

# User Manual

Due to technology upgrading and firmware updates, function of the real product may differ slightly from those described in the User Manual.

For latest product functions and safety instructions, please download the Segway-Ninebot app and refer to the electronic manuals in the app.

[www.ninebot.cn](http://www.ninebot.cn)

V1.0

**ninebot® one** 

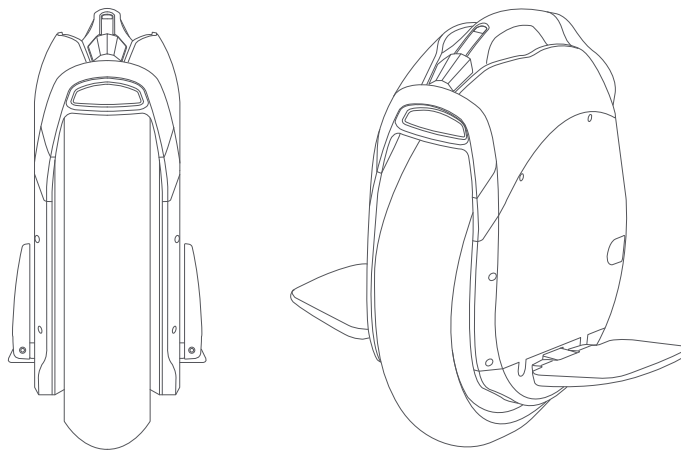
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## Welcome

Thank you for choosing the Ninebot One Z series! Ninebot One Z is a portable smart electric self-balancing vehicle and a leisure device as well.

Enjoy the fun of riding Ninebot One Z!



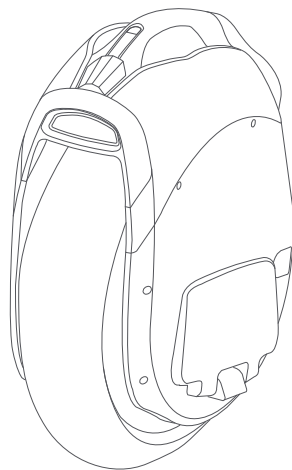
All figures in this manual are for reference only, and are subject to the actual product.

## 1 Safety Instructions

- Ninebot One Z series is a leisure device. In public areas (if the Ninebot One Z is permitted to enter and ride in public areas according to the laws and regulations of your region and country), it is considered a means of transport with the same risks that other type of transport have. Follow the instructions to protect yourself and others.
- You need to understand that, in public roads (if the Ninebot One Z is permitted to enter and ride in public areas according to the laws and regulations of your region and country), you are subject to risks caused by misconduct or improper operations of other vehicles or devices even if you fully comply with these instructions. Note that your braking distance increases the faster you're going and that you can pose a hazard to pedestrians and cyclists. Be careful that you don't slide and lose control on smooth surfaces. Be vigilant, ride at a sensible speed, and keep a safe distance from other vehicles. Be vigilant and ride slowly in unfamiliar areas.
- Respect pedestrians' right of way. Do not scare pedestrians, especially children. When you are behind someone, slow down and give a verbal warning if necessary before passing them. Pass pedestrians on the left side in countries where vehicles drive on the right. When someone is approaching from the opposite direction, keep to the right and slow down.
- Strictly follow the safety requirements specified in this user manual if the country where you are does not have any national standards or regulations on electric self-balancing vehicles. Ninebot Inc. will not assume any liability for accidents, injuries, deaths, disputes, conflict of interest, or property losses that arise from your violation of this user manual.
- Do not let anyone ride the vehicle if they haven't been trained to. To teach a friend how to use the Ninebot One Z, set the vehicle into teaching mode for beginners on the app. Instruct your friend to wear protective gear and explain the e riding guidelines. You can also watch or download the instructional video by scanning the QR code on the label of the pedal or on the tip card.
- Perform a basic check on the Ninebot One Z before each ride. Check for loose parts, punctures or tire wear, and abnormal noises or faults when steering. Stop or do not use the device if you find a fault. Use the app for troubleshooting. Contact the official customer service or your distributor for maintenance services.

