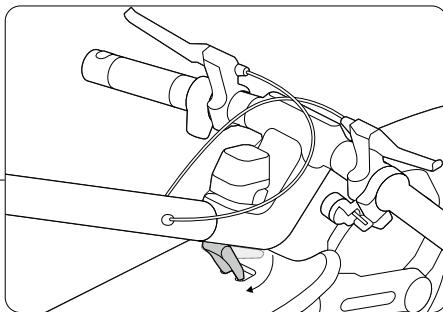
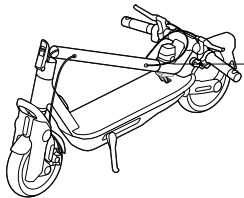
### Step 1

Lift folding latch up and open the quick-release lever, then press the lever again and fold the stem.



### Step 2

Align the snap hook with the illustrated area at the rear of the pedal and press it down to hook onto the buckle.



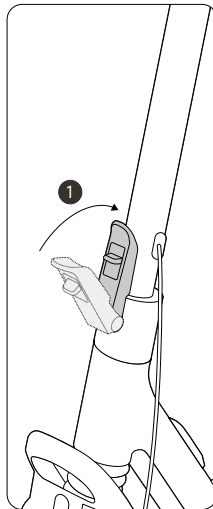
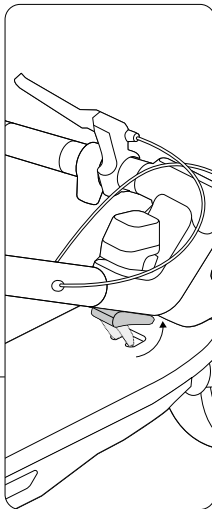
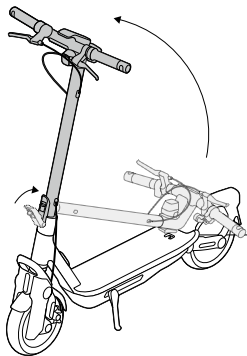
## ● Carrying

Lift by the stem to carry.



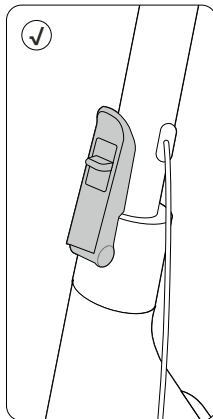
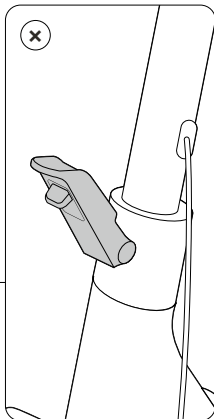
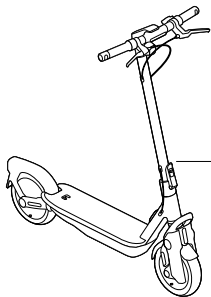
## ● Unfolding

Disengage the snap hook from the buckle. Unfold the stem and close the quick-release lever. Make sure the folding latch reaches the bottom.



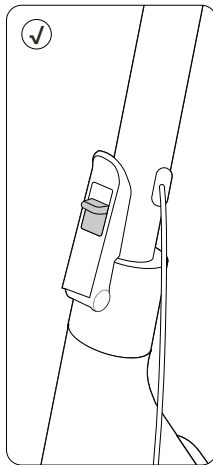
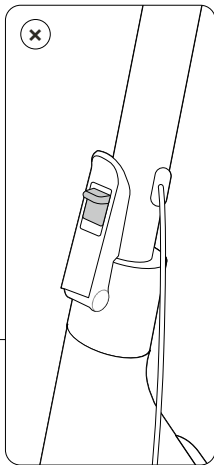
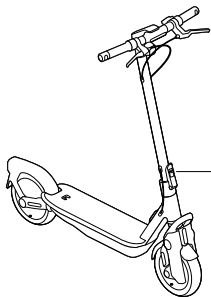
Press the quick release lever firmly to make sure the folding mechanism is tightened.

\* The scooter will make a "click" sound when the folding mechanism is tightened.



Make sure the folding latch is in the locked position before riding!

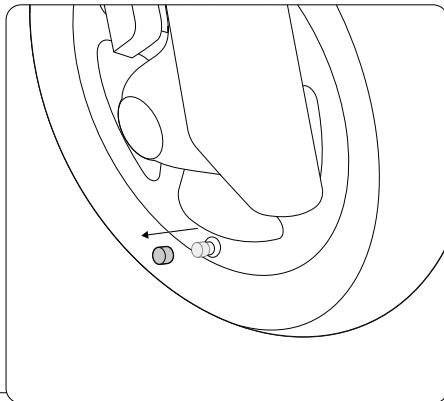
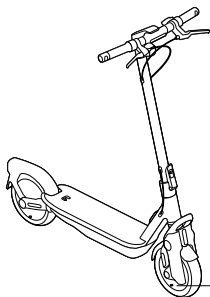
\* Stop riding immediately if the folding latch somehow cannot be locked. Serious danger may occur!



# Inflate the Tires

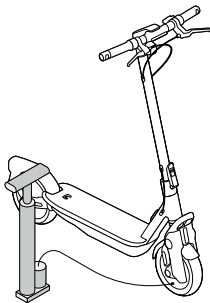
## Step 1

Unscrew the valve cap.



## Step 2

Connect the valve stem extension to the tire valve stem.



Caution: Ensure tires are properly inflated before riding. Operating the scooter with underinflated tires can cause permanent damage to the tires, affect riding safety, and may lead to the motor overworking and overheating (which could cause the motor to shut off unexpectedly). Always check tire pressure regularly.

