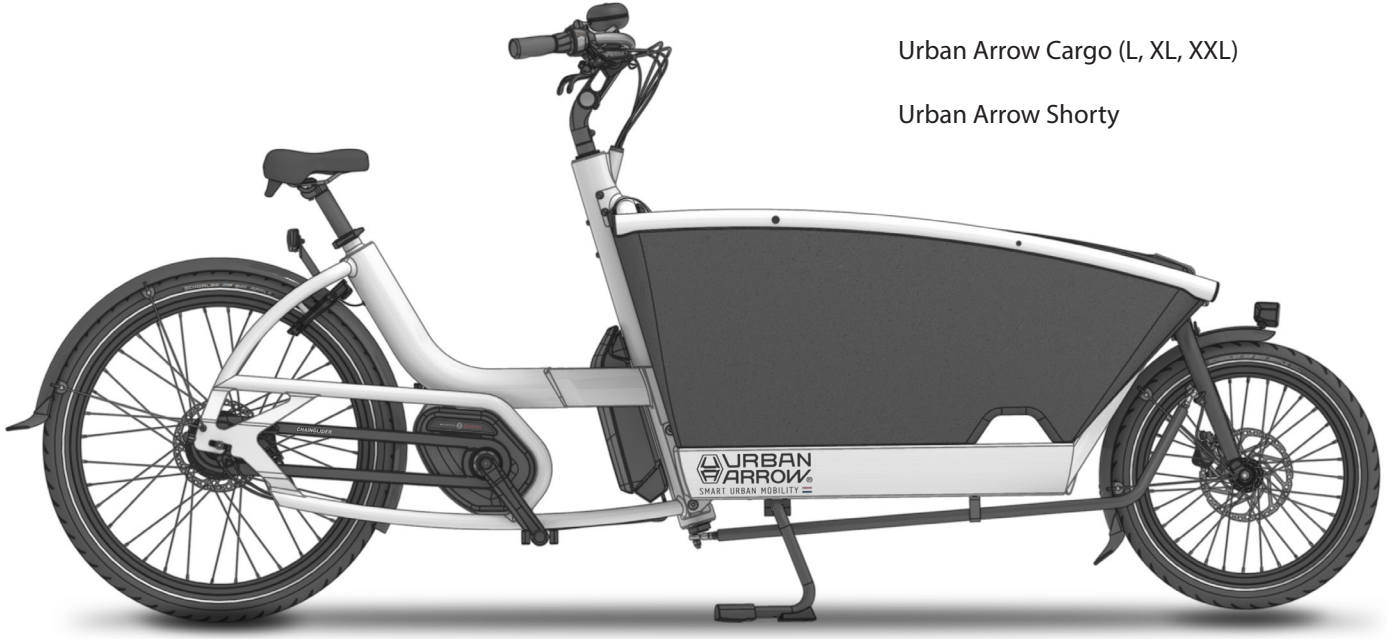
URBAN ARROW®
SMART URBAN MOBILITY

Manual

Urban Arrow Family

Urban Arrow Cargo (L, XL, XXL)

Urban Arrow Shorty



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About this manual

First off, thanks for choosing Urban Arrow! This manual will help you learn everything you will need to know about your Urban Arrow. It will explain how to ride and operate the bike. Safety and maintenance tips will appear throughout the manual to help maximize your joy of riding.

Maintenance instructions are included for basic tasks but complex tasks will require the help of your Urban Arrow dealer. Instances where dealer maintenance would be required are indicated. An updated dealer overview can be found on the urban arrow website via this link.
www.urbanarrow.com/en/dealerlocator

Safety tips will appear as follows:

Safety plane sample

Driving suggestions and general information will appear as follows:

Information plane sample

It is strongly recommended to read this manual in full. If you are reading a digital version of this manual, links to online content will appear in support of the information written in this manual.

Urban Arrow is continuously improving its product range to bring you a better and safer riding experience. So it might be possible that some features in this manual are different from the bike as you have bought.

Don't forget to check online for Urban Arrow documentation on our website:
www.urbanarrow.com

Or on our YouTube channel:
www.youtube.com/urbanarrowcom

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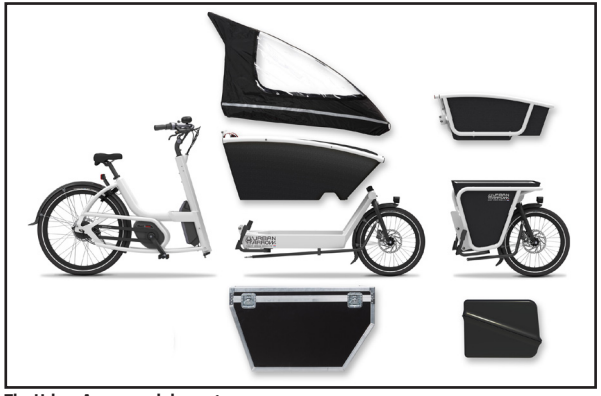
1 About Urban Arrow

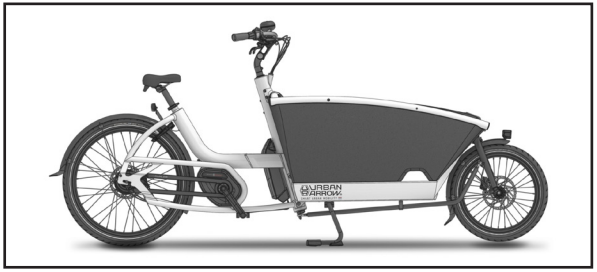
The Dutch bike brand Urban Arrow reinvented the transport bicycle: a fresh new design, lightweight, safe and comfortable materials together with the powerful and reliable German Bosch electric pedal assist and A-brand components (eg. Shimano, SKS, NuVinci, Schwalbe). That's why Urban Arrow has been a multiple award winner; Eurobike Award (2010), ISPO Brand New Award (2013), Extra Energy award (2016).

The modular frame design allows for different front frames to attach to a firm and sturdy rear frame. This makes it possible for Urban Arrow to configure multiple models, with shared technology. The image below shows most options of the modular system.



The Urban Arrow modular system

The most famous type of Urban Arrow so far is the Family model. This model is designed for families with young children who want a green, affordable and also time saving alternative to owning a (second) car.



The Urban Arrow Family model

In addition to the Family model, Urban Arrow has also developed a transport bike (Cargo), which comes in several lengths and a shorter electric two-wheeled transport bike (Shorty).

If you need a custom configuration or want your current one changed please contact your Urban Arrow dealer.

Urban Arrow stands for Smart Urban Mobility!

1.1. Contact information

If you need information or if you have any questions regarding your Urban Arrow please contact your local Urban Arrow dealer. A list of Urban Dealers can be found online:

Dealer list
www.UrbanArrow.com/en/dealerlocator

For more Urban Arrow information, technical information and news items please check our website and our social media channels:

Our website
www.UrbanArrow.com

Our YouTube channel
www.youtube.com/urbanarrowcom

Our Facebook page
www.facebook.com/urbanarrowcom

Our Instagram account
www.instagram.com/urbanarrow

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The Netherlands

2 Getting started / First ride

If you want to set out on your first Urban Arrow ride without reading the complete manual this chapter will suffice. It will serve as a quick guide for the first ride.

Please follow all of the following steps, they will tell you what to check before your first ride and how to operate the E-bike system in short.

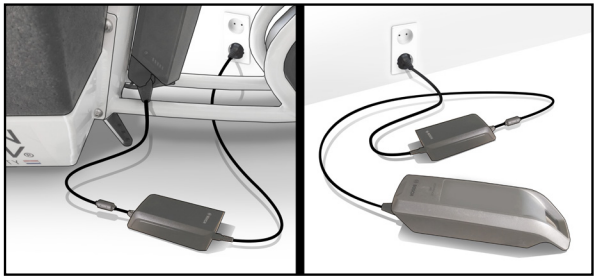
It is strongly recommended to read this Getting started / First ride chapter in full without skipping any of the steps.

2.1. Step 1, Charge your battery

On delivery of the Urban Arrow the battery is not fully charged. Before setting out on your first ride it is advised to fully charge the battery.

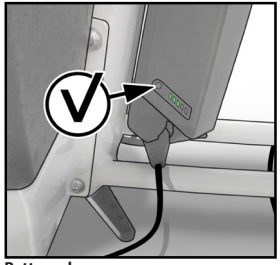
Note that the battery can be charged while mounted in the cradle or when it has been taken out of the cradle.

When the Battery is being charged, LEDs on the battery will indicate how far the battery has been charged. The LEDs will blink until the battery is fully charged. At this point all the LEDs will be lit.



Charging a battery

You can check how far the battery, which is disconnected from a charger, is charged by pushing the button on the battery once. The LEDs next to the button will light up, the more light up the more the battery is charged. If no LEDs light up there is no charge left in the battery

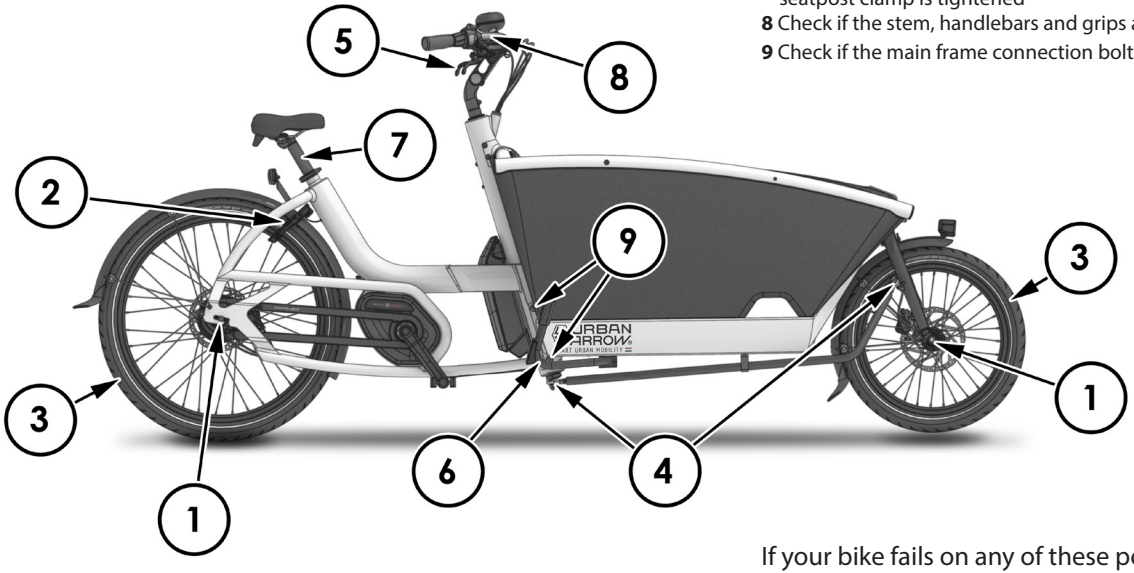


Battery charge

2.2. Step 2, Safety checks

To ensure your new Urban Arrow is safe to ride please check the following safety points. These are quick checks to avoid mechanical malfunctions.

