



# User Manual

Go to [www.segway.com](http://www.segway.com) to watch the safety video.

Rendez-vous sur [www.segway.com](http://www.segway.com) pour télécharger le manuel d'utilisation.

Vaya a [www.segway.com](http://www.segway.com) para descargar el manual del usuario.

Visite [www.segway.com](http://www.segway.com) para baixar o manual do usuário.

The manufacturer reserves the right to make changes to the One S1, release firmware updates, and update this manual at any time. Visit [www.segway.com](http://www.segway.com) to download the latest user materials and watch the safety video. You must install the Ninebot by Segway App to follow the New Rider Tutorial, activate your One S1, and obtain the latest updates and safety instructions.

NOTE

You must download the Ninebot app on your mobile device. The app will lead you through the New Rider Tutorial. For your safety, the One S1 will limit the max speed to 2.5 mph (4 km/h) before activation. After activation and before completing the New Rider Tutorial, the max speed will be limited to 4.3 mph (7 km/h). For the first 0.6 miles (1 km) after completing the New Rider Tutorial, the max speed will be limited to 7.5 mph (12 km/h), after which you can disable the speed limiter via the app and reach a maximum speed of 12.4 mph (20 km/h).

# Safety Messaging

Segway takes all aspects of safety very seriously. Our publications and documentation provide clear, consistent safety messaging designed to offer instructions and procedural information that help avoid physical injury or damage to your One S1.

Of course, it is impossible to predict and warn against every possible harm or hazard that exists. Thus, users must also use their own intuition and common sense to help avoid physical injury or damage to your One S1.

Segway uses the following safety messaging conventions:

▲ WARNING	Warns you about actions that could result in death or serious injury.
▲ CAUTION	Warns you about actions that could result in minor or moderate injury.
NOTE	Indicates information considered important, but not related to personal injury.

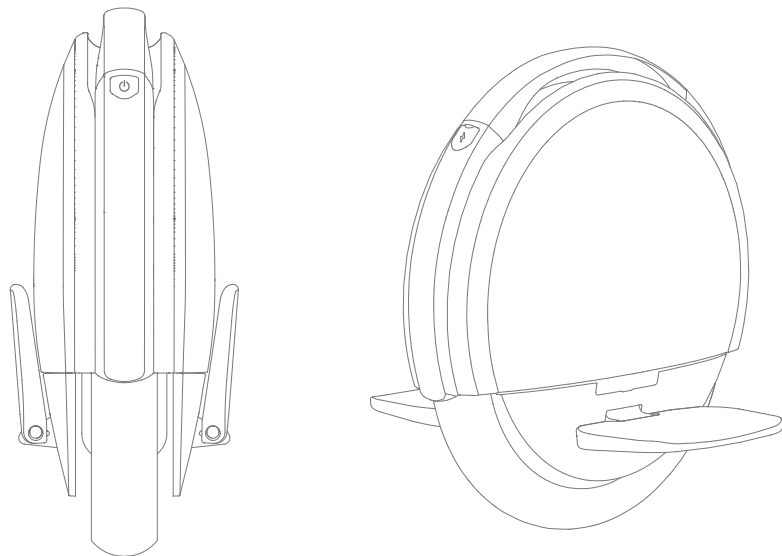
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# Welcome!

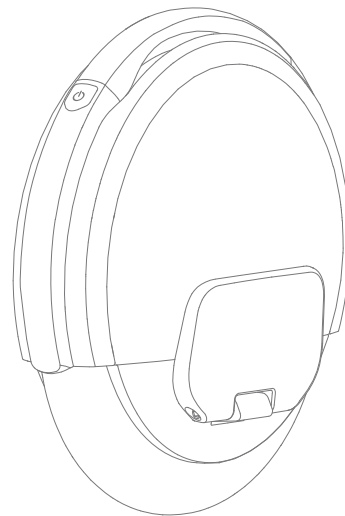
Thank you for choosing the Ninebot One® S1 by Segway (hereinafter referred to as One S1). Your One S1 is a portable smart electric self-balancing vehicle and leisure device.