# Specifications

	Item	Parameter		
Product Info	Name	Segway eKickScooter Ninebot F3	Segway eKickScooter Ninebot F3 Pro	
	Model	051701A	051702A	
	L × W × H	1152 × 590 × 1262 mm (45.4 × 23.2 × 49.7 in)		
	L × W × H (folded)	1152 × 590 × 613 mm (45.4 × 23.2 × 24.1 in)		
	Net Weight	Approx. 18.6 kg (41 lbs)	Approx. 19.3 kg (42.5 lbs)	
Riding Requirements	Max. Payload	265 lbs (120 kg)		
	Recommended Age	14+		
	Required Height	140cm+ (4'6"+)		
Vehicle Performance	Max. Speed	Approx. 25 km/h (15.5 mph)		
	Ranges of Speed Mode <sup>[1]</sup>	S	Approx. 50 km (31 miles)	
		D	Approx. 60 km (37 miles)	
		E	Approx. 70 km (44 miles)	
	Max. Slope <sup>[2]</sup>	Approx. 20%	Approx. 24%	
	Traversable Terrain	Partial unpaved roads, and mostly smooth roads or normal asphalt, tarmac roads		
	Operating Temperature	-10—40°C (14—104°F)		
	Ambient Temperature For Storage	-10—50°C (14—122°F)		
	IP Rating <sup>[3]</sup>	IPX6		
	Charging Duration	Approx. 8 h		
Battery Pack	Nominal Voltage	46.8 V $\equiv$		
	Max. Charging Voltage	54.6 V $\equiv$		

	Item	Parameter	
Battery Pack	Nominal Energy	477 Wh	
	Nominal Capacity	10.2 Ah	
	Charging Ambient Temperature	0—55°C (32—131°F)	
	Battery Management System	Charge Time Tracking, Smart Charge Scheduling, Battery Health Monitoring, Short Circuit Protection, Overcurrent Protection, Temperature Protection, Overcharging Protection, Under Voltage Protection, Over-discharging Protection, Customizable Charging Limit, IPX7 Water-resistant Battery Pack	
Motor	Nominal Power	450 W	550 W
	Max. Power	1000 W	1200 W
Charger	Model	NBW54D601D3D / NBW54D601D3D02	
	Input Voltage	100-240 V	
	Max. Output Voltage	54.6 V $\approx$ 3.9 A	
	Nominal Output	53.6 V $\approx$ 1.3 A	
	Rated Output Power	70 W	
Tire	Tire Type	10-inch Tubeless Self-sealing Tire	
	Tire Pressure	42—48 psi	
Others	Suspension System	Front Hydraulic Shock Absorber / Rear Rubber Torsion Shock Absorber	
	Brake System	Front Disc Brake / Rear Electronic Brake	Disc Brake

[1] Ranges of Speed Modes: Tested while riding with a full battery, 75  $\pm$  5 kg (165  $\pm$  11 lbs) load, 25  $\pm$  5° C (77  $\pm$  9° F), at the max. speed of each speed mode on pavement.

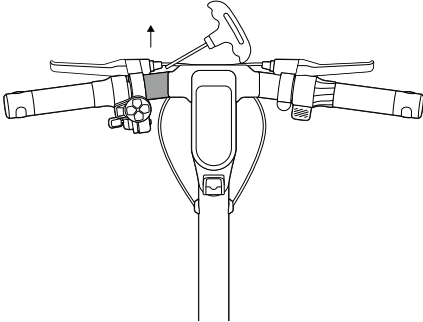
\* Some of the factors that affect range include speed, load, number of starts and stops, ambient temperature, etc.

[2] Max. Slope: tested while riding with 70% ( $\pm$  10%) battery, 75 kg (165 lbs) load, at a speed of 15 km/h (9.3 mph) climbing up a 10 m long slope ( the speed greater than 6 km/h (3.7 mph) when passing through the slope).

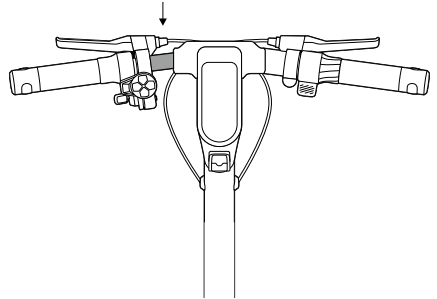
[3] IP Rating: The product is protected against high pressure water stream from any angle, which has been rated IPX6 for water resistance according to the IEC Standard 60529 and has been tested under controlled conditions. Do not charge the product when it is wet or in a moist environment. Immersion in liquid and the resulting damage is not covered by the warranty.

# Appendix: Phone Holder Installation

As shown in the picture, use appropriate tool to dismantle the removable part.



Install the phone holder in the place of the original Removable Part. (For specific installation steps, please refer to the phone holder manual).



## Note

Phone Holder shall be purchased separately.

# Riding Safety

1. The eKickScooter is a recreational product. Before mastering riding skills, you need to practice. Neither Ninebot Inc. (means Ninebot (Beijing) Tech Co., Ltd. and its subsidiaries and affiliates) , hereinafter referred to as, collectively, Ninebot Inc. nor Segway Inc. is responsible for any injuries or damage caused by a rider's inexperience or failure to follow the instructions in this document.

2. Please understand that you can reduce the risk by following all the instructions and warnings in this manual, but you cannot eliminate all the risks. Remember that whenever you ride the eKickScooter you risk injury from loss of control, collisions, and falls. When entering into public spaces always comply with the local laws and regulations. As with other vehicles, faster speeds require longer braking distance. Sudden braking on low traction surfaces could lead to wheel slip, or falls. Be cautious and always keep a safe distance between you and other people or vehicles when riding. Be alert and slow down when entering unfamiliar areas.

3. Always wear a helmet when riding. Use an approved bicycle or skateboard helmet that fits properly with the chin strap in place, and protects the back of your head.

4. Do not attempt your first ride in any area where you might encounter children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards.

5. Respect pedestrians by always yielding the right of way. Pass on the left whenever possible. When approaching a pedestrian from the front, stay to the right and slow down. Avoid startling pedestrians. When approaching from behind, announce yourself and slow down to walking speed when passing. Please obey local traffic laws and regulations if the situation is different.

6. In places without laws comply with the safety guidelines outlined in this manual. Neither Ninebot Inc. nor Segway Inc. is responsible for any property damage, personal injury/death, accidents, or legal disputes caused by violations of the safety instructions.

7. Do not allow anyone to ride your eKickScooter on his/her own unless they have carefully read this manual. The safety of new riders is your responsibility. Assist new riders until they are comfortable with the basic operation of the eKickScooter. Make sure each new rider wears a helmet and other protective gear.

8. Before each ride check for loose fasteners and damaged components. If the eKickScooter makes abnormal sounds or signals an alarm, immediately stop riding. Call your dealer/distributor for service.

9. Be alert! Scan both far ahead and in front of your eKickScooter — your eyes are your best tool for safely avoiding obstacles and low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).