1 Check if the axle nuts aren't loose.
2 Check if the tyres aren't running against the fenders, the frame or the lock
3 Check if the tyres are well inflated (between 3 and 4 bar)
4 Check if the steering rod / rod ends are tight
5 Check if the brakes are working
6 Make sure the kickstand folds upwards and keeps its position
7 Check if the seatpost doesn't slip in the frame, make sure the seatpost clamp is tightened
8 Check if the stem, handlebars and grips aren't slipping or loose
9 Check if the main frame connection bolts aren't loose



Quick safety checks

If your bike fails on any of these points don't use the bike and check with your Urban Arrow dealer to discuss any problem.

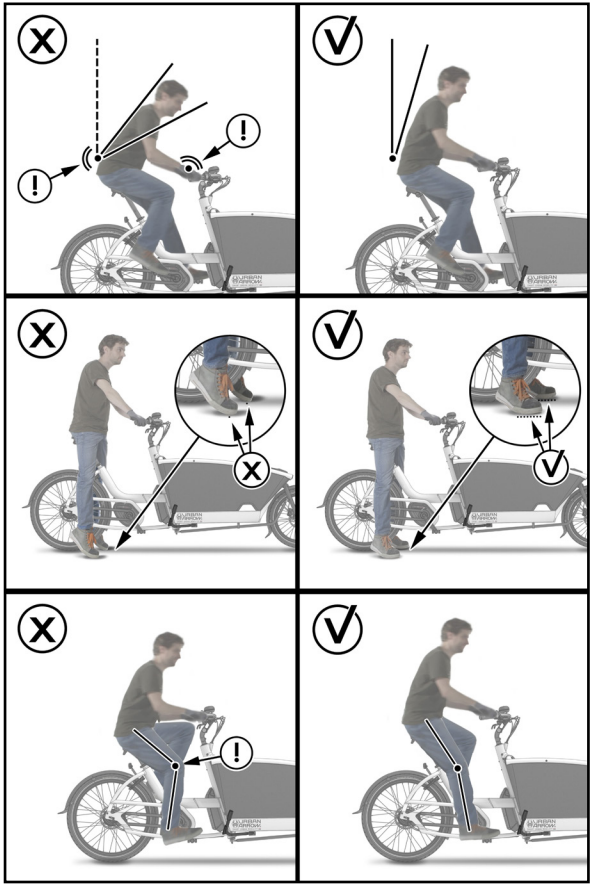
2.3. Step 3, Bike fit

To ride a bike safely you will need to have a comfortable seating position. This is achieved by adjusting the saddle height and handlebar position. These are dependent on rider preference and the physical properties of the rider.

If you follow these bike fit tips you will have a good base for finding a comfortable seating position. Note that these are just quick tips. Please consult your Urban Arrow dealer for a professional bike fit.

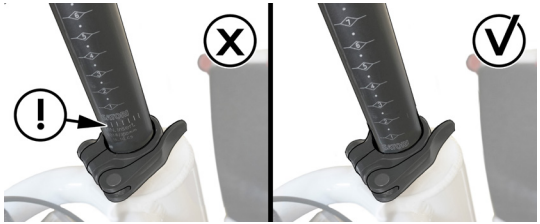
- Make sure your back is not angled forward too much (handlebars too low or too far away). This will put stress on your lower back and wrists leading to discomfort.
- The Urban Arrow is designed to provide a 'relaxed' seating position. This means that the rider will be able to have both their feet (not just the toes) on the ground while seated on the saddle, creating a stable position.
- A correct saddle height can be checked by positioning your foot on the pedal at its point farthest away. The knee should be slightly bent at this point.

How to adjust the saddle height and handlebar position is explained in Chapter 4.3.1 and Chapter 4.3.2 respectively.

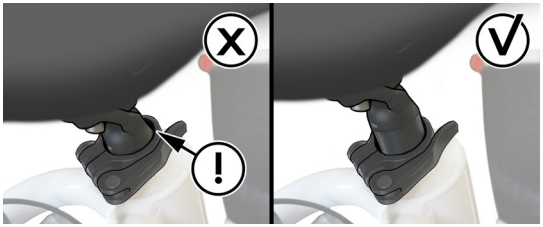


Bike fit tips

Never extend the seatpost beyond the minimum insertion mark. It could result in the seatpost breaking or cause damage to the frame.



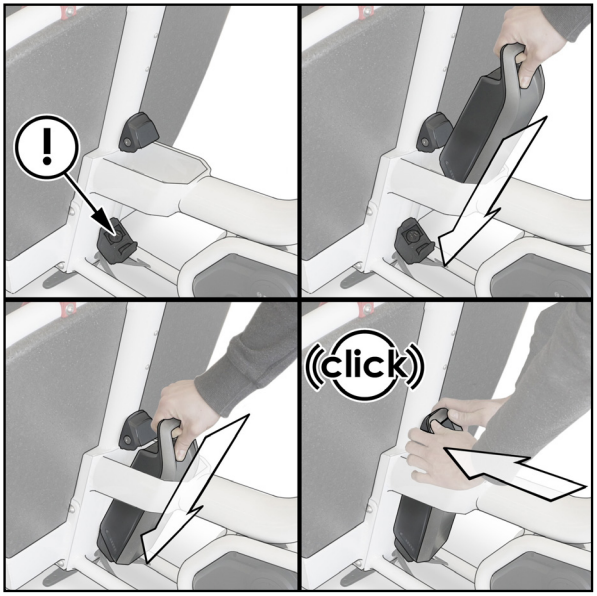
Reversely don't insert the seatpost too far. The maximum insertion length is not marked on the side of the seatpost but the clamp should always clamp on the cylindrical part of the seatpost.



2.4. Step 4, Turn on the Bosch e-bike system

The battery and display need to be mounted before you can turn on the Bosch e-bike system. The battery is mounted into a cradle located on the rear frame.

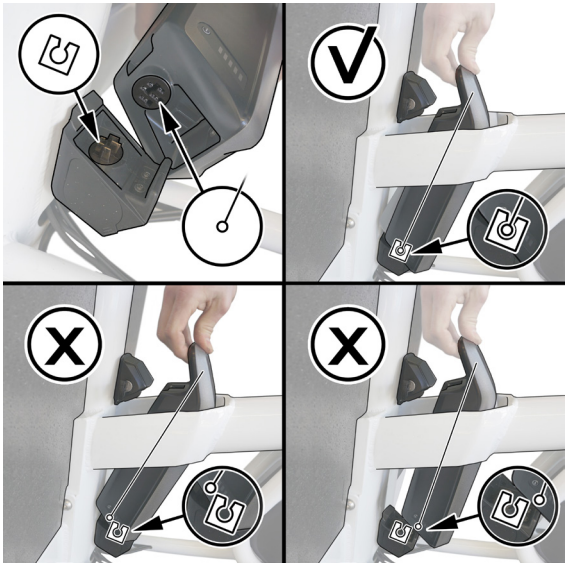
Slide the bottom of the battery through hole in the frame into the cradle. Make sure the cradle is clean of dirt and debris.



Placing the battery in an Urban Arrow

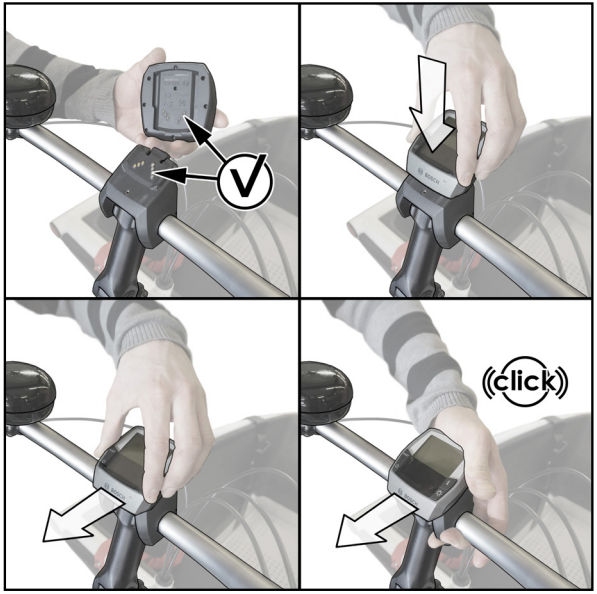
Check if the battery is mounted correctly (also if you've just mounted the battery). You should have heard a 'click'.

These images show how to recognize an incorrectly fitted battery.



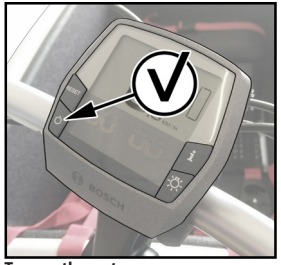
A mounted display is also required to turn the system on. Slide the display onto the cradle mounted on the handlebars.

There is no specific order in mounting the display and the battery.



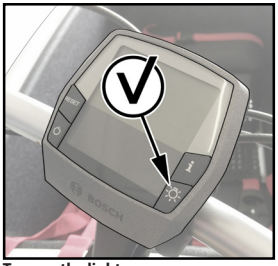
Placing the display

Turn on the Bosch system with the **On/Off** button on the display mounted on the handlebars

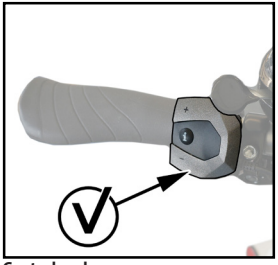


Turn on the system

Turn on the lights with the **Light** button on the Bosch display. It is advised to have your lights turned on at all times, also during the daytime. The increased visibility to other traffic will increase your safety.


