

Product Security Update Support

We do our best to provide continuous security updates for our IoT products. The security updates generally include the latest security patches, security vulnerability fixes, and other security improvements. We will maintain the security updates for at least 3 years from the launch day of certain device models.

The support period will not be shortened after publication. If the defined support period is extended, we will update the lists below as soon as possible to help you check whether your device can still receive security updates.

Product List

Product Name	Type designation	Luanch Date	End date of security update support
Segway eKickScooter Ninebot E3	051901E	2025-06-02	2028-06-02
Segway eKickScooter Ninebot E3 Pro	051902E	2025-06-02	2028-06-02

Software List

Software Name	Luanch Date	End date of security update support
Segway-Ninebot App	2025-06-02	2035-06-02

Note:

The security updates policies and devices are subject to change and will be reviewed on a regular basis.