## 2 Product and Accessories

Vehicle Body



User Manual



Tip Card



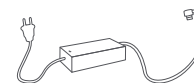
Fender



Trolley Handle



Quick Charger



Wrench



Screw x2

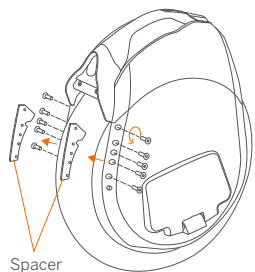


Extended nozzle

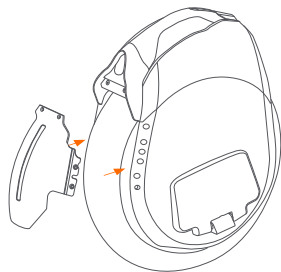


Please check whether the items in the box are complete and intact. If any item is missing or damaged, please visit the official website <http://www.ninebot.cn>

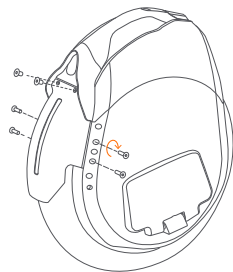
### 3 Assemble of Fender and Trolley Handle (according to personal preference)



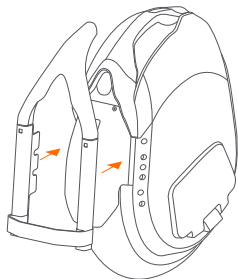
- 1 Remove ten screws as shown in the figures, then the spacers (two pieces) from the vehicle body.



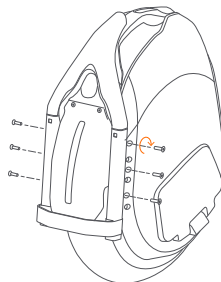
- 2 Push in the fender to correspond with the previous spacer position.



- 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.

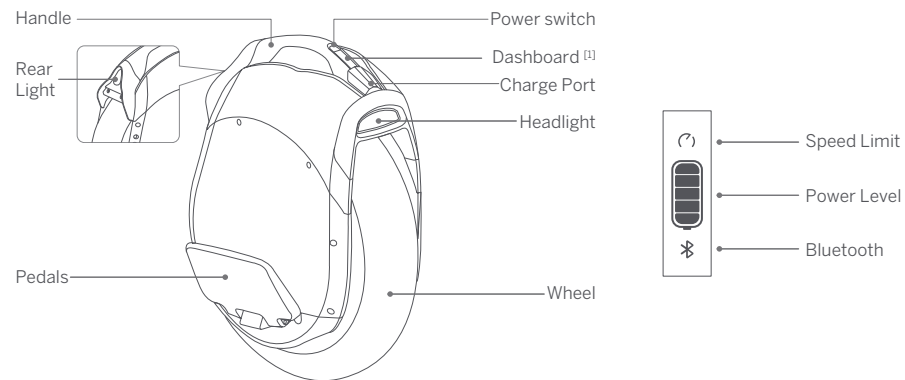


- 5 Tighten the appropriate screws as shown in the figure to complete the installation of the trolley handle

#### 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



**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 One Z.



**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 One Z gradually reduces the speed limit to ensure safety. Use the App to read the remaining power and estimated remaining range.



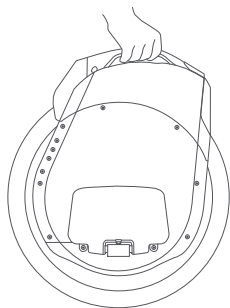
**Speed Limit**  
Speed Limit Mode can be used for the new rider to practice. Follow the instructions on the App to activate your Ninebot One Z; the speed limit of the vehicle will be gradually increased. When the Ninebot One Z is in the safety state, the Speed Limit Mode will be turned on automatically, 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 One Z 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.

