



EN The manufacturer reserves the right to make changes to the product, release firmware updates, and update this manual at any time. Visit [www.segway.com](http://www.segway.com) or check the Segway-Ninebot app to download the latest user materials. You must install the app, activate your KickScooter, and obtain the latest updates and safety instructions.

FR Le fabricant se réserve le droit d'apporter des modifications au produit, de publier des mises à jour du firmware et de mettre à jour ce manuel à tout moment. Rendez-vous sur [www.segway.com](http://www.segway.com) ou consultez l'application Segway-Ninebot pour télécharger les derniers documents destinés à l'utilisateur. Vous devez installer l'application, activer votre KickScooter et obtenir les dernières mises à jour et consignes de sécurité.

ES El fabricante se reserva el derecho de realizar cambios en el producto, fabricar actualizaciones de sus piezas y actualizar este manual en cualquier momento. Visite [www.segway.com](http://www.segway.com) o consulte la aplicación Segway-Ninebot para descargar los materiales más recientes para el usuario. Debe instalar la aplicación, activar el KickScooter y obtener las últimas actualizaciones e instrucciones de seguridad.

EN The pictures shown are for illustration purposes only. The actual product may vary.

FR Les images sont présentées à titre indicatif uniquement. Le produit réel peut varier.

ES Las imágenes que se muestran son solo para fines ilustrativos. El producto real puede variar.

# Ninebot KickScooter

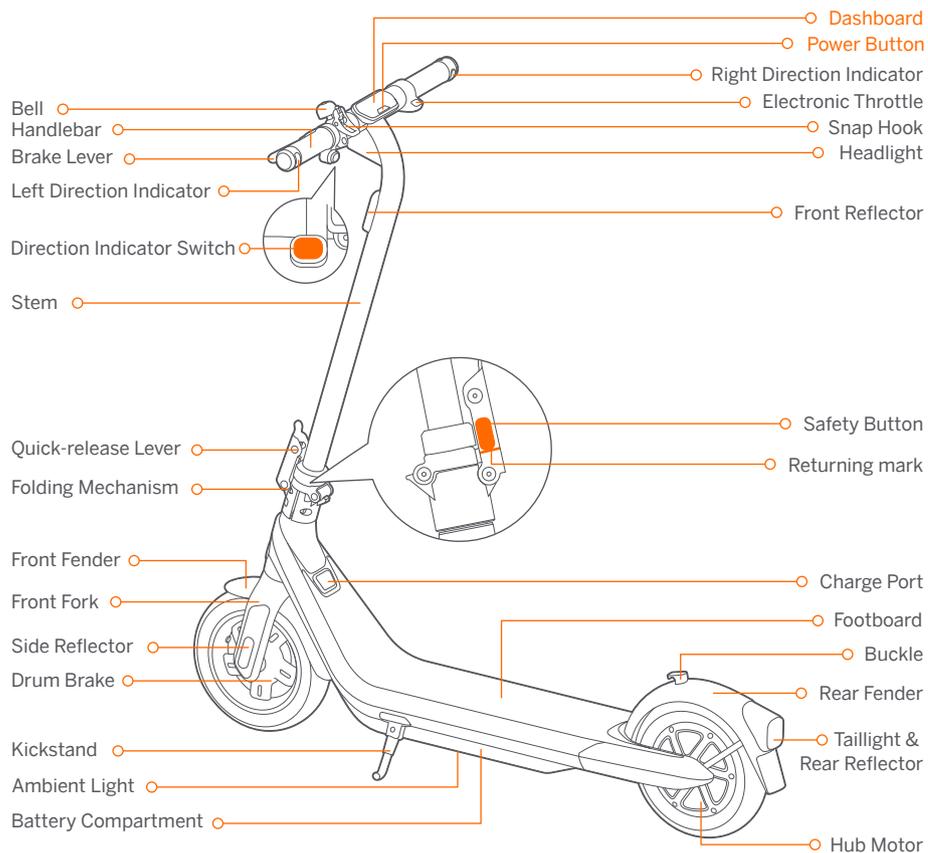
EN Product Manual

FR Manuel du produit

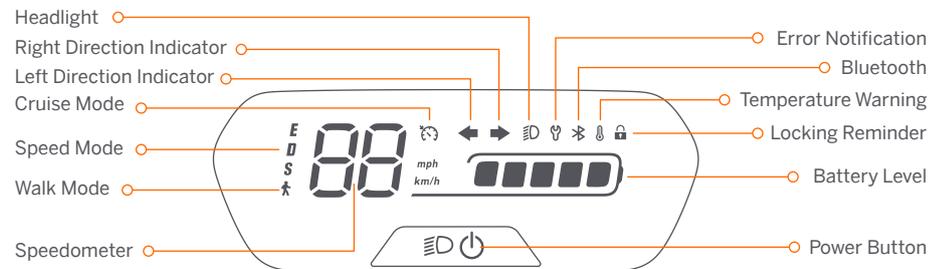
ES Manual del producto



## 1 Diagram



## Dashboard & Power Button



**Power Button:** Press the button to power on the scooter; press and hold the button for 2 seconds to power it off. When the scooter is on, press the power button to turn on/off the headlight and taillight, and press twice to switch among the four speed modes. Press three times to turn on/off the ambient light. Press five times to switch the unit between km/h and mph.

