FAQ

The Segway™ Human Transporter

Frequently Asked Questions

What is the Segway™ Human Transporter (HT)?

The Segway™ Human Transporter (HT) is the first self-balancing, electric-powered transportation device designed as an alternative to short-distance car trips. With dimensions no larger than the average adult body and the ability to emulate human balance, the Segway HT uses the same space as a pedestrian. The Segway HT allows people at home and at work to go farther, move more quickly, and increase the amount they can carry.

What does the Segway HT allow people to do?

Simply put, the Segway HT allows you to travel farther, move more quickly and carry more when you are commuting, running errands or working. The Segway HT is being used in a multitude of commercial settings. It is ideally suited for situations that require you to cover long distances or maneuver through densely populated areas. For example, workers in large scale manufacturing plants and warehousing operations, travel and tourism, public safety, corporate and campus transportation, as well as mail, package and product delivery are using the Segway HT to improve productivity in their operations and provide their customers with a new means of traveling.

How can I purchase a Segway HT?

There are multiple ways consumers can purchase a Segway HT—direct from Segway by calling us toll-free at 1-866-4SEGWAY, through one of the Segway Authorized Dealers listed on www.segway.com, through Brookstone stores and catalogs, and at Amazon.com.

Businesses can purchase the Segway HT directly from Segway. Each model offers attributes to help employees save time, bring more distant locations within reach, and enhance carrying capacity.

How does the Segway HT work?

Our team developed a breakthrough technology we call Dynamic Stabilization, which is the essence of the Segway HT. Dynamic Stabilization enables the Segway HT to work seamlessly with the body's movements. Gyroscopes and tilt sensors in a Segway HT monitor a user's center of gravity about 100 times per second. When a rider leans slightly forward, the Segway HT moves forward. When the rider leans slightly back, the Segway HT moves backward.

How do customers learn how to use the Segway HT?

Segway LLC will provide to you, at your shipping address, Segway HT Product Orientation, at no additional charge. At Segway HT Product Orientation, a Segway LLC representative will introduce you to the Segway HT product features and operation and will assist you with your first ride. Once your Segway HT is shipped, you should contact Segway LLC to set up an appointment for your product orientation.

What is the goal of the orientation experience?

The goal of orientation is to teach the basics necessary to get you started on your Segway HT. From there, we expect that you will continue to practice, perfect, and advance your skills in the real world. We hope that you will leave orientation with the information necessary to become a proficient, courteous and respectful rider.

How fast can the Segway HT travel?

Every Segway HT has three different keys that riders may choose from depending on riding environment and level of experience. The Beginner Key has a maximum speed of 6 mph and the slowest turning rate. It allows riders to learn how to ride the Segway HT and gain confidence using the machine. The Sidewalk Key has a maximum speed of 8 mph and a medium turning rate. This key allows riders to ride within pedestrian environments and confined spaces. The Open Environment Key has a maximum speed of 12.5 mph and the most responsive turning rate. This key allows riders to comfortably cover open spaces. 12.5 mph is the maximum speed of any Segway HT.

Does the Segway HT work indoors?

Yes. The Segway HT is designed to work anywhere people walk. In order to support indoor operation, Michelin created a special tire that is non-marring. The device is narrower than a standard doorway and is clean and quiet. There are zero emissions.

Where can I see or try the Segway HT?

Segway HTs are available to try and buy at Segway Authorized Dealer locations across the United States. Please visit our Web site at www.segway.com for the most up-to-date information about the locations nearest you.

Can I use the Segway HT in varying environments with different climates and terrain?

Yes. Like a person walking, a Segway Human Transporter requires traction to operate. The device is completely sealed to allow it to operate in wet weather. Our standard tires were optimized for a range of terrain and environmental conditions. We also offer enhanced traction tires for better performance on a wide variety of surfaces

How will Segway HT transform the way people live?