Turn on the lights

Should you wonder about the control pod located next to the left handlebar grip. This lets you adjust the amount of support of the Bosch e bike system. There is no need to use it to turn on the system.


Control pod

More information on the controls and the working of the Bosch system can be found in Chapter 4.4.

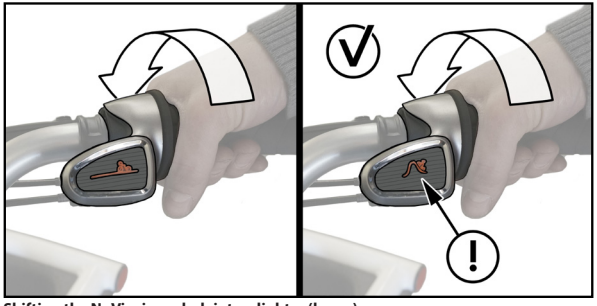
2.5. Step 5, Select the correct gear

Your first ride is only moments away but take some time to understand the NuVinci gearhub. Before riding away (also from a stop) always select a lower gear.

This will put less stress on the drivetrain and you will gain speed more quickly. Shifting while standing still is possible but only within a limited range.

Shifting while the bike is not moving is possible but within a limited range only. With a static bike while rotating the shifter lever, resistance will increase until it isn't possible to rotate the lever any further. Don't apply unreasonable force to rotate the lever beyond this point. Once the bike starts rolling you can shift through the whole range of the gearhub again.

Turn the shifter clockwise for a **lower gear** (before riding away, or riding uphill). Turn the shifter counterclockwise (towards you) for a **higher gear** (riding fast, or riding downhill).


Shifting the NuVinci gearhub into a lighter (lower) gear

Note that the image with the bicycle and the hill changes when you turn the shifter. The NuVinci gearhub has continuously variable gearing, meaning there are no set gears with steps inbetween them.

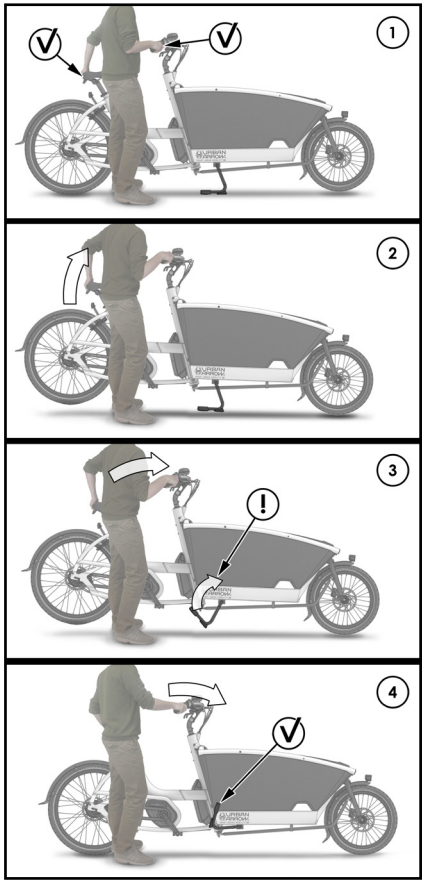
2.6. Step 6, Ride away

Selecting a lower gear riding away from a stop will reduce strain on the drive train components and increases the operating life of your bicycle. Selecting the correct gear will also affect the range of your battery positively.

To **ride away**, take the bike off its kickstand. This is done by taking position on one side of the parked bike. With one hand hold the handlebar grip closest to you **1**, with the other hand pull upwards on the handle located underneath the saddle **2**. Then push the bike forwards **3**, the spring loaded kickstand will rotate upwards and out of the way **4**. These steps are shown in the image to the right.

Look over your shoulder, indicate direction and ride away. Enjoy!

Make sure your bike is unlocked before taking it off the kickstand. Otherwise there is a chance the lock will bend or snap the spokes of your rear wheel.



Taking the bike of its kickstand

2.7. Step 7, After a ride

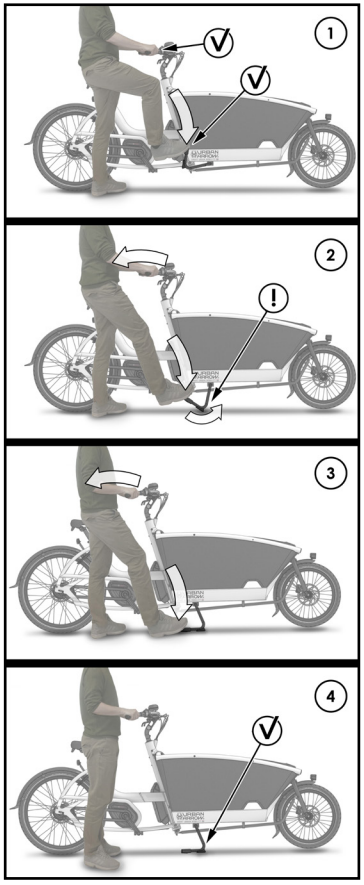
Before coming to a **stop** don't forget to shift the Nuvinci gearhub to a lower gear, anticipating for when you would ride away again.

When you want to park the bike, put it on its kickstand. This is done by dismounting the bike and taking position on one side of the bike. While holding the handlebars, one hand on each grip **1**, push down on the end of the kickstand with your foot **2**. Simultaneously pull the bike backward with your hands on the handlebar **3**. These steps are shown in the image to the right.

Lock the bike, using the wheel lock and preferably an extra lock. It is advised to use the extra lock to secure the Urban Arrow to a static object. This will reduce the chance of theft.

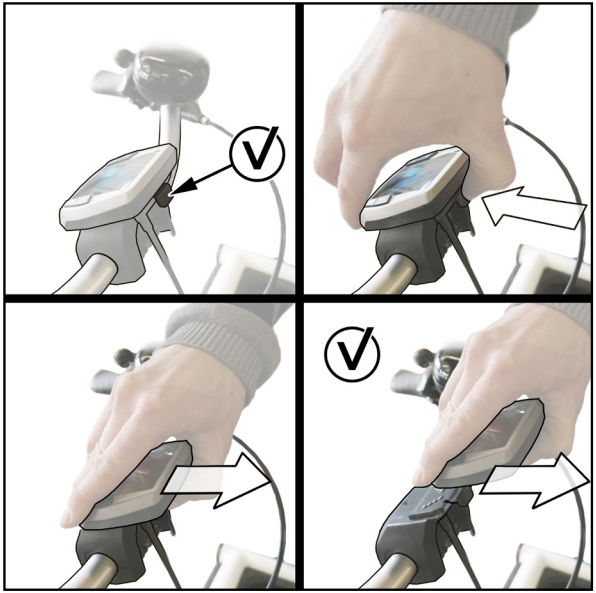
Take care parking your Urban Arrow in a socially acceptable manner. Don't block the road or sidewalk. Don't lock your Urban Arrow to bikes that aren't yours.

Take out the battery (if you plan to park your bike for a longer period) and take off the display. These are expensive parts to repair or replace, please take good care of them. Store them in a dry and safe place.



Putting the bike on its kickstand

To **take off** the display, press the plastic flap at the front of the display and simultaneously slide the display towards the front. This way the display slides of the display cradle.



Removing the display

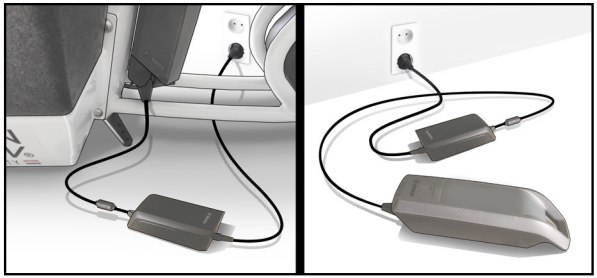
If your lights are turned on they will automatically switch off if you remove the battery or the display.

Alternatively you can switch them off using the **Light** button on the display, or by turning off the Bosch system with the **On/Off** button.

Take your luggage and or kids out of the cargo box.

If you are parking your Urban Arrow outside overnight or for a few days, covering the bike with an Urban Arrow bike parka will reduce wear and littering problems and keeps the bike clean. Check the Urban Arrow website for more information on the Urban Arrow bike parka and other Urban Arrow accessoiries.
www.urbanarrow.com

Lastly, don't forget to charge your battery after a ride!



Charging the battery

3 Before every ride

To ensure a safe ride please regard these tips. Most of these have appeared earlier in this manual but it is good to keep them in mind before every ride.