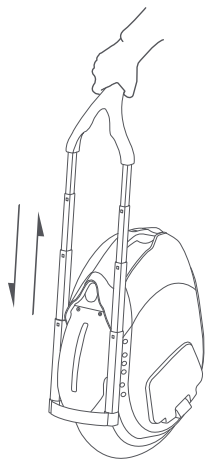


## Use of Trolley Handle:

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

### ▲ Note:

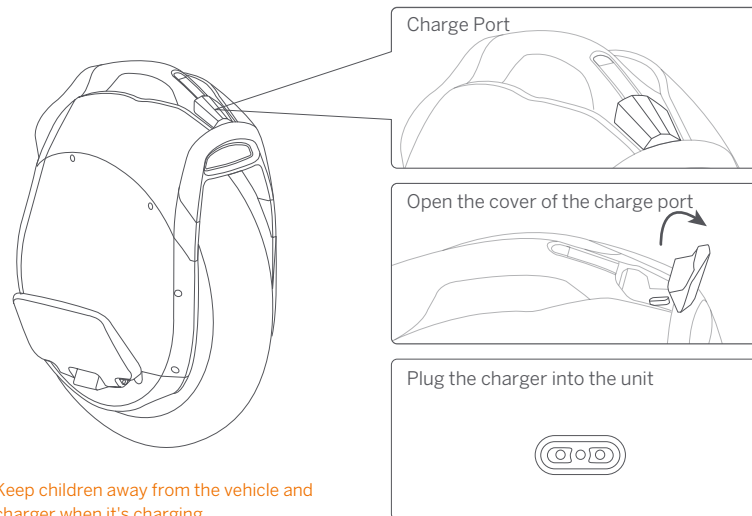
Do not lift the vehicle up directly by the trolley handle.  
Do not use the trolley handle while riding.



### ▲ Note:

Do not pick up the vehicle from the position other than the handle.

## 5 Connection of Charger



## 6 First Use

For your safety, your new Ninebot One Z is not activated, and will beep constantly after power on. In addition, its speed and sensitivity are set to low levels. You need to activate and unlock the vehicle by using the Segway-Ninebot App.

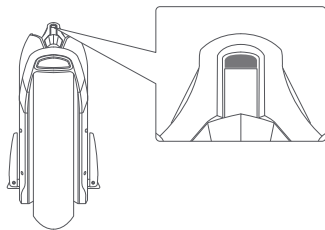
Use your Android (4.3 or above) or iOS (8.0 or above) smart phone to search for Ninebot in the Google Play Store or Apple App Store or scan the QR code below to download the App.

## Download and Install the App

Download and install the App, turn on the Bluetooth of your mobile phone and turn on the vehicle.

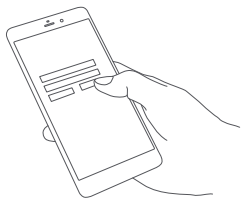


Segway-Ninebot App



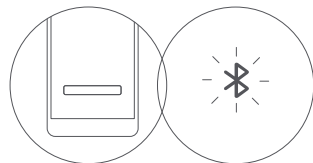
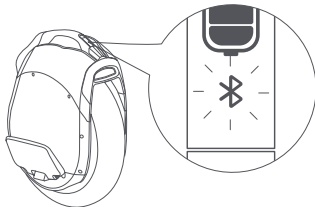
## Activate and unlock the vehicle

- 1 Install the App and register/login.



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

- 2 Power on the Ninebot One Z. A blinking Bluetooth icon indicates the Ninebot One Z is waiting for connection.



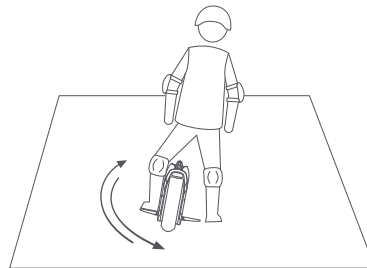
- 4 Follow the instructions in the App to activate the Ninebot One Z and learn how to ride safely. Now, you can start to use your Ninebot One Z, check its status with the App, and interact with other users. Have fun!

## 7 Learning to Ride



There are certain risks for new riders, who must learn to use and train to ride the Ninebot One Z.

Wear a helmet and other protective gear to prevent injury if you fall when you learn to ride the Ninebot One Z, as shown in the picture.



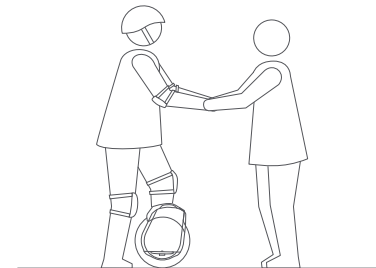
- 1 Put one foot on the pedal, and move the vehicle back and forward.

