

Ninebot ONE Service Manual

Ninebot Americas

Important Safety Notices

Read and follow all safety notices:

- To replace parts on the Ninebot ONE, you must read and follow all instructions and warnings in this manual.
- Always power off the Ninebot ONE before performing any maintenance or installing any part or accessory. Always unplug the AC power cord before performing any maintenance or installing any part or accessory.
- Remove the Battery before performing any service on the Ninebot ONE.
- Do not use the Battery if the exterior wrap/covering is broken or if the Battery emits an unusual odor, smoke, or excessive heat, or leaks any substance. Avoid contact with any substance seeping from the Battery. Batteries contain toxic and corrosive materials that could cause serious injury.
- Observe and follow all safety information on the warning label found on the Battery.
- Use only charging devices approved by Ninebot and never attempt to bypass or override their charging protection circuits.
- Do not wash the Ninebot ONE with a power washer or high pressure hose. Avoid exposure to heavy downpours or extended periods of heavy rain (including during riding, storage, or while being transported). Clean with soap and water and a soft cloth. Make sure that the Charge Port is dry before you plug in the Power Cord.
- Do not submerge the Ninebot ONE or Battery in water. If you suspect the Battery has been submerged or experienced water intrusion, call Segway Technical Support immediately at 1-866-473-4929, prompt #2. Until you receive further instructions, store the Ninebot ONE outdoors and away from flammable objects.
- As with all rechargeable batteries, do not charge near flammable materials. When charging, the batteries heat up and could ignite a fire.
- Always wear gloves when handling chemicals (such as lubricants, corrosion inhibitors, greases, or oils) to reduce the potential for skin damage or irritation.
- Failure to adhere to these warnings could lead to serious injury, death, fire, or damage to property.

CONTENTS

LED Shell Removal	3
LED Strip Replacement	5
Battery Removal	6
Control Board Replacement	8
Charging Port Replacement.....	11
Handle Replacement	13
Motor Replacement	15
Motor Noise Troubleshooting	18

LED Shell Removal

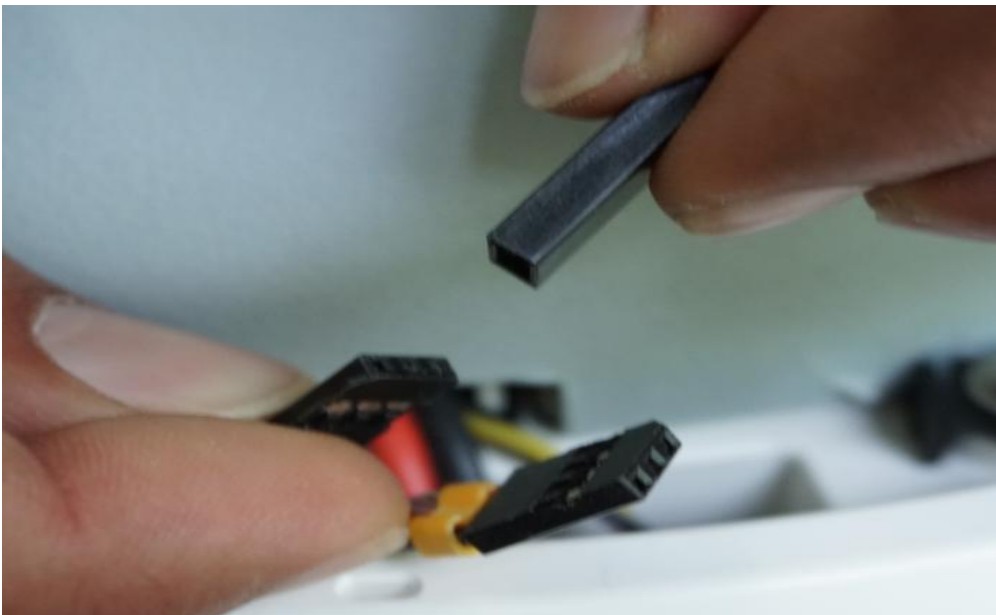
1. Gently use a flathead screwdriver to release the locking tabs. Use your hands to pull the LED Shell off of the Ninebot ONE.

Pay attention to the wires near the top of the Ninebot ONE. Be sure to replicate the original wiring layout when re-installing the LED Shell.





2. The black shell has two LED strips. The front LED strip is connected to the connector marked with "1" and the rear LED strip is connected to the connector marked with "2."

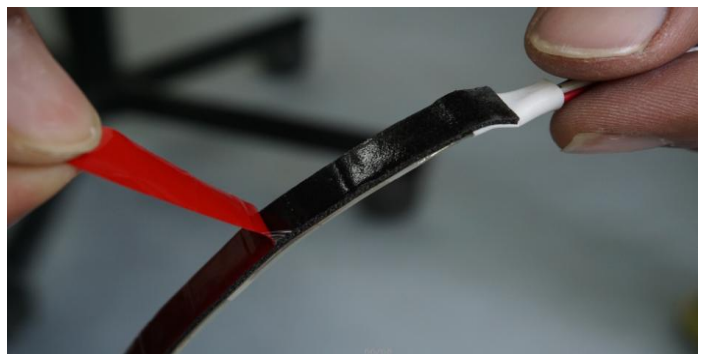


3. Reinstall the LED shell in the reverse order of removal.

LED Strip Replacement

If an LED strip is inoperable or damaged, replace it by following the steps below.

1. Remove the LED shell (see **LED Shell Removal**). Gently remove the damaged LED strip by pulling it out in the direction indicated.
2. Remove the red backing tape from the new LED strip, then apply the LED strip as shown below.



