

# User Manual

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 Segway-Ninebot App, activate your Ninebot Z10, and obtain the latest updates and safety instructions.

## Contents

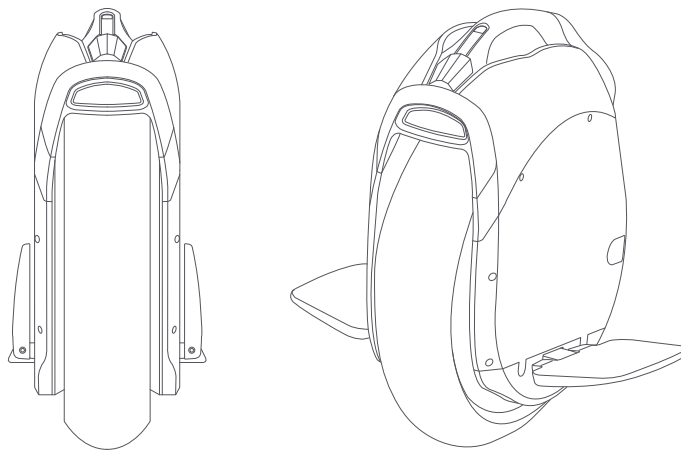
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## Welcome

Thanks for choosing the Ninebot Z10!

To enjoy the many features of your Ninebot Z10 you must read and follow these instructions.

Enjoy your ride!



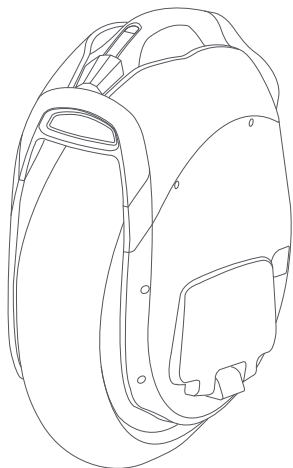
All figures in this manual are for reference only, and are subject to the actual product.

# 1 Riding Safety

1. The Ninebot Z10 is a recreational transporter. Before mastering riding skills, you need to practice. Neither Ninebot Inc. (means Ninebot (Beijing) Tech Co., Ltd. and its subsidiaries and affiliates) 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 Ninebot Z10 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 provides protection for 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. 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. Pass on the left whenever possible. Please obey local traffic laws and regulations.
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 Ninebot Z10 on his/her own unless they have carefully read this manual and followed the New Rider Tutorial in the App. The safety of new riders is your responsibility. Assist new riders until they are comfortable with the basic operation of the Ninebot Z10. 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 Ninebot Z10 makes abnormal sounds or signals an alarm, immediately stop riding. Diagnose your Ninebot Z10 via the Segway-Ninebot App and call your dealer/distributor for service.
9. Be alert! Scan both far ahead and in front of your Ninebot Z10 — 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 risk of injury, you must read and follow all "CAUTION" and "WARNING" 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 16+ years old.  
Always follow these safety instructions:
  - A. People who should not ride the Ninebot Z10 include:
    - i. Anyone under the influence of alcohol or drugs.
    - ii. Anyone who suffers from 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. Riders under the age of 18 years old should ride under adult supervision.
  - C. Comply with local laws and regulations when riding this product. Do not ride where prohibited by local laws.
  - D. To ride safely, you must be able to clearly see what is in front of you and you must be clearly visible to others.
  - E. 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 Ninebot Z10 if it, the charger, or the power outlet is wet.
12. As with any electronic device, use a surge protector when charging to help protect your Ninebot Z10 from damage due to power surges and voltage spikes. Only use the Segway supplied charger. Do not use a charger from any other different product models.
13. Use only Ninebot or Segway approved parts and accessories. Do not modify your Ninebot Z10. Modifications to your Ninebot Z10 could interfere with the operation of the Ninebot Z10, could result in serious injury and/or damage, and could void the Limited Warranty.

## 2 Product and Accessories

Mainframe



User Manual



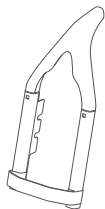
Welcome Card



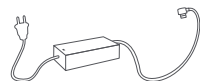
Fender



Trolley Handle



Battery Charger



Wrench



Screw ×2



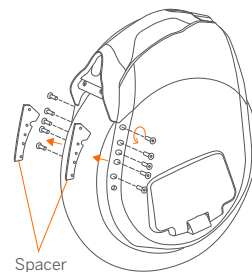
Valve Stem Extension



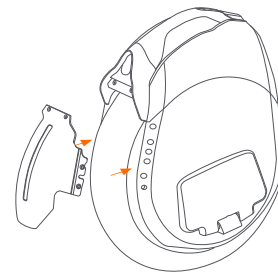
When unpacking your Ninebot Z10, please verify that the above items are included in the package. If you are missing any components, please contact your dealer/distributor or visit website: [www.segway.com](http://www.segway.com).

