

USER MANUAL

Go to www.segway.com to watch the safety video.

Rendez-vous sur www.segway.com pour télécharger le manuel d'utilisation. Vaya a www.segway.com para descargar el manual del usuario. Visite www.segway.com para baixar o manual do usuário.

The manufacturer reserves the right to make changes to the Segway Smart, release firmware updates, and update this manual at any time. Visit www.segway.com to download the latest user materials. You must install the Ninebot by Segway App to follow the New Rider Tutorial, activate your Segway Smart, and obtain the latest updates and safety instructions.

www.segway.com

SEGWAY°

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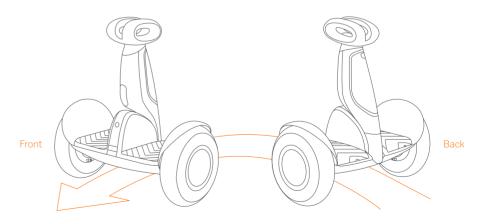
Thanks for choosing Segway Smart

Let's begin. Thanks for choosing the Segway Smart (hereinafter referred to as Smart). Your Smart is both a powerful electric balancing vehicle and also a personal recreation equipment.

Enjoy the many features of your Smart, powered by our innovative RF locating technology and the remote controller. Smart is easy and safe to control. Have fun with it!

You can also buy a gimbal camera to equip your Smart for stunning photos and videos.

Enjoy your ride!



Always step on/off from the back of the Smart. Otherwise you risk falls and/or collisions because the steering direction is reversed.

1 Riding Safety

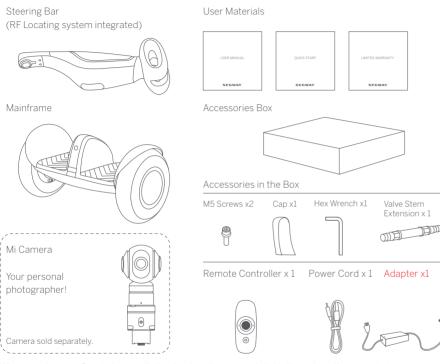
- The Smart is a recreational product, which is different from motor vehicles driven on the road. Before mastering riding skills, you need to practice. Neither Ninebot Inc. nor Segway Inc. is responsible for any injuries or damage caused by a rider's inexperience or failure to follow the instructions in this document.
- 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 Smart 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.
- 4. 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.
- 5. Do not allow anyone to ride the Smart 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 with the basic operation of the Smart. 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 Smart makes abnormal sounds or signals an alarm, immediately stop riding. Diagnose your Smart via the Ninebot by Segway App and call your dealer/distributor for service.
- 7. 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.
- 8. Do not attempt your first ride in any area where you might encounter children, pedestrians, pets, vehicles, bicycles, or other obstacles and potential hazards.
- 9. Be alert! Scan both far ahead and in front of your Smart 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. Always follow these safety instructions:
 - A. The following people should not ride the Smart:
 - The manufacturer recommends riders be between the ages of 14-60 years old. Riders between 14-18 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.
 - v. Anyone whose height or weight is outside the stated limits (see Specifications).
 - 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 Smart tilts back or sounds an alarm. Do not attempt to override the speed limiter.
- 11. Do not insert the power cord if the charge port is wet.
- 12. Use a surge protector when charging to help protect your Smart from damage due to power surges and voltage spikes.

 Only use the Segway supplied charger. Do not use a charger from any other product.
- 13. Use only Ninebot by Segway approved parts and accessories. Do not modify your Smart. Modifications to your Smart could interfere with the operation of the Smart, could result in serious injury and/or damage, and could void the Limited Warranty.
- 14. Do not sit on the steering bar, Doing so could result in serious injury and/or damage to your Smart.