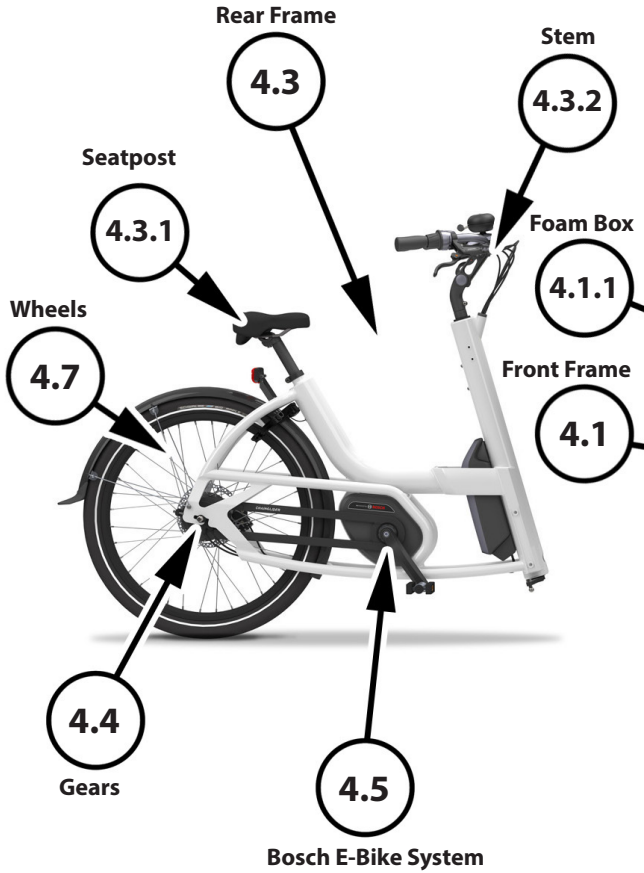
- Check if the battery is charged before taking it to the bike (in case was charged off the bike)
- (Charge the battery)
- Mount the battery and check if it is mounted correctly. Did you hear the 'click'?
- While mounting the battery check if the battery cradle is clean (no dirt or debris)
- Place the display onto the handle bar
- Unlock the bike before taking it off the kickstand
- Take the bike off the kickstand and makes sure the kickstand holds its position
- Check the tyre pressures. Inflate them if they feel too soft and in case of a puncture fix this before your ride
- Turn on the lights with the 'Light' button on the display
- Check the indicated support level of the Bosch system. Select one of the levers before riding away
- Check the brakes. Pull on the brake levers and try and push the bike forward
- Check if your passengers are secured by their safety belts
- Check if your luggage is secured, so it cannot move around during the ride
- Look over your shoulder before riding away and indicate direction

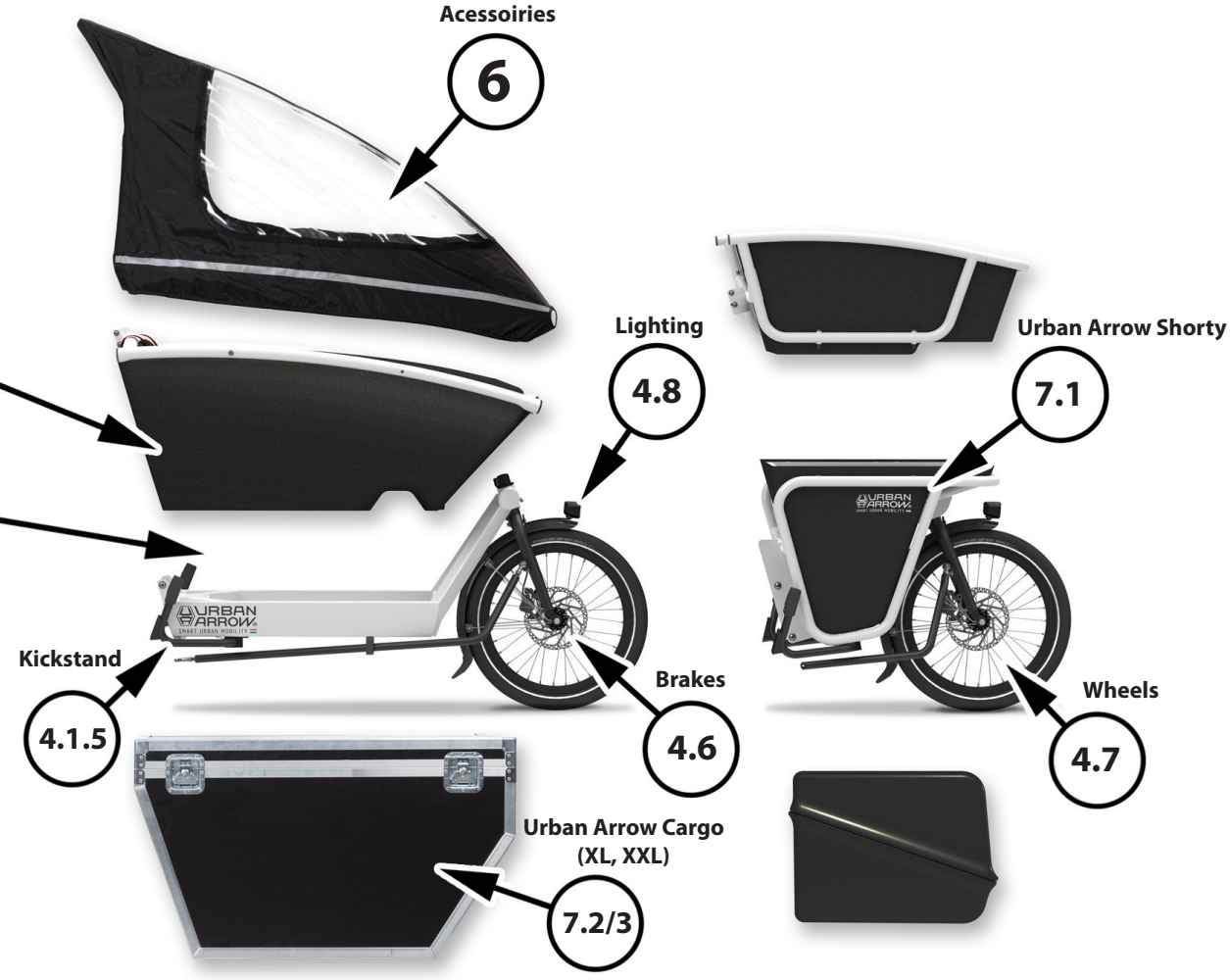
4 The Urban Arrow Family

The Urban Arrow Family model uses the modular Urban Arrow product architecture to couple a standard rear frame to a Family front frame. This model was designed to be the best cargo bike in the urban environment.

This image shows all the parts of the Urban Arrow Family, with references to the chapters these parts are discussed in.

If you are looking for a subject this image is a good starting point!




Acessoiries
6
Lighting
4.8
Urban Arrow Shorty
7.1
Kickstand
4.1.5
Brakes
4.6
Wheels
4.7
Urban Arrow Cargo
(XL, XXL)
7.2/3

4.1. Front Frame

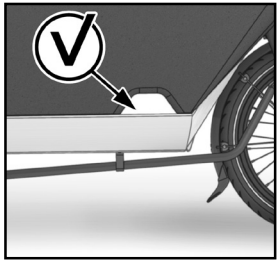
The Front frame supports the cargo box and connects the front wheel to the rear frame.

4.1.1. The foam box

The box used on the Family model is made from a sturdy foam material called EPP (Expanded Polypropylene). EPP insulates very well and has good wear and tear resistance. Regular bicycle maintenance or generic household cleaning products will not affect the material. Be carefull when using solvents however.

Do not clean the box with paint thinner or oven cleaner. When exposed to fire, the EPP material will melt but it will not catch fire easily.

To provide easy access to the box for (little) passengers, a **cutout** has been made in the side of the cargo box to create a step. This can be used to climb in and out of the cargo box.



Step cutout

It is possible to apply reflector strips for safety or to fully cover the side of the foam box with a vinyl sticker for advertising purposes.

4.1.2. Bench

The Urban Arrow Family comes with a bench mounted inside the box, combined with two sets of safety belts. This bench provides enough room for two young children. The bench will also fit one adult. Adults will not be able to use the safety belts.

The seats should not be used by children who are not able sit independently. Urban Arrow advises an age limit of 1,5 years. For younger children a Maxi cosy or Yepp seat can be mounted inside the box. These require adapters as described in Chapter 6.5 and Chapter 6.6.

Note that the bench can be removed and refitted depending on your cargo space requirements. Check with your Urban Arrow dealer for advice.

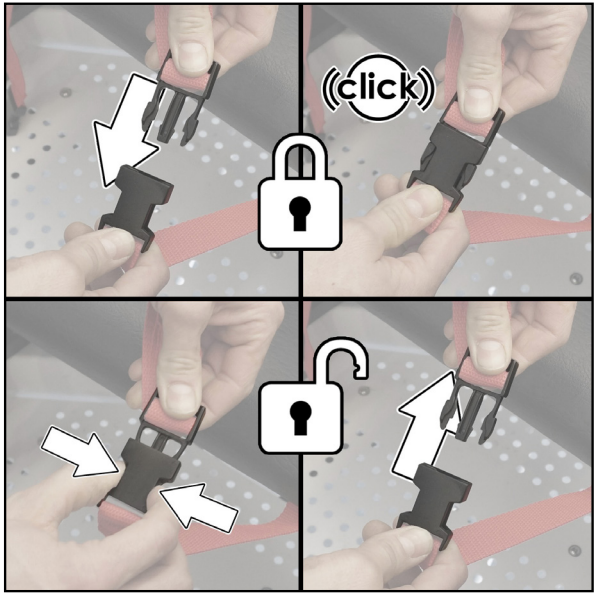
For handicapped persons it is possible to mount a custom seat or bech inside the box. Please refer to your Urban Arrow dealer for more information.

4.1.3. Safety belts

Three point safety belts are standard equipment on the Urban Arrow Family. Two pairs are mounted, to be used by children seated on the bench.

The length of the belts should be adjusted to the size of the passengers. The belts should not be loose nor too tight. A grown up should be able to put their hand between the belt and the chest of the child. If an adult is seated on the bench they can hold the protection tube to secure themselves.

The safety belts should be fastened as seen in these image.



Safety belts closing and opening

Always secure your young passengers with the safety belt before a ride.

4.1.4. Optional front bench

Mounting an extra bench is possible, please see Chapter 6.7 for more information. The extra bench can be ordered and mounted by your Urban Arrow dealer. This bench will provide room for either one child or one adult.

Extra front bench

In some countries (e.g. Switzerland) the law does not allow for an extra front bench to be fitted.

4.1.5. Kickstand

The Kickstand is located on the underside of the front frame and will provide stability when you park your Urban Arrow. There is no need to park your bike by leaning it against another object!

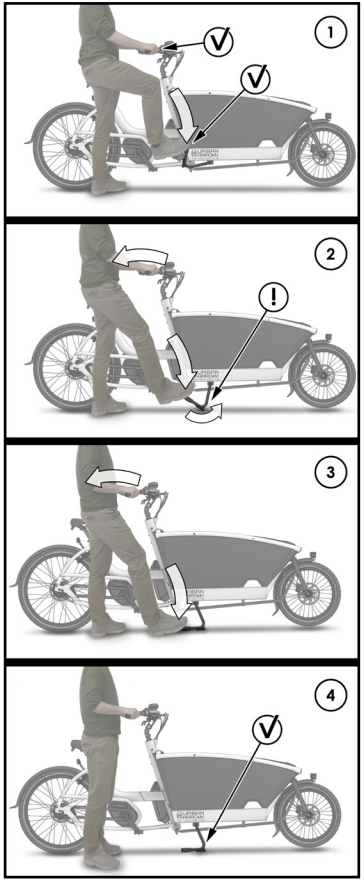
How to put your bike on its kickstand and how to take it of its kickstand is shown on the images on the next page.