Enjoy your ride!



## 1 Packing List

### Vehicle body

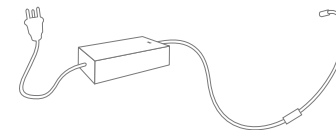


### User Materials

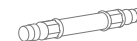


### Accessories

#### Charger, Power Cord



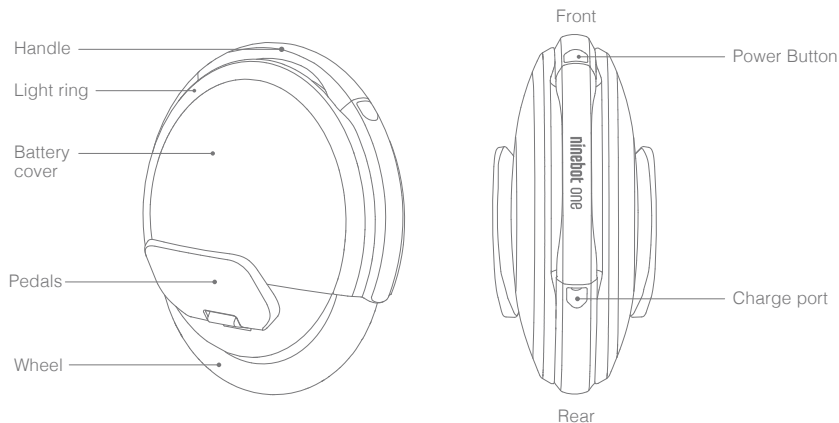
#### Valve Stem Extension



When unpacking your One S1, please verify that the above items are included in the package. If you are missing any components, please contact your dealer/distributor or email [technicalsupport@segway.com](mailto:technicalsupport@segway.com).

Please retain the box and packaging materials in case you need to ship your One S1 in the future.

## 2 Diagram



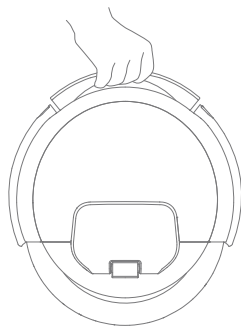
## 3 Carry Mode

Carry Mode prevents the wheel from spinning when you lift your One S1 by the handle while it is powered on. With Carry Mode you can step off your One S1, carry it across or around obstacles, then put it down and continue riding — all without having to turn off your One S1.

You can enable/disable Carry Mode in the app.

### ▲WARNING

Do not lift your One S1 by the handle when the vehicle is powered on when Carry Mode has been disabled. Doing so will cause the wheel to spin, and may result in personal injury or damage to your One S1.



## 4 Charging

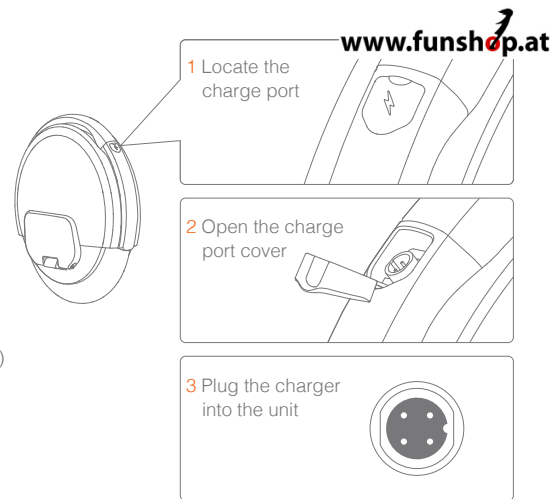
Turn off your One S1 before charging.

### ▲WARNING

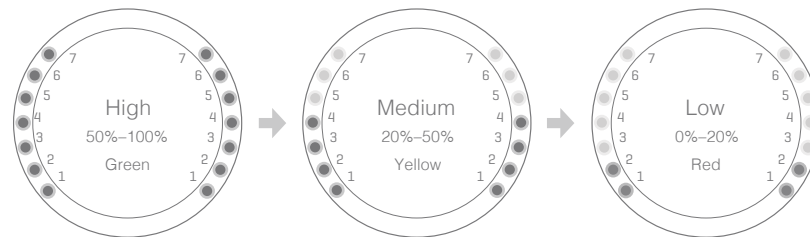
Do not connect the charger if the charge port or charge cable is wet.

