

## User Manual

by **SEGWAY**

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 App to download the latest user materials. You must install the App, activate your KickScooter, and obtain the latest updates and safety instructions.

**ninebot<sup>®</sup> KickScooter**

ANSI/CAN/UL-2272 certified; ANSI/UL 2271 certified

Original Instructions

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## Thanks for choosing the Ninebot KickScooter ES series!

Thanks for choosing the Ninebot KickScooter (hereinafter referred to as KickScooter)!

Your KickScooter is a fashionable transportation device with mobile app, allowing you to connect with other riders.

Enjoy your ride and connect with riders world wide!



### ▲ WARNING!

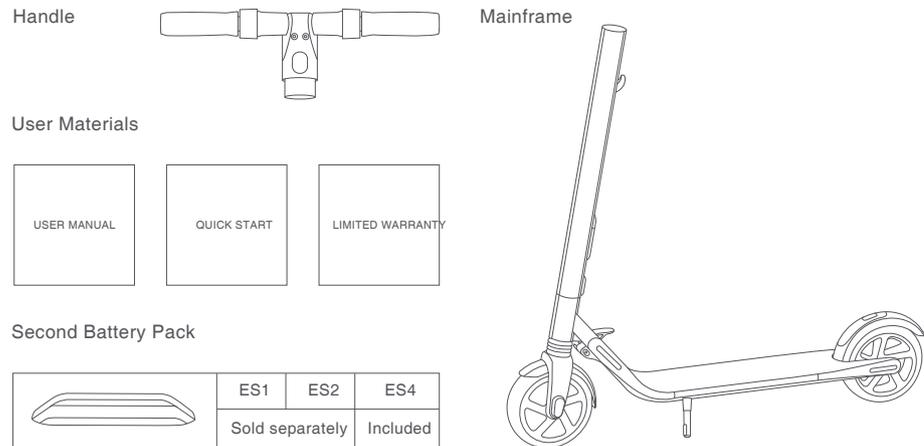
Always use both electric brake and foot brake for emergency stopping. Otherwise you risk falls and/or collisions from not achieving the max. braking capability.

# 1 Riding Safety

1. The KickScooter 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 KickScooter 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. 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 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 KickScooter 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 KickScooter. 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 KickScooter makes abnormal sounds or signals an alarm, immediately stop riding. Diagnose your KickScooter via the Ninebot by Segway App and call your dealer/distributor for service.

9. Be alert! Scan both far ahead and in front of your KickScooter — 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 14+ years old. Always follow these safety instructions:
  - A. People who should not ride the KickScooter 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 16 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 KickScooter 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 KickScooter 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 KickScooter. Modifications to your KickScooter could interfere with the operation of the KickScooter, could result in serious injury and/or damage, and could void the Limited Warranty.

## 2 Packing List



### Accessories

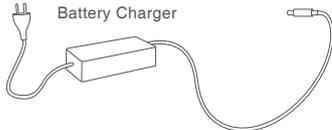
M4 Flathead Screw x 5  
(one extra)