Parking the bike
Putting the bike on the kickstand is done by dismounting the bike and taking position on one side of the bike **1**.

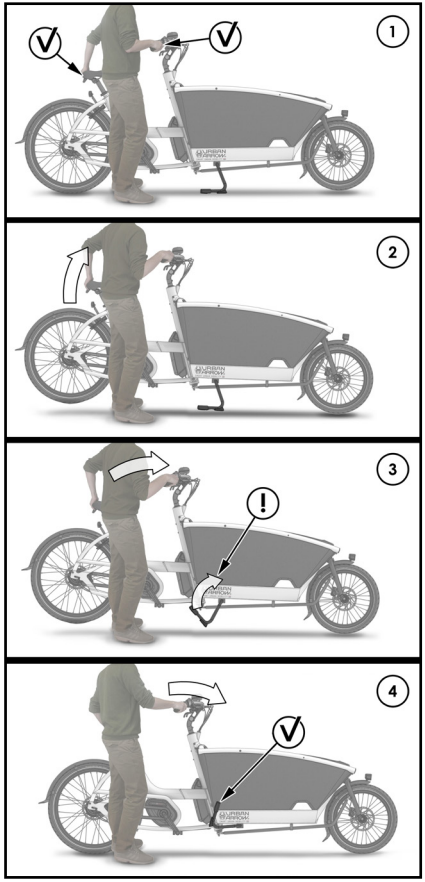
While holding the handlebars, one hand on each grip, push down on the end of the kickstand with your foot **2**.

Simultaneously pull the bike backward with your hands on the handlebar **3**.

Do not park your Urban Arrow with the front pointing down a slope (even small ones). The kickstand could be overcome by the weight of the bike alone or a small push.



Putting the bike on its kickstand



Taking the bike of its kickstand

Going for a ride
Taking the bike off its kickstand is done by taking position on one side of the bike. With one hand hold the handlebar grip closest to you **1**.

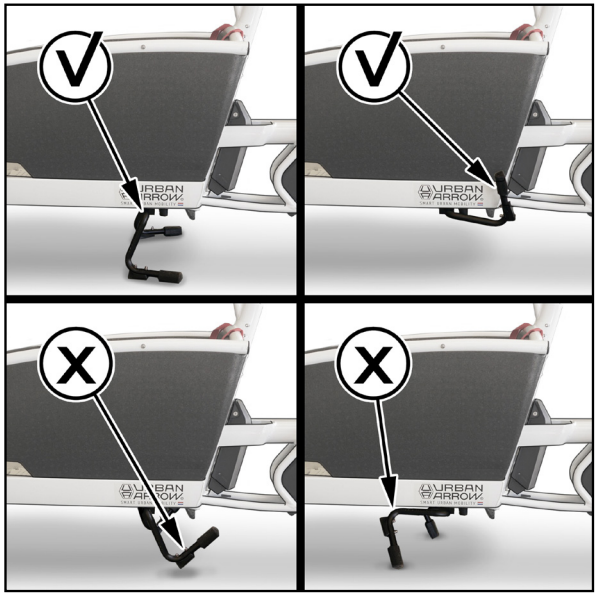
With the other hand pull upwards on the handle located underneath the saddle **2**.

Then push the bike forwards, the spring loaded kickstand will rotate upwards and out of the way **3-4**.

With a heavy-load inside the box pushing forward (3) will require an extra push against the box with a knee.

It can occur that the kickstand ends up in a wrong position. For instance by pulling the bike backwards getting it off the kickstand or by pulling the bike backwards too far placing it on its kickstand. Another cause could be a mechanical problem.

See this image to recognise the correct and incorrect positions.



Correct and incorrect kickstand positions

do not pull the bike backwards to get it off the kickstand, this will make the kickstands move in the wrong direction and could damage the kickstand mechanism.

If your kickstand does not keep its rotated upwards position, there might be an underlying technical problem. Please contact your Urban Arrow dealer for maintenance.

4.1.6. Headset

The headset provides an interface/connection between the fork and the front frame so steering action will be smooth and precise. The headset makes use of ball bearings. Upon delivery the headset has been correctly set. Over time and distance travelled the headset might develop play, requiring it to be adjusted.

Headset play will affect both the handling characteristics and the operating life of the headset. If you follow the Urban Arrow maintenance plan (Chapter 11), headset play will be checked during regular maintenance by your Urban Arrow dealer.

If you want to check play on the headset yourself, put your Urban Arrow on its kickstand so the front wheel is off the ground. Then grab both fork legs with your hands and try and pull the fork backwards and forwards. If you find there is play please refer to your Urban Arrow dealer for headset maintenance.

If you are a confident home mechanic please check this video for headset adjustment information

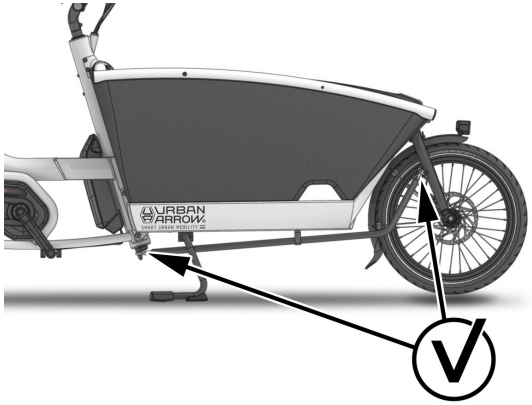
www.youtube.com/watch?v=hZ2gLPW7suQ

4.1.7. Steering linkage

The steering input of the handlebars needs to be translated to the front wheel. This action is provided for by the steering linkage. The linkage consists of a vertical steerer tube (the handlebar connects to this) and a horizontal steering shaft (this runs below the front frame towards the front wheel). Two balljoints connect the steering shaft to the front fork and the steerer tube.

Urban Arrow delivers their bikes with a correctly set up steering linkage. Every day use may affect the working of the linkage. Play might develop, affecting the handling of your Urban Arrow.

To check play on your steering linkage check the two ball joints as indicated in this image.



For safety it is very important the steering linkage is good working order. If the linkage feels loose or if there is excessive resistance, please contact your Urban Arrow dealer. If the front wheel does not change direction when steering input (handlebar rotation) is given stop riding immediately and contact your Urban Arrow.

4.1.8. Protection tube

The protection tube (a frame coloured Aluminium tube) sits on top of the foam box. It protects the box against damage and adds stiffness to the front frame. Apart from this the protection tube also provides mounting points for a number of accessories as well as the front and rear reflectors.

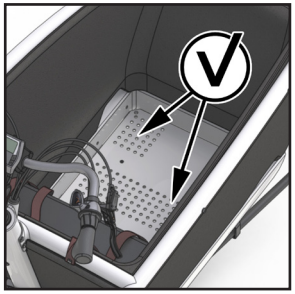
Make sure the reflectors can be seen by traffic. Do not cover them with luggage. Contact your Urban Arrow dealer for a replacement should you lose any of the four reflectors.

The mounting points and their function will be explained the accessories chapters. They are also listed in the following chapter about mounting points.

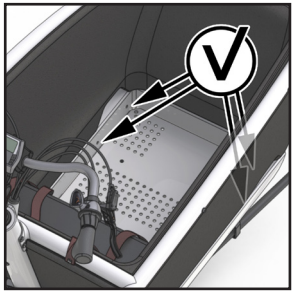
4.1.9. Front frame mounting points

The front frame provides a number of mounting points for accessories. If you are wondering what certain holes or mounting points are meant for, this list is a good starting point to find out.

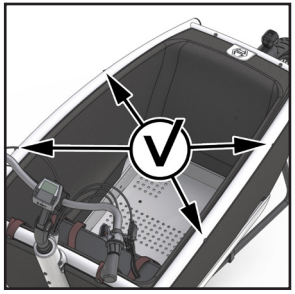
The floor of the cargo box is covered with drain holes. These can also provide a mounting point. For instance for the Urban Arrow Yepp Mini adapter, see Chapter 6.6.



On the inside of the two **lateral beams** of the front frame there are mountings points where the rear and front bench are fitted to. The extra front bench is an accessory found in Chapter 6.7.

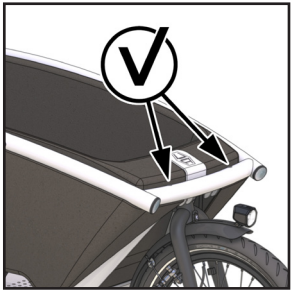


On the **side** of the **protection tube** (both sides) there are mounting points to be used with the push buttons of the Urban Arrow rain cover (Chapter 6.1) or the Urban Arrow box cover (Chapter 6.3).

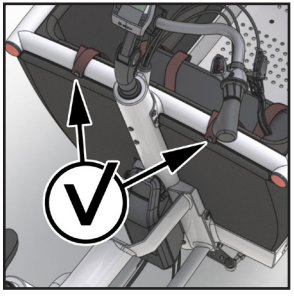


The Urban Arrow luggage net (Chapter 6.9) uses a clamp that fits over the protection tube.

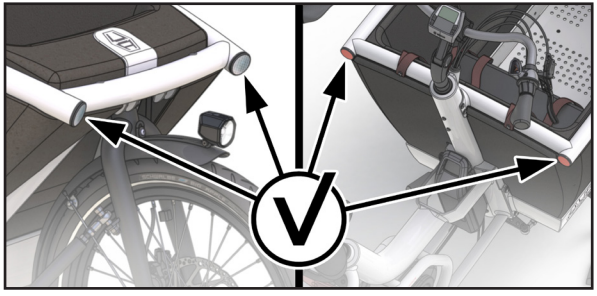
At the **front** of the **protection tube** there are two holes to be used with the Urban Arrow rain cover, Chapter 6.1.



The safety belts are secured to two mounting points on the **rear** of the **protection tube**.