**Speedometer:** It displays the current speed of the scooter during riding, and displays the battery power during charging.

**Speed Mode:** There are 4 modes available. The speed limit and ranges of each speed mode are as follows:

Mode	Model	Speed limit	Ranges*
E (ECO mode)		9.3 mph (15 km/h)	24.9 miles (40 km)
D (Standard mode)		12.4 mph (20 km/h)	21.7 miles (35 km)
S (Sport mode)		15.5 mph (25 km/h)	16.8 miles (27 km)
⚡ (Walk mode)		3.1 mph (5 km/h)	N/A

\* Ranges of Speed Modes: tested while riding with a full battery, 75 kg (165 lbs) load, 25 °C (77 °F), at the max. speed of each speed mode on average on pavement.

**Left Direction Indicator:** When this icon blinks, it indicates that the direction indicators on the left side are turned on.

**Right Direction Indicator:** When this icon blinks, it indicates that the direction indicators on the right side are turned on.

**Walk Mode:** The headlight is always on, the taillight is breathing and can't be turned off.

**Error Notification:** It indicates that the scooter has detected an error. Please check the error code via Segway-Ninebot app.

**Temperature Warning:** It indicates that the temperature of the battery, controller or motor is too high or too low. Please check the device temperature via Segway-Ninebot app.

\* At this point, the scooter cannot accelerate normally and may not be charged. Do not use until the temperature has reverted to the normal range.

**Bluetooth:** It indicates that the scooter has been successfully connected to the mobile device.

**Battery Level:** The total battery power equals 5 bars.

\* The battery power is very low when the first battery bar is red. Please charge your scooter immediately.

**Locking Reminder:** When the icon lights up, it means the scooter is locked. If abnormal movements are detected, the scooter will start beeping and the tail light will flash.

**Cruise Mode:** When the icon lights up, it means cruise mode is turned on.

## 2 Specifications

	Item	Parameter
Product	Name	Ninebot KickScooter E2 Pro
	Model	051405U
	Length × Width × Height	Approx. 1168 × 540 × 1217 mm (45.9 × 21.2 × 47.9 in)
	Folded: Length × Width × Height	Approx. 1168 × 538 × 565 mm (45.9 × 21.1 × 22.2 in)
	Net Weight	Approx. 40.7 lbs (18.5 kg)
Rider	Max. Payload	265 lbs (120 kg)
	Recommended Age	16+
	Required Height	4'5"–6'5" (140–200 cm)
Machine	Max. Speed	Approx. 15.5 mph (25 km/h)
	Range at Max. Speed <sup>[1]</sup>	Approx. 16.8 miles (27 km)
	Max. Slope <sup>[2]</sup>	Approx. 18%
	Traversable Terrain	Mostly smooth roads or normal asphalt, tarmac roads
	Operating Temperature	14–104°F (-10–40°C)
	Storage Temperature	14–122°F (-10–50°C)
	IP Rating	IPX4
	Duration of Charging	Approx. 5.5 h
Battery	Nominal Voltage	36 V $\equiv$
	Max. Charging Voltage	42 V $\equiv$
	Charging Temperature	32–113°F (0°C–45°C)
	Nominal Energy	275 Wh
	Nominal Capacity	7650 mAh
	Battery Management System	Protection against overvoltage/undervoltage/short circuit/overcurrent/over temperature
Motor	Nominal Power	0.35 kW, 350 W
	Max. power	0.75 kW, 750 W
Charger	Model	NBW41D001D7D
	Output Power	70 W
	Input Voltage	100–240 V~ 50–60 Hz
	Max. Output Voltage	42 V $\equiv$
	Rated Output	41 V $\equiv$ 1.7 A
Tire	Tires	10-inch air-leakage-proof tubeless pneumatic tires
	Recommended Tire Pressure	45±3 psi

[1] Range at Max. Speed: tested while riding with a full battery, 165 lbs (75 kg) load, 77 °F (25 °C), at the max. speed on average 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% (±10%) battery, 165 lbs (75 kg) load, at a speed of 9.3 mph (15 km/h) climbing up a 10 m long slope (the speed greater than 3.7 mph (6 km/h) when passing through the slope).

## 3 Certifications

This product is certified to ANSI/CAN/UL2272 by SGS.

The battery complies with UN/DOT 38.3.

The battery complies with ANSI/CAN/UL2272.

### Federal Communications Commission (FCC) Compliance Statement for USA

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### NOTE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

### Industry Canada (IC) Compliance Statement for Canada

This device complies with Industry Canada license-exempt RSS standard (s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

CAN ICES-3 (B)/NMB-3(B).