2. LED strip installation is complete.

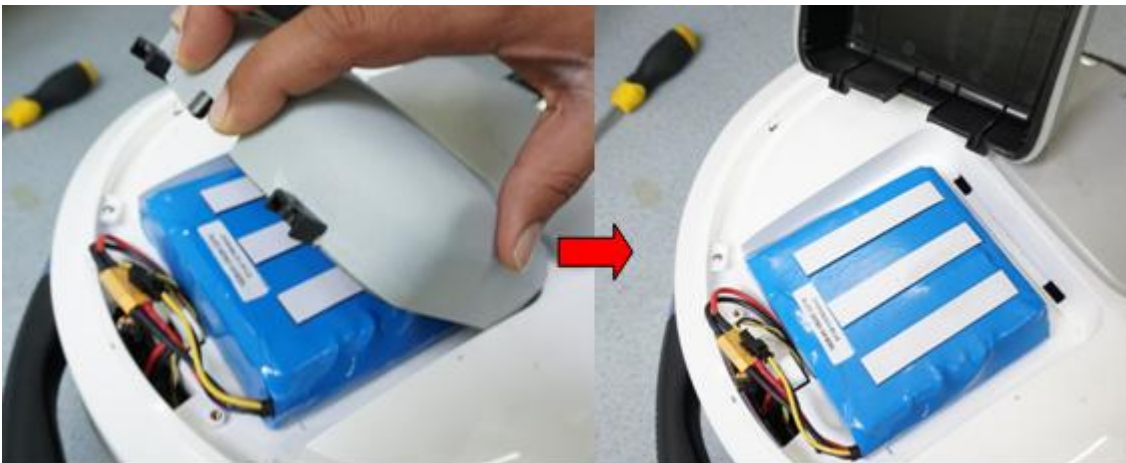


Battery Removal

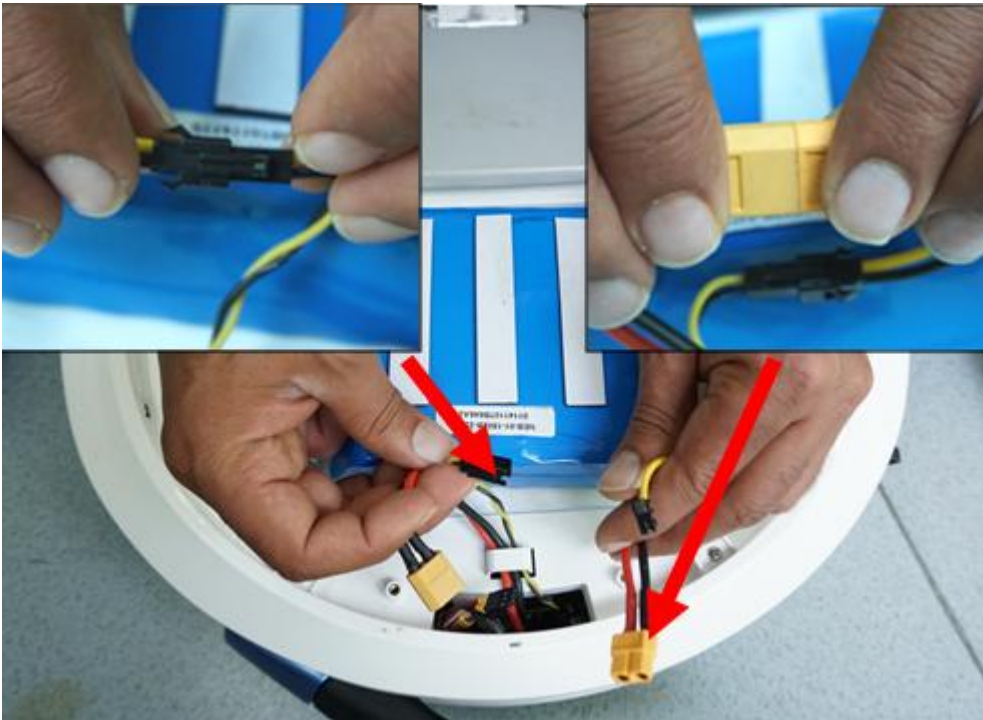
1. Remove the LED Shell on the right side of the Ninebot ONE (see **LED Shell Removal**).
2. Open the battery compartment cover using a Phillips-head screwdriver to remove the two screws.



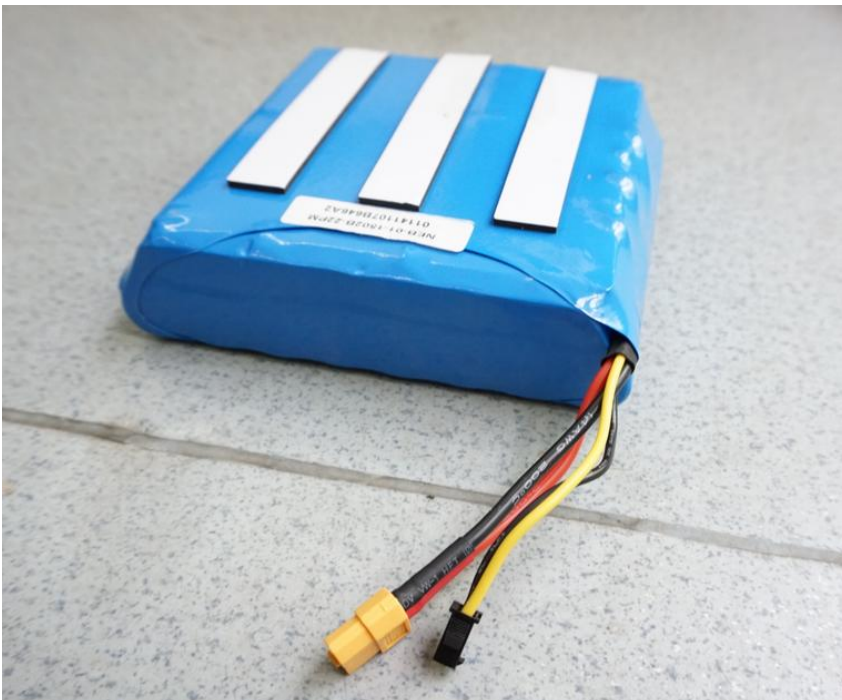
2. Remove the battery compartment cover, paying attention to the wiring harness layout.



