

SEGWAY REPAIR SERVICE GUIDE



HELPING YOU GET BACK ON THE ROAD SOONER

We understand that being without your scooter can be inconvenient. Our team and authorised service partners will always do our best to complete repairs and return your scooter as quickly and safely as possible.

Choose the Service Option That Suits You Best

Service Options	Best For	Estimated Total Lead Time
Direct Drop-off to Service Centre	Customers located near a service centre	~6–10 business days
Arrange Through Segway Customer Support	Regional or remote customers requiring shipping assistance	~9–18 business days
Return Through Original Retailer	Customers preferring retailer-managed assistance	~11–26 business days



*Direct drop-off and collection is generally the fastest option and also helps minimise potential transit-related damage.

We're Just Around the Corner

Whether you need a repair update or want to find your nearest authorised service centre, we've made it easy. Please see below or visit our website to get connected.

Find your nearest authorised service centre:
<https://service.segway.com/au-en/serviceCenter>

Customer Care Team:
(02) 9188 9392

Email Support:
support.au@ninebot.com

*E-SCOOTERS
SUPPORT ONLY



No need to rush into a repair just yet — a few quick checks might solve it → turn the page

QUICK CHECKS BEFORE YOU BOOK A REPAIR



Before sending your scooter in, many common concerns can be checked quickly in the [Segway App](#) or resolved with a few simple steps.

Most important information and alerts are already available in the [Segway App](#), so we recommend checking there first. A screenshot on the right can help you find the section.

Yellow Tyre Pressure / Vehicle Inspection Icon

Some models (such as ZT3 and F3) may display a yellow tyre pressure or inspection reminder icon. This is a scheduled reminder, not necessarily a fault.

What to do:

1. Open the Segway App
2. Connect your scooter
3. A reminder pop-up will appear automatically
4. Tap "Got It"
5. The icon on the scooter will disappear

Important:

Please ensure your Segway App is updated to the latest version. Versions earlier than V6.6.8 do not support this pop-up feature.

Riding Time / Range Not as Expected

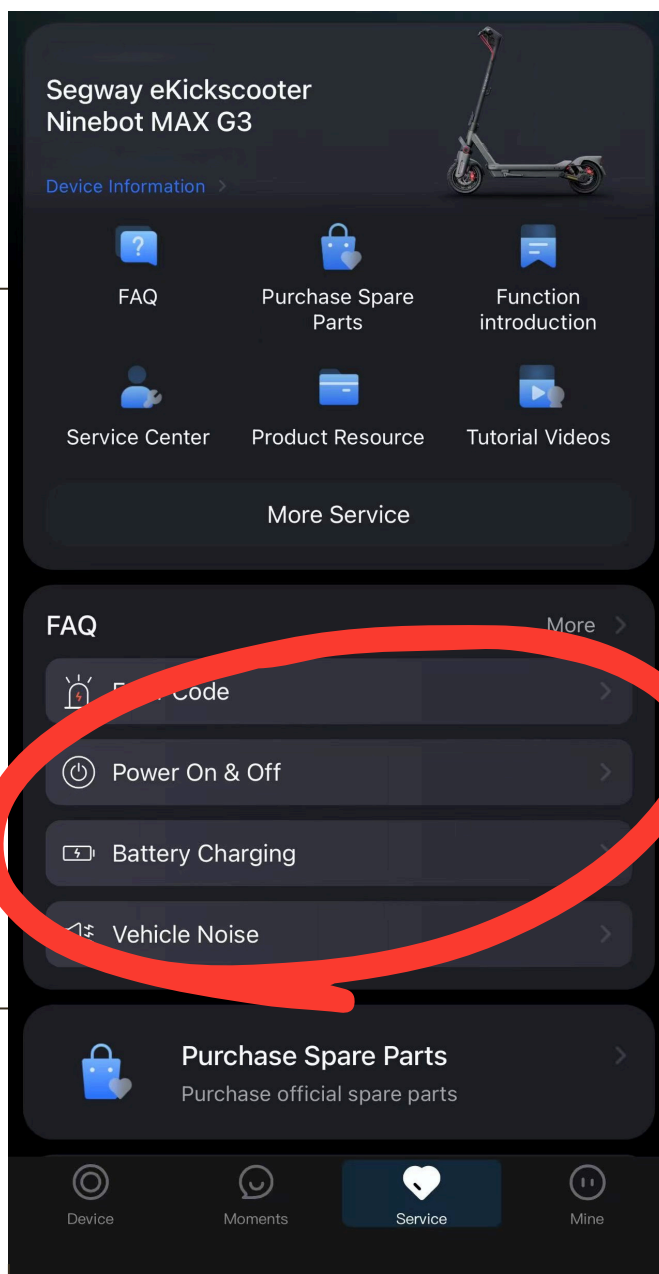
Common factors include:

- Temperature
- Terrain and slope
- Total load carried
- Riding speed (especially frequent max speed use)
- Tyre pressure

All Segway products are tested under controlled conditions, which may differ from everyday usage.

What you can try:

- Test riding under more moderate conditions
- Check if performance improves after adjusting riding style or environment



Not Reaching Max Speed

If your scooter is not reaching expected top speed, please check:

- Battery level (low battery may limit performance)
- Riding mode settings (Eco / Drive / Sport)
- Whether the product has been fully activated in the app