10. To reduce the risk of injury, you must read and follow all "CAUTION" , "WARNING" and " " notices in this document. Do not ride at an unsafe speed. Under no circumstance should you ride on roads with motor vehicles. The manufacturer recommends riders be 18+ years old. Always follow these safety instructions:

A. People who should not ride the eKickScooter include:

i. Anyone under the influence of alcohol or drugs.

ii. Anyone who suffers from a disease that puts them at risk if they engage in strenuous physical activity.

iii. Anyone who has problems with balance or with motor skills that would interfere with their ability to maintain balance.

iv. Anyone whose weight is outside the stated limits (see Specifications).

v. Pregnant women.

B. Comply with local laws and regulations when riding this product. Do not ride where prohibited by local laws.

C. To ride safely, you must be able to see what is in front of you and you must be visible to others.

D. Do not ride in the snow, in the rain, or on roads which are wet, muddy, icy, or that are slippery for any reason. Do not ride over obstacles (sand, loose gravel, or sticks). Doing so could result in a loss of balance or traction and could cause a fall.

11. Do not attempt to charge your eKickScooter if, the charger or the power outlet, is wet. Please read the user materials before charging the battery.
12. As with any electronic device, use a surge protector when charging to help protect your eKickScooter from damage due to power surges and voltage spikes. Only use the original supplied charger. Do not use a charger from any other product models.
13. Use only Ninebot or Segway approved parts and accessories. Do not modify your eKickScooter. Modifications to your eKickScooter could interfere with the operation of the eKickScooter, could result in serious injury and/or damage, and could void the Limited Warranty.
14. Children should not play with the eKickScooter or parts of it nor should cleaning or maintenance be done by children. The use of the machine results in the transmission of vibrations throughout the driver's body.
15. Always place the eKickScooter on its kickstand on a flat and stable surface. The eKickScooter must be placed with the kickstand against the slope to prevent it from tipping over. Never place the eKickScooter with the front facing down the slope, which may cause your vehicle to tip over. Once the eKickScooter is stably parked, check its stability to avoid any risk of falling (by slip, wind or slight jolt). Do not park the eKickScooter in a busy area, but rather along a wall.
16. For a better riding experience, it is recommended to conduct regular maintenance of the eKickScooter.
17. Do not touch the brake system, it could cause injuries.
18. Use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My network product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards.
19. Do not ride at dark places.
20. Get contact with your seller so he can refer you to an appropriate training organization.
21. This vehicle is not intended for acrobatic use.
22. Regularly check the tension of the various bolted elements, in particular the wheel axles, the folding system, the steering system and the brake shaft.

# Maintenance

## Caution

- Be sure the eKickScooter is powered off before performing any maintenance or when installing or replacing parts.
- When installing components, use proper and sufficient force until the component is secure. If the installation is too loose or too tight, the eKickScooter may not function properly resulting in the potential for injury to you or others or damage to, or malfunction of, the eKickScooter.
- DO NOT modify your eKickScooter. Modifications to your eKickScooter could interfere with the operation and performance of the eKickScooter, which may result in serious injury and/or damage, and could void the Limited Warranty. Only use Ninebot or Segway approved parts and accessories.

## Cleaning

Use a soft, wet cloth to wipe the mainframe clean. Dirt hard to remove can be scrubbed with a toothbrush and toothpaste, then cleaned with a soft, wet cloth.

### WARNING

1. Make sure the eKickScooter is powered OFF, the charge cable is unplugged, and the rubber cap on the charge port is tightly sealed before cleaning; otherwise you may expose yourself to electric shock or damage the electronic components.
2. DO NOT wash your eKickScooter with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your eKickScooter.
3. DO NOT wash your eKickScooter with a power washer. DO NOT use a strong water flow or high-pressure hoses to clean the eKickScooter. Avoid getting water in the charge port. If your eKickScooter has been exposed to heavy rain store it outdoors away from buildings and people but protected from the elements until it is dry.

## Storage

Store your eKickScooter indoors. DO NOT store it outdoors for extended periods. The eKickScooter should be stored in an environment where the temperature is no higher than 122° F (50° C) or lower than 14° F (-10° C). If the temperature of the storage environment is lower than 32° F (0° C), DO NOT charge it until after placing it in a warm environment (over 50° F (10° C).

### WARNING

Exposure to sunlight and temperature extremes (both hot and cold) will accelerate the aging process of the plastic components and may reduce battery life.

## Battery Maintenance

### WARNING

1. Only use the battery specified by the manufacturer.
2. DO NOT store or charge the battery at temperatures outside the stated limits (see Specifications).
3. DO NOT puncture the battery. DO NOT attempt to disassemble the battery. DO NOT touch battery contacts. DO NOT dismantle or puncture the casing.
4. Keep the battery contacts away from metal objects to prevent short circuit. Risk of fire. No user serviceable parts.
5. DO NOT charge or use your battery if it is damaged or see a trace of water.
6. DO NOT store or charge the battery at temperatures outside the stated limits (see Specifications). DO NOT expose the battery to fire. DO NOT discard or destroy the battery.
7. Charge the battery after each ride and avoid draining the battery completely. Please read the user materials before charging the battery.
8. Refer to your local laws and regulations regarding battery recycling and/or disposal.

## NOTE

1. When the scooter is powered off, it will still cause battery consumption. If the scooter is not in use for a long time, charge the battery to 50% or above before storage. It's recommended to charge the battery once every 30 to 60 days, or it may cause damage to the battery performance due to over-discharge. Electronics inside the battery record the charge-discharge condition of the battery, and any damage caused by over-charge or over-discharge will not be covered in the product warranty.

2. A well-maintained battery can perform well even after many miles of riding. When used at a room temperature (77° F [25° C]), its battery range and performance are at its best; whereas used at a temperature below 32° F (0° C), its battery range and performance may decrease. Typically, the battery range is affected by the temperature. The low temperature will reduce the battery range.

- Only use the charger specified by the manufacturer. DO NOT use a charger from any other product.
- DO NOT charge if the charge port or charge cable is wet.
- DO NOT charge or use your battery if it is damaged or see a trace of water. Close the charge port cover when not charging.
- DO NOT attempt to charge your eKickScooter if the charger or the power outlet is wet.
- DO NOT charge outdoors.

# Recommended Maintenance Schedule

To ensure safe riding, day to day care and regular maintenance are essential. You, the owner, have control and knowledge of how often you use your scooter, how hard you use it and where you use it. It is the owner's responsibility to perform regular checks and bring your scooter to authorized service center for inspection and service. Please refer to the maintenance schedule below.

Note: This maintenance schedule charges a service fee.

