Segway-Ninebot: We stand behind our products with confidence

Segway-Ninebot is the leading provider of electric scooters to the scooter sharing business in the US and around the world. High quality and stable performance products have attracted approximately 95% of the world’s scooter sharing operators. We estimate over 80% of shared scooters currently in operation were produced from Ninebot’s three factories globally.

Segway-Ninebot is the world leading brand for last mile mobility. Our company mission is to simplify the movement for people and things, as succinctly stated in the company’s long-time motto “Simply Moving”. With this mission at heart, we have collaborated with many partners in the scooter sharing business and have since maintained good collaborative relationships.

Since its inception, Segway-Ninebot has always insisted on ensuring the safety of consumers and riders, and we have made safety a priority in terms of research, development and production, especially the production of scooters for the sharing business. We have hundreds of professionals in our R&D team, and the company participated in setting the standard of ANSI/CAN UL-2272、ASTM WK57360 with respect to electrical safety and battery safety for electric mobility devices. Segway-Ninebot also led the effort in participating in the AFNOR (National standard body of France) led Personal Light Electric Vehicle (PLEV) standard committee. In addition, Segway-Ninebot is the main driver behind the first joint task force on mutually recognized standards for China and the US in the self-balancing vehicle product category.

Products provided for all North American partners by Segway-Ninebot, including all products provided for the US retail market, meet global and US regulations and standards. All our products for the scooter sharing business, developed and made by the company comply with UL2271/2272 standards and perform safely and reliably under normal specified operating conditions. The operational stability and reliability of our products are widely recognized and appreciated by our partners and consumers.

As a main scooter supplier, Segway-Ninebot provides high standard products to our partners, but it does not participate in the operation, management or maintenance of the vehicles. The convenience of scooter sharing is brought by our partners to hundreds of cities and users in North America, the European Union, Southeast Asia, and other regions. At the same time, however, we have observed that operational hazards do rise from extreme abuse and vandalism of the vehicles in the scooter-sharing market. Considering the fact that the management and maintenance of shared scooters and the identification of damaged vehicles highly rely on the operators, we
strongly recommend that operators strengthen their capability of fleet operation and maintenance to avoid potential safety problems caused by the improper use of damaged vehicles.

At the same time, we also sincerely recommend that riders choose electric scooter sharing operators with strong operational and maintenance capabilities. In addition, carefully check the condition of the scooters before using, to see if they are well maintained, whether there are evident signs of seawater or rain soaking and whether there are noticeable signs of collision or abuse, and choose those that are in good condition.

Segway-Ninebot is committed to providing reliable products to users around the world, making last-mile mobility simpler.