2 Packing List



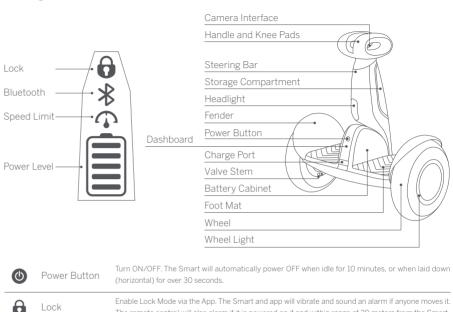
When unpacking your Smart, please verify that the above items are included in the package. If you are missing any components, please contact your dealer/distributor or email technical support@segway.com. After verifying that all components are present and in good condition, you can assemble your new Smart.

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

Always power off your Smart and unplug the charge cable before assembling, mounting accessories, or cleaning.

3 Diagram

Speed Limit



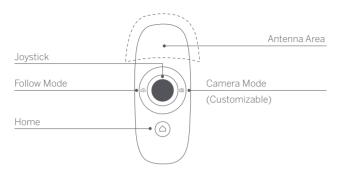
The remote control will also alarm if it is powered on if and within range of 20 meters from the Smart.

When the Ninebot by Segway App is connected to the Smart, this icon will glow steadily. When Bluetooth Bluetooth is enabled but not connected to a smart phone, this icon will blink.

> Enable and adjust Speed Limit Mode via the Ninebot by Segway App. When the icon is illuminated, Speed Limit Mode is on. This speed limit can be adjusted in the Ninebot by Segway App. As you approach the speed limit, the Smart tilts back. When you reach the speed limit, the Smart beeps.

Indicates the remaining battery life. Each block equates to around 20% power level. When the battery is nearly empty this icon blinks and the Smart beeps, indicating that you need to charge your Smart. Power Level Your Smart will gradually reduce the max speed limit when power level dropping dowWhen less than 10%, the speed will be limited to 6.2 mph (10 km/h). Use the Ninebot by Segway App to view the remaining power and estimated remaining range.

Remote Controller



- 1) Power switch. Short press the home button to power on the Remote controller. Long press to turn it off. The Remote controller will turn off when idle for two minute.
- 2) Home mode. Short Press the Home button tell your Smart to hold position.
- (Home
- 3) Battery indicator: a. Under normal working condition, when blue LED turns normally on, it indicates battery level above 20%; when red LED turns normally on, it indicates battery level below or equal to 20%; when red LED flashes, it indicates battery level below or equal to 10%; when battery level below or equal to 5%, it will automatically shut down. b. Under charging state, The Home button LED lights on red with breathing rhythm, and blue for full charge.



- Move the joystick to turn on Remote Control Mode. Use the Ninebot by Segway App to adjust the Maximum vehicle speed.
- Following
- Short press to Enable/disable Follow Mode. Use the Ninebot by Segway APP to adjust the following speed and distance (from vehicle to controller).

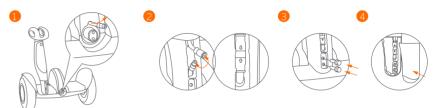
1) With Ninebot by Segway App, you can customize what this button does. By default

- 2) One second long press to control the pitch and yaw position of the attached gimbal camera.
- manufacturer s
 - manufacturer setting, it is to enable/disable Lock Mode.When a camera is detected, the short press is always taking photo. Press and hold for one second is always to start recording video, and then short press to stop recording. The button blinks blue while recording.

When using the Remote Control, do not shield the antenna area; do not cover the antenna area with any part of your body. Turn off the Remote Control and stow it in the storage compartment when not in use. Please note that the Remote Control cannot control the movement of your Smart when in Riding Mode.

4 Assembling Your Segway Smart

- 1. Slide the steering bar on to the mounting bracket. Route the cable through the hole.
- 2. Align the tab on one connector with the notch on the other. Connect the cables.
- 3. Install the fasteners. Tighten securely.
- 4. Power on the unit for self check to ensure the cables are connected properly. The Smart beeps if the cable is not installed correctly. Press the cap onto the steering bar until it snaps in place.



