

Segway eScooter
Service and Maintenance Record
————— E series —————

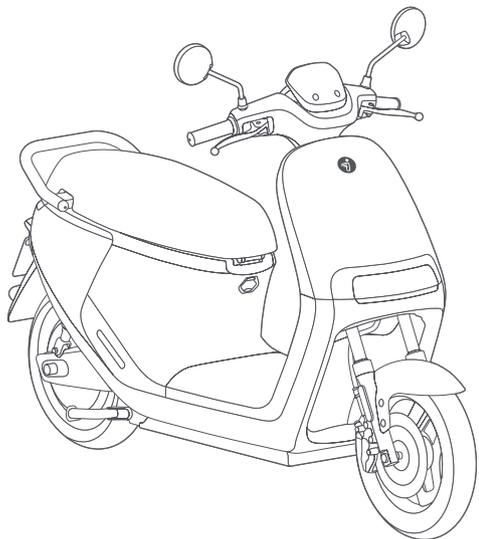


Thank you for choosing Segway eScooter!

All new Segway eScooters come with an owner's manual containing a vehicle maintenance form.

For your convenience, we have provided that here in a printable version. We recommend that you follow the maintenance schedule in your owner's manual and record all vehicle maintenance for your Segway eScooter.

With the help of the maintenance log, it's never been easier to keep accurate records for your vehicle.



Manufacturer's Limited Warranty (EMEA)

This is the manufacturer's limited warranty ("Limited Warranty") for the Segway eScooter ("Product") for consumers in Europe, Middle East, and Africa ("Territory"). 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 is an additional warranty, that does not in any way affect or limit the statutory rights you may have as a consumer, for example with respect to conformity. This sheet, the original purchase receipt for the purchase of your Product and the first registration date are the documents defining the Limited Warranty. Please retain this document and the original purchase receipt to preserve your warranty service.

Record your VIN Number below. You can find the VIN Number on right hand bottom site, under the seat on the chassis or in the App, while connected to the Product.

VIN Number Here:

Contacts

Visit www.segway.com for the latest contact information.

Service E-mail: service@segway.eu.com

The Product is manufactured by Segway (Changzhou) Technology Co., Ltd. ("Segway"), and distributed by Segway Europe BV, Dynamostraat 7, 1014 BN Amsterdam, The Netherlands ("Segway").

1. Limited Warranty Period

The scooter is warranted against material or manufacturing defects for a period as indicated in the schedule below. The applicable period for the Limited Warranty begins from the later of either:

(i) the original purchase date of the Product from an authorized Segway Dealer; or (ii) the activation/registration date of the Product through the App, and applies to the Product in the following ways:

Category	Item	Warranty Period	Warranty Coverage Description
Body Parts	Handlebar, kickstand	12 months	Welding, faulty soldering, and fracture
	Frame	24 months	
	Rear shock absorber, swingarm (rear), rear brake handle assembly, front wheel hub, front fork assembly, seat cushion assembly, left footrest, right footrest, handlebar grips, rear hook, crank, sprocket, flywheel	12 months	Quality problems caused due to poor manufacturing, natural deformation and fracture
	Front disc brake components, drum brakes, brake discs	12 months	Product performance failure or quality issue that cannot be addressed by repair
Electrical Components	Electroplated components, rear armrest	12 months	Product performance failure or quality issue that cannot be addressed by repair
	Lithium-ion battery charger	12 months	
	Motor controller, dashboard assembly, steering assembly, horn, kickstand switch, converter, main switch controls, USB charging port, headlight assembly, taillight assembly, electronic handlebar lock, main wiring harness, status light assembly	24 months	Product performance failure or quality issue that cannot be addressed by repair (Does not include the loss of built-in SIM card information in the ECU or the failure of smart service functions due to non-renewal).
Motor	ECU assembly	24 months	Product performance failure or quality issue that cannot be addressed by repair (Does not include the loss of built-in SIM card information in the ECU or the failure of smart service functions due to non-renewal).
	Hub motor assembly	24 months	Burnt coil, lack of phase, demagnetization, short circuit, open circuit, abnormal noise, lack of power, short mileage, damage to the wheel due to material reasons, deformation, fracture, etc.
Battery	Lithium-ion battery	12 months or 800 charge cycles	The battery is used after charging in the specified conditions (the rechargeable temperature range of the battery is 32-95°F(0-35°C), the operating environment temperature range of the battery is 14-113°F(-10-45°C). In low temperature conditions, the battery capacity will experience different degrees of decline. The specific reference level is: 70% of available capacity at 14°F(-10°C), 85% at 32°F (0°C), and 100% at 77°F(25°C). Other non-external causes might be abnormal voltage, unable to charge, less than 70% of the capacity detected by the discharge meter, etc., will be covered by third-party service provider(s)
Others	Tire inflator nozzles, brake shoes, reflectors, nameplates, hub motor covers, screws, nuts, related parts, decorative parts, brackets, black plastic parts, fuses, chain, tubeless tire, rear-view mirrors, wearable parts, advertisement and promotion, gifts items and other related spare parts not included in the above item categories	Not covered under warranty	Normal wear and tear, painted parts

2. Limited Warranty Service Process

Please contact the nearest authorized Segway dealer when your Segway product requires maintenance, warranty service or repair. The warranty is limited to the replacement or repair of an original defective part. This replacement or repair under warranty can only be done through an authorized Segway dealer. The assessment is done by the authorized Segway dealer. The liability of the manufacturer Segway is limited exclusively to the warranty such as described. The buyer can in no way claim reimbursement of material or physical damage, loss of pleasure or income, transport or accommodation costs, towing or shipping costs nor termination of his purchase contract.