3. Disconnect the battery connectors as shown below.



4. Battery removal is complete. Reinstall in the reverse order of removal.

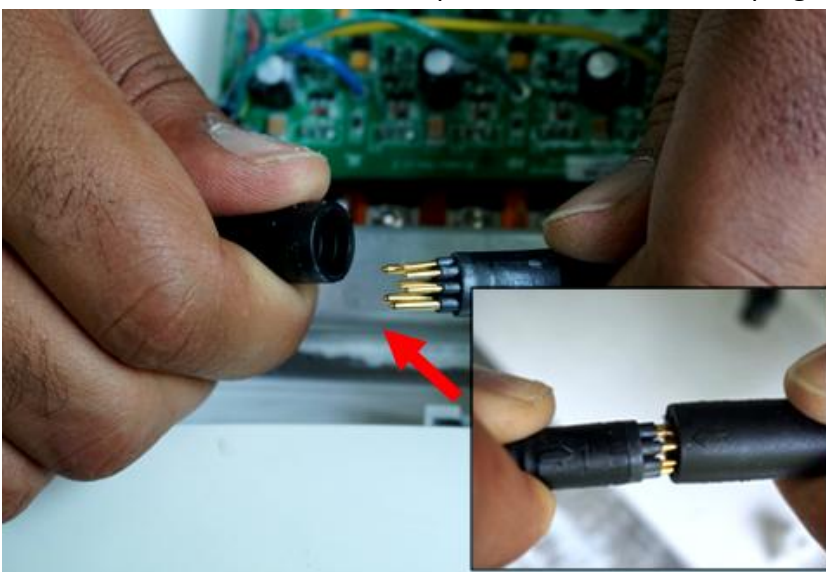


Control Board Replacement

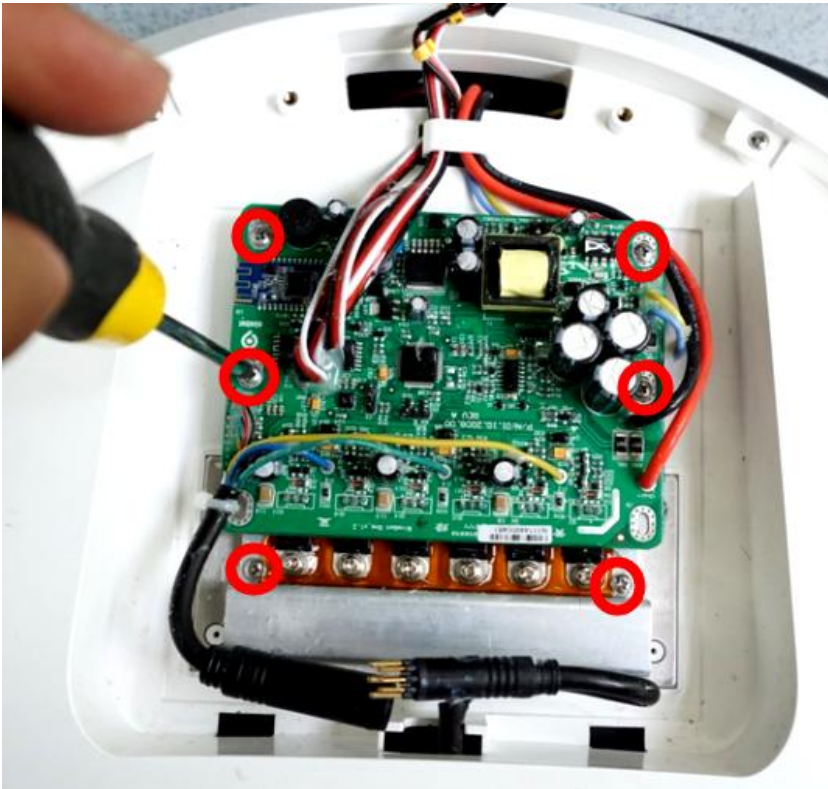
1. Remove the LED shell on both sides of the Ninebot ONE (see **LED Shell Removal**).
2. Remove the battery (see **Battery Removal**).
2. Open the control board compartment cover using a Phillips-head screwdriver to remove the two screws (left side of the Ninebot ONE).



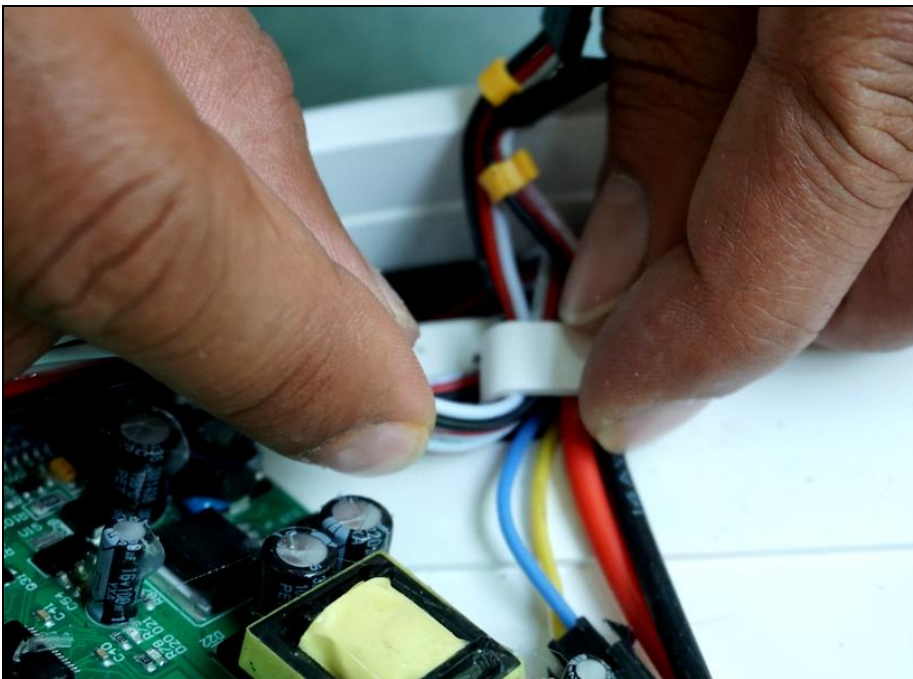
2. Remove the control board compartment cover, then unplug the motor/control board cable.



