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Segway-Ninebot NEB1002-H1

Segway-Ninebot External Battery Pack User Manual

Model: NEB1002-H1 | Compatible with ES1, ES2, ES4 Electric Kick Scooters

INTRODUCTION

This manual provides essential instructions for the safe and effective installation, operation, and maintenance of your Segway-Ninebot External Battery Pack (Model NEB1002-H1). This battery pack is designed to enhance the performance and range of compatible Segway-Ninebot ES1, ES2, and ES4 electric kick scooters. Please read this manual thoroughly before use and retain it for future reference.



The external battery pack attached to the main stem of a Segway-Ninebot electric kick scooter, enhancing its range and performance.

IMPORTANT SAFETY INFORMATION

To prevent injury and damage, observe the following safety precautions:

- Always use the original charger provided by Segway-Ninebot for charging the battery pack.
- Do not disassemble, modify, or attempt to repair the battery pack. Unauthorized modifications can lead to malfunction, fire, or electric shock.
- Keep the battery pack away from water, fire, and extreme temperatures. Avoid direct sunlight for prolonged periods.
- Ensure the battery pack is securely installed before operating the scooter. Loose components can cause accidents.
- If the battery pack shows signs of damage, overheating, or emits unusual odors, discontinue use immediately and contact support.
- This product is UL 2272 Certified to meet fire and electrical safety standards.

INSTALLATION GUIDE

Follow these steps to correctly install the external battery pack onto your compatible Segway-Ninebot electric kick scooter.



A visual guide detailing the installation process: 1. Remove the cover, 2. Install the rail, 3. Attach the extended battery, 4. Ready to ride.

- 1. Remove the Cover:** Locate and remove the existing cover on the scooter's stem where the external battery pack will be mounted.
- 2. Install the Rail:** Securely attach the mounting rail to the scooter's stem using the provided screws. Ensure it is firmly in place.
- 3. Attach the Extended Battery:** Slide the external battery pack onto the installed rail until it clicks into place. Connect any necessary cables as per the scooter's instructions.

4. **Ready to Ride:** Once the battery pack is securely attached and connected, your scooter is ready for use with extended range and performance.



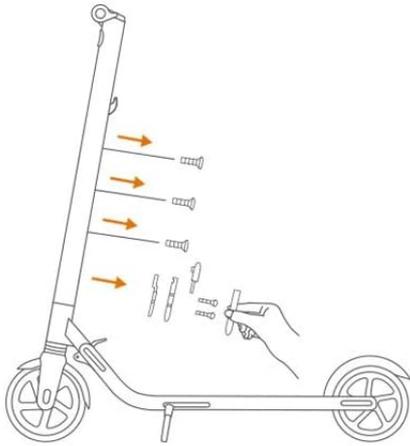
A front perspective of the external battery pack, showcasing its sleek design and integration with the scooter's stem.

OPERATION AND CHARGING

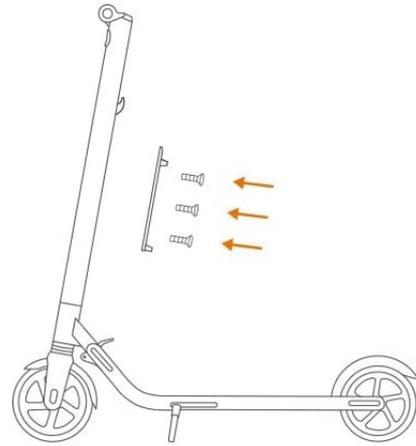
Charging the Battery Pack

To ensure optimal performance and longevity, charge the battery pack correctly.

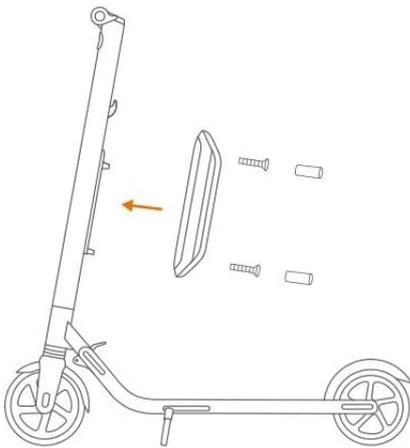
Effortless Installation



1. Remove the cover



2. Install the rail



3. Attach the extended battery



4. Ready to ride

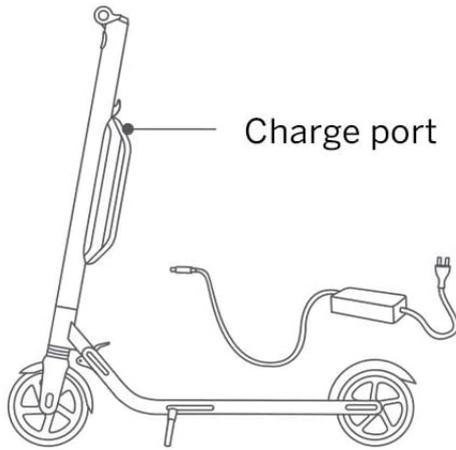
Instructions for charging the battery pack: open the port cover, insert the plug, and close the cover. Also includes a table of specifications for the external battery.