## 3 Assembling

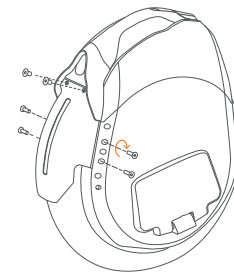
(according to personal preference)



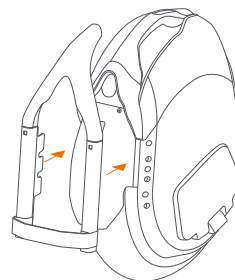
- 1 Remove ten screws as shown in the figures, then the spacers (two pieces) from the vehicle body.



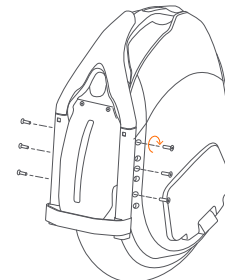
- 2 Push in the fender to correspond with the previous spacer position.



- 3 Tighten the same screws as shown in the figure to complete the installation of the fender.



- 4 Position the screw holes on both sides of the accessory holder into the corresponding places of the vehicle body.

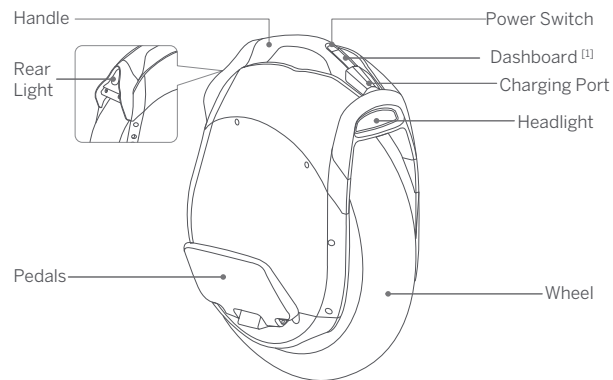


- 5 Tighten the appropriate screws as shown in the figure to complete the installation of the trolley handle.

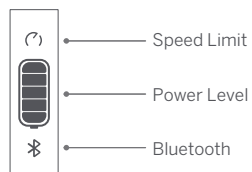
### Tips:

1. Two screws used for tightening the top side of the fender are included in the accessory box.
2. According to your personal preference, you can choose to install only the fender or the trolley handle.

## 4 Diagram



Dashboard:



Power Switch

Power on/off



Bluetooth

A blinking Bluetooth icon indicates that the Bluetooth is turned on but not connected to the mobile phone; an illuminated Bluetooth icon indicates that the App is connected to the Ninebot Z10.



Power Level

Each block represents 20% of power level. When the battery is nearly empty the icon blinks. Please charge before use again. When the power level decreases to a certain level, your Ninebot Z10 gradually reduces the speed limit to ensure safety. Use the App to read the remaining power and estimated remaining range.



Speed Limit

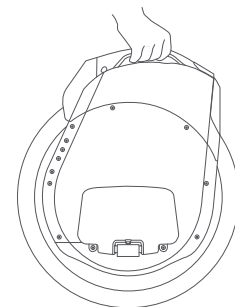
Speed Limit Mode can be used for the new rider to practice. Follow the instructions on the App to activate your Ninebot Z10: the speed limit of the vehicle will be gradually increased. When the Ninebot Z10 is in the safety state, the Speed Limit Mode will be turned on automatically, and the vehicle will be limited to a lower speed. Users can customize the speed limit.

[1] The dashboard contains a light sensor, please do not block or cover it so the light can turn on/off automatically.

### Portable Mode

Ninebot Z10 is set to portable mode when the vehicle is delivered. If you lift the handle when the vehicle is powered on, the wheels will stop turning. The vehicle will run normally when you reset the handle.

You can switch off portable mode on the phone app. If you do, do not lift the handle when the vehicle is powered on, or the wheels will still turn and may cause injury.