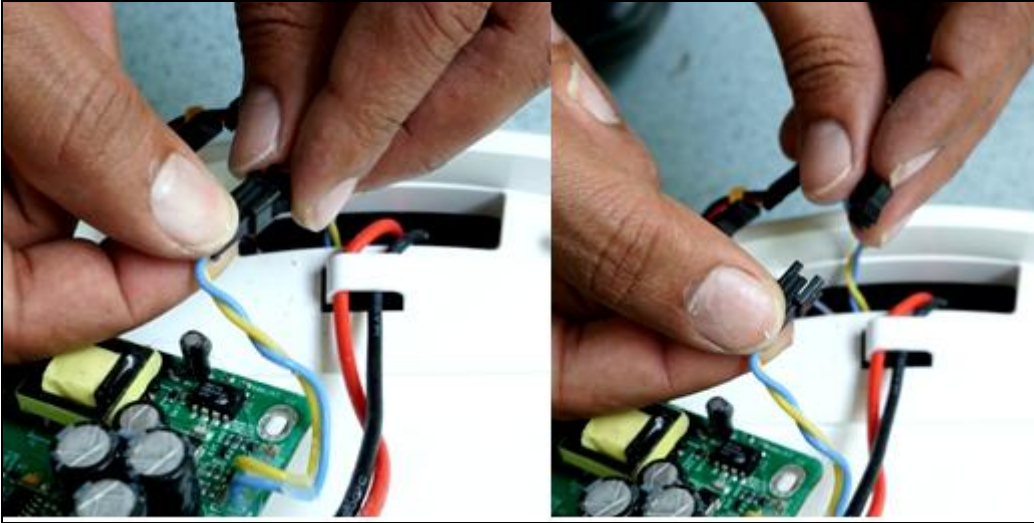
3. After disconnecting the motor cable, use a Phillips-head screwdriver to remove the six screws shown below.



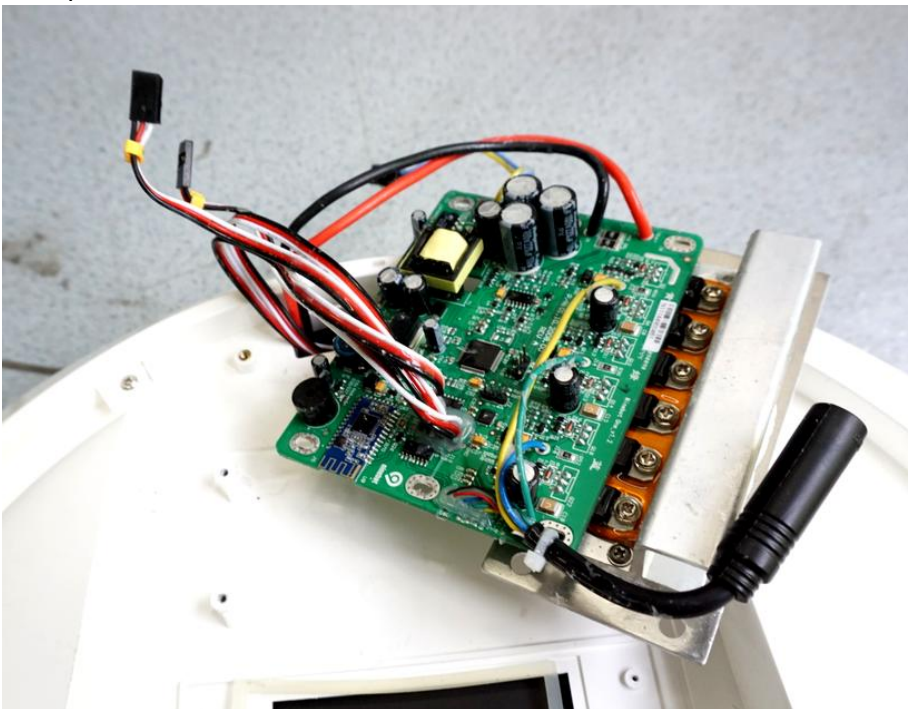
4. After removing the screws, disconnect the power wire and take out all the wires from the white protective clip, paying attention to the wiring harness layout.