When charging, press the power button to enable a visual display of the charge level.

Your One S1 is fully charged when the LED on the charger changes from red (charging) to green (trickle charge).



## 5 Battery Charge Level



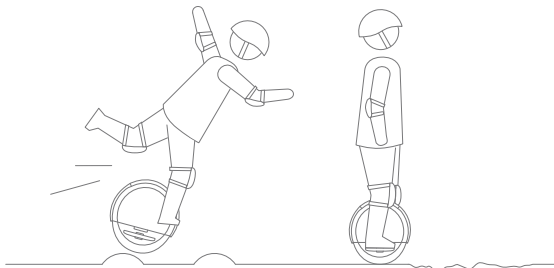
The battery charge level display appears when the One S1 is kept stationary.

Each pair of lights represents 14% of battery life. When the battery is nearly empty the lights blink red. Use the app to read the remaining power and estimated remaining range.

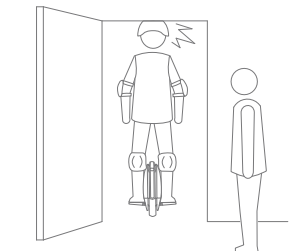
As the power level decreases, your One S1 gradually reduces the maximum speed limit.

## 6 Warning

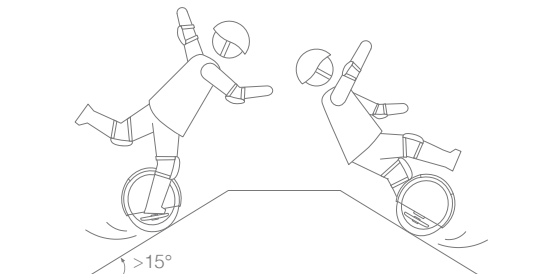
You must read and understand the Warnings and Rider Safety instructions in this manual before attempting to ride your One S1.



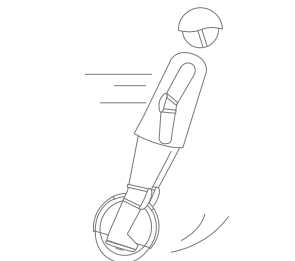
- ⚠ When traversing small bumps or uneven terrain, maintain a moderate speed — 2–6 mph (3–10 km/h) — and keep your knees bent. Do not go too slow or too fast; otherwise you may lose control and fall.



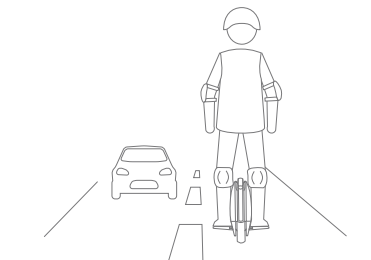
- ⚠ Watch your head when passing through doorways.



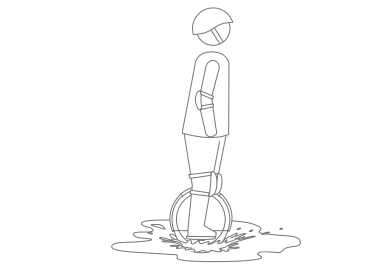
- ⚠ Avoid slopes steeper than 15° or you may lose traction.



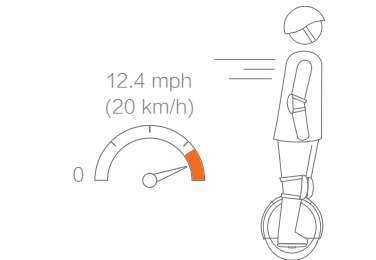
- ⚠ Do not accelerate or decelerate abruptly.