3. 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:

- 3.1. Caused by abuse, misuse, neglect, or commercial use.
- 3.2. Caused by improper charging, storage, or operation, including, without limitation, use contrary to the users' materials, use exceeding specified height, weight and age limits, use on stairs, walls and curbs, or any extreme sport or exhibition use.
- 3.3. Caused by accident, collision, riding over obstacles, racing, fire, water submersion, high pressure water spray, freezing, earthquake, dropping, severe oxidation, or chemical solvent corrosion.
- 3.4. Caused by any repair that was unauthorized by Ninebot or Segway.
- 3.5. Caused from improper packaging or mishandling during shipment to the warranty-service provider.
- 3.6. That is cosmetic, including, scratches, dents and the removal of protective coatings that are 14 designed to diminish over time, unless such damage occurred due to a defect in materials.
- 3.7. 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 or Segway.
- 3.8. That does not arise from Segway's product-design, technology, manufacturing, or quality.
- 4.10. The normal deterioration of wear and tear parts.
- 4.11. Use of the Product with overdue wear and tear parts.

4. Liability Disclaimer and Limitation

Neither Segway assumes, or authorizes anyone to assume on its behalf, any other obligation or liability in connection with a Product, its component parts, accessories, service repair, or this Limited Warranty. Segway is not responsible for any loss of use of a Product, its component parts, accessories, or for any inconvenience or other loss or damage which might be caused from any defect in a Product, its component parts, accessories, service repair, or for any other incidental or consequential damages the purchaser may have as a result of any defect in a Product, its component parts, accessories, or service repair. EXCEPT ONLY TO THE EXTENT MANDATORILY REQUIRED BY AN APPLICABLE LAW, THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO PRODUCT AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. SEGWAY AND THEIR RESPECTIVE AFFILIATED COMPANIES DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER APPLICABLE LAW. ANY SUCH IMPLIED WARRANTIES WHICH MAY BE REQUIRED BY LAW AND ARE NOT DISCLAIMED HEREBY ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, TO THE APPLICABLE PERIOD OF THIS LIMITED WARRANTY, OR TO THE APPLICABLE TIME PERIOD PROVIDED BY THE APPLICABLE LAW, WHICHEVER PERIOD IS SHORTER. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME PURCHASERS. NINEBOT'S AND SEGWAY'S TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS, JOINT AND SEVERALLY—EXCEPT TO THE EXTENT SUCH CLAIMS ARISE FROM GROSS NEGLIGENCE OR WILLFULL MISCONDUCT OF NINEBOT OR SEGWAY OR ITS SENIOR MANAGEMENT—ARISING HEREUNDER AND ANY AND ALL APPLICABLE WARRANTIES AT LAW ARE LIMITED TO THE REPAIR OR REPLACEMENT OF ANY DEFECTIVE PRODUCT, AS DETERMINED IN NINEBOT'S OR SEGWAY'S DISCRETION, AND ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE HEREBY EXCLUDED, UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE PROHIBITED BY APPLICABLE LAW. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

5. Applicable Law and Disputes

Any and all claims or disputes of whatever nature arising out of or otherwise relating to this warranty shall be governed by and construed in accordance with the laws of the Netherlands with the exclusion of its conflicts of law provisions and the UN Convention on the International Sale of Goods. The sole and exclusive venue for and jurisdiction over any such claim or dispute shall be the Courts in Amsterdam, the Netherlands. The latter choice of law and forum applies only insofar as this does not conflict with any mandatory consumer laws in your jurisdiction.

Maintenance Guideline

1. Perform the first maintenance after 1,000 km or riding for 3 months.
2. After the first maintenance, it is recommended to carry out maintenance of your vehicle every 2,000 km or riding for 6 months.

PDI

Performed by:

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

1st Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

2nd Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

3rd Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

4th Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

5th Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

6th Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

7th Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

8th Maintenance

Performed by: _____

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

9th Maintenance

Performed by:

Dealer stamp here

Date: _____ Mileage: _____

Executed maintenance: _____

Dealer inspection scheme

#	Inspection type	Project	eScooter Buying	The third month	The ninth month
			0KM	1000KM	3000KM
1	Visual inspection	Vehicle appearance inspection	✓	✓	✓
2	Mechanical structure inspection	Handlebar steering inspection	✓	✓	✓
3		Fastening of core parts		✓	✓
4		Lubrication of core components		✓	✓
5	Brake system inspection	Front brake check	✓	✓	✓
6		Rear brake Check	✓	✓	✓
7		Tyre pressure check	✓	✓	✓
8		Disc brake check		✓	✓
9	Electrical system inspection	Automated lightning system and core components	✓	✓	✓
10		Firmware update check	✓	✓	✓