The benefits of widespread usage of the Segway HT are far-reaching, including the creation of more livable communities. We believe that, in time, the Segway HT will lead to a reconfiguration of the way communities are built by significantly extending people's walking zones, thereby enabling better use of space and the transportation infrastructure. The Segway HT will enable people to: make better use of their time, interact with people more easily and ultimately live better lives.

Where did the “Segway” name originate?

Our inspiration came from the word segue, which is defined as, "to transition smoothly from one state to another." The Segway Human Transporter (HT) transforms a person into an empowered pedestrian, allowing him/her to go farther, move more quickly and carry more.

What is the background of Segway?

Segway LLC is based in Manchester, New Hampshire and was founded by inventor and entrepreneur Dean Kamen to transform the way people work and live. The Segway Human Transporter (HT) is the result of years of research and development led by Kamen with the goal of building something that would make a unique and lasting contribution to society. Segway received funding from Credit Suisse First Boston Private Equity, Kleiner Perkins Caulfield & Byers and a number of individual investors.

What other companies were involved in the development of the Segway HT?

Segway brought together a vital group of industry leading suppliers:

- Delphi Automotive Systems assisted in the development of the Segway HT's integrated circuit boards and user interface components, which are key electronic system elements used to control the human transporter.
- GE Plastics provided us with a host of durable and environmentally friendly materials for our human transporter. Segway HT is the first commercial application for GE's SOLLX™ polymer, a weather resistant film that offers an alternative to paint.
- Michelin worked with us to develop tires that had the proper compound, tread, rolling resistance, and construction to work with this new form of personal transportation.
- Pacific Scientific, a Danaher Motion company, specially designed Segway HT's compact, brushless, electric servo motor.
- Saft helped us develop smart-charging, self-contained NiCd and NiMH batteries that require no external charger.
- Silicon Sensing Systems collaborated with Segway to develop and perfect our gyroscopes and tilt sensor systems.

Where is the Segway HT manufactured?

Parts of the Segway HT are manufactured at various locations around the world. The final assembly takes place at our own facility in Bedford, NH..

How does the Segway HT safely integrate into pedestrian environments?

Just as pedestrians adjust their walking and jogging tempo to match that of those around them, riders of the Segway HT adjust their speed to fit with the surrounding pedestrian environment. The machine was designed to respond to rider's movements—lean forward, go forward; lean back, go back—so that it could easily become an extension of one's own body. Thousands of hours of sidewalk and other pedestrian environment use by police, emergency medical technicians and our early customers is testimony to the safety and utility of the Segway HT.

How safe is the Segway HT?

The utmost care and research has gone into ensuring that the Segway HT is safe and fun to ride. The Segway HT's balancing technology is truly revolutionary and provides a unique riding experience. The Segway HT has redundant systems and sophisticated alerts built into its design and the many thousands of hours of use have demonstrated how safe the Segway HT is when used appropriately. It is important that Segway riders understand the responsibility to operate their Segway HTs safely. Proper skill level and understanding of the Segway HT prevents injuries caused by loss of control or misuse. Keep in mind that the Segway HT has not been designed, tested, or approved as a medical device.

Who can ride the Segway HT?

The Segway HT is designed to be operated by a wide range of people after proper product orientation. No special or extraordinary skills are required. The rider must be able to step on and off the Segway HT without assistance, which requires physical abilities similar to climbing and descending stairs. Rider's of the Segway HT i Series must not weigh more than 250 pounds and p Series riders no more than 200 pounds. The rider must be able to operate the steering control with his or her left hand. Segway recommends that riders be 16 years or older. It is important to note that the Segway HT has not been designed, tested, or approved as a medical device.

Where can I safely and legally ride the Segway HT?

The Segway HT will transport you over any surface on which the wheels can maintain traction, such as pavement, sidewalks, grass, and dirt. Remember, you must step off the Segway HT and use the power assist mode to go up and down stairs (and any place else where riding would not be safe or appropriate). In many cities you'll be able to take the Segway HT any place pedestrians are allowed. Some areas, however, have restrictions on where you can take the Segway HT and others may require that you wear protective gear. Please consult www.segway.com/general/regulatory.html for a list of state laws.