M4 Hex Wrench



Battery Charger

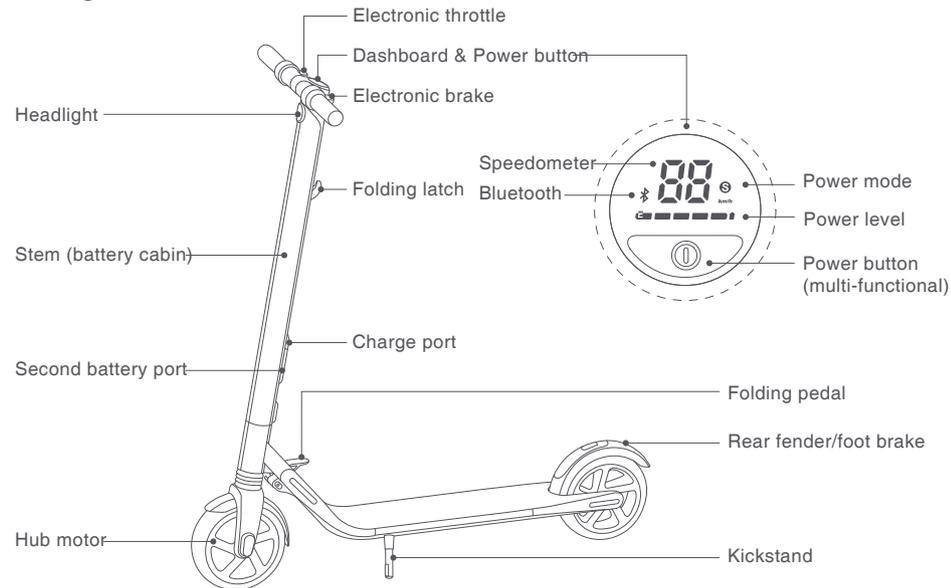


When unboxing your KickScooter, please verify that the above items are included in the package. If you are missing any components, please contact your dealer/distributor or nearest service center (see contacts in the user manual). After verifying that all components are present and in good condition, you can assemble your new KickScooter.

Please retain the box and packaging materials in case you need to ship your KickScooter in the future.

Remember to power off your KickScooter and unplug the charge cable before assembling, mounting accessories, or cleaning the mainframe.

## 3 Diagram



### Dashboard & Power Button

**Speedometer:** Indicates the current speed. Also displays error codes when faults are detected.

**Power level:** Indicates the remaining battery level with 5 bars. Each bar equates to approximately 20% power level.

**Power mode** (double click the power button to switch the mode):

—Red "S" icon: Sport mode (maximum power/speed and reduced range).

—White "S" icon: Standard mode (moderate power/speed and range).

—No "S" icon: Speed limit mode (minimum power/speed and increased range).

**Bluetooth:** A blinking Bluetooth icon indicates that the vehicle is ready to connect. A solid Bluetooth icon indicates that the vehicle is connected to a mobile device.

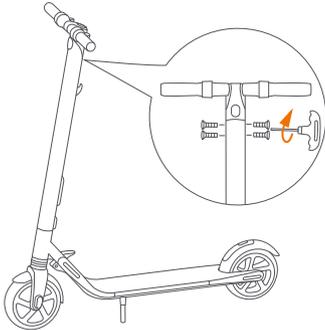
**Power button:** Short press to power on. Long press to power off. When powered on, single click to turn on/off the headlight. Double-click to change power mode.

## 4 Assembling Your KickScooter

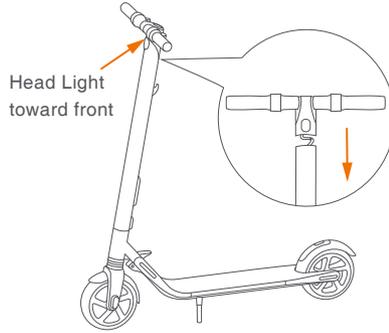
1. Unfold the stem and push it until you hear a click. Then unfold the kickstand to support the scooter.



3. Install four screws (two on each side) with the included hex wrench.



2. Firmly connect the wires inside the handle and the stem. Slide the handle onto the stem. Be aware of the correct orientation.



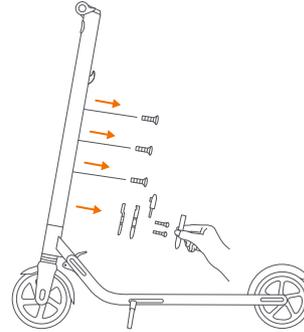
4. Verify that your KickScooter powers on and off.



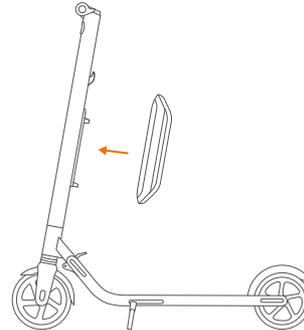
## 5 Installing a Second Battery Pack

Follow these steps when installing a second battery pack:

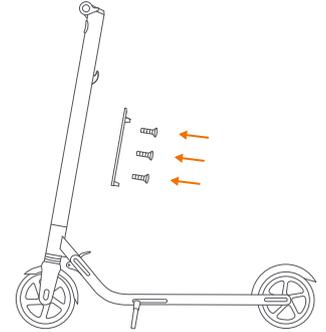
1. Remove the three screws on the stem, as shown. Then remove the cover near the charge port.