5. Disconnect the power button wire.

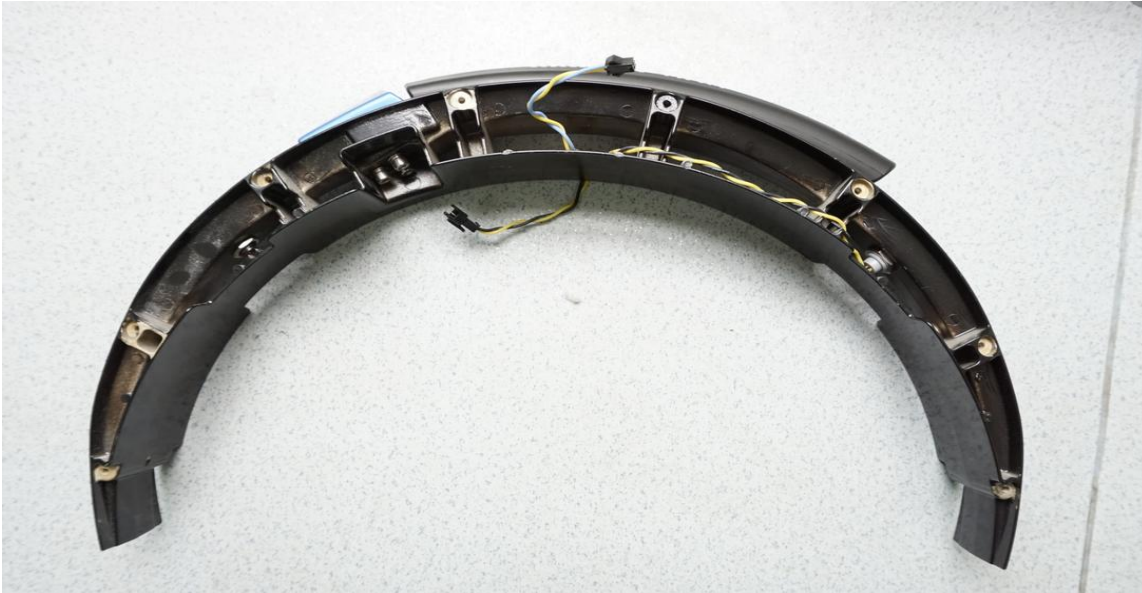


6. Replace the control board in the reverse order of removal.

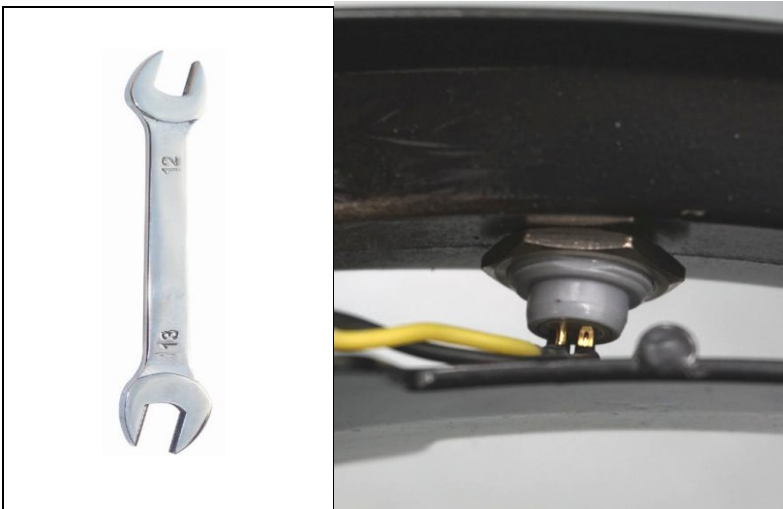


Charging Port Replacement

1. Remove the LED Shells (see **LED Shell Removal**), Battery (see **Battery Removal**), side casings (see **Motor Replacement**), and motor (see **Motor Replacement**).



2. Use a 17 mm wrench to remove the fastener from the charging port.



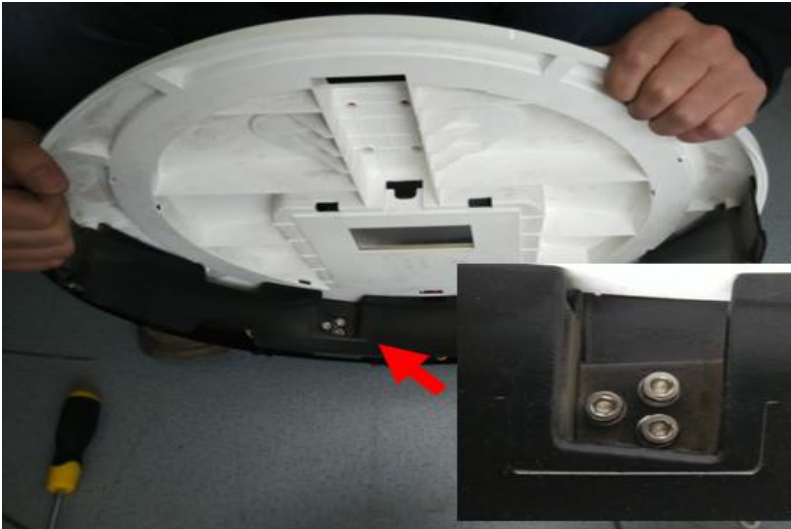
3. Remove the fastener, charging port assembly, and 3M tape as seen below.



4. Installation is in the reverse order of removal.

Handle Replacement

1. Remove the motor (see **Motor Replacement**).
2. Use a 4 mm hex key to remove the handle bar screws, as shown below.



2. Use a 2 mm hex key to remove the screws as shown below.



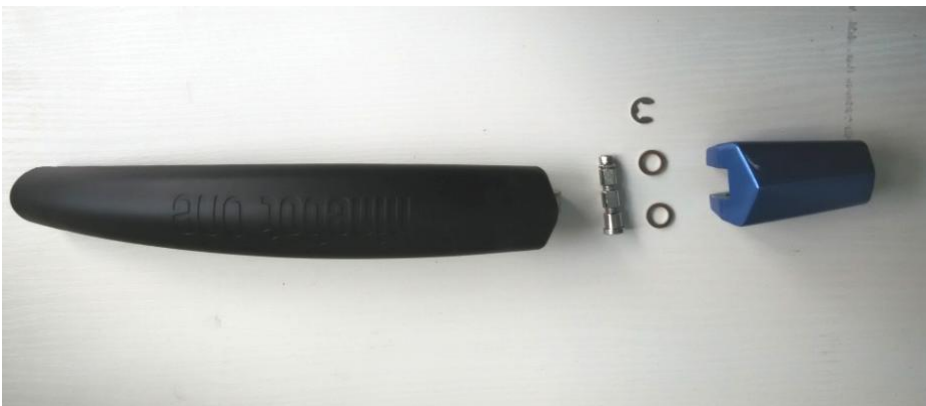
3. Remove the screws directly from the arm and base assembly, then remove the e-clip with side cutters as shown below.