Ensure the cables are firmly connected.

5 First Ride

▲There are safety risks when learning to ride the Smart. You must read the Safety Instructions and follow the New Rider Tutorial in the Ninebot by Segway App before your first ride.

For your safety, your Smart is not activated at this time and will beep occasionally after Power ON.

Until activated, the Smart maintains a very low riding speed and steering sensitivity, and should not be ridden. Install the Ninebot by Segway App on your mobile device (with Bluetooth 4.0 or above), connect to the Smart with Bluetooth, and follow the App instructions to activate your Smart and follow the training procedures.

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

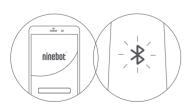
Ninebot by Segway App

1 Install App and register/login.

Power ON the Smart. The Bluetooth icon blinking indicates the Smart is waiting for a connection.



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



△When your Smart intermittently sounds an alarm, stop riding and check the App for details.

6 Charging



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







Open the rubber cap

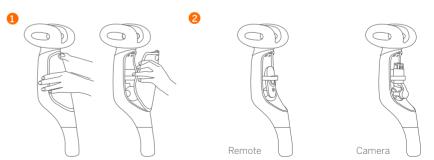
Insert the plug into the socket

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

7 Using the Storage Compartment

- 1. Opening and Closing: to open, first press the button, then pull off the cover; to close, insert the bottom of the cover first, then press closed until it clicks.
- 2. Using: stow the remote control or gimbal camera inside the storage compartment, as shown. Use the retaining strap to hold the item securely.

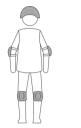


The storage compartment is water resistant but not waterproof, and it cannot prevent extensive rain or water from entering.

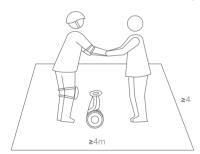
8 Learning to Ride

▲ WARNING

Rider must weigh 55–220 lbs (25–100 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.



Go to a large open area and ask a friend to assist
 Lightly place one foot on the foot mat, you on your first ride.

while keeping your other foot on the

△ WARNING

Always step on from the back of the Smart.

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 Ninebot by Segway App on your mobile device. The App will lead you through the New Rider Tutorial.

For your safety, the Smart 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 6.2 mph (10 km/h), after which you can disable the speed limiter via the App and reach a maximum speed of 10 mph (16 km/h).



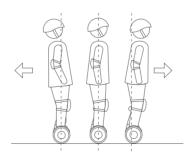
2 Lightly place one foot on the foot mat while keeping your other foot on the ground holding your weight. Do not press the steering bar with your leg.



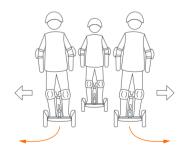
3 Slowly transfer your weight onto the Smart. The unit will beep, indicating it is now in Balance Mode. Slowly step on with your other foot.



4 Stand with your weight evenly distributed on both feet and relax, looking straight ahead.



5 Gently lean your body forward and backward to control your movement.

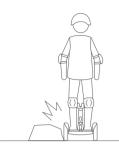


6 To turn, gently lean left or right against the steering bar.

9 Warning

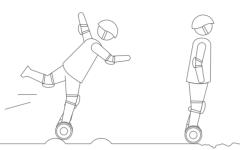


You must read and understand the Warnings and Safe Riding instructions in this manual before attempting to ride the Smart.





Avoid contacting obstacles with the tire/wheel.





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.

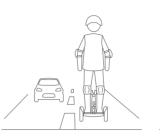


Avoid slopes steeper than 15° or you may lose traction.





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





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



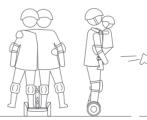


Do not accelerate when the Smart tilts back or sounds an alarm. Do not attempt to override the speed limiter.



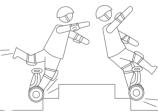
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Do not accelerate or decelerate abruptly. Do not lean more than 5° or accelerate/decelerate faster than 2.5 mph/s (4 km/h/s).





