

Segway Ninebot Service Advisory

Released Date:
2021/4/28

Revision:
A01

Model:
Ninebot
eKickScooter ZING

Affected Key Parts:
E8, E10

Title:

eKickScooter ZING Operation guidance when the vehicle unable to be ridden after turned on

Category:

() Repair Notice
(V) Service Notice

Related Team:

(V) Domestic
(V) APAC
(V) MEMA
(V) US

Effective Date:

2021/4/28

● **Situation**

The vehicle successfully be turned on but unable to be ridden either in which mode, meanwhile, the error alert occurs.

● **Major cause of the problem**

Re-calibration failure.

● **Operation steps:**

***Please be noted that when facing this situation, no matter what kind of error alerts occur, user could try three methods as below. Since eKickScooter ZING E8/E10 have no display screen and are not available to link with APP, it will be difficult for user to verify the error code.

A. Recharge the Vehicle

Fully charged the vehicle and make sure the problem is not caused by the Error#1 (Low battery error).

B. Activate the vehicle

The product newly out of package is inactivated yet, and when first press the button to turn on, the indicator light will be blinking with beep alarm, with vehicle speed limited to 5KM/H. **User need to activate the vehicle before the first ride, or the vehicle will keep alerting the error and unable to be ridden.**



How to activate the vehicle:

1. The products have QR code and/or hangtag on the handlebar, so user can scan and see the activate video, which guide the user activate the vehicle same as steps in **Point 2 & 3**.

- a. QR code sticker added on the handlebar.

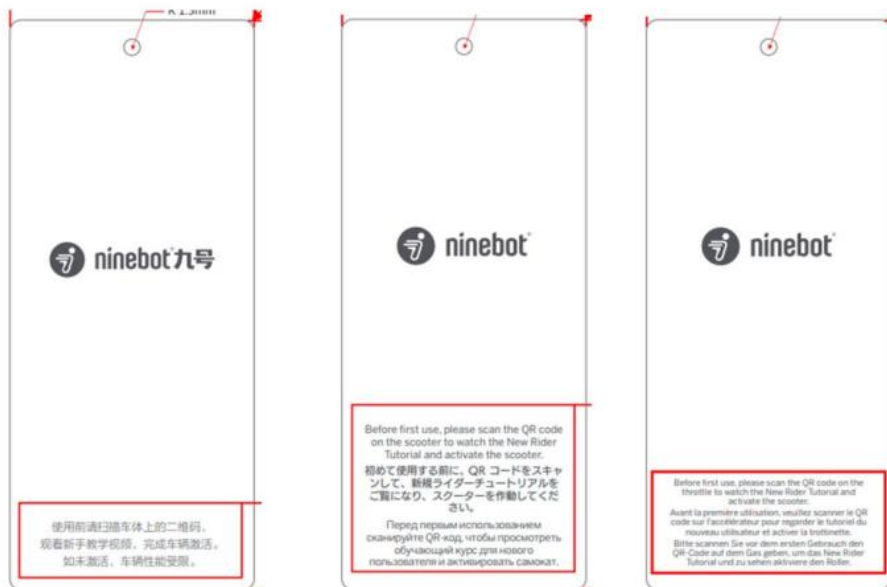


QR Code sticker sample



Actual QR code sample

- b. Instructions printed on the hangtag



Note: The activate video can also be reached here at:

<https://pguide.ninebot.com/h5/scancode/qrCodeCollectPreview/#/1/N5GA>

2. To activate the vehicle, press down the throttle and braking handle at the same time until vehicle buzzer beep twice, then release both. The vehicle should be activated now, buzzer will stop beeping, and light stop blinking. At this moment, the vehicle speed will be limited by 10KM/H (with 1 km buffer for new rider to release full speed).



3. Long press the button to turn off, then turn on again. The vehicle is activated and normally work now.

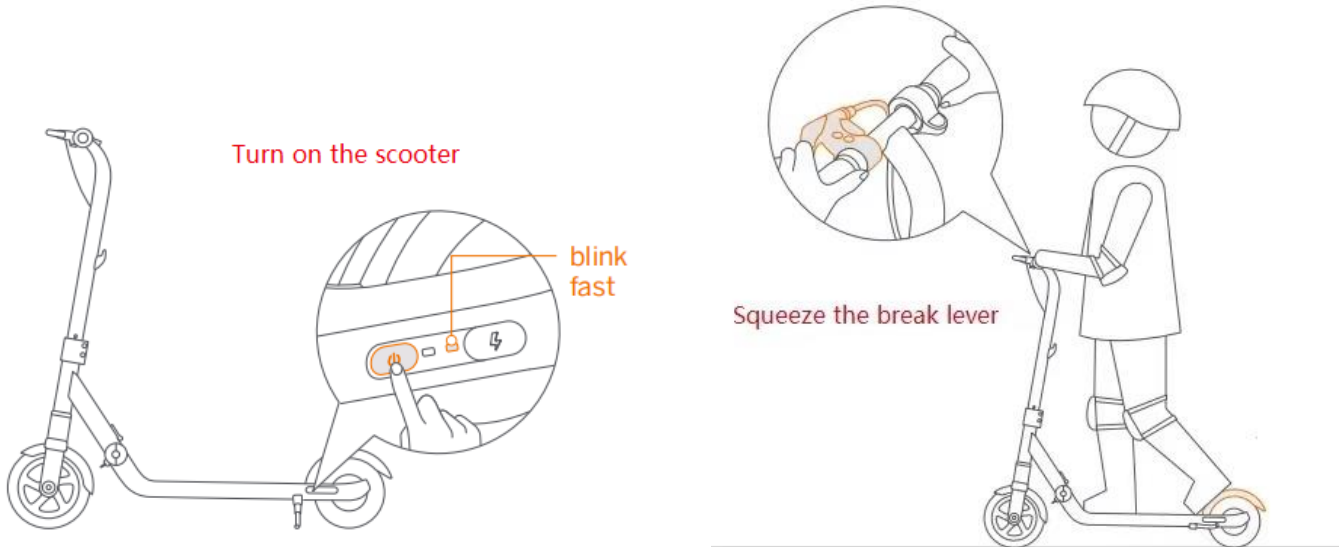
C. Re-calibration the vehicle

The built-in gyroscope of the vehicle can detect any abnormal postures. If the gyroscope data is abnormal, the vehicle will alert the error code and cannot be ridden. At this time, the vehicle can be restored to normal by re-calibrating. Please guide the user to re-calibrate the vehicle as following steps.

Note: The re-calibration instruction video attached.

How to re-calibrate the vehicle:

1. Press the power button to turn on the vehicle and squeeze the brake lever firmly.



2. Long press the power button to restart the scooter, **please keep squeezing the brake lever at the same time.**
3. Release the power button after the buzzer incessantly alarms, then release the brake lever after heard three times of beeps.
4. Press the power button to turn off the scooter, then press the button again to turn on the scooter. The scooter has been re-calibrated now.

● Maintenance

If the vehicle still cannot be ridden after trying above methods, please contact the service outlets to repair.

● Fixtures

Fixture/Material list			
No.	PN	Description	Type
1	NA	NA	NA

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