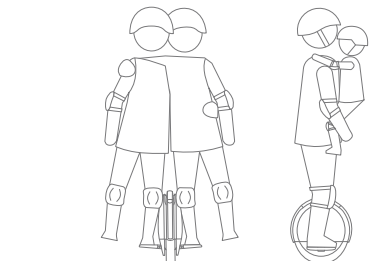
- ⚠ Do not ride on public roads, motorways, highways, or streets.



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

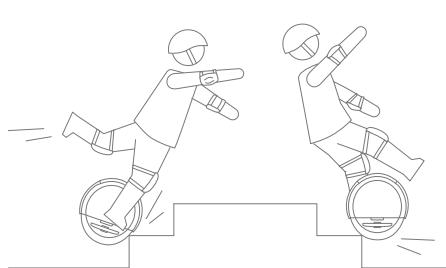


- ⚠ Do not accelerate when the One S1 tilts back or sounds an alarm. Do not attempt to override the speed limiter.

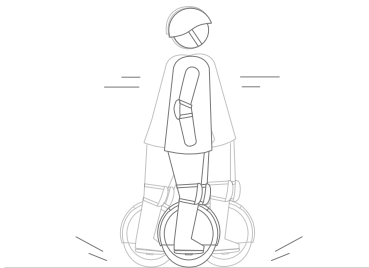



- ⚠ The One S1 is for one rider only. Do not ride double or carry any passengers. Do not carry a child. Expectant mothers should not ride the One S1.

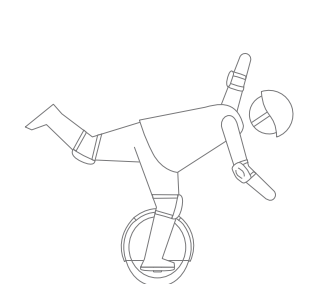
## Warning (cont'd)




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




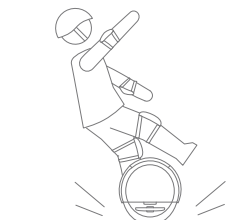
 Do not rock back and forth or shift your weight abruptly.




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



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



 Do not ride on limited traction surfaces.

## 7 First Use



Android



iOS

For your safety, your new One S1 is not activated at time of purchase, and the speed and sensitivity are set at low levels. You must install the app and follow the instructions to activate the vehicle before use.

Use your mobile device (Android or iOS) to install the Ninebot App, read the Safety Instructions, and follow the New Rider Tutorial before your first ride. Go to the Apple App Store (iOS) or the Google Play Store (Android) and search for "Ninebot" to download and install the app.

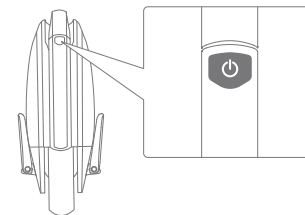
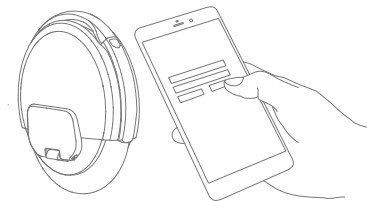
← Scan to download the app (iOS 8.0 or above, Android 4.3 or above).

1 Install the app and register/login.

2 Hold the vehicle upright and power it on. Turn it off and on again to familiarize yourself with the controls.

3 Click "Search Device" to connect to your One S1. The vehicle will beep to indicate a successful connection.

4 Follow the instructions in the app.



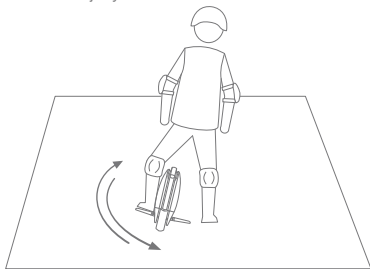
## 8 Learning to Ride

### ▲WARNING

Rider and payload must weigh less than 220 lbs (100 kg) and must be 4'0"–6'6" (120–200 cm) tall.