The Smart 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 rock back and forth or shift your weight abruptly.

▲ Warning (cont'd)

You must read and understand the Warnings and Safe Riding instructions in this manual before attempting to ride the Smart.





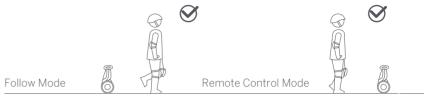


Maintain contact with the ground at all times. Do not jump or attempt stunts.



Do not ride on low traction surfaces (including, but not limited to, wet ground, loose sand, loose gravel, and ice).

10 Modes



When you don't want to ride, use Follow Mode to bring your Smart with you. Press the Follow button on the remote control to enable or disable Follow Mode.

You don't need to bend down awkwardly to steer your Smart around obstacles. Move the joystick on the remote control to drive your Smart around.



For your safety, motor power is cut off when the Smart is lifted off the ground in Balance Mode. When the Smart is put back down it will begin balancing again. Do not lift the Smart by the fenders or mainframe; you risk pinching or injuring your fingers/hands. Please lift via the steering bar as shown above.



When your Smart is powered on, but no rider is standing on it, it is in Power Assist Mode. Steer the Smart across smooth surfaces using the steering bar. Do not guide it up stairs, across potholes, over large cracked/uneven surfaces, or over other obstacles; guide your Smart around the obstacle or carry it over the obstacle as shown above.

11 Maintenance

Cleaning and Storing Your Smart

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 extra fine grit abrasive paper.

NOTE

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

↑WARNING

Make sure the Smart is powered OFF, the charging cable is unplugged, and the rubber cap on the charge port is tightly sealed before cleaning; otherwise you may expose yourself to electric shock or damage the electronic components. Store your Smart 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.

Tire Pressure

Inflate tires to 35-50 psi. Inflate both tires equally.

Battery Pack Maintenance

Do not store or charge the battery at temperatures outside the stated limits (see Specifications). Do not discard or destroy the battery. For more battery information, refer to the sticker on the battery itself, located on the bottom of the Smart. 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.

MARNING

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

↑WARNING

We strongly recommend against riding when the ambient temperature is below 23°F (-5°C) because low temperature will limit the maximum power/torque. Doing so could cause personal injury or property damage due to slips or falls.

12 Specifications

	Item	N4M350 Parameters
Dimensions	Unit	22×11×24 in (570×280×620 mm)
	Package	23×16×13 in (585×445×333 mm)
Weight	Payload	55-220 lbs (25-100 kg)
	Net	35 lbs (16 kg)
Rider	Recommended Age	14-60 years
	Required Height	4'3"-6'6" (130-200 cm)
Machine Parameters	Max. Speed	12.5 mph (20 km/h)
	Typical Range ¹	22 miles (35 km)
	Max. Slope	15°
	Traversable Terrain	Pavement, packed dirt, slopes < 15°, obstacles < 0.4 in (1 cm), gaps < 1.2 in (3 cm)
rarameters	Operating Temperature	14-104°F (-10-40°C)
	Storage Temperature	-4-122°F (-20-50°C)
	IP Rating	IP54
	Nominal Voltage	51 V ===
Battery	Max. Charging Voltage	58.8 V
	Charging Temperature	32-104°F (0-40°C)
	Nominal Capacity	329 Wh
Dattery	Continuous Discharge Power ²	1530 W
	Battery Management System	Over-voltage, under-voltage, short circuit, and over-heating protection. Auto-sleep and auto-wake.
	Nominal Power	400×2 W
Motors	Max. Power	800×2 W

^[1] Typical Range: tested while riding under full power, 154 lbs (70 kg) load, 77°F (25°C), 9.3 mph (15 km/h) average speed on pavement.