The **front** and **rear ends** of the lateral **protection tubes** are used by the Urban Arrow rain cover (Chapter 6.1) and the Urban Arrow box cover (Chapter 6.3). Fabric loops are hooked around the end of the tubes.



4.2. Front fork

The front fork holds the front wheel and is connected to the front frame with a headset. For information about the headset please refer to Chapter 4.1.6. The Urban Arrow Family comes equipped with a rigid fork as standard equipment. A suspension fork is only available on Cargo models, see Chapter 7.3.

if your urban arrow is equipped with a rigid fork, be careful riding your bike against and over kerbstones. Adjust your speed. Hitting a kerbstone at too high a speed might damage both the front wheel and fork.

If your Urban Arrow has been in an accident where the front fork was hit. Or the bike ran into an object with the front wheel, it is advised to have your bike checked for damage to the fork (and wheel) by your Urban Arrow dealer.

Urban Arrow bikes cannot be fitted with any type of aftermarket (suspension) fork because the original fork is specific to the Urban Arrow frame design and geometry.

The front fork also provides the lateral mounting point for the steering linkage. The steering linkage connects to a bracket on the right leg of the fork. Mounting points are also provided for the front brake (both types), the front brake cable, the light bracket and the front fender.

The rigid fork of the Urban Arrow Family in combination with the Schwalbe Big apple balloon tyres provides enough suspension for most everyday use.

4.3. Rear frame

The rear frame holds all the vital, expensive components for riding the bike. Such as the rear wheel and all of the electric drivetrain components, including the battery and motor. The contact points to the driver (pedals, saddle and handlebars) are also supported by the rear frame.

Due to the modular product architecture of Urban Arrow models it is possible to connect a different front frame to a rear frame. (as long as your product is supported by Urban Arrow). Please refer to your Urban Arrow dealer or the Urban Arrow website if you want to know about the available options.

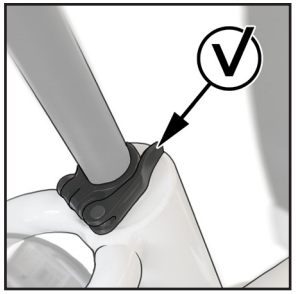
The following chapters will provide information on the rear frame and its components.

4.3.1. Seatpost / Saddle

The seatpost and saddle can be adjusted to the bike fit required by the rider. It is common for an Urban Arrow to be ridden by more than one rider. This is why the seatpost is equipped with a quick release, so its height can be easily adjusted. Seatpost height is more critical to bikefit than handlebar height.

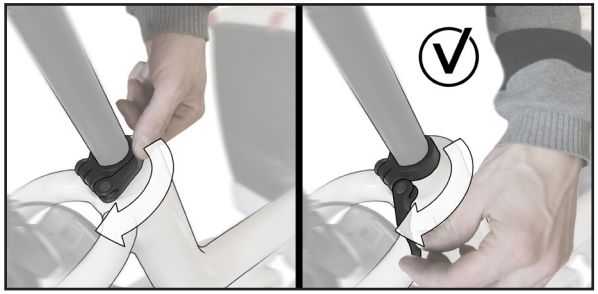
For bike fitting tips see Chapter 2.3 for quick tips. For thorough bike fitting advices please refer to your Urban Arrow dealer.

To adjust the height of the saddle first loosen the quick release located on the seatpost clamp. This clamp clamps the frame against the seatpost.



Seatpost clamp quick release location

The quick release is loosened by opening the lever on the quick release. This will let the seatpost sit loose in the frame.



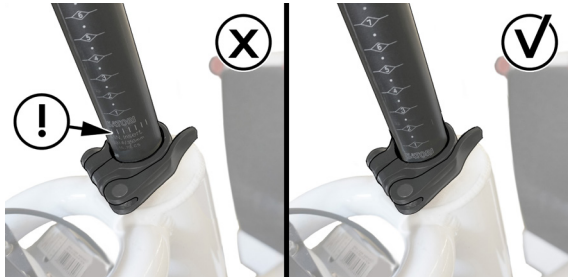
opening the seatpost clamp quick release

The seatpost clamp should remain in place. There is no need to slide it off the frame or to take if off completely.

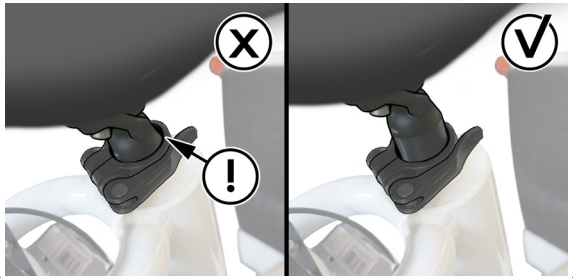
If you want a seatpost clamp without a quick release, for instance if there is only one rider or you want better theft protection, please contact your local Urban Arrow dealer to have one fitted.

If the seatpost is loose pull it out or push it in as far as required. Do note there is both a minimum as well as a maximum insertion length of the seatpost.

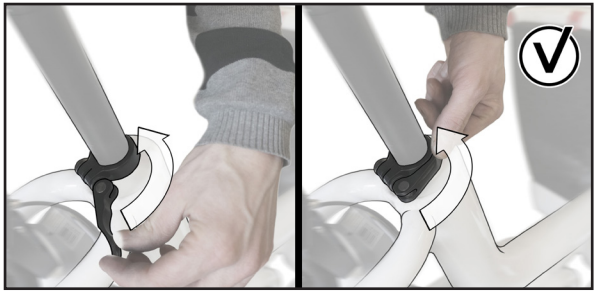
The minimum insertion length of the seatpost is marked on the side of the seatpost.



The maximum insertion length is not marked on the side of the seatpost but the clamp should always clamp on the cylindrical part of the seatpost.



If you've set the saddle to the required height close the quick release by pushing the lever back into its original position (against the clamp).



Closing the seatpost clamp quick release

If the clamp is loose after closing the lever, the tightness of the clamp can be adjusted with an adjustment bolt opposite the lever. A few clockwise turns on this (with the lever opened) will make the clamp tighter. Counter clockwise will lessen clampforce.

Saddles are subject to personal preferences. Urban Arrow equips their bikes with high quality saddles. Should the shape not suit your body type, please contact your Urban Arrow dealer for advice.

The saddle has an integrated handle on the rear. This can be used to raise the rear of the bike, making it easier to manoeuvre the bike in areas with limited space.

4.3.2. Handlebar / stem

The stem connects the steering linkage to the handlebars. The stem Urban Arrows come equipped with has an adjustable angle. This adjustability makes it possible to change the bike fit without having to resort to replacing parts.

Adjusting the angle will change the handlebar height and the distance between the rider and the handlebar. Adjusting the angle of the stem can be done by end users using a 5mm Allen key.

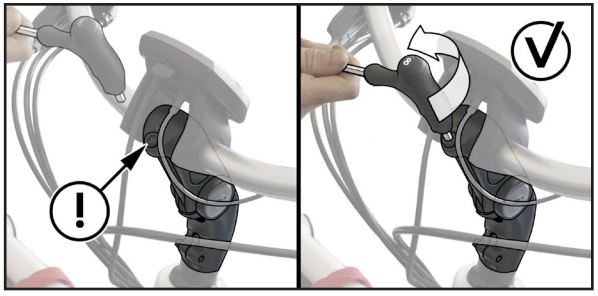
If you are unsure how to adjust the stem or need bike fitting advice, please refer to your Urban Arrow dealer.

Adjusting the angle of the stem starts with loosening the bolt at the front of the stem. This bolt also clamps the handlebar so if loosened both the angle of the stem and the angle of the handlebars can be changed.

if you change the angle of the stem you will also need to change the angle of the handlebars. Primarily to keep the brake levers at the correct angle.

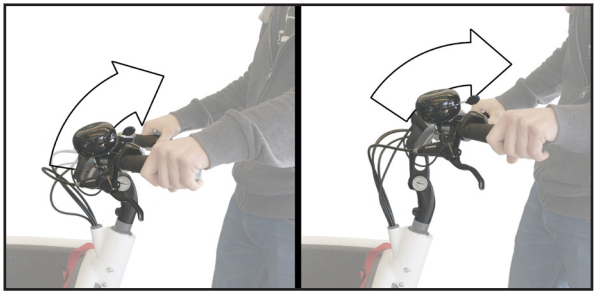
To loosen the bolt at the front of the stem, take a 5mm Allen key to the bolt on the front of the stem.

Rotate the bolt counter clockwise a few turns until your feel the stem and handlebars both become loose. There is no need to rotate the bolt any further.



Loosening the bolt on the stem

Use a hand to hold one end of the handlebars and use it to move the handlebars to the required position. Both height and reach can be adjusted to suit your needs.



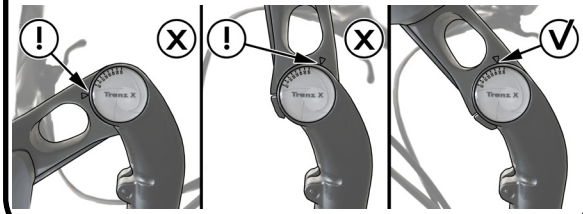
Moving the handlebars

When the correct position has been achieved use your other hand and the allen key to rotate the bolt on the stem clockwise. This will tighten the clamps on the stem and fix the stem and handlebars in postion.

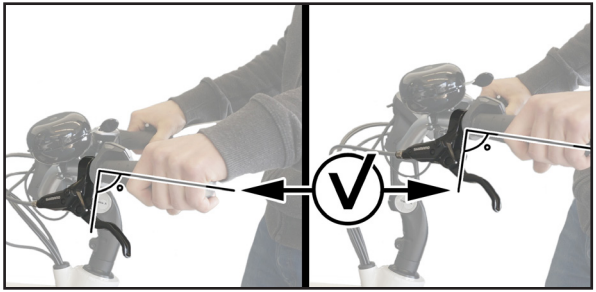
The bolt should be tightened to the correct torque. Overtightening could lead to the bolt breaking, not tightening the bolt enough could lead to slippage of stem and bars (they could move riding over a bum- for instance). A confident home mechanic should be able to judge the correct torque by hand.