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

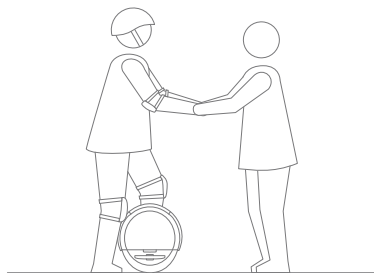


- 1 Get used to the way the One S1 operates: step on one pedal, then swing your leg back and forth to feel the controls.

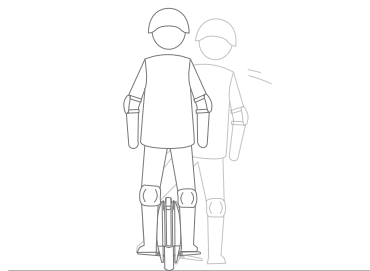
After activation, the app will lead you through the New Rider Tutorial. Please follow the instructions in the app and in this manual.

For your safety, the One S1 will limit the max speed to 2.5 mph (4 km/h) before activation. After activation and before completing the New Rider Tutorial, the max speed will be limited to 4.3 mph (7 km/h). For the first 0.6 miles (1 km) after completing the New Rider Tutorial, the max speed will be limited to 7.5 mph (12 km/h), after which you can disable the speed limiter via the app and reach a maximum speed of 12.4 mph (20 km/h).

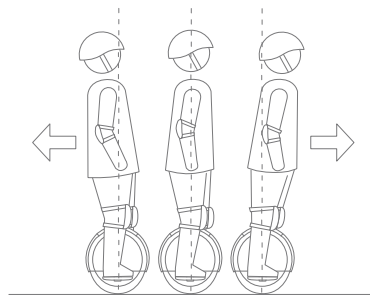
Learning to ride proficiently can take many hours. Practice each step for 15 minutes each day until you are comfortable with that maneuver. Then move on to the next step and repeat the process.



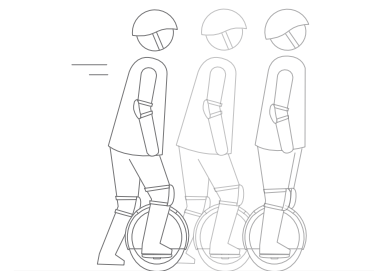
- 2 With assistance from a friend, put one foot on a pedal and gradually shift your body weight onto the One S1.



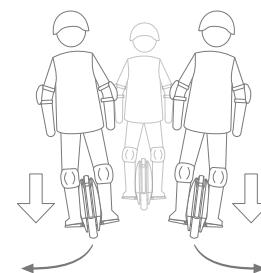
- 3 With assistance from a friend, place one foot on a pedal, raise the other off the ground for 1-2 seconds, and glide forward.



- 5 Place both feet on the pedals and practice traveling forward and backward by controlling your body's center of gravity.



- 4 Place one foot on a pedal, push off with your other foot, and glide forward.



- 6 Turn by pressing harder on one pedal than the other, and by shifting your weight slightly.

## 9 Rider Safety

- The One S1 is an entertainment product, which is different from motor vehicles driven on the road. Before mastering riding skills, you need to practice. Neither 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.
- 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 One S1 you risk injury or death 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 smooth surfaces could lead to wheel slip, loss of balance, 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.
- 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.
- In places without laws and regulations governing self-balancing electric vehicles, 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.
- Do not allow anyone to ride the One S1 on his/her own unless they have carefully read this manual, watched the safety video, and followed the New Rider Tutorial on the Ninebot by Segway App. The safety of new riders is your responsibility. Spot new riders until they are comfortable riding the One S1. Make sure each new rider wears a helmet and other protective gear.
- Before each ride check for loose fasteners, damaged components, and low tire pressure. If the One S1 makes abnormal sounds or signals an alarm, immediately stop riding. Contact your dealer/distributor for service.
- 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.
- Be alert! Scan both far ahead and in front of your One S1 — 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).
- Do not attempt your first ride in any area where you might encounter children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards.
- Use caution when riding in new environments.