Item	Component	Maintenance Method	Every 3 months	Every 6 months or every 500 km (310 miles)	Every 1 year or every 1,000 km (621 miles)	Every 3 years or every 20,000 km (12,427 miles)
Mainframe Maintenance	Mainframe Parts	Use a soft, wet cloth to wipe the mainframe clean.	✓	✓	✓	✓
	Tire Pressure	Inflate the tires to 42—48 psi.	✓	✓	✓	✓
	Tread Wear	Check if the outer tire is cracked, deformed, or significantly worn.		✓	✓	✓
	Screws for Handlebar	Tighten the screws which connecting the handlebar and stem, ensure there is no shaking due to looseness; Recommended torque: Handlebar: $9\pm 1\text{N}\cdot\text{m}$ Brake lever: $6\pm 0.5\text{N}\cdot\text{m}$ Throttle: $2.0\pm 0.2\text{N}\cdot\text{m}$ Switches and buttons: $2.0\pm 0.2\text{N}\cdot\text{m}$	✓	✓	✓	✓
	Screws for Folding Mechanism	Tighten the screws which connecting the folding mechanism and front fork, and the two screws on the horizontal direction, ensure there is no shaking due to looseness; Recommended torque: Front fork: $12\pm 1\text{N}\cdot\text{m}$ Folding mechanism: $15\pm 1\text{N}\cdot\text{m}$		✓	✓	✓
	Brake Caliper	Check front and rear braking system, ensure there is no disc rotor rubbing		✓	✓	✓

Item	Component	Maintenance Method	Every 3 months	Every 6 months or every 500 km (310 miles)	Every 1 year or every 1,000 km (621 miles)	Every 3 years or every 20,000 km (12,427 miles)
Function Inspection	Hub Motor	To accelerate and decelerate, check if the hub motor is stalled or has abnormal sounds.			√	√
Function Inspection	Front Wheel Maintenance	Check if the front wheel is stalled or gets shaky, or the axis shaft is unbalanced.			√	√
	Brake Adjustment	Check the braking effect of front and rear braking system, ensure there is no disc rotor rubbing Loosen brake: turn the brake adjusting nut behind the braking lever clockwise; Tighten brake: turn the brake adjusting nut behind the braking lever counterclockwise; Recommended torque: Brake caliper: $8.5 \pm 0.2$ N.m		√	√	√
	Front and Rear Shock Absorbers	No apparent abnormal sound when riding; Lift front or rear wheel up, and there is no apparent wobble;	√	√	√	√
	Headlight	Check the headlight and see if it lights brightly.		√	√	√
	Taillight	Check the taillight and see if it lights brightly.		√	√	√
	Direction Indicator	Toggle the direction indicator switch to the left/right respectively, check if the direction indicators on the left/right side flash normally.		√	√	√
	Front Position Lamp	Check the front position lamp and see if it lights.		√	√	√
	Dashboard	Power on the scooter, the dashboard works properly.		√	√	√
	Bell	Press bell button and bell sounds loud.		√	√	√

Item	Component	Maintenance Method	Every 3 months	Every 6 months or every 500 km (310 miles)	Every 1 year or every 1,000 km (621 miles)	Every 3 years or every 20,000 km (12,427 miles)
Function Inspection	Throttle	Press and hold the throttle, then release it, checking for acceleration and deceleration.		√	√	√
	App Detection	After connecting with the Segway-Ninebot app: 1) Update the firmware to the latest version. 2) Check if the notification of the corresponding error code and possible causes will prompt when the scooter detects an error.		√	√	√
	Charging	Connect AC wire to charge, and dashboard can display charging status. *Please charge kick scooter at least once per three months.	√	√	√	√
Important Parts	Buttons	Press or toggle the button 3 times without failure.		√	√	√
	Steering	Test with left turns and right turns (the steering angle is 60°). No resistance or lag when turning.			√	√
	Battery Assembly	After 500 times charging cycles, the battery capacity shall be more than 70% of the nominal capacity. Note: It is recommended to charge once every 60 days for long-term storage.				√

Item	Component	Maintenance Method	Every 3 months	Every 6 months or every 500 km (310 miles)	Every 1 year or every 1,000 km (621 miles)	Every 3 years or every 20,000 km (12,427 miles)
Functional Parts	Controller	After 3 years' or 20,000 km's (9,320 miles)' riding, the abnormal parts of the ekickscooter have to be replaced immediately.				√
	Hub Motor					
	Rear Wheel					
	Assembly					
	Throttle & Brake Levers					
	Front Fork Assembly					
	Folding Mechanism					
	Disc Rotor					
	Brake Caliper					
Dashboard Cover						

# Certifications

Neither Segway Inc. nor Ninebot is responsible for any changes or modifications not expressly approved by Segway Inc. or Ninebot. Such modifications could void the user's authority to operate the equipment.

Use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My network product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards.

Bluetooth	Frequency Band(s)	2.4000-2.4835GHz
	Max. RF Power	20mW

# Trademark

Ninebot is the trademark of Ninebot (Beijing) Technology Co., Ltd., Powered by Segway and Rider Design are trademarks of Segway Inc., App Store, Apple logo, Apple, Apple Find My, AppleWatch, Find My, iPhone, iPad, iPadOS, Mac, macOS and watchOS are trademarks of Apple Inc. IOS is a trademark of Cisco and is used under license. Google Play and the Google Play logo are trademarks of Google LLC. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by manufacturer is under license. Other trademarks and trade names are those of their respective owners.

We have attempted to include descriptions and instructions for all the functions of the eKickScooter at the time of printing. However, due to constant improvement of product features and changes of design, your eKickScooter may differ slightly from the one shown in this document. Scan the QR code or visit the Apple App Store (iOS) or the Google Play Store (Android) to download and install the App and then read the latest version of Product Manual.

Please note that there are multiple models with different functions, and some of the functions mentioned herein may not be applicable to your eKickScooter. The manufacturer reserves the right to change the design and functionality of the eKickScooter product and documentation without prior notice.

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(※ The Segway Mobility App can support eKickScooter with built-in Bluetooth)

# Legal Statement

IMPORTANT: The user shall agree to read the entire Important Information and the User Manual and fully understand their contents (especially the parts related to warnings and caution statements) and adhere to the instructions herein before riding this eKickScooter.