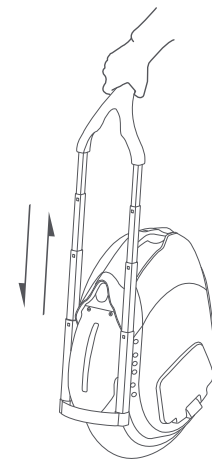


### Use of Trolley Handle

After the installation of the trolley handle to Ninebot Z10, the handle can be pulled out to move the vehicle in non-riding state, and the handle can be pulled back after use.

**Note:**

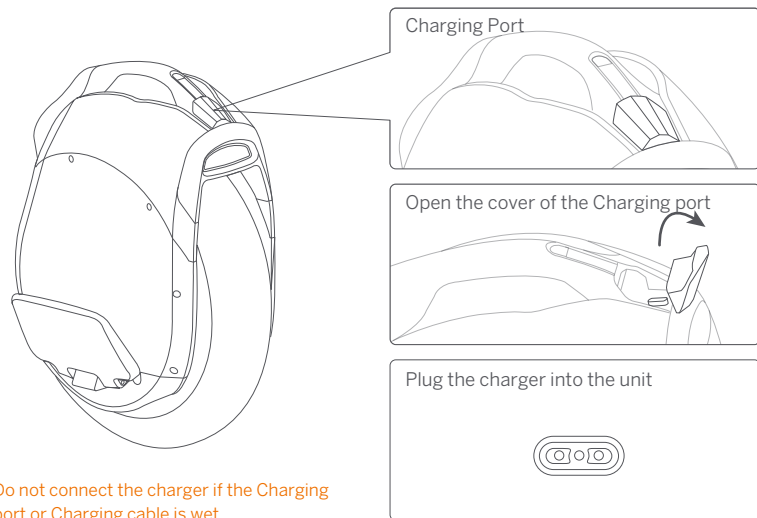
Do not lift the vehicle up directly by the trolley handle.  
Do not use the trolley handle while riding.



**Note:**

Pick up the vehicle only by the handle .

## 5 Connecting the Charger



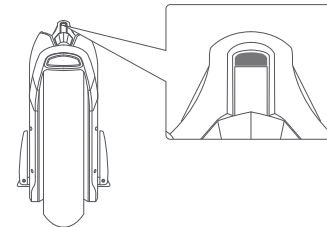
**⚠** Do not connect the charger if the Charging port or Charging cable is wet.  
The battery pack is only to be charged by adults.

## 6 First Use

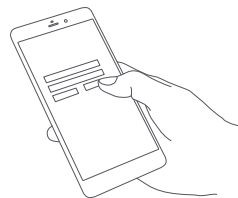
**⚠** There are safety risks when learning to ride the Ninebot Z10. You must read the Safety Instructions and follow the New Rider Tutorial in the App before your first ride.

For your safety, your Ninebot Z10 is not activated at this time and will beep occasionally after Power ON. Until activated, the Ninebot Z10 maintains a very low riding speed and steering sensitivity, and should not be ridden. Install the App on your mobile device (with Bluetooth 4.0 or above), connect to the Ninebot Z10 with Bluetooth, and follow the App instructions to activate your Ninebot Z10 and follow the training procedures.

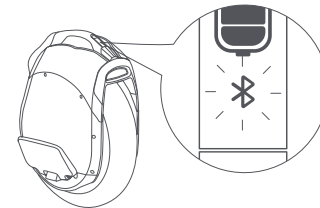
Scan the QR code to download the App (iOS 8.0 or above, Android™ 4.3 or above).



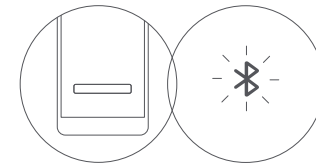
**1** Install the App and register/login.



**2** Power on the Ninebot Z10. A blinking Bluetooth icon indicates the Ninebot Z10 is waiting for connection.



**3** In the APP, click Vehicle, scan and select your Ninebot Z10. The Ninebot Z10 will beep when the connection is successful. The Bluetooth icon will stop blinking and remain illuminated.

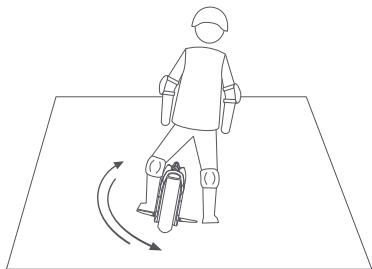


## 7 Learning to Ride

**⚠ Rider must weigh 88–330 lbs (40–150 kg) and must be 4'3"–6'6" (130–200 cm) tall.**



Wear an approved helmet and other protective gear to minimize any possible injury.