After the Ninebot One Z is activated, the app will prompt you to enter the New Rider Tutorial. **Please follow the instructional videos or directions below before riding the vehicle.**

For your safety, the Ninebot One Z is limited to maximum speed of 4km/h before activation. After activation and before completing the New Rider Tutorial, the max speed is limited to 7km/h. After completing the New Rider Tutorial, the Ninebot One Z can be ridden safely.

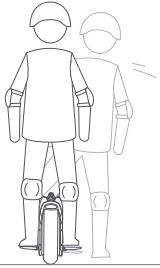
The Ninebot One Z has three levels of alarm, and you can modify the values of these three levels in the riding setting, where the factory default value of the third level alarm is 20km/h.

During riding, when you exceed the speed limit, vehicle will alert you with beeping alarm and the foot pedal will gradually tilt, which prompt you to slow down. When encountering this, you can shift body backward slightly to slow down. To avoid getting hurt, do not try to press pedal further.

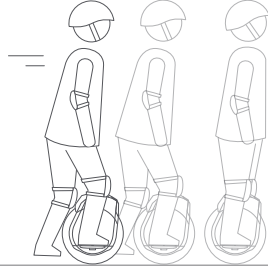


- 2 Place one foot on the pedal, keep your legs and body upright, and gradually move the center of your body weight up.

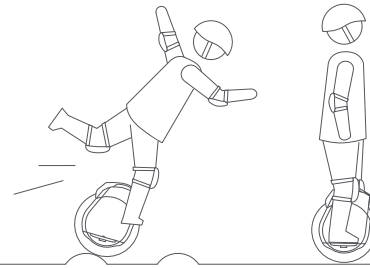
## 8 Warnings



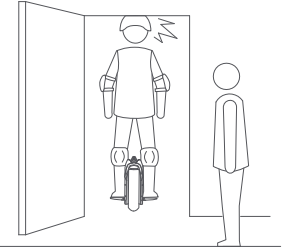
- 3 Place one foot on the pedal, raise the other off the ground for 1–2 seconds, and slide forward.



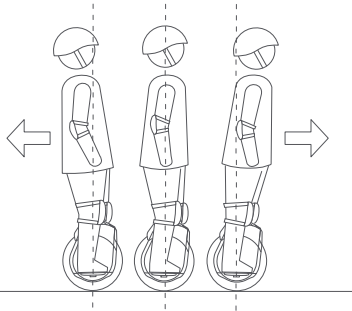
- 4 Place one foot on the pedal, push the other foot down on the ground, and slide forward.



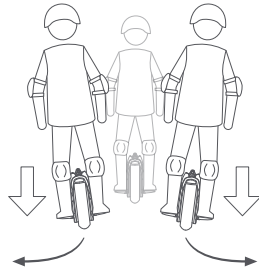
- ⚠ If you ride through a braking zone, curb, or on rugged surfaces, do not suddenly brake to a stop or speed up, because you may skid. Ride at a medium speed, between 3 and 10 km/h, and bend your knees slightly.



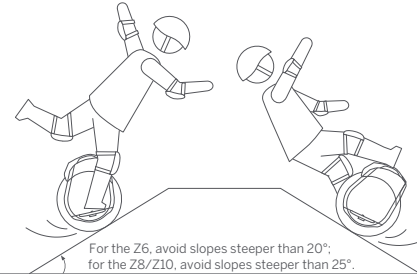
- ⚠ Watch out the door frame, ceilings and elevator exit etc.



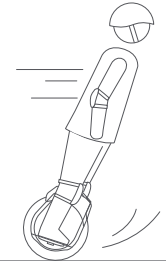
- 5 Place both feet on the pedals and direct the vehicle by adjusting your center of gravity.



- 6 Turn by shifting your weight onto the foot.



- ⚠ Do not ride the Ninebot One Z on slopes above the maximum degrees; otherwise you may fall due to insufficient power of the vehicles.

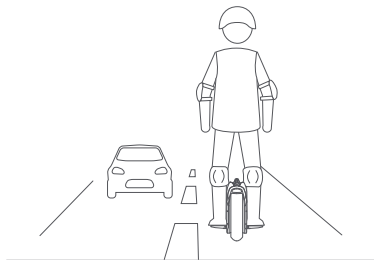


- ⚠ Do not rapidly accelerate or decelerate.