1. This eKickScooter can be dangerous to a user, other persons, and property in proximity to that. The user shall assume all the risks and losses in connection with the product (especially for those related to and/or arising out of violation of the instructions about warnings and caution statements). Such risks include but not limited to loss of control, failure of the product, and/or collision) The consequences for such an incident can be severe, including but not limited to injuries, bodily injuries, death, and/or damages to property. Segway shall not be liable for any claim, liability, and loss related to such consequences if it is due to the user's assumption of risk.

2. The user may not have necessary and sufficient experience and skills to ride the eKickScooter, especially in complex environments and/or undesirable road and/or traffic conditions. Such risk may increase if the user has physical and/or mental impairment or disability, or a user is under the influence of alcohol, drugs or similar substance. Such risk may also increase if the user is not sufficiently familiar with the functions, features and performance of the eKickScooter. Thus, the user, especially new users, shall learn and practice how to ride this eKickScooter properly and safely. Experience accumulated by practice would normally enable a user to better ride and operate the eKickScooter by time.

3. The parts and components of the eKickScooter are subject to fatigue, wear and tear ( "Wear and Tear" ). Many factors, such as environment, aging road conditions and/or riding behaviors may affect the rate of Wear and Tear. Wear and Tear may cause unanticipated and/or sudden failure of the eKickScooter, which may cause, inter alia, severe bodily injury or even death. So, the user shall regularly and periodically, as the circumstance requires, inspect and maintain the eKickScooter. The user shall also conduct reasonable examination and inspection of the eKickScooter every time before riding it. For instance, every time before riding the eKickScooter, the user shall check and examine tire performance, battery level, and all functional parts. If abnormality, discoloration or change of color of material (especially in an area that receives high stress when the eKickScooter is in motion or junction), scratch, crack, loose fasteners, and/or missing parts (such as screw, bolts and/or nut) which strongly indicates that it is not safe to ride the eKickScooter.

4. Since it is impossible to predict and/or anticipate all and every scenario, condition, and/or circumstances under which a eKickScooter user may be exposed to risk and danger, the Important Information and the User Manual are not intended to be an exhaustive list on how to ride the eKickScooter safely and/or avoid hazards related to the eKickScooter. In addition to adhere to the instructions, the user shall also ride and/or use the eKickScooter with responsibility, carefulness, precaution, and best judgment. The user should always be a responsible rider, cautious, maintain proper speed and avoid all dangerous riding behaviors, as well as traffic and/or road conditions when riding the eKickScooter. For instance, you shall avoid speeding, overloading or performing stunts of any kind. Do not try to touch the tires with your hands or feet while riding. The eKickScooter is for one rider only.

5. The user shall check and obey the local laws or regulations over the eKickScooter. It is the sole user's responsibility that he/ she shall ride, use and/or dispose of the eKickScooter in compliance with the law. The law and regulations may be different in different jurisdictions. Apart from the others, such laws and regulation may include:

- (1) A helmet may be legally required by local law or regulation in your jurisdiction.
- (2) Vehicle registration and a license plate may be legally required by local law or regulation in your area.
- (3) Your eKickScooter may not be allowed to be driven in motorway or highway.

You may obtain more information related to legal requirements on eKickScooter from your local government.

6. The users shall immediately check whether the eKickScooter and its accessories are in good condition upon receipt of the eKickScooter.

7. All the separate components and parts of the eKickScooter must be properly installed per the User Manual and the Important Information. Inappropriate installation and/or assembly may significantly increase the risk of loss of control, product failure, collisions, and falls. The eKickScooter may contain removable components and small parts. Please keep them out of the reach of children to avoid choking hazards.

8. Do not dispose of this eKickScooter in a landfill, by incineration, or by mixing with household trash. Serious danger/ injury can occur because of the electrical components and the battery. For information about battery and electrical waste, please contact your household waste disposal service, your local or regional waste management office, or your point-of-sale. The user shall not use any non-original accessories or dismantle or modify the eKickScooter without authorization. All damages, injuries, and damages to property arising from that place will be your sole responsibility and risk.

9. Segway reserves the right to make changes to the eKickScooter, release firmware updates, and update this manual at any time. Segway may make improvements and changes to the User Manual or the Important Information necessitated by typographical errors, inaccuracies of current information, or modifications to programs and/or equipment at any time and without notice. Such changes will, however, be incorporated into new editions of this Important Information. All illustrations are for illustration purposes only and may not accurately depict the actual device. Actual eKickScooter and functions may vary. Due to the update of the eKickScooter, there may be some deviations in color, appearance, and other aspects between the eKickScooter listed in this Important Information and the eKickScooter you purchased. Please refer to the actual eKickScooter.

10. This document should be considered as a permanent part of the eKickScooter, and it shall be provided to the user together with the eKickScooter all the time.

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Thank you again for choosing Segway eKickScooter!

## Contact

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your eKickScooter.

Asia Pacific & Middle East

China Mainland: Ninebot (Beijing) Tech Co., Ltd.

Room 101, A1 Bldg. Zhongguancun Dongsheng Technology Park (Northern Territory), No. 66, Xixiaokou Rd, Haidian Dist., Beijing, China.

Service Center Contact: <https://ap-en.segway.com/service-locations.html>

A/S Email: [service@ninebot.com](mailto:service@ninebot.com)

Have your eKickScooter serial number on hand when contacting Segway.

## Original instruction

Read carefully and keep for future reference. For more information, please visit [www.segway.com](http://www.segway.com)

NOTICE: PLEASE READ THIS LIMITED WARRANTY AND ARBITRATION AGREEMENT AND KEEP THIS AGREEMENT FOR FUTURE REFERENCE. THIS AGREEMENT CONTAINS LIMITED WARRANTY CLAUSES FOR CONSUMERS IN ASIA, PACIFIC, MIDDLE EAST & RUSSIA AND ARBITRATION CLAUSES WITH RESPECT TO SEGWAY EKICKSCOOTER NINEBOT F3 & F3 Pro ("PRODUCT") AND ANY AND ALL TRANSACTION AND CLAIM RELATED TO AND/OR ARISING OUT OF THE PRODUCT.