If you have acces to a torque spanner, please use it (the tightening torque is indicated on the stem). If you have any doubts regarding how to tighten the bolt, have your local Urban Arrow dealer help you out with the stem adjustement.

It is advised by the stem manufacturer to stay within the range indicated on the side of the stem while adjusting. See the image below. If you adjust the stem to a position out of this range the stem might break resulting in material damage or even injuries.



As mentioned the angle of the brake levers should be watched when changing the angle of the stem. Rotate the handlebar so the angle of the brake levers matches the following image.



Brake lever angle

If you feel you cannot achieve a good bike fit by changing the angle of the stem you might need a different stem and/or handlebars fitted. Please contact your Urban Arrow dealer for advice

4.3.3. Chain

The chain lets the rear wheel rotate with the cranks. It connects the cranks and e-bike drive to the rear hub. The length of the chain is fixed as Urban Arrow fits a NuVinci gearhub (see Chapter 4.5). There are no external derailleurs. Chain tension can be adjusted by moving the rearwheel, the frame design allows for this. The chain is completely covered by the chaincase. A chain will wear over time causing it to increase in length (and start to audibly scratch the chain case). This will affect chain tension, which will have to be adjusted for. This maintenance that should be carried out by your Urban Arrow dealer.

If you follow the urban Arrow service plan, chain tension will be checked and adjusted as part of regular maintenance.

If chain wear is ignored and chain tension is insufficient it will increase wear on other drive train components and could lead to damage and costly repairs.

Chain tension can be adjusted by confident and technically competent Urban Arrow owners. Please check this video on how to adjust chain tension on your Urban Arrow.

www.youtube.com/urbanarrowcom

it is also possible to have too tight a chain tension. This will increase wear on other drive train components and could lead to damage and costly repairs.

4.3.4. Chaincase

The chaincase protects the chain from collecting dirt and moisture, which lowers wear and increases the operating life of the chain. It also protects the rider from dirtying themselves on the chain.

The chaincase used on all Urban Arrow models is the Chainglider, manufactured by Hebie. This chaincase model has no mounting points on the frame and is suspended on the chain itself. No part of the chain is exposed as this type of chaincase envelopes the chain entirely. It is of a very reliable and low maintenance design.

If you feel there is excessive resistance caused by the chaincase, contact your local Urban Arrow dealer for a check up.

4.3.5. Crankset / Pedals

The crankset and pedals are used to transfer human power to the rear wheel via the chain. On a regular bike the crankset is linked to the chain directly via a chainring that is fixed on the right side crank. On an Urban Arrow however both cranks connect to the Bosch E-bike motor.

Simply put, the human pedal power input and E-bike motor power input are combined by the E-bike system and then transmitted to a chainring that transfers the combined power to the rear wheel via a chain. Specific information on the Bosch E-bike system can be found in Chapter 4.4.

Pedals and cranks are subject to wear caused by usage and weather influences. This in turn could lead to play on the connections between these parts.

If you detect play in the pedals or cranks, for instance if you can feel them move around during a pedal stroke, please contact your local Urban Arrow dealer for maintenance.

4.3.6. Rear carrier

Mounting of a rear carrier on your Urban Arrow is optional. A rear carrier is a practical addition to your Urban Arrow. Urban Arrow offers a rear carrier designed specifically for their bikes. Please see Chapter 6.8 for more information on this option. Note that mounting a rear carrier is possible after taking delivery of your Urban Arrow.

If you want a rear carrier, contact your Urban Arrow dealer to have one mounted.

A rear carrier is also required if you want to use a child seat such as the Yepp Maxi on your Urban Arrow.

Rear carrier and Yepp maxi seat

4.3.7. Battery cradle

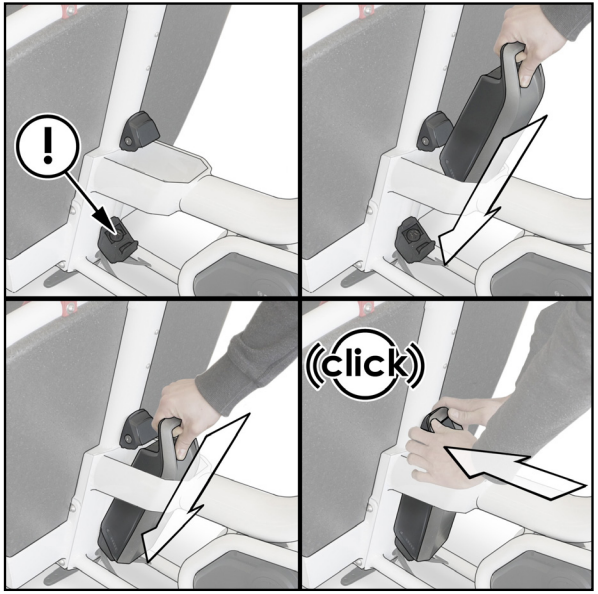
The battery cradle holds the Bosch battery in the frame. Placing the battery in the cradle will secure the battery in place and will connect the battery to the E-bike system.

The way the cradle has been integrated in the Urban Arrow rear frame is of an Urban Arrow specific design. The cradle, itself a Bosch design, is mounted against the vertical frame tube holding the steerer.

An opening in the main tube of the rear frame lets the battery slide through to connect to the bottom of the cradle, which is situated in a lower area of the rear frame. Before mounting the battery make sure the cradle is clean of dirt and debris.

The following images show how the battery should be mounted in an Urban Arrow.

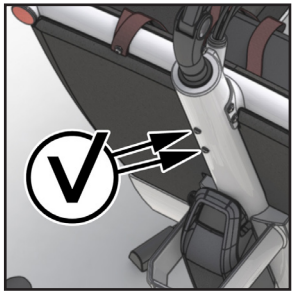
Always check if the battery is mounted correctly. You should have heard a 'click'.



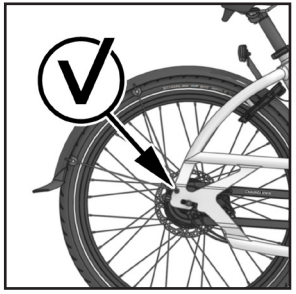
Placing the battery in an Urban Arrow

4.3.8. Mounting points

The rear frame provides a number of mounting points for accessories. If you are wondering what certain holes or mounting points are meant for, this list is a good starting point to find out. •



On the **rear** of the **vertical frame tube**, facing towards the rider, there are two threaded holes. These holes have a spacing suitable to fit a standard Bottle holder. This means that a bottle holder will fit to these holes, or any type of accessories designed to be fitted to bottle holder holes (lock holder, a pump, etc.)



There are two **threaded holes** in the rear frame near the drop-outs. These are used to mount the fenders but also the rear carrier should it be mounted.

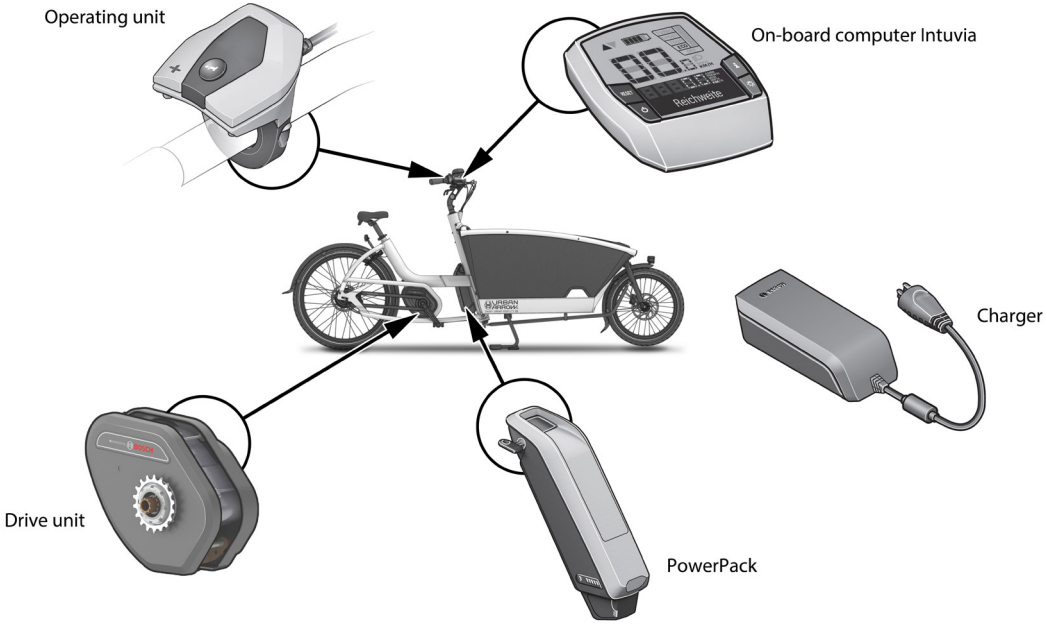
4.4. Bosch E-Bike system

Urban Arrow equips their models with Bosch E-bike systems (except for non-electric versions). This chapter is based on the Bosch manual and will give enough information to learn how to operate the system.

If you wish to read the full Bosch manual please refer to the Bosch manual that came with your bike or check the Bosch manual via this link:

www.bosch-ebike.com/nl/service/downloads/

This image provides an overview of the Bosch system.



4.4.1. Drive unit / on board computer Intuvia

Safety notes

Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury. Save all safety warnings and instructions for future reference.

Do not open the drive unit yourself. The drive unit must be repaired only by qualified experts and only with original spare parts. This will ensure that the safety of the drive unit is maintained. Unauthorised opening of the drive unit will void warranty claims.

All components mounted to the drive unit and all other components of the eBike drive (e.g., the chainwheel, chainwheel seat, pedals) may be replaced only with identical components or components specifically approved for your eBike by the bicycle manufacturer. This protects the drive unit against overload and damage.

Remove the battery pack from the eBike before beginning work (e.g. inspection, repair, assembly, maintenance, work on the chain, etc.) on the eBike, transporting it by car or plane, or storing it. Unintentional activation of the eBike system poses a risk of injury.

The eBike system can switch itself on when the eBike is pushed backwards.

The push-assistance function may only be used when pushing the eBike. Danger of injury when the wheels of the eBike do not have ground contact while using the pushassistance function.