^[2] Continuous Discharge Power: tested while under full power at 77°F (25°C). The value changes with temperature and remaining battery capacity. For example, the continuous discharge power drops to "80% of the maximum value at 10% remaining battery capacity, and the continuous discharge power drops to "70% of the maximum value at 32°F (0°C).

	Model Number	HT-A10-120W-58.8V
	Manufacturer	Chingmi(Beijing)Technology Co.,Ltd.
	Supplier	Chingmi(Beijing)Technology Co.,Ltd.
	Nominal Power	120 W
Chargar	Input Voltage	100 240 V AC @ 50 60 Hz
Charger	Output Voltage	58.8 V ===
	Output Current	2 A
	Charging Temperature	32-104°F (0-40°C)
	Charge Time	4 hours
	Compliance	CE,RoHS, REACH,UL,KC,FCC,IC,CCC

13 Certifications

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.

For model: N4M350 FCC ID: 2ALS8-NSMART

IC: 22636-NSMART

For model: N4MZ68

FCC ID: 2ALS8-NBPLUS

IC: 22636-NBPLUS

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.

Ninebot is the owner or licensee of various patents relating to Ninebot personal transportation robots, with other patents pending. This manual is prepared by Ninebot who reserves all its copyrights. No institute or individual shall copy or disseminate this manual in whole or in part, or make use of the aforesaid patents without the consent of Ninebot in writing.

The Smart 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 Smart under a license from DEKA Products Limited Partnership.

We have attempted to include descriptions and instructions for all the functions of the Smart at the time of printing. However, your Smart may differ slightly from the one shown in this document. Visit the Apple App Store (iOS) or the Google Play Store (Android) to download and install the Ninebot by Segway App.

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 Smart product and documentation without prior notice.

All rights reserved. Copyright Segway 2017.

15 Contact

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

Segway Inc.

14 Technology Drive, Bedford, NH 03110

Tel: 1-603-222-6000 Fax: 1-603-222-6001

Toll Free: 1-866-473-4929

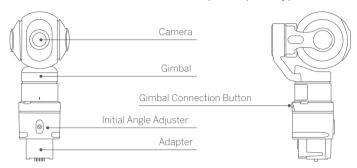
E-mail Sales: customeroperation@segway.com E-mail Service: technicalsupport@segway.com

Website: www.segway.com

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

You can find your serial number at the top of the steering bar between the knee pads or in the App under More Settings -> Basic Information.

Appendix 1: Instruction of Xiaomi Gimbal Camera (sold separately)



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Camera

Take pictures and record video; Large angle of View images; remote control; real-time preview and transmission with Ninebot by Segway App; high quality video at 1920*1080/60fps; Compatible to ???mini-SD card.



Gimbal

High accuracy three-axis stabilizer.



Adapter

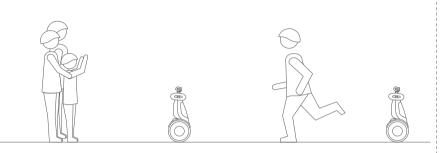
Mount the camera on your Smart and adjust the inital angle.

Together with the Xiaomi Camera, the Smart can take photos and videos. Use your Smart like a drone camera close to ground.

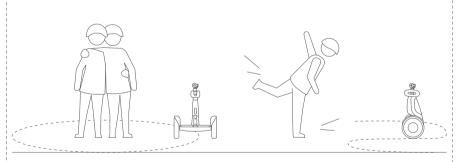
In the default mode, the user can use the remote control to drive your Smart, take photo and recording. You can also enable the camera to follow the remote control intelligently. You can also fix the camera to a specific direction while you Smart is moving around.

More fun to be explored, go get your personal photographer!

Appendix 2: Using Your Segway Smart + Camera



1. Remote control you Smart for real-time videos and photos, or let it work in the follow mode.



2. Path shooting: using the App's advanced functions, the user can manually set a path, or record a path by riding the Smart or using the remote control to drive the Smart. Then simply replay the path and record amazing video.

purchase page or get