THIS IS A BINDING LEGAL AGREEMENT ("AGREEMENT") BETWEEN YOU (EITHER AN INDIVIDUAL OR ENTITY) AND THE MANUFACTURER ("NINEBOT"; "SEGWAY") AND THEIR AFFILIATES (INCLUDING BUT NOT LIMITED TO THEIR PARENT COMPANY, SUBSIDIARY, AFFILIATED COMPANIES, PREDECESSOR, SUBSEQUENT COMPANY, ADMINISTRATORS, SUCCESSORS, ASSIGNS, OFFICERS, DIRECTORS, MANAGERS, EMPLOYEES, MEMBERS, SHAREHOLDERS, AND AGENTS, ATTORNEYS, INSURERS OR REINSURERS) (COLLECTIVELY "SEGWAY PARTIES"), SEGWAY DEALERS (AS DEFINED BELOW) AND THEIR AFFILIATES (COLLECTIVELY "SEGWAY DEALERS").

PURCHASING THE PRODUCT, OPENING THE PRODUCT PACKAGING, USING THE PRODUCT, RETAINING THE PRODUCT, EXPLOITING THE BENEFITS OF THIS AGREEMENT, OR ELECTRONIC ACCEPTANCE OF THIS AGREEMENT SHALL CONSTITUTE ACCEPTANCE OF THIS AGREEMENT. IN AN EVENT YOU, AS A PARENT(S) OR LEGAL GUARDIAN(S), PURCHASE THIS PRODUCT ON BEHALF OF OR FOR YOUR CHILDREN, YOU HEREBY CONSENT TO AND APPROVE IN ALL RESPECTS THE TERMS AND CONDITIONS OF THE AGREEMENT AND AGREE THAT BOTH YOU AND YOUR CHILDREN SHALL BE BOUND BY THIS AGREEMENT. YOU ACKNOWLEDGE AND AGREE THAT YOU RECEIVE SUFFICIENT NOTICE OF THIS AGREEMENT AND YOU AGREE TO THIS AGREEMENT.

## **WARNING**

USE OF THE PRODUCT BY A PERSON WHO HAS NOT RECEIVED SUFFICIENT TRAINING, DOES NOT POSSESS NECESSARY EXPERIENCE AND SKILLS, OR AGAINST, IN VIOLATION OF OR NOT PURSUANT TO THE USER MANUAL, INSTRUCTIONS, GUIDANCE AND/OR SAFETY WARNINGS MAY CAUSE SEVERE BODILY INJURY OR EVEN DEATH OR PROPERTY DAMAGES. PLEASE READ EACH AND EVERY SECTION OF THIS DOCUMENT CAREFULLY BEFORE USE OF THE PRODUCT. YOU ARE ENCOURAGED TO CONSULT WITH YOUR OWN PROFESSIONALS AND ADVISORS REGARDING THE INFORMATION PROVIDED HEREIN ESPECIALLY THOSE RELATED TO THE SAFETY AND YOUR LEGAL RIGHTS AND DUTIES.

# 1 Limited Warranty

This Limited Warranty covers only defects of any material or quality of the Product and components when the Product and components thereof are being used under normal and ordinary conditions. In the event that a defect covered by this Limited Warranty occurs, Segway and/or other Segway Parties in its sole discretion will repair or replace the defective Product or components thereof in accordance with this Limited Warranty. The applicable Limited Warranty Period for the Limited Warranty commences on the date of the original purchase of the Product from either of Segway, Segway's authorized reseller, Segway's authorized distributor, or an authorized Dealer (each a "Segway Dealer" or collectively the "Segway Dealers").

Warranty Period	
Frame Handlebar Stem Top Motor Front Fork Controller Dashboard Brake Cable Shock Absorber Bearing Headset	2 years
Stem & Folding Mechanism Battery Assembly Charger Brake Caliper Light Wheel Hub Electronic Throttle Brake Lever Buttons and Switches Bell	1 year

For parts that naturally deteriorate and need to be replaced due to normal use, now we provide 3 months warranty. These parts include but are not limited to: external rubber plug, side reflector, front mudguard, rear mudguard, decorative covers, foot pad, handlebar grip, dashboard cover, kickstand, brake pads and tires.

Lithium battery\*: Under non external factors and within the warranty period, warranty policies are effective for lithium battery in case the battery faces voltage abnormalities, failure to charge, and less than 70% of the capacity detected by a discharge instrument at an ambient temperature of 25°C.

Warranty services will be made at no charge to you for labor and parts. Unless explicitly informing you otherwise in writing, warranty services will be provided by an authorized service provider of the Product that is an independent contractor. For warranty services, parts replaced by Segway will be retained by and become the property of Segway.

# 2 Limited Warranty Service Process

If during your use of the Product you believe the Product or its component is defective and/or does not work properly, **PLEASE IMMEDIATELY STOP USING THE PRODUCT, AND STORE THE PRODUCT PROPERLY. YOUR CONTINUED USE OF THE PRODUCT UNDER SUCH CIRCUMSTANCE MAY CAUSE SEVERE BODILY INJURY OR EVEN DEATH TO YOU OR THE OTHERS.** Thereafter, please immediately contact your region the Segway's authorized service centers by phone or mail. Authorized service centers are obligated to available to assist you online or offline in diagnosing the defect, and if any, and providing further instructions. In the event the warranty services are required, please prepare for the following materials including (i) proof of the original purchase of the Product from Segway distributors, or resellers, or seller, or parties, or dealers, (ii) the Product's serial number, and (iii) a description of the defect if applicable. Upon the verification of your eligibility to the Limited Warranty protection and/or services, you should provide your name, email address, and contact phone number. The Segway's authorized reseller, Segway's authorized distributor, or an authorized Dealer will support the warranty case.

**Service centers location:** [ap-en.segway.com/service-locations.html](http://ap-en.segway.com/service-locations.html)

**Online service consultation website:** [ap-en.segway.com/contact.html](http://ap-en.segway.com/contact.html)

# 3 Limited Warranty Eligibility.

3.1>Your request for service must be received by Segway within the Limited Warranty Period as described above, and Segway's authorized reseller, Segway's authorized distributor, or an authorized Dealer must receive your Product in accordance with the Limited Warranty Service Process defined above, But only if you purchased from a legally authorized reseller, or dealer, or distributor, or parties.

3.2>Your Product must be purchased from a Segway authorized reseller, or dealer, or distributor or parties. If not, you won't be able to enjoy the warranty rights of the genuine article, and you won't be able to receive the protection of the legal framework.

3.3.You must provide the original purchase receipt.

3.4>Your Product must have the serial number clearly legible, unobscured, unstamped, and unmodified.

3.5.All tamper-resistant seals must be intact, in place and unmodified.