4. To remove the washer and axle, press down the custom type e-circle shaft end and pull out the axle.



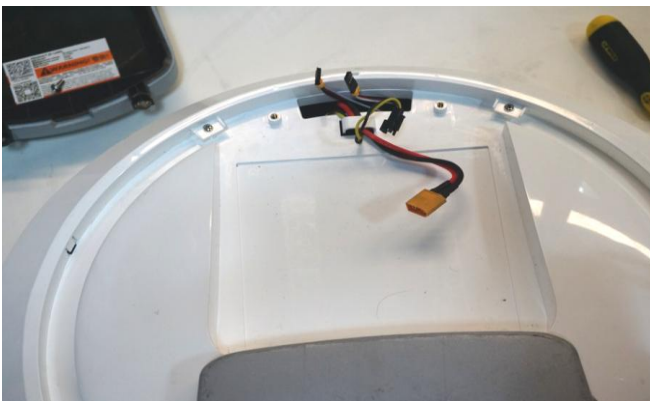
5. Disassembled Handle bar assembly:



6. Installation is in the reverse order of removal.

Motor Replacement

1. Remove both LED Shells (see **LED Shell Removal**).



2. Remove the battery (see **Battery Removal**).



3. Remove the control board cover and unplug the motor/control board cable (see **Control Board Replacement**).

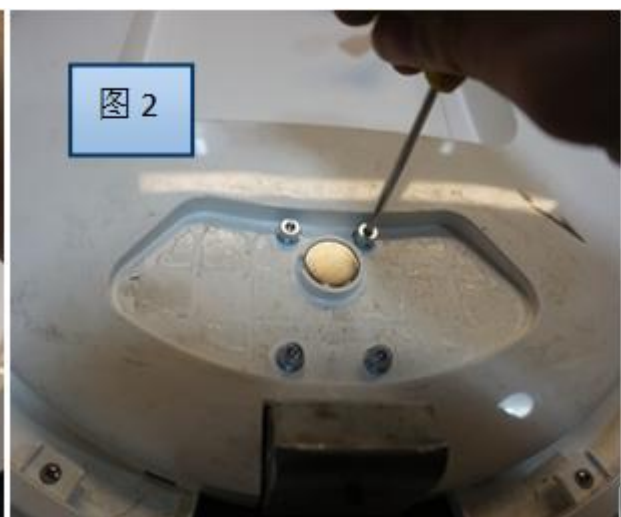
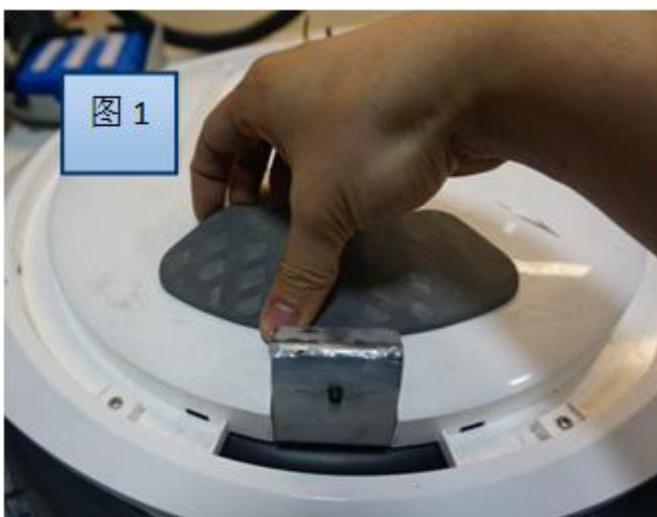
4. Use a hex Key (M3) to remove the foot pedals as shown.



5. Remove the rod using a hex key or similar tool to press it out.



6. Remove the ankle pads by prying them off with your hands. Use a 3 mm hex key to remove the four screws as shown.



7. Remove the decorative shell (right side of the Ninebot ONE) using a Phillips-head screwdriver to remove the four screws as shown.



8. Use a 3 mm hex key to remove the casing screws (right side of the Ninebot ONE only) then disconnect the wiring before gently pulling the casing off.

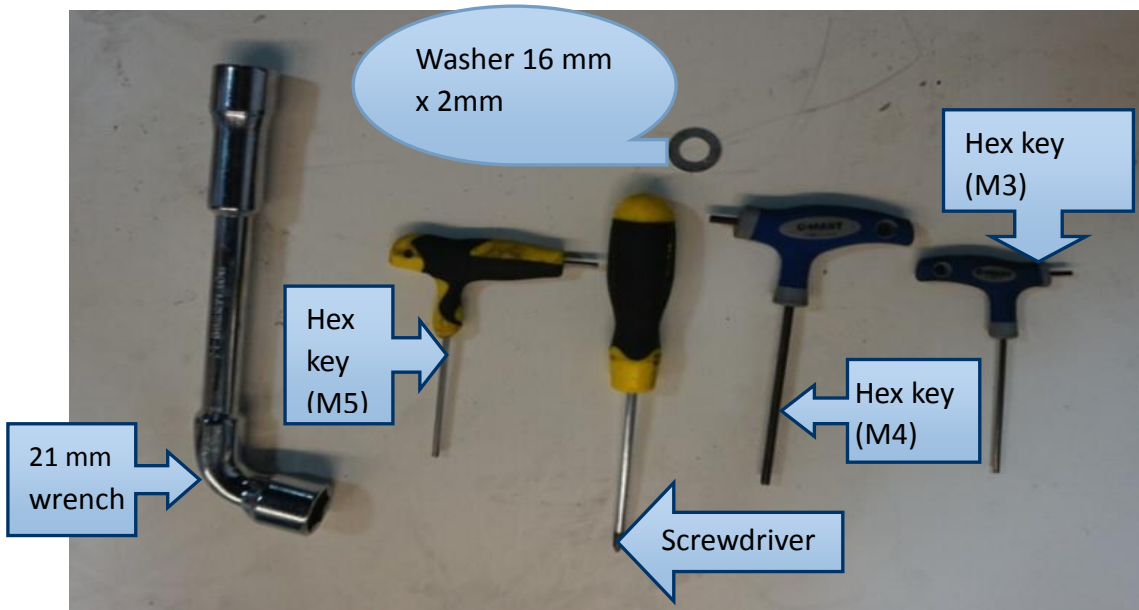


9. Installation is in the reverse order of removal.

Motor Noise Troubleshooting

Issue: Sometimes when riding Ninebot ONE some noise can be heard coming from the right side of the unit. In this case, usually the motor is rubbing slightly against the casing, resulting in abnormal noise. Follow the procedure below to address this issue.