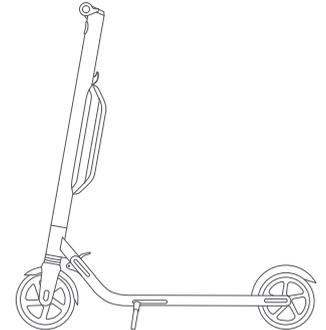
3. Install the battery pack onto the support bracket and tighten the screws securely.



2. Install the support bracket and fasten securely with three screws, as shown.



4. Verify that your KickScooter powers on and off.



## 6 First Ride

⚠ There are safety risks when learning to ride the KickScooter. You must read the Safety Instructions via the App before your first ride.

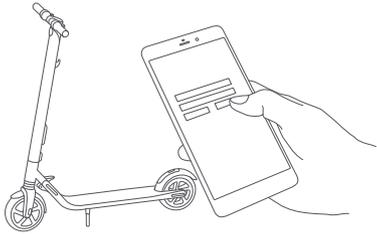
For your safety, your new KickScooter is not activated and will beep occasionally after Power ON.

Until activated, the KickScooter maintains a very low riding speed, and can not be ridden with full function. Install the App on your mobile device (with Bluetooth 4.0 or above), connect to the KickScooter with Bluetooth, and follow the App instructions to activate your KickScooter and enjoy the full performance.

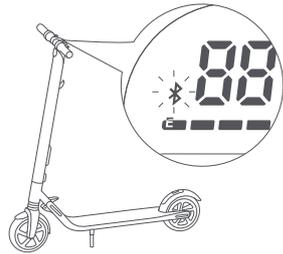
Scan the QR code to download the App (iOS 8.0 or above, Android™ 4.3 or above).



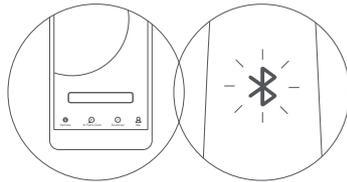
1 Install the App and register/login.



2 Power on the KickScooter. A blinking Bluetooth icon indicates the KickScooter is waiting for a connection.

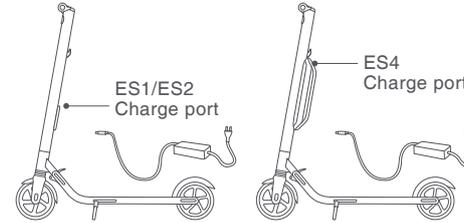


3 Click "Vehicle" → "Search device" to connect to your KickScooter. The KickScooter will beep when the connection is successful. The Bluetooth icon will stop blinking and remain illuminated.



4 Follow the App instructions to activate the KickScooter and learn how to ride safely. You can now start to use your KickScooter, check the status with App, and interact with other users.

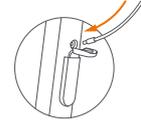
## 7 Charging



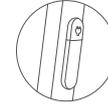
Charging step tips



Open the charge port cover.



Insert the charge plug.



Close the charge port cover when finished.

⚠ **WARNING**

Do not connect the charger if the charge port or charge cable is wet.

Your KickScooter is fully charged when the LED on the charger changes from red (charging) to green (trickle charge). Close the charge port cover when not charging.

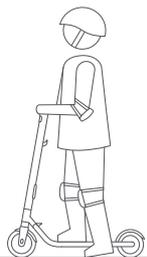
## 8 Learning to Ride



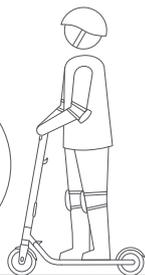
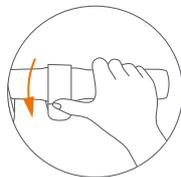
Wear an approved helmet and other protective gear to minimize any possible injury.



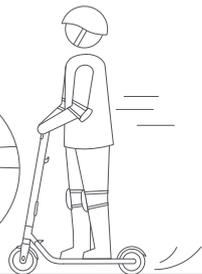
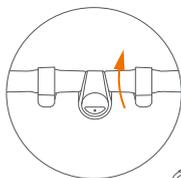
1. Power on the scooter and check the indicator lamp power level. Charge the scooter if the battery level is low.