## 9 Dangerous



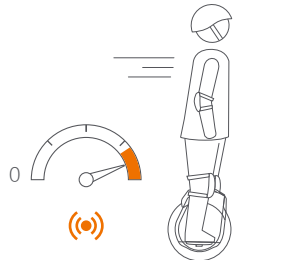
Speeding and sudden acceleration are strictly prohibited. This kind of behavior is very dangerous. Most accidental and unbalanced falls are caused by speeding or sudden acceleration. Please immediately decelerate when the vehicle tilts back or sounds an alarm.



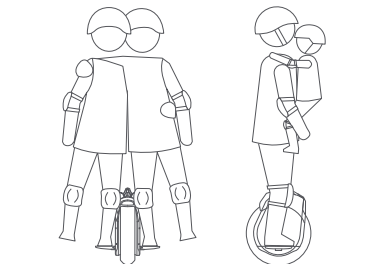
Do not ride the Ninebot One Z on motorway or in residential areas where there are moving vehicles and people.



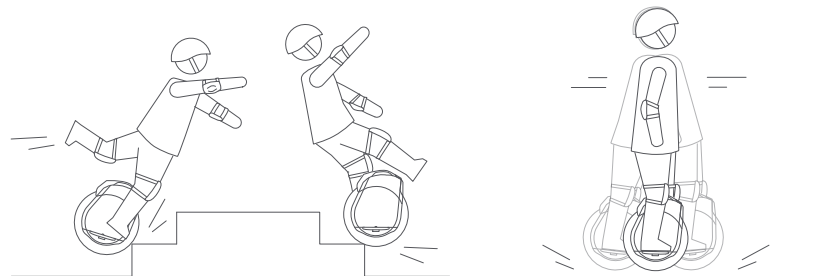
Do not ride the vehicle through water deeper than 2cm.



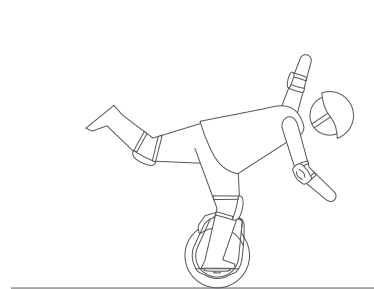
If you go too fast or if power is low, the pedals will gradually tilt and give an alarm. Do not speed up in this cases.



Do not carry a passenger or child on the vehicle.



Do not ride the Ninebot One Z on stairs or escalators.



Do not ride the vehicle standing on one foot.



Do not jump while riding the vehicle.



## 10 Daily Maintenance

### Cleaning and Storage

Wipe away stains with a soft cloth dipped in water. For stubborn stains, use a toothbrush and toothpaste, and then clean with a wet cloth. Use sandpaper or a similar abrasive material to smooth scratches on plastic parts.

**Tip:** Do not alcohol, gasoline, kerosene, or any other corrosive or volatile chemical to clean the vehicle or you risk damaging its appearance and parts. Power off, unplug, and close the charging port when you clean the vehicle to avoid electric shocks and water damage. Do not use a high-pressure water gun to clean the vehicle.

Store the vehicle in a dry, cool place indoors if you are not going to use the vehicle for some time. Do not leave it outdoors. Exposure to excessive sunlight or extreme temperatures may affect the vehicle's appearance, battery life and tires.

### Battery Pack Maintenance

Do not place the battery in an environment where the ambient temperature is higher than 50 °C or lower than -20°C, e.g., **in a car in summer**. Do not expose the battery to fire. Check the nameplate on the battery pack for more battery maintenance details.

To extend the battery's life, charge it frequently and do not let it go flat. At room temperature, the battery pack gives better mileage and performance. Both will decline at sub-zero temperatures. At -20 C, the battery mileage will be halved or worse. At normal temperatures, the battery mileage will return to normal. You can refer to the mileage displayed on the app for details.

**Tip:** a fully-charged Ninebot One Z can remain in standby mode for about 120 to 180 days .After that, over discharge will occur and the battery may be damaged. This damage is irreversible. Note that a smart chip is embedded in the battery that records when it's charged and discharged. If battery is not charged for long time and get the irreversible damage aforesaid will avoid the warranty.

Note: Do not disassemble the battery pack, or you may be seriously injured!

