

Dear Segway Authorized Dealers, Distributors, Resellers, and Customers:

Segway Inc. ("Segway") has become aware of several companies offering charging and rebuilding services for Segway® Nickel Metal Hydride (Ni-MH) and Lithium-ion (Li-ion) batteries. These companies are not affiliated with, supported by, or endorsed by Segway. Any services that are offered are done without Segway's assistance or permission and using such services voids the Segway® Personal Transporter Limited Warranty as more specifically described below.

The intent of this communication is to make clear, Segway's policy on battery charging and rebuilding services.

Battery Charging Services, commonly referred to as "boosting" or "reconditioning" services, are being advertised as a safe method for revitalizing Segway batteries that can no longer be charged by the Segway® PT's charger, or a Segway off-board charger.

The Segway battery management and charging systems (including Segway off-board chargers) are designed to ensure the safe and reliable use and charging of Segway batteries. By design, the charging of Segway Li-ion batteries is restricted if the voltage of a battery pack drops below a pre-determined threshold as Li-ion batteries that have been deeply discharged may short circuit individual cells.

Battery charging services bypass the safety features of the Segway PT's charger and Segway batteries and create a potential safety hazard by allowing deeply discharged, possibly short circuited, cells within the battery pack to be charged. Short circuited cells may not fail during boosting but may fail later during operation of a Segway PT or during subsequent charging by the Segway PT's charger or a Segway off-board charger.

Battery Rebuilding Services involve opening the battery case and replacing some or all of the individual cells inside the battery pack. This unauthorized procedure violates the structural integrity of the battery assembly and by breaching the environmentally sealed battery case can allow outside contaminants such as dust and water to enter.

The Segway PT's batteries are a critical component to the operational safety of the machine. Replacing individual cells requires complete disassembly of the factory sealed, non-serviceable battery pack. Companies that offer rebuilding services have no means to ensure that the replacement cells meet Segway's performance or quality standards, nor can they guarantee the level of quality upon re-assembly that is present during the initial manufacturing of the Segway battery pack.

Neither practice of rebuilding or boosting/reconditioning is condoned by Segway. Rebuilding or boosting/reconditioning Segway batteries may create a safety hazard and a loss of warranty coverage.

Warranty coverage of the Segway PT and Segway batteries is outlined in detail in the Segway® Personal Transporter Limited Warranty that is available for download at www.segway.com.

Battery rebuilding and or boosting/reconditioning is addressed by the limited warranty as follows:

"This Limited Warranty does not cover damage to the Segway PT, component part, or Accessory caused by any of the following: ...altering or modifying the Segway PT, component part, or Accessory; ...failure to properly maintain or improperly servicing the Segway PT, component part, or Accessory; damage caused by use of non-Segway parts or attachments; improper charging of the Segway PT..."

Segway batteries that have been rebuilt or boosted/reconditioned are not covered by the Segway® Personal Transporter Limited Warranty. Further, the use of rebuilt or boosted/reconditioned Segway batteries will render void the Segway PT's warranty coverage on all electrical and electronic components including, but not limited to: Controller Boards, Balance Sensor Assemblies, Motors, Chargers, User Interface Consoles, and Wiring Harnesses.

Please direct questions to your Segway support representative or to Segway's toll free sales and support line: 1-866-4SEGWAY.