- 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. Always follow these safety instructions:
  - A) The following people should not ride Ninebot One S1:
    - i. Anyone under 16 years old or above 50 years old. Riders between 16-18 years old should ride under adult supervision.
    - ii. Anyone under the influence of alcohol or drugs.
    - iii. Anyone who suffers from disease that puts them at risk if they engage in strenuous physical activity.
    - iv. Anyone who has problems with balance or with motor skills that would interfere with their ability to maintain balance.
  - 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 clearly see what is in front of you and you must be clearly 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.
  - E) Do not accelerate or decelerate suddenly. Do not accelerate when the One S1 tilts back or sounds an alarm. Do not attempt to override the speed limiter.
  - F) While the Ninebot App is useful, do not allow the App to distract you while you are riding. Always pay attention to your surroundings.
- Never restart and ride your One S1 after it has indicated an empty battery condition or powered off due to low battery. Your One S1 may not have enough power to keep you balanced, especially if you demand a lot of power at once. If you restart and continue riding, you risk falling. Also, you risk damaging your batteries, resulting in reduced battery life and capacity.
- Do not insert the power cord if the charge port is wet.
- Use a surge protector when charging to help protect your One S1 from damage due to power surges and voltage spikes. Only use your Ninebot by Segway supplied charger. Do not use a charger from any other product.
- Always shut down your One S1 and unplug the AC Power Cord before performing any maintenance.
- Use only Ninebot by Segway approved parts and accessories. Do not modify your One S1. Modifications to your One S1 could interfere with the operation of the One S1, could result in serious injury and/or damage, and could void the Limited Warranty.



## 10 Additional Features

### Lock Mode

Press the lock icon in the Ninebot App to enable Lock Mode when your One S1 is powered ON. If anyone tries to move your One S1 an alarm will sound.

### Speed Limit Mode

Use the Ninebot App to enable Speed Limit Mode. When enabled, the maximum speed is set to a user-configurable level. The default speed limit is 4.3 mph (7 km/h).

### Light Pattern

You can use the Ninebot App to change the pattern and colors of the lights on the sides of your One S1.

## 11 Maintenance

### Cleaning

#### ▲ WARNING

Make sure the One S1 is powered OFF, the charge cable is unplugged, and the silicone cap on the charge port is tightly sealed before cleaning; otherwise you may expose yourself to electric shock or damage the electronic components. Do not wash your One S1 with a power washer or high pressure hose.

Wipe your One S1 clean with a soft, wet cloth. For stubborn stains, use a toothbrush and toothpaste. Scratches on plastic parts can be polished with extra fine grit abrasive paper.

#### NOTE

Do not wash your One S1 with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your One S1.

### Storing

Store the vehicle in a cool, dry place. Do not store it outdoors for extended periods of time. Exposure to excessive sunlight or temperature extremes (both hot and cold) may affect the vehicle's appearance, battery life, and tires.

### Tire Pressure

Inflate tire to 35 psi.

### Battery Maintenance

#### ▲ WARNING

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

Do not allow the battery to get colder than -4°F (-20°C) or hotter than 122°F (50°C), e.g. in a car. Do not expose the battery to fire. Do not discard or destroy the battery. For more information, refer to the label on the battery itself. Refer to your local laws and regulations regarding battery recycling and/or disposal.

To extend the battery's life, charge it frequently and avoid draining the battery completely. At 77°F (25°C) the battery range and performance is at its best; whereas at temperatures below 32°F (0°C) range and performance are decreased. Typically, at -4°F (-20°C) range can be half that of the same battery at room temperature. Battery range will recover when temperature rises. More details are available in the app.