## 11 Specifications

Parameters	Items	Specifications for Series of Ninebot One Z
Size	Vehicle Size (mm)	457*530*178mm
	Max. Load (kg)	150
Quality	Net Weight (kg)	About 23 (Z6)/about 24 (Z8/Z10)
	Age range (years)	14-60
Riding Requirements	Height range(cm)	130 ~ 200
	Max. Speed (km/h)	20
Machine Parameters of the vehicle	Standard mileage [1] (km)	50(Z6) / 80(Z8) / 90(Z10) Range might be different due to the different weight of riders, environment temperature, and road conditions.
	Max. Slope	20° (Z6) / 25° (Z8 / Z10)
	Beginner Mode	Includes Beginner Mode, which is automatically deactivated after 1km of riding. Enable Beginner Mode at any time via the App.
	Application Terrains	Packed dirt, flat pavement, slopes < Maximum Slope, obstacles < 5cm, gaps < 10cm, standard speed bumps, puddles < 2cm.
	Operating Temperature	-10 C ~ +40 C
	Storage Temperature	-20 C ~ +50 C
	Waterproof grade	Machine IP5 (waterproof)/Battery pack IPX6
	Duration of Charging (H)	About 6 (Z6)/about 9 (Z8)/about 10.5 (Z10)
Parameters of the battery pack	Nominal Voltage (VDC)	51 (Z6 / Z8) / 51.8 (Z10)
	Maximum Charging Voltage (VDC)	58.8
	Nominal Capacity (Wh)	530(Z6) / 872(Z8) / 995(Z10)
	Intelligent Battery Management System	Over-voltage/under-voltage/short circuit/over-heating protection. Auto-sleep/auto-wake. Detection of battery status via the App.
Parameters of the motor	Power (W)	1200(Z6) / 1500(Z8) / 1800(Z10)
Parameters of the standard Charger	Output Power (W)	120
	Input Voltage (VAC)	100-240
	Output Voltage (VDC)	58.8
	Output Current (A)	2
Display panel	Automatic optical induction LED lights, rear light/ stoplight, ambient light on wheel hub.	

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

Note: specifications vary according to models. There will be no further notice in case of any changes.

## 12 Trademark and Legal Statement

Ninebot is registered trademark of Ninebot (Tianjin) Tech. Co., Ltd; Ninebot One is 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.

We have attempted to include descriptions and instructions for all the functions of the Ninebot One Z at the time of printing. However, due to constant improvement of product features and changes of design, your Ninebot One Z may differ slightly from the one shown in this document. Please scan the QR code on page 5 to download the app for Android or iOS, and read the latest e-version of the manual.

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 One Z 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

Executive Standard of the Product: Q/12WQNEB004-2018

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## 13 Warranty Policy

### Contacts:

Service E-mail: [service@ninebot.com](mailto:service@ninebot.com)  
Visit [www.ninebot.com](http://www.ninebot.com) for the latest contact information

### Limited Warranty Period:

This Limited Warranty covers all defects in material and workmanship of the Product arising or occurring as a result of your normal and ordinary use of the Product. In the event a defect covered by this Limited Warranty Occurs, Ninebot will repair or replace our Product in accordance with the terms of this Limited Warranty. The applicable period for the Limited Warranty begins from the later of either: (i) the original purchase date of the Product from an authorized Ninebot Distributor or Dealer; or (ii) the activation date of the Product through the Ninebot by Segway APP, and applies to the Product in the following Ways:

#### Vehicle Body -----1year

- Hub Motor
- Headlight Kit
- Handle bar Kit
- Controller Assembly
- Execution Board Kit
- Heatsink Kit
- Frame Kit
- Audio cable Kit
- Buzzer Kit
- Speaker Kit
- Controller Harness Assembly

#### Attachment Parts -----180days

- Battery Assembly
- Charger Assembly
- AC Power Cable

## Components Subject to Wear -----90days

- Tire Kit
- Pedal Kit
- Housing Cover Kit
- Profiling Bracket Kit
- LED Strip Kit
- Bluetooth Audio board Kit
- Controller Cover Kit
- Left Frame Cover Kit
- Left decorative Cover Kit
- Battery Cover Kit
- Right Frame Cover Kit
- Right Decorative Cover Kit
- Trolley Kit
- Fender Kit
- Magnet Kit
- Nozzle Plug Kit
- Charger port Plug Kit
- Battery Harness Plug Kit
- Headlight Decorative Cover Kit
- Rear light Decorative Cover Kit
- Connectors Waterproof Plug Kit
- Motor Harness Clamps Kit
- Motor Harness waterproof Plug Kit
- Handle Bar Screw Plug Kit
- Pad Kit
- Padel Shaft Kit

### Replacements and Repairs

The longer of: (i) the remainder of the original Limited Warranty for the Product; or (ii) 90days from the consumer' s date of receipt of the replacement or repaired Product.