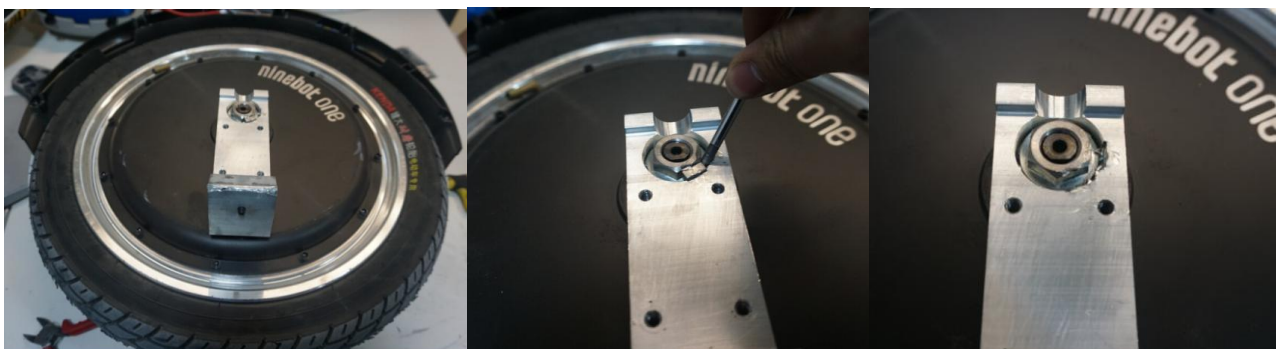
1. Tools needed:



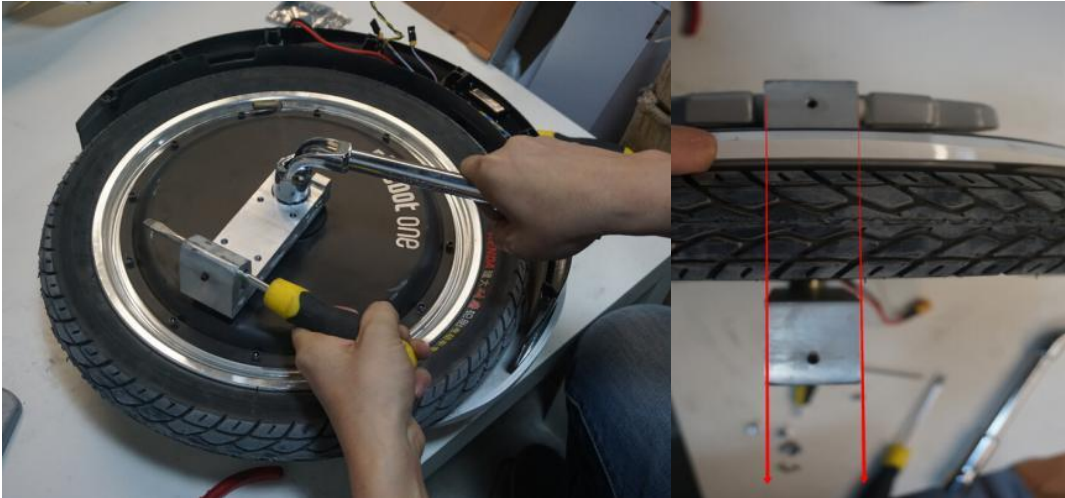
2. Remove the following from the right side of the Ninebot ONE:

- LED Shell (see **LED Shell Removal**)
- Decorative Shell (see **Motor Replacement**)
- Battery (see **Battery Removal**)
- Foot pedal (see **Motor Replacement**)
- Ankle pad (see **Motor Replacement**)
- Casing (see **Motor Replacement**)

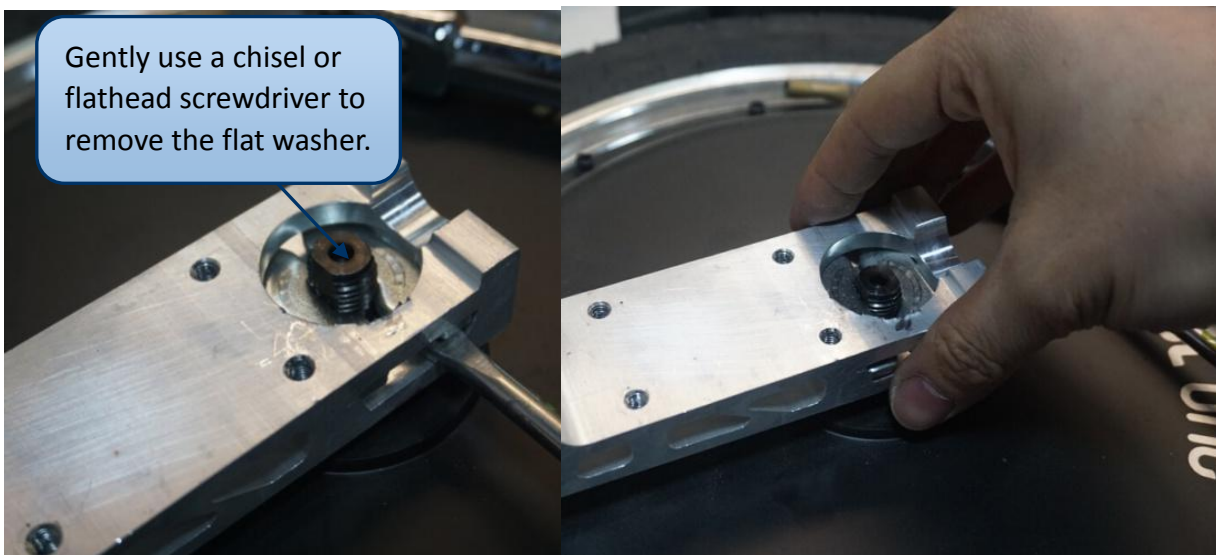
3. Remove the two foot pedal pins as shown below (use a hook or thin chisel to pull out the pins):