2. Stand on the footrest with one foot and push off with your foot to start gliding.



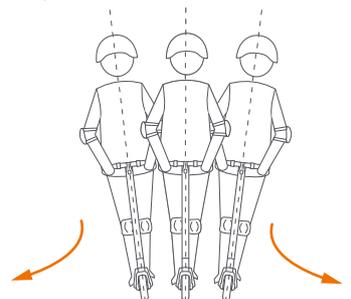
3. Put your other foot on the footrest to keep both feet stable. Press the throttle on right hand to speed up when you are balanced.  
**Note.** For your safety, the motor will not engage until the scooter reaches 1.8 mph (3 km/h).



4. Slow down by releasing the throttle; stir the brake handle thumb shifter quickly and stamp the fender with foot at the same time to trigger mechanical braking in order to make a sharp brake.

**⚠ WARNING**

When braking rapidly you risk serious injury due to loss of traction and falls. Maintain a moderate speed and look out for potential hazards.



5. To turn, shift your body weight and turn the handle slightly.

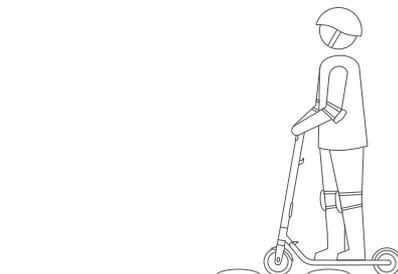
## 9 Warnings

**⚠ WARNING**

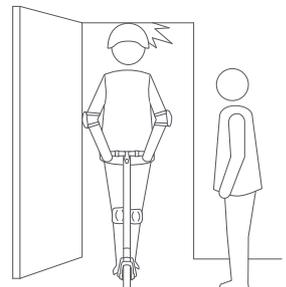
Failure to follow these instructions could lead to serious injury.



**⚠ DO NOT** ride the scooter in the rain.



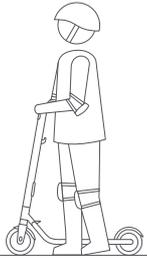
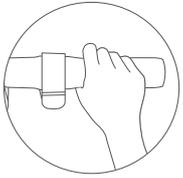
**⚠ DO NOT** ride over speed bumps, thresholds, or other bumps at HIGH SPEED.



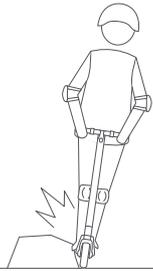
**⚠** Watch your head when passing through doorways.



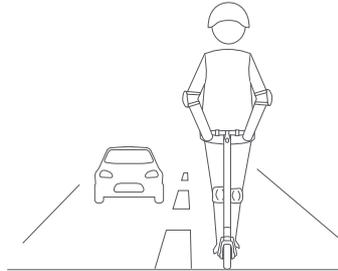
**⚠** Watch your speed when traveling downhill. Use both brakes together when traveling at high speed.



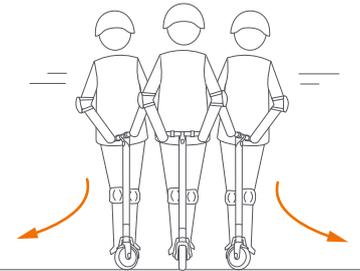
**!** DO NOT press the throttle when walking with the scooter.



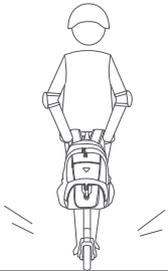
**!** Avoid contacting obstacles with the tire/wheel.



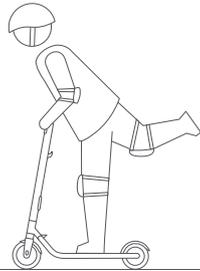
**!** DO NOT ride on public roads, motorways, or highways.



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



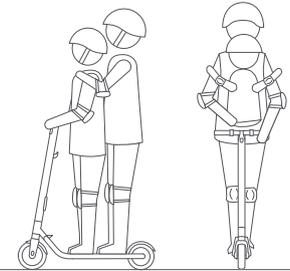
**!** DO NOT carry heavy objects on the handlebar.