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Model: 051405U  
 FCC ID:2ALS8-KS0018  
 IC:22636-KS0018

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.

#### 4 Trademark

Ninebot is the trademark of Ninebot (Beijing) Tech Co., Ltd; Segway, 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 registered 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. TheBluetooth® 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 KickScooter at the time of printing. However, due to constant improvement of product features and changes of design, your KickScooter 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 Segway and Ninebot models with different functions, and some of the functions mentioned herein may not be applicable to your KickScooter. The manufacturer reserves the right to change the design and functionality of the KickScooter product and documentation without prior notice.

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(※ The Segway-Ninebot App can support KickScooter with built-in Bluetooth)

#### 5 Common Failures

Error code	Possible causes and solution
10	Dashboard communication is abnormal, please check the dashboard or related cables.
11	Phase A of motor current sampling is abnormal, please check controller.
12	Phase B of motor current sampling is abnormal, please check controller.
13	Phase C of motor current sampling is abnormal, please check controller.
14	Throttle hall sensor error, please check throttle handle, dashboard and related cables.
15	Brake hall sensor error, please check brake handle, dashboard and related cables.
18	The motor Hall sensor is abnormal, please check the controller.
21	Battery communication error, please check the controller.
23	The battery is the default serial number, please contact after-sales service.
35	Serial no of the scooter is wrong, please contact after-sales service.
39	Battery temperature sensor is abnormal, please make sure the temperature is between 14°F (-10°C) and 122°F (50°C), or contact after-sales service.
42	Motor not calibrated, please contact after-sales service.
45	The motor bus current amplifier circuit is abnormal. Please contact after-sales service.
50	Motor phase loss, please check controller.
51	Controller over voltage, check if the vehicle charger is used or if the vehicle is restarted.
52	The motor is stalled, please check whether it is overloaded.
53	The controller is over current, please check whether it is overloaded.
54	The controller is over current level II, please check whether it is overloaded.

## 6 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 310 miles (500 km)	After 2 years or the total mileage > 3107 miles (5000 km)
Mainframe maintenance	Mainframe parts	Use a soft, wet cloth to wipe the mainframe clean.	√	√	√
	Tire pressure	Inflate the tires to 50–55 psi.		√	√
	Screws on the stem top	Tighten the six screws fixed with the handlebar and the stem. The suggested torque is $5.5 \pm 0.3$ N·m.	√	√	√
		Tighten the screw on the throttle. The suggested torque is $2.5 \pm 0.1$ N·m. Tighten the screws on the brake levers. The suggested torque is $5 \pm 0.1$ N·m. Tighten the screws on the stem top. The suggested torque is $1.7 \pm 0.1$ N·m.		√	√
Function Inspection	Hub motor	To accelerate and decelerate, check if the hub motor is stalled or has abnormal sounds.		√	√
	Rear wheel maintenance	Check if the rear wheel is stalled or gets shaky, or the axis shaft is unbalanced.		√	√
	Drum Brake	1) Spin the rear wheel, it spins normally. The rear wheel shall not stuck or make abnormal sounds. <b>Note: Slight noise does not affect riding safety. But if the drum brake makes loud noises when you apply brakes, please contact customer service for support.</b> 2) Squeeze the brake lever, the rear wheel stops moving.		√	√

Item	Component	Maintenance Method	Every 3 months	Every 6 months or every 310 miles (500 km)	After 2 years or the total mileage > 3107 miles (5000 km)
Function Inspection	Ambient light	Check the ambient light and see if it lights normally.		√	√
	Headlight	Check the headlight and see if it lights brightly.		√	√
	Direction Indicators	Toggle the direction indicator switch to the left/right respectively, check if the direction indicators on the left/right side flash normally.		√	√
	Dashboard	Power on the scooter, the dashboard works properly.		√	√
	Throttle	Press and hold the throttle, then release it, checking for acceleration and deceleration.		√	√
	Fault 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	Charge the scooter: 1) Check if the current battery power displays on the dashboard. 2) Check the LED indicator on the battery charger. Charging: red, Fully charged: green.		√	√
Important parts	Buttons	Press or toggle the button 3 times without failure.		√	√
	Steering	Test with left turns and right turns (the steering angle is $60^\circ$ ). No resistance or lag when turning.		√	√
	Battery assembly	The battery need to be replaced when it is charged and discharged for 500 times or the total mileage is more than 9320 miles (15000 km). Note: It is recommended to charge once every 60 days for long-term storage.			√
		Controller Hub motor	It is required that original Segway-Ninebot parts shall be used for repairs and replacements.		

Item	Component	Maintenance Method	Every 3 months	Every 6 months or every 310 miles (500 km)	After 2 years or the total mileage > 3107 miles (5000 km)
Functional parts	Rear wheel assembly	It is required that original Segway-Ninebot parts shall be used for repairs and replacements.			√
	Throttle & Brake levers				
	Front fork assembly				
	Folding mechanism				
	Drum brake assembly				
	Dashboard				