1. **Open the Charge Port Cover:** Locate the charge port on your scooter (or the external battery pack if applicable) and open its protective cover.
2. **Insert the Charge Plug:** Connect the charger to the charge port. Ensure a secure connection.
3. **Monitor Charging:** The indicator lights on the battery pack will show the charging status. A full charge typically takes about 3 hours.
4. **Close the Charge Port Cover:** Once charging is complete, disconnect the charger and securely close the charge port cover to protect it from dust and moisture.

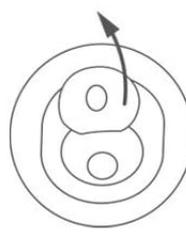
Using the Battery Pack

The external battery pack integrates seamlessly with your scooter's existing power system. It automatically provides additional power, increasing both the maximum range and speed of your ES1, ES2, or ES4 model. The scooter's display will indicate the combined battery level.

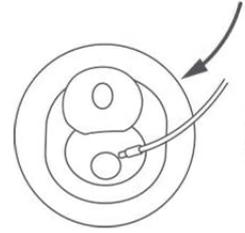
Intuitive Charging



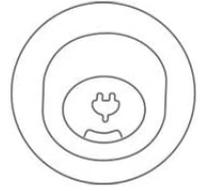
Charging step tips



Open the charge port cover.



Insert the charge plug.



Close the charge port cover when finished.

Specifications

External Battery	Item	
	Nominal Voltage	32VCD
	Max. Charging Voltage	42VDC
	Nominal Capacity	187Wh
	Rated output power 720W	720W
	Charging Temperature	32 - 104° F (0-40° C)
	Charging Time	About 3 hours
	Weight	1.5kg
	Package Size	17.3*5.11*5.19 inches
	Battery Management System	Over-heating, short circuit, over-current and over-charge protection

An individual riding a Segway-Ninebot electric kick scooter, demonstrating the product in use.

CARE AND MAINTENANCE

- **Cleaning:** Wipe the battery pack with a damp cloth. Do not use alcohol, gasoline, kerosene, or other corrosive chemical solvents. Ensure the charging port is dry before charging.
- **Storage:** Store the battery pack in a cool, dry place between 0°C and 40°C (32°F and 104°F). If storing for extended periods, charge the battery to approximately 50-70% every 30-60 days to prevent over-discharge.
- **Battery Health:** Avoid fully discharging the battery frequently. Regular, partial charges are generally better for lithium-ion battery longevity.
- **Inspection:** Periodically check the battery pack and its connections for any signs of wear, damage, or loose fittings.

TROUBLESHOOTING

If you encounter issues with your external battery pack, refer to the following common problems and solutions:

- **Battery Not Charging:**

- Ensure the charger is properly connected to both the wall outlet and the scooter/battery pack.
- Verify the charging port is clean and free of debris.
- Check if the charger's indicator light is on. If not, the charger may be faulty.
- If error codes like 46, 14, or 41 appear, it may indicate an issue with the battery's ability to charge.

- **Reduced Performance/Range:**

- Ensure the battery pack is fully charged.
- Check for loose connections between the external battery and the scooter. Re-installing the battery pack might resolve connection issues.
- Extreme cold weather can temporarily reduce battery performance.

- **Error Codes (e.g., 19, 42, 48):**

- These codes often indicate communication issues or internal faults with the battery pack.
- Try turning the scooter off and on again.
- If persistent, contact customer support as internal repair may be required.

- **Battery Pack Feels Loose or Rattles:**

- Re-tighten all mounting screws for the rail and battery pack. Avoid over-tightening.
- Ensure the battery pack is fully seated on its rail.

PRODUCT SPECIFICATIONS

Item	Specification
Model Number	NEB1002-H1
Compatible Models	Segway-Ninebot ES1, ES2, ES4
Nominal Voltage	32VCD
Max. Charging Voltage	42VDC
Nominal Capacity	187Wh
Rated Output Power	720W
Charging Temperature	0–40° C (32–104° F)
Charging Time	Approximately 3 hours
Item Weight	1.5 kg (3.3 pounds)
Product Dimensions	17 x 5 x 5 inches (43.2 x 12.7 x 12.7 cm)
Battery Cell Composition	Lithium Ion
Battery Management System	Over-heating, short circuit, over-current, and over-charge protection
Certifications	UL 2272 Certified



The product packaging displaying model number NEB1002-H1, compatible models ES1/ES2/ES4, and manufacturing details.

WARRANTY AND SUPPORT

The Segway-Ninebot External Battery Pack comes with a 6-month warranty. Please retain your proof of purchase for warranty claims.

For technical support, warranty service, or to report issues, please contact Segway-Ninebot customer service through their official website or the retailer where the product was purchased. Always refer to your scooter's main user manual for comprehensive support information.