**!** DO NOT ride the scooter with only one foot.



**!** DO NOT ride through puddles or other bodies of water deeper than 1 inch (2 cm).

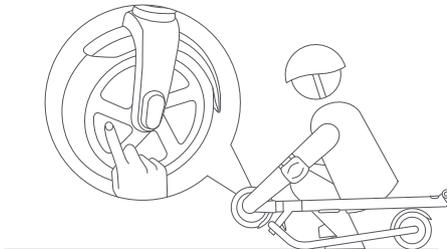


**!** The KickScooter is for one rider only. Do not ride double or carry any passengers. Do not carry a child.

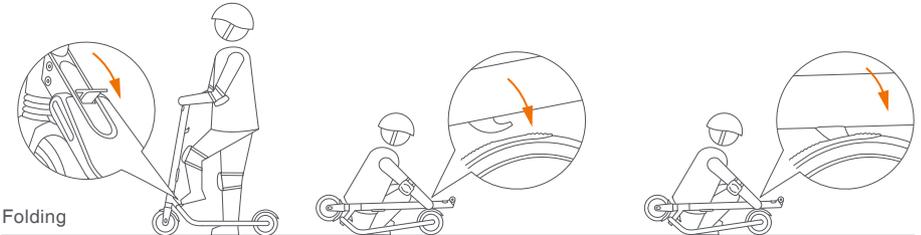
## 10 Folding and Carrying



**⚠ DO NOT** step on the folding pedal while riding.



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

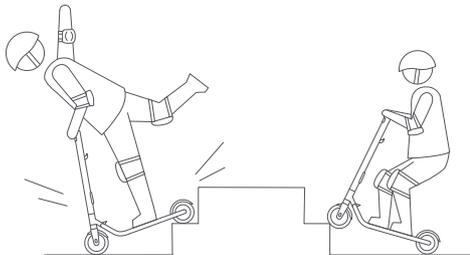


Folding

Step on the folding pedal while pushing the handlebar forward slightly. Then fold the handlebar down until it locks into the rear fender.



**⚠ DO NOT** take your hands off the handlebar while riding. Do not ride with one hand only.



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



Carrying

When your KickScooter is folded up, simply lift it by the stem to carry.

**⚠ WARNING**  
Always keep both hands on the handlebar or you risk serious injury due to loss of balance and falls.

## 11 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. Scratches on plastic parts can be polished with fine grit abrasive paper.

### NOTE

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

### ⚠ WARNING

Make sure the KickScooter 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 KickScooter in a cool, dry place. Do not store it outdoors for extended periods of time. 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 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 in Standby Mode. A low-power battery should retain charge for 30-60 days in Standby Mode. 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-discharge or under-discharge 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.

## 12 Specifications

	Item	ES1	ES2	ES4
Dimensions	Unfold: Length x Width x Height	40x17x45 in (102x43x113 cm)		
	Fold: Length x Width x Height	45x17x16 in (113x43x40 cm)		
Weight	Net	24.9 lbs (11.3 kg)	27.6 lbs (12.5 kg)	30.9 lbs (14.0 kg)
	Payload	55–220 lbs (25–100 kg)		
Rider	Recommended Age	14+ years		
	Required Height	3' 11"–6' 6" (120–200 cm)		
Machine Parameters	Max. Speed	12.4 mph (20 km/h)	15.5 mph (25 km/h)	18.6 mph (30 km/h)
	Typical Range <sup>[1]</sup>	15.5 miles (25 km)	15.5 miles (25 km)	28.0 miles (45 km)
	Max. Slope	10%	10%	15%
	Traversable Terrain	asphalt/flat pavement; obstacles < 0.4 in (1 cm); gaps < 1.2 in (3 cm)		
	Operating Temperature	14–104°F (-10–40°C)		
	Storage Temperature	-4–122°F (-20–50°C)		
	IP Rating	IP54		
Battery	Nominal Voltage	36 VDC		
	Max. Charging Voltage	42 VDC		
	Charging Temperature	32–104°F (0-40°C)		
	Nominal Capacity	187 Wh	187 Wh	374 Wh
	Battery Management System	Over-heating, short circuit, over-current and over-charge protection		
	Number Of Batteries <sup>[2]</sup>	1	1	2
Motor	Nominal Power	250 W	300 W	300 W
	Max. Power	500 W	700 W	800 W
Charger	Output Power	71 W		
	Input Voltage	100-240 VAC		
	Output Voltage	42 VDC		
	Output Current	1.7 A		
	Duration of Charging	3.5 h	3.5 h	7 h
		7 h		
Features	Shock Absorber	front	front & rear	
	Brake Light	reflector	LED rear light	
	Atmosphere Light	N/A	Customizable colour	
	Riding Modes	Speed limit mode, Standard mode and Sport mode		

[1] Typical Range: tested while riding under full power, 165 lbs (75 kg) load, 77°F (25°C), 60% of max. speed on average on pavement.