# 4 Limited Warranty Exclusions

This Limited Warranty describes the service available to you in the event your Product requires warranty service and you may have additional protections under your local laws. This Limited Warranty does not cover and excludes damage to your Product or any component thereof caused by:

4.1.Abuse, misuse, recklessness, negligence, or commercial use.

4.2.Improper charging, storage, maintenance, or operation of the Product not in compliance with instructions or limitations as provided in the user materials.

4.3.Use of the Product not in compliance with applicable laws and regulations.

4.4.Use of the Product by persons with inadequate experience.

4.5.Accident, collision, riding at unsafe speed on paved roads, riding at unsafe speed on unpaved roads, riding over obstacles, amateur racing, professional racing, use in backcountry sports, fire damage, water damage, chemical damage, use of the product outside of the product's working temperature range, high-pressure water spray, earthquake, dropping, loading with excessive weights.

4.6.Modifications to mechanical parts, modification of electronic parts, or modifications to software embedded in the Product.

4.7.Service, repair, and maintenance by unauthorized providers.

4.8.Cosmetic damages.

4.9.Use of the Product with third party product, component, or accessory.

4.10.The normal deterioration of wear and tear parts.

4.11.Use of the Product with overdue wear and tear parts.

# 5 LIABILITY DISCLAIMER AND LIMITATION

NINEBOT AND OTHER NINEBOT PARTIES DO NOT ASSUME, OR AUTHORIZE ANYONE TO ASSUME ON ITS BEHALF, ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, SERVICE REPAIR, OR THIS LIMITED WARRANTY.

NINEBOT AND OTHER NINEBOT PARTIES ARE NOT RESPONSIBLE FOR ANY LOSS OF USE OF A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, OR FOR ANY INCONVENIENCE OR OTHER LOSS OR DAMAGE WHICH MIGHT BE CAUSED FROM ANY DEFECT IN A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, SERVICE REPAIR, OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES THE PURCHASER MAY HAVE AS A RESULT OF ANY DEFECT IN A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, OR SERVICE REPAIR. SOME COUNTRIES/STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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THIS LIMITED WARRANTY HEREIN IS THE ONLY EXPRESS WARRANTY APPLICABLE TO PRODUCT AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. NINEBOT AND OTHER NINEBOT PARTIES DISCLAIM ALL OTHER EXPRESS WARRANTIES. NINEBOT AND OTHER NINEBOT PARTIES LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. THE FOREGOING LIMITATION OR EXCLUSIONS OF WARRANTY SHALL SUBJECT TO ANY MANDATORY LAW THAT PROHIBITS SUCH EXCLUSION, LIMITATION, RESTRICTION OR MODIFICATION OF WARRANTY. FOR ANY WARRANTY THAT MAY APPLY HEREIN ON THE GROUND THAT SUCH WARRANTY IS MANDATED BY LAW AND CANNOT BE EFFECTIVELY EXCLUDED, RESTRICTED OR MODIFIED BY THE FOREGOING DISCLAIMER, THE DURATION OF ITS APPLICABILITY SHALL BE THE PERIOD PROVIDED BY THE LIMITED WARRANTY HEREIN OR THAT REQUIRED BY THE APPLICABLE COUNTRY/STATE LAW, WHICHEVER IS SHORTER. SOME COUNTRIES/STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IN NO EVENT NINEBOT OR OTHER NINEBOT PARTIES' TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS UNDER ANY AND ALL APPLICABLE LAW OR THEORY, JOINTLY OR SEVERALLY, ARISING OUT OF OR RELATED TO THE PURCHASE OF THE PRODUCT, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE EXCEEDS THE DUTY TO REPAIR OR REPLACE ANY DEFECTIVE PRODUCT, FURTHER SUBJECT TO NINEBOT'S SOLE AND EXCLUSIVE DISCRETION. IN NO EVENT SHALL BE NINEBOT OR OTHER NINEBOT PARTIES BE LIABLE TO ANY PERSON FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR ENHANCED DAMAGED ARISING OUT OF, OR RELATING TO, AND/OR IN CONNECTION WITH THE PURCHASE OF THE PRODUCT, ANY BREACH OF THIS AGREEMENT OR MANUFACTURER'S DUTIES REGARDLESS OF (A) WHETHER SUCH DAMAGES WERE FORESEEABLE, (B) WHETHER OR NOT NINEBOT OR OTHER NINEBOT PARTIES WERE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND (C) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED, UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE PROHIBITED BY APPLICABLE LAW. THE FOREGOING LIMITATIONS OR EXCLUSIONS APPLY EVEN IF AN AGGRIEVED CUSTOMER OR ANY OTHER PERSON'S (WHO MIGHT HAVE RIGHT OR CLAIM UNDER THIS AGREEMENT BY OPERATION OF LAW OR EQUITY) REMEDIES UNDER THIS AGREEMENT FAIL OF THEIR ESSENTIAL PURPOSE. IN THE EVENT SOME COUNTRIES/STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN OR ALL OF THE FOREGOING

DAMAGES, SO TO THE EXTENT THAT SUCH LIMITATIONS OR EXCLUSIONS ARE NOT ALLOWED BY LAW, THEY MAY NOT APPLY TO YOU. SOME COUNTRIES/STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, NINEBOT PARTIES HEREBY DISCLAIM ANY LIABILITY AND THEREBY SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES, INCLUDING BUT NOT LIMITED DEATH, BODILY INJURY OR DAMAGES TO PROPERTY, ARISING OUT OF OR RELATED TO ANY CONDUCT (INCLUDING MISCONDUCT), ACTION, INACTION, ACT (INCLUDING FAILURE TO ACT), OMISSION OR NEGLIGENCE BY ANY AUTHORIZED OR UNAUTHORIZED DEALER, DISTRIBUTOR, WHOLESALER, RETAILER OR THIRD PARTY THAT INVOLVES INTO DISTRIBUTION OF PRODUCT OR THE SERVICES THERETO. TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE EXPLICIT REPRESENTATIONS, AND WARRANTIES, IF ANY, PROVIDED HEREIN, SHALL BE THE ONLY WARRANTIES AND REPRESENTATIONS MADE BY NINEBOT PARTIES TO ANY CONSUMER OR END USER. NINEBOT PARTIES SHALL NOT BE RESPONSIBLE FOR ANY OTHER WARRANTIES AND/OR REPRESENTATIONS THAT MAY BE GIVEN AND/OR PROVIDED BY ANOTHER PERSON, UNLESS NINEBOT PARTIES HAVE IN A WRITTEN FORM EXPLICITLY AUTHORIZED SUCH ADDITIONAL WARRANTY AND/OR REPRESENTATION TO BE GIVEN TO CONSUMER OR END USER.