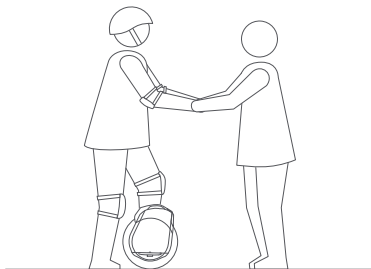
**1** Put one foot on the pedal, and move the vehicle back and forward.

After activation, the App will lead you through the New Rider Tutorial. Please follow the instructions in the App and in this manual.

### NOTE

You must first download the Segway-Ninebot App on your mobile device. The App will lead you through the New Rider Tutorial.

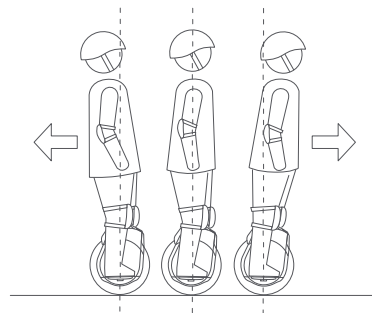
For your safety, the Ninebot Z10 will limit the max speed to 4.3 mph (7 km/h) until you complete the New Rider Tutorial. For the first 0.6 miles (1 km) after completing the New Rider Tutorial, the max speed will be limited to 12.4 mph (20 km/h), after which you can disable the speed limiter and reach a maximum speed of 28 mph (45 km/h).



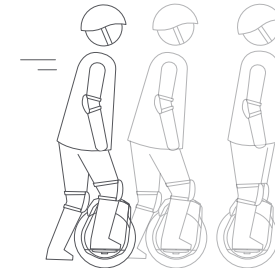
**2** Place one foot on the pedal, keep your legs and body upright, and gradually move the center of your body weight up.



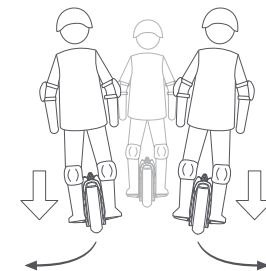
**3** Place one foot on the pedal, raise the other off the ground for 1–2 seconds, and slide forward.



**5** Place both feet on the pedals and direct the vehicle by adjusting your center of gravity.




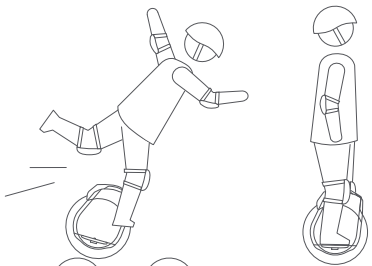
**4** Place one foot on the pedal, push the other foot down on the ground, and slide forward.




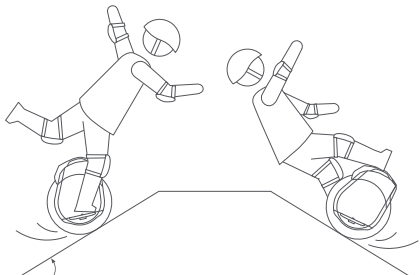
**6** Turn by shifting your weight onto the foot.


## 8 Warnings

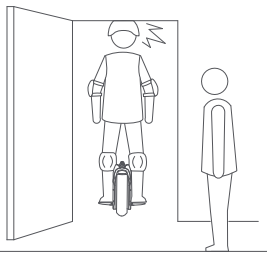
-  You must read and understand the Warnings and Riding Safety instructions in this manual before attempting to ride the Ninebot Z10. Failure to follow these warnings could result in death or serious injury due to: loss of balance, traction, and/or control; collisions; and falls.




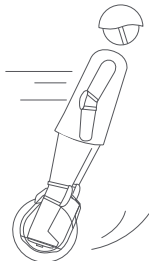
-  When traversing small bumps or uneven terrain, maintain a moderate speed of 2-6 mph (3-10 km/h) and keep your knees bent. Do not go too slow or too fast; otherwise you may lose control and fall.





-  Avoid slopes steeper than 25° or you may lose traction.

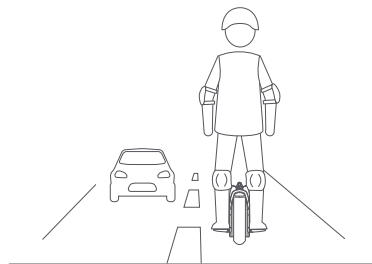


-  Watch your head when passing through doorways.




-  Do not accelerate or decelerate abruptly.