#### NOTE

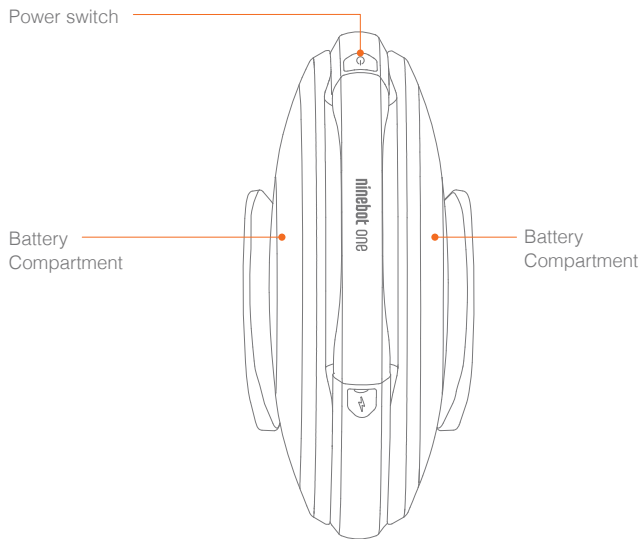
A fully-charged Ninebot One S1 can be stored for about 120 to 180 days before requiring charging. Completely draining the battery may cause permanent damage to the battery. Electronics inside the battery record the charge-discharge condition of the battery; damage caused by over-discharge or under-discharge will not be covered by the Limited Warranty.

## 12 Removing the Battery

### ▲WARNING

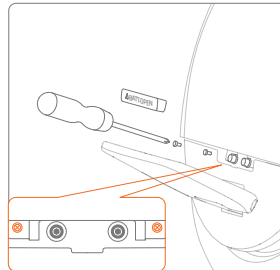
Removing a battery can be dangerous. You risk personal injury from electric shock. If you are not comfortable removing the battery yourself, please contact your dealer/distributor or email Segway at [technicalsupport@segway.com](mailto:technicalsupport@segway.com).

The standard Ninebot One S1 (with a capacity of 310 Wh) has two batteries, one on either side. Removing one battery reduces the power, range, and weight of the Ninebot One S1. For your safety, the speed is limited when only one battery is installed. Please ride carefully.



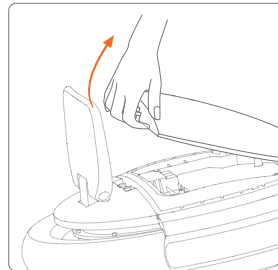
Install in the reverse order of removal.

### ① Remove the rubber plug



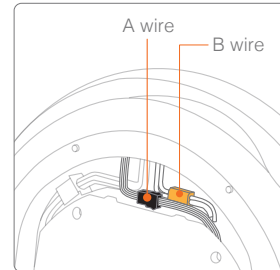
Power off the vehicle and disconnect the charger. Then remove the rubber plug on the side of the vehicle.

### ② Open the battery cover



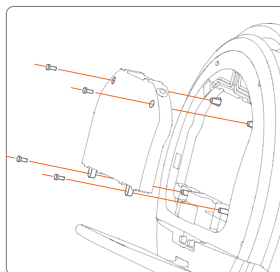
Use a Phillips-head screwdriver to remove the two screws. Then, with a firm tug, use your hand to lift and remove the battery cover.

### ③ Disconnect the wires



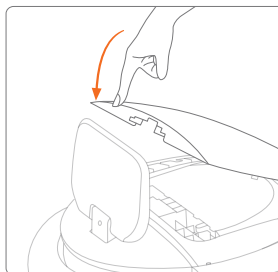
Unplug the black wire (A) first, then unplug the yellow wire (B). Pull the connector firmly. Do not pull on the wire itself or you may damage it.

### ④ Remove the screws



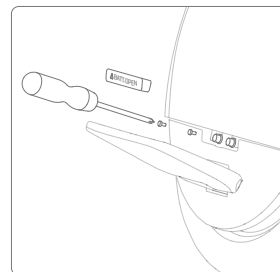
Use a Phillips-head screwdriver to remove the four battery screws as shown.

### ⑤ Install the battery cover



Press down firmly on the edges of the battery cover to snap it in place. Start at the top and work to the bottom. Be careful not to pinch any wires.

### ⑥ Install screws and plug



Use a Phillips-head screwdriver to install the battery cover screws, then press the rubber plug into place.