[2] All KickScooter models could install the second battery. Some of the parameters would change in this case.

## 13 Certifications

This product has been tested to and passed ANSI/CAN/UL-2272.

The battery complies with UN/DOT 38.3.

The second battery pack complies with ANSI/UL 2271 and UN/DOT 38.3.

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.

### 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)

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.

For model: ES1/ES2/ES4  
FCC ID: 2ALS8-NT9527  
IC: 22636-NT9527

## Device

### ! Warning !

Whenever you ride a Walksmart device, you risk serious injury from loss of control, loss of braking power, collisions and falls. This can even lead up to death. Do not ride on inclines or at speeds where you would not be safely in control of an unpowered skateboard.

Avoid Water. Do not ride on wet or icy pavement. Any amount of water has the potential to damage the board's electronics. Riding on wet or icy pavement is extremely dangerous due to the potential for losing traction and control. Always ride in clear conditions and in good weather.

Your device can lose power and brakes at any moment, due to many factors, included dead battery or damaged components. Only ride at speeds and on hills where you'd be comfortable without power and brakes. Hills and high speed can be very dangerous: always be careful, even if you are an experienced rider. Always be aware of your surroundings when riding. Cars and other vehicles can kill you. Always check the integrity of your device before riding. Do not use it if damaged in any form.

## Battery

### ! Warning !

Do not open or tamper with electronics housing which also voids the warranty. There is a serious risk of explosion if the battery is replaced incorrectly.

Failure to follow these safety instructions could result in fire, electric shock or other injury, damage of the product or other property.

Do not attempt to disassemble the product without consulting Walksmart's service department. Should your unit need service, contact Walksmart Support at [contact@walksmart.com.au](mailto:contact@walksmart.com.au).

Changes or modifications made to this product not expressly approved by Walksmart may void the user's warranty.

- Do not shock the battery by dropping it or throwing it.
- Always keep the battery out of reach of infants or small children.
- Never expose this product or the battery to any liquids or fire.
- Never throw the battery into a fire, as that could cause the battery to explode.
- Never short-circuit the battery by bringing the connector terminals in contact with another metal object. This could cause personal injury or fire and could also damage the battery.

Do not charge or use the unit in a car or similar place where the inside temperature may be over 40°C/104°F or under 0°C/32°F. Always check that the battery has not been damage before charging.

## Charger

### ! Warning !

Always examine the charger before using it. Do not use the charger if damaged. Never exceed 6 hours of charging for a vehicle or 2 hours for a controller.

Only use the dedicated charger provided for this unit. For indoor charging only. Do not expose the charger to liquid, moisture or extreme humidity.

Always charge and store your device, controller and charger indoors and in a cool dry place.

Unplug the charger when not in use. Stop charging the device if the batteries become abnormally hot, show signs of odor, discoloration, deformation, or if abnormal conditions are detected during use, charge or storage.

## Disposal

Your device should not be placed in municipal waste. Check local regulations for proper disposal of electronic products.

Batteries contain toxic substances: never dispose of them with other ordinary solid wastes. Please recycle where facilities exist and check with your local authority for recycling advice.

Respect the environment.

## Safety

Always wear an helmet. Other protective equipment is highly recommended.

It's highly recommended to learn how to ride any electric vehicle under supervision and in a safe and enviroment.

It's compulsory that kids under the age of 16 ride under a parental supervision.

It's not recommended to ride the device in skate parks or skate bowls.

Do not ride under the influence of alcohol or drugs.

Walksmart waives all the liability relating to your use of Walksmart products and condemn the irresponsible use of its products.

## Warranty

All Walksmart Devices are subjected to a 12 months warranty, with exception of the batteries whose warranty is of 6 months.

The device is not under the warranty service if:

- The warranty period has expired.
- Neglect, Abuse, Liquid ingress or Accidents caused by irresponsible use of the customer.
- Damage caused by force majeure.
- The customer made changes or modifications to the product.

For more informations regarding warranty and servicing please visit our website [walksmart.com.au/servicing.php](http://walksmart.com.au/servicing.php)