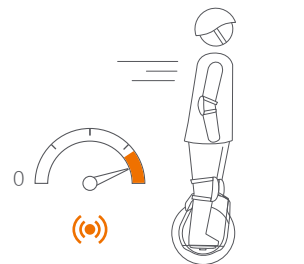
-  You must read and understand the Warnings and Riding Safety instructions in this manual before attempting to ride the Ninebot Z10.




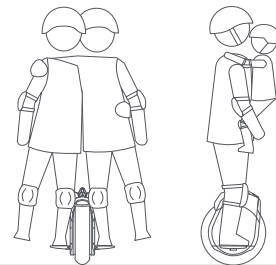
-  Do not ride on public roads, motorways, highways, or streets.




-  Do not ride through puddles or other bodies of water. Do not get wet.

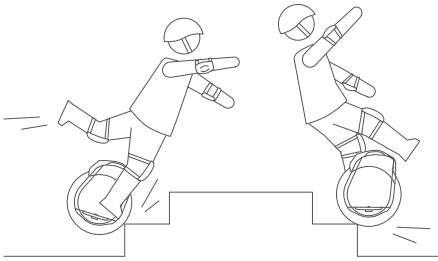



-  Do not accelerate when the Ninebot Z10 tilts back or sounds an alarm. Do not attempt to override the speed limiter.

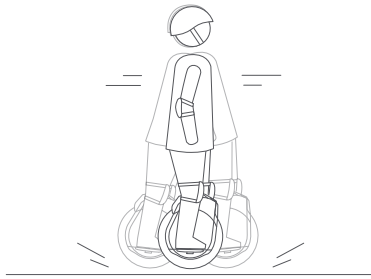



-  The Ninebot Z10 is for one rider only. Do not ride double or carry any passengers. Do not carry a child. Do not ride when pregnant.

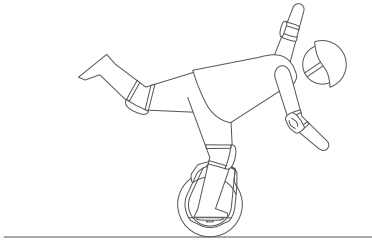





 Do not ride over holes, curbs, steps, or other obstacles.




 Do not rock back and forth or shift your weight abruptly.



 Do not attempt stunts of any kind. Always keep both feet on the foot mats.



 Maintain contact with the ground at all times. Do not jump or attempt stunts.

## 9 Daily Maintenance

### Cleaning and Storage

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

### NOTE

Do not wash your Ninebot Z10 with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your Ninebot Z10. Do not wash your Ninebot Z10 with a power washer or hose.

### WARNING

Make sure the Ninebot Z10 is powered OFF, the charging cable is unplugged, and the rubber cap on the charge port is tightly sealed before cleaning; otherwise you may damage the electronic components. Store your Ninebot Z10 in a cool, dry place. Do not store it outdoors for extended periods of time. Exposure to sunlight and extreme temperature (both hot and cold) will accelerate the aging process of the plastic components and may reduce battery life.

### Battery Pack Maintenance

Do not store or charge the battery at temperatures outside the stated limits (see Specifications). Do not puncture the battery. Refer to your local laws and regulations regarding battery recycling and/or disposal. A well maintained battery can perform well even after many miles of riding. Charge the battery after each ride and avoid draining the battery completely. When used at room temperature (70°F [22°C]) the battery range and performance is at its best; whereas using it at temperatures below 32°F (0°C) can decrease range and performance. Typically, at -4°F (-20°C) range can be half that of the same battery at 70°F (22°C). Battery range will recover when temperature rises. More details are available in the App.

### NOTE

Typically, a fully charged battery should retain charge for 120-180 days. A low-power battery should retain charge for 30-60 days. Remember to charge the battery after each use. Completely draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge-discharge condition of the battery; damage caused by over-charging or under-charging will not be covered by the Limited Warranty.

### WARNING

Do not attempt to disassemble the battery. Risk of fire. No user serviceable parts.

### WARNING

Do not ride when the ambient temperature is outside the machine operation temperature (see Specifications) because low/high temperature will limit the maximum power/torque. Doing so could cause personal injury or property damage due to slips or falls.