## Limited Warranty Service Process

Ninebot' s online help resources are available at:<http://www.ninebot.com>.

If you discover what you believe is a defect for your Product, please contact Ninebot at [service@ninebot.com](mailto:service@ninebot.com). Ninebot' s technical support personnel are available to assist you in diagnosing and fixing any problems you may encounter in the use of your Product. In the event we cannot help you fix the problem, you may be entitled to warranty service under this Limited Warranty.

In order to submit your Product for warranty service pursuant to this Limited Warranty, you will be asked to provide Ninebot with(i) the proof of purchase from an authorized retailer; and (ii) the Product' s serial number. Upon verification of your eligibility, you will need to provide your name, email address, mailing address and contact telephone number in order to receive a return materials authorization( "RMA" )number. Ninebot must receive your defective Product within thirty(30)days from Ninebot' s issuance of an RMA to you. Ninebot may direct you to a designated third party for warranty repairs.

You will be responsible for the cost of shipping and insuring the shipment of your Product to Ninebot, and you assume the risk of loss in the event your Product is lost or damaged during shipment from you to Ninebot. You must include your defective Product within the original packaging or Ninebot approved packaging, which will be provided at a cost, for the shipment of the Product to Ninebot. Ninebot isn' t responsible for any damages caused by your improper packaging or shipment of the Product to Ninebot.

An authorized service provider will conduct an inspection of your Product. If Ninebot determines that the problem is not covered under the Limited Warranty, Ninebot will notify you and inform you of service or replacement alternatives that are available to you on a fee basis, or Ninebot will return your Product to you unrepared, and in such instance, you will be responsible for the cost of shipping and insuring the shipment of your Product from Ninebot to you.

For eligible warranty claims, Ninebot will service defective Product with new or reconditioned parts of same or similar style at no cost to you for the service.Parts replaced by Ninebot will be retained by, and become the property of Ninebot. For eligible warranty claims, Ninebot will pay reasonable return shipping chargers for the return of the Product to you.

## Limited Warranty Eligibility

Your request for service must be received by Ninebot within the Limited Warranty Period as describe above, and Ninebot must receive your Product in accordance with the Limited Warranty Service Process defined above.

Your Product must be purchased from an authorized reseller of the product.

You must retain the original purchase receipt and your Limited Warranty, and provide this documentation to Ninebot to verify your warranty eligibility.

This Limited Warranty describes the service available to you in the event your Product requires warranty service.

Your product must have the serial number clearly legible, unobscured, uneffaced and unmodified.

Your Product must have its tamper-resistant seals in place and unmodified.

## Limited Warranty Exclusions

This Limited Warranty describes the service available to you in the event your Product requires warranty service, and you may have additional protections under your local laws. This Limited Warranty does not cover and excludes damage to your Product:

Caused by abuse, misuse, neglect or commercial use.

Caused by improper charging, storage, or operation, including, without limitation, use contrary to the user' s materials, use exceeding specified height, weight and age limits, use on stairs, walls and curbs, or any extreme sport or exhibition use.

Caused by accident, collision, riding over obstacles, racing, fire, water submersion, high pressure water spray, freezing, earthquake, dropping, severe oxidation, or chemical solvent corrosion.

Caused by any repair that was unauthorized by Ninebot.

Caused from improper packaging or mishandling during shipment to the warranty-service provider.

That is cosmetic, including, scratches, dents and the removal of protective coatings that are designed to diminish over time, unless such damage occurred due to a defect in materials.

Caused by the use of the Product with, or any modification to the Product using, any third party product, component or accessory that is not sold by Ninebot.

That does not arise from Ninebot' s product- design, technology, manufacturing or quality.