# 6 Claims and Dispute Resolution.

THIS CLAUSE CONTAINED HEREIN ARE LEGALLY BINDING BETWEEN YOU AND NINEBOT, ITS AFFILIATES, THE PRODUCT'S MANUFACTURER, DISTRIBUTORS, SELLERS, AND DESIGNERS AND INCLUDING BUT NOT LIMITED TO EACH OF THOSE SPECIFICALLY NAMED AND NOT SPECIFICALLY NAMED ENTITIES' PREDECESSOR COMPANIES, SUBSEQUENT COMPANIES, AFFILIATED COMPANIES, SUBSIDIARIES, PARENT COMPANIES, ADMINISTRATORS, SUCCESSORS, ASSIGNS, EMPLOYEES, AGENTS, ATTORNEYS, OFFICERS, DIRECTORS, MANAGERS, MEMBERS, AND REPRESENTATIVES, AND ANY INSURER OR REINSURER THEREOF (TOGETHER "NINEBOT PARTIES"). THE CLAUSE CONTAINED HEREIN MAY AFFECT YOUR RIGHTS TO REMEDY AND IT IS YOUR RESPONSIBILITY TO READ THE FOLLOWING SECTIONS CAREFULLY BEFORE USE OF THE PRODUCT.

## 6.1 Binding Arbitration

Ninebot Parties and you agree that any dispute, controversy or claim arising out of, relating to or in connection with this agreement, the limited warranty, the sale, condition or performance of the product, whether based in contract, tort, fraud, misrepresentation, or any other legal theory at law or in equity, including but not limited to any claims for death, injury or property damages, shall be submitted to binding arbitration upon the request of either party upon the service of that request on the other party. This arbitration clause shall apply all the persons in privity with you, including your family members, beneficiaries, and assigns.

The arbitration shall be conducted by China International Economic and Trade Arbitration Commission (CIETAC) in accordance with its rules of in effect at the time of applying for arbitration. The place of arbitration shall be Beijing. Ninebot Parties and you further acknowledge and confirm that the arbitral award shall be final and binding upon all Parties, not subject to any appeal; and shall deal with the question of costs of arbitration and all matters related thereto. Enforcement of the award rendered by the arbitrators may be entered into by any court having jurisdiction thereof. Ninebot Parties and you agree that this Agreement will be governed by and construed, interpreted, and enforced in accordance with the laws of the People's Republic of China with the Hong Kong Special Administrative Region, Macau Special Administrative Region, and Taiwan being excluded.

**YOU WAIVE THE RIGHT TO PARTICIPATE IN CLASS ACTIONS ARISING FROM OR RELATING TO ANY AND ALL CLAIMS AND DISPUTES WITH NINEBOT PARTIES. YOU AGREE TO ARBITRATE SOLELY ON AN INDIVIDUAL BASIS, AND THAT THIS AGREEMENT DOES NOT PERMIT CLASS ARBITRATION OR ANY CLAIMS BROUGHT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ARBITRATION PROCEEDING. THE ARBITRAL TRIBUNAL MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE REMAINING PORTIONS OF THE ARBITRATION AGREEMENT WILL REMAIN IN FORCE.**

Section 6 "Claims and Dispute Resolution" clause shall survive upon termination or expiration of this agreement and/or limited warranty or in an event that this agreement and/or the limited warranty is held as void, avoidable, invalid, or unenforceable, either in whole or part, by a competent adjudication institution with actual authority and jurisdiction over this matter.

## 6.2 Opt-Out

YOU MAY OPT OUT OF THIS DISPUTE RESOLUTION PROCEDURE BY PROVIDING NOTICE TO NINEBOT AND OTHER NINEBOT PARTIES NO LATER THAN THIRTY (30) CALENDAR DAYS AFTER THE DATE OF THE FIRST CONSUMER PURCHASER'S PURCHASE OF THE PRODUCT. TO OPT OUT YOU MUST SEND NOTICE BY E-MAIL TO NINEBOT AT SERVICE@NINEBOT.COM, WITH THE SUBJECT LINE: "ARBITRATION OPT OUT." THE OPT-OUT NOTICE BY E-MAIL MUST INCLUDE (A) YOUR NAME, EMAIL ADDRESS, MAILING ADDRESS, AND PHONE NUMBER; (B) THE DATE ON WHICH THE PRODUCT WAS PURCHASED; (C) THE PRODUCT MODEL NAME OR MODEL NUMBER; AND (D) THE SERIAL NUMBER. ALTERNATIVELY, YOU MAY OPT OUT BY SENDING AN ELECTION TO OPT OUT LETTER TO NINEBOT AT: ROOM A101, A1 BLDG. ZHONGGUANCUN DONGSHENG TECHNOLOGY PARK (NORTHERN TERRITORY), NO. 66, XIXIAOKOU RD, HAIDIAN DIST., BEIJING, CHINA VIA CERTIFIED MAIL WITHIN THIRTY (30) CALENDAR DAYS FROM THE DATE OF THE FIRST END USER'S PURCHASE OF THE PRODUCT FROM NINEBOT DEALER. THE OPT-OUT LETTER SHALL CONTAIN THE FOLLOWING INFORMATION: (A) YOUR NAME, EMAIL ADDRESS, MAILING ADDRESS, AND PHONE NUMBER; (B) THE DATE ON WHICH THE PRODUCT WAS PURCHASED; (C) THE PRODUCT MODEL NAME OR MODEL NUMBER; (D) THE SERIAL NUMBER; AND (E) AN STATEMENT AS FOLLOWS: THE ABOVE CONSUMER ELECTS TO OPT OUT THE DISPUTE RESOLUTION PROCEDURE AS PROVIDED BY THIS LIMITED WARRANTY, THESE ARE THE ONLY TWO EFFECTIVE WAYS TO OPT OUT THIS DISPUTE RESOLUTION PROCEDURE. ELECTION TO OPT OUT THIS DISPUTE RESOLUTION PROCEDURE WILL NOT AFFECT THE COVERAGE OF THE LIMITED WARRANTY IN ANY WAY, AND YOU WILL CONTINUE TO ENJOY THE BENEFITS OF THE LIMITED WARRANTY.



**SEGWAY**