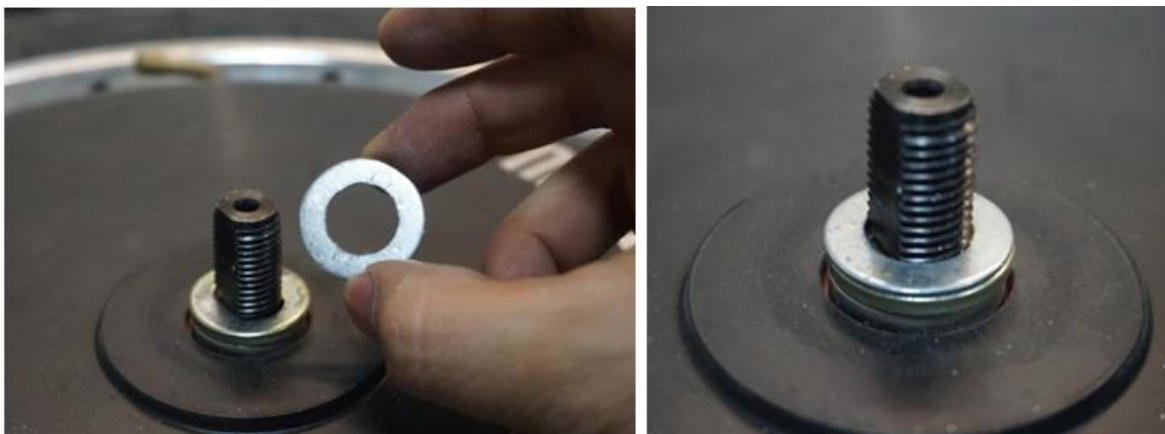
10. Use a 21 mm wrench to remove the nut (place a screwdriver into the hole at the bottom of the pedal to give additional leverage for removing the 21mm Nut).



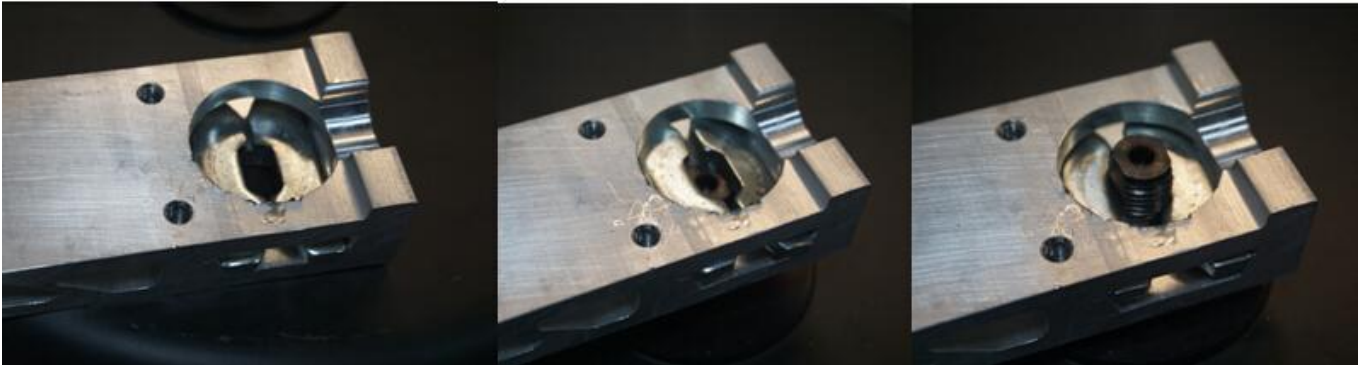
11. Remove the foot pedal bracket.



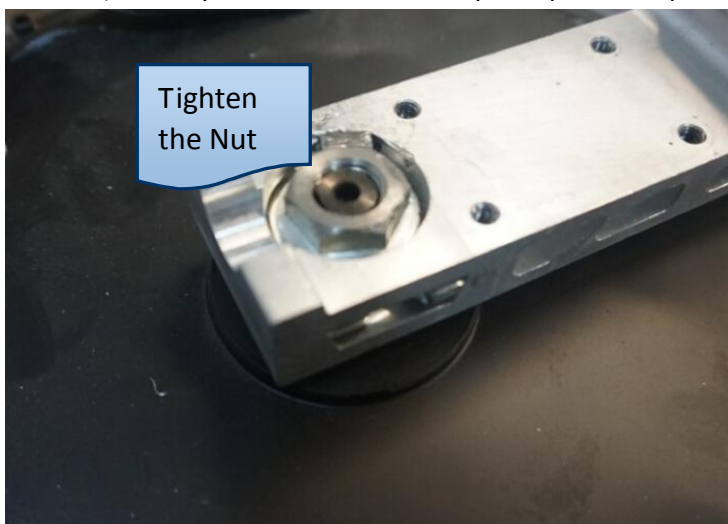
12. Install the new flat washer (diameter 16 mm; thickness 2 mm) to the motor shaft, ON TOP of the existing washers.



13. Install the foot pedal flat half-moon washers as shown below.



14. Tighten the nut, then install the two pins removed earlier into the foot pedal bracket (see Step 3 above). Gently use a hammer to tap the pins into place.



15. Install all removed components in the reverse order of removal.