## 13 Specifications

	Item	One S1 Parameters
Dimensions	Vehicle Size	17.6 x 16.6 x 7.2 in (448 x 419 x 189 mm)
	Max. Payload	220 lbs (100 kg)
Weight	Net Weight	25 lbs (11.4 kg)
	Age	16–50 years
Rider Requirements	Height	4'0"–6'6" (120–200 cm)
	Max. Speed	12.5 mph (20 km/h)
Machine Parameters	Typical Range <sup>1</sup>	~15 miles (~24 km)
	Max. Slope	~15°
	Beginner Mode	Beginner mode is automatically deactivated after 0.6 miles (1 km) of riding. Enable beginner mode at any time via the App.
	Traversable Terrain	Pavement, packed dirt, slopes < 15°, obstacles < 1.2 inches (3 cm), gaps < 1.2 inches (3 cm).
	Operating Temperature	14–104°F (-10–40°C)
	Storage Temperature	-4–122°F (-20–50°C)
	IP Rating	IPX4
	Nominal Voltage	54.3 VDC
	Max. Charging Voltage	59.5 VDC
Battery	Charging Temperature	32–104°F (0–40°C)
	Nominal Capacity	155x2 Wh
	Battery Management System	Over-voltage, under-voltage, short circuit, and over-heating protection. Auto-sleep and auto-wake.
Motor	Nominal Power	500 W
	Max. Power	1000 W
Display	Lighting	Ring type display panel on both sides, with 14x2 independent RGB LEDs, battery level display, and customized light patterns.

<sup>1</sup> Typical Range: tested while riding under full power, with 154 lbs (70 kg) load, at 77°F (25°C), and an average speed of 9.3 mph (15 km/h) on level pavement. Range varies with payload, environment, temperature, road conditions, and other variables.

Charger	Model Number	HT-A10-120W-59.5V
	Manufacturer	Chingmi (Beijing) Technology Co., Ltd.
	Supplier	Chingmi (Beijing) Technology Co., Ltd.
	Nominal Power	120 W
	Input Voltage	100–240 VAC @ 50–60 Hz
	Output Voltage	59.5 VDC
	Output Current	2 A
	Charging Temperature	32–104°F (0–40°C)
	Charge Time	4 hours
	Compliance	FCC / UL

## 14 Trademark and Legal Statement

Ninebot™ and the shape icon are trademarks of Ninebot Inc.; Segway® is the registered trademark of Segway Inc.; Ninebot by Segway™ is a trademark of Segway Inc.; iPhone and iOS, that of Apple Inc.; Android, that of Google Inc. The respective owners reserve the rights of their trademarks referred to in this manual.

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The One S1 is covered by U.S. and foreign patents. For patent information go to <http://www.segway.com>. Ninebot (Tianjin) Technology Co. Ltd. manufactures and sells the One S1 under a license from DEKA Products Limited Partnership.

We have attempted to include descriptions and instructions for all the functions of the One S1 at the time of printing. However, your One S1 may differ slightly from the one shown in this document. Please note that there are multiple Ninebot by Segway 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 One S1 product and documentation without prior notice.

Visit the Apple App Store (iOS) or the Google Play Store (Android) to download and install the Ninebot App.

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## 15 Certifications

### One S1

- UL 2272
- FCC part 15 subparts B and C

### Batteries

- UL 2271
- 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)

Ninebot is not responsible for any changes or modifications not expressly approved by Ninebot. Such modifications could void the user's authority to operate the equipment.

FCC ID: 2AF2B-NBS1  
IC: 20915-NBS1  
Model Number: S1

## 16 Contact

Contact us if you experience issues relating to riding, maintenance and safety, or errors/faults with your One S1.

### Segway Inc.

14 Technology Drive, Bedford, NH 03110

Tel: 1-603-222-6000

Fax: 1-603-222-6001

Toll Free: 1-866-473-4929

E-mail Sales: customeroperation@segway.com

E-mail Service: technicalsupport@segway.com

Website: www.segway.com

Have your One S1's serial number on hand when contacting Segway.

You can find your serial number on the label underneath the pedal or in the App under More Settings -> Basic Information.

Affix barcode here.