## 10 Specifications

| Category            | Items  | Parameters  |
|---------------------|--|---|
| Size                | Vehicle Size   | 21 × 18 × 7 in (530 × 457 × 178 mm)   |
| Quality             | Max. Load  | 330 lbs (150 kg)  |
|                     | Net Weight   | Approx. 52.9 lbs (24 kg)  |
| Riding Requirements | Age range  | 16–60 years   |
|                     | Height   | 4'3"–6'6" (130–200 cm)  |
| vehicle             | Max. Speed   | Approx. 28 mph (45 km/h)  |
|                     | Typical Range <sup>[1]</sup>   | 55.9 miles (90 km)  |
|                     | Max. Slope   | 25°   |
|                     | Beginner Mode  | Will be automatically disabled after you have traveled 1 km. You can re-enter beginner mode at any time through the App.                      |
|                     | Traversable Terrains   | Packed dirt, flat pavement, slopes < Maximum Slope, obstacles < 5cm, gaps < 10cm, standard speed bumps, puddles < 2cm.                        |
|                     | Operating Temperature  | 14–104°F (-10–40°C)   |
|                     | Storage Temperature  | -4–122°F (-20–50°C)   |
|                     | Charging Temperature   | 36–104°F (2–40°C)   |
|                     | IP Rating  | IPX4  |
|                     | Duration of Charging   | Approx. 10.5 h  |
| Battery Pack        | Nominal Voltage  | 51.8 VDC  |
|                     | Max Charging Voltage   | 58.8 VDC  |
|                     | Nominal Capacity   | 995 Wh  |
|                     | Battery Management System  | Overvoltage/ Under voltage/Short Circuit/Overheating Protection, Auto-Sleep/Wake-up, detailed information of battery can be checked with App. |
| Motor               | Power  | 1800 W  |
| Charger             | Output Power   | 120 W   |
|                     | Input Voltage  | 100–240 VAC   |
|                     | Output Voltage   | 58.8 VDC  |
|                     | Output Current   | 2 A   |
| Display Panel       | Automatic optical induction LED lights, rear light/ stoplight, ambient light on wheel hub. |   |

[1] Typical Range: tested while riding under full power, 165 lbs (75 kg) load, 77°F (25°C) environment temperature, on average speed of 12.4 mph (20 km/h) on level pavement.

## 11 Certification

European Union Compliance Statement

### Battery recycling information for the European Union



Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per the Directive.

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for Lead, Hg for mercury, and Cd for Cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances.

Before placing electrical and electronic equipment (EEE) in the waste collection stream or in waste collection facilities, the end user of equipment containing batteries and/or accumulators must remove those batteries and accumulators for separate collection.

Waste Electrical and Electronic Equipment (WEEE) Directive



"All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection

point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about the location as well as terms and conditions of such collection points".

#### Restriction of Hazardous Substances Directive (RoHS)

This Ninebot (Tianjin) Tech Co., Ltd. product, with included parts (cables, cords, and so on) meets the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment ( "RoHS recast" or "RoHS 2" ).

#### Radio Equipment Directive (RED)



Segway Europe B.V.

EU Contact Address for regulatory topics only: Hogehilweg 8, 1101CC, Amsterdam, The Netherlands

This device meets the EU requirements on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

Hereby, [Ninebot (Tianjin) Tech Co., Ltd.] declares that the radio equipment type [Z10] is in compliance with Directive 2014/53/EU.

## 12 Trademark and Legal Statement

Ninebot is registered trademark of Ninebot (Tianjin) Tech. Co., Ltd; Segway is registered trademark of Segway Inc. The respective owners reserve the rights of their trademarks referred to in this manual. © 2018 Ninebot (Beijing) Tech Co., Ltd. All rights reserved.

The Ninebot Z10 is covered by relevant patents. For patent information go to <http://www.segway.com>. We have attempted to include descriptions and instructions for all the functions of the Ninebot Z10 at the time of printing. However, due to constant improvement of product features and changes of design, your Ninebot Z10 may differ slightly from the one shown in this document. Please note that there are multiple Ninebot models with different functions, and some of the functions mentioned herein may not be applicable to your unit. The manufacturer reserves the right to change the design and functionality of the Ninebot Z10 product and documentation without prior notice.

#### Manufacturer

Ninebot (Tianjin) Tech Co., Ltd.

Address: Building 14, No. 3, Tianrui Rd, Auto Industrial Park, Wuqing Dist., Tianjin, China

## 13 Contact

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your Ninebot Z10 .

Segway Europe B.V.

Hogehilweg 8, 1101CC Amsterdam, The Netherlands

Website: [www.segway.com](http://www.segway.com)

Have your Ninebot Z10 serial number on hand when contacting Segway.

You can find your serial number on the underside of your Ninebot Z10 or in the App under More Settings -> Basic Information.