If the push assistance is switched on, the pedals will also rotate on bikes with back-pedalling function. When the push assistance is activated, make sure that your legs are a sufficient distance away from the rotating pedals.There is a risk of injury.

Use only original Bosch battery packs approved for your eBike by the manufacturer. Using other battery packs can lead to injuries and pose a fire hazard. When using other battery packs, Bosch shall not assume any liability and warranty.

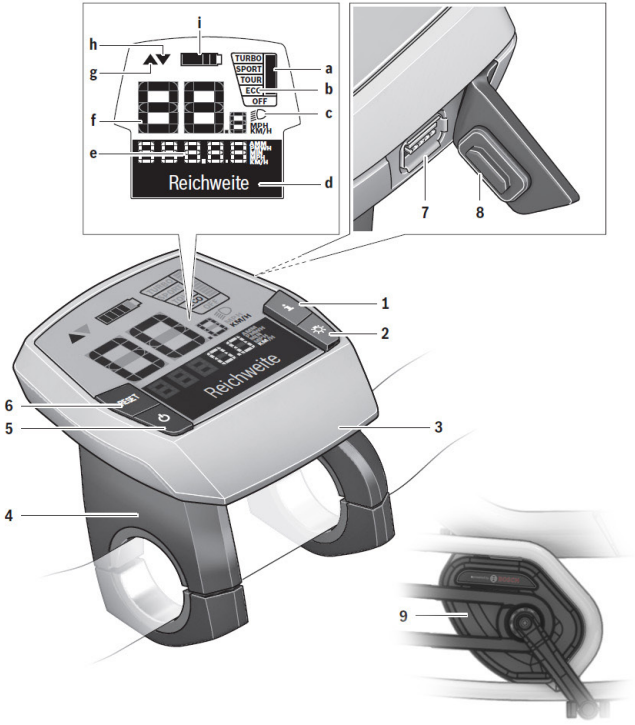
Please observe all national regulations on registering and using eBikes.

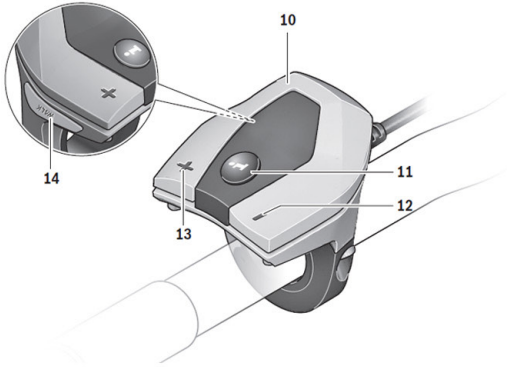
Do not make any modifications to your eBike system or fit any other products which would be suitable for increasing the performance of your eBike system. This normally reduces the lifetime of the system and risks damage to the drive unit and the bike. There is also a risk of losing the guarantee and warranty claims on the bike you have purchased. By handling the system improperly you are also endangering your safety and that of other road users, thus running the risk of high personal liability costs and possibly even criminal prosecution in the event of accidents attributable to manipulation.

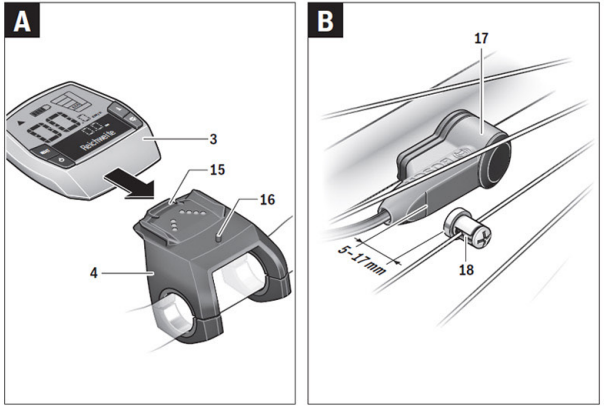
Please read and observe the safety warnings and instructions enclosed in the operating instructions of the battery pack as well as in the operating instructions of your eBike.

Product description

These images show the On-board computer Intuvia and the drive unit. Any number or image reference made in this chapter will refer to these images.







Intended use
The drive unit is intended only for driving your eBike and must not be used for other purposes.

Product Features (see page 39)
The numbering of the components shown refers to the illustrations on the graphic pages at the beginning of the manual. All illustrations of bike parts except for the drive unit, on-board computer including operating unit, speed sensor and the corresponding holders are schematic and may differ on your eBike.

1 Display-function button "i"
2 Bike lights button
3 On-board computer
4 Holder for on-board computer
5 On/Off button for on-board computer
6 "RESET" button
7 USB port
8 Protective cap of USB port
9 Drive unit
10 Operating unit
11 Display-function button "i" on the operating unit
12 Decrease assistance level/scroll down button "–"
13 Increase assistance level/scroll up button "+"
14 Push-assistance button "WALK"
15 Lock latch for on-board computer
16 Locking screw for on-board computer
17 Speed sensor
18 Spoke magnet of the speed sensor
USB charging cable (Micro A – Micro B)*
* not illustrated; available as accessory

Display elements of on-board computer
a Drive unit assistance indicator
b Assistance-level indicator
c Light indicator
d Text indication
e Value indication
f Speed indication
g Shift recommendation: higher gear
h Shift recommendation: lower gear
i Battery charge-control indicator

Assembly
*Inserting and removing the on-board computer (see **figure A**)*
To insert the on-board computer **3**, slide it from the front into the holder **4**.

To remove the on-board computer **3**, press the lock latch **15** and slide the on-board computer toward the front out of the holder **4**.

Remove the on-board computer when you park the eBike.

It is possible to secure the on-board computer against removal in the holder. To do so, remove the holder **4** from the handlebar. Put the on-board computer in the holder. Screw the locking screw **16** (thread M3, 8 mm long) from below into the thread provided in the holder. Mount the holder back onto the handlebar.

*Checking the Speed Sensor (see **figure B**)*
The speed sensor **17** and its spoke magnet **18** must be mounted in such a manner that the spoke magnet, after a turn of the wheel, moves past the speed sensor with a clearance of at least 5 mm, yet no more than 17 mm.

Note: If the distance between speed sensor **17** and spoke magnet **18** is too small or too large, or if the speed sensor **17** is not properly connected, the speed indication f will fail, and the eBike drive unit will operate in emergency mode. In this case, loosen the screw of the spoke magnet **18** and fasten the spoke magnet to the spoke in such a manner that it runs past the mark of the speed sensor at the correct clearance. If the speed is still not being indicated in the speed indication **f** after this, please contact an authorised bicycle dealer.

Operation
Initial operation
requirements:
The eBike system can only be activated when the following requirements are met:
– A sufficiently charged battery pack is inserted (see battery pack operating instructions).
– The on-board computer is properly inserted in the holder (see "Inserting and removing the on-board computer" page 40).
– The speed sensor is connected properly (see "Checking the Speed Sensor", page 41).

Switching the eBike System On/Off
Options for **switching on** the eBike system:
– If the on-board computer is already switched on when you insert it into the holder, then the eBike system will be switched on automatically.
– When the on-board computer and the eBike battery pack are inserted, briefly press the On/Off button 5 of the onboard computer.

– When the on-board computer is inserted, press the On/Off button of the eBike battery pack (see battery pack operating instructions).

The drive is activated as soon as you step on the pedals (except when in the push aid feature, see "Switching the Pushassistance mode On/Off", page English–5). The motor output depends on the settings of the assistance level on the onboard computer. As soon as the system is activated, **"Active Line"** will appear briefly on the display.

As soon as you stop pedaling when in normal operation, or as soon as you have reached a speed of 25 km/h, the assistance from the eBike drive is switched off. The drive is automatically re-activated as soon you start pedaling again and the speed is below 25 km/h.

Options for **switching off** the eBike system:
– Press the On/Off button 5 of the on-board computer.
– Switch the eBike battery pack off by its On/Off button (see battery pack operating instructions).
– Remove the on-board computer out of its holder.

If the eBike is not moved and no button is pressed on the onboard computer for 10 minutes, the eBike system will shut down automatically in order to save energy.

Displays and configurations of the on-board computer

Energy supply of the on-board computer

If the on-board computer is in the holder **4**, a sufficiently charged battery pack is inserted in the eBike and the eBike system is turned on, then the onboard computer is powered by the battery pack of the eBike.

If the on-board computer is removed from the holder **4**, the energy is supplied via an internal battery pack. If the internal battery pack is weak when the on-board computer is switched on, **"Attach to bike"** will appear in text indication **d** for 3 s. The on-board computer will then turn off again.

To charge the internal battery pack, put the on-board computer back in the holder **4** (when a battery pack is inserted in the eBike). Switch the eBike battery pack on by its On/Off button (see battery pack operating instructions).

You can also charge the on-board computer via the USB port. Open the protective cap **8.** Connect the USB port 7 of the onboard computer via a suitable USB cable to a standard USB charger or the USB port of a computer (5 V charging voltage, max. 500 mA charging current). **"USB connected"** will appear in text indication **d** of the on-board computer.

Switching on/shutting down the on-board computer
To **switch on** the on-board computer, briefly press the On/Off button **5**. The on-board computer can also be switched on when it is not inserted in the holder (if the internal battery pack is sufficiently charged).

To **switch off** the on-board computer, press the On/Off button **5**.

If the on-board computer is not inserted in the holder, it automatically switches off after 1minute to save energy if no button is pressed.

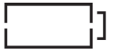
If you do not use your eBike for several weeks, remove the on-board computer from its holder. Store the onboard computer in a dry environment at room temperature. Regularly recharge the on-board computer's battery pack.

Battery Charge-control Indicator
The battery charge-control indicator i displays the charge level of the eBike battery pack, not that of the on-board computer's internal battery pack. The charge level of the eBike battery pack can also be checked on the LEDs of the battery pack itself.

On indicator **i**, each bar of the battery pack symbol is equivalent to a capacity of approx. 20 %:

 The eBike battery pack is fully charged.

 The eBike battery pack should be recharged.

 The LEDs of the charge-control indicator on the battery pack extinguish. The capacity for assisting the drive has been used up, and assistance is gently switched off. The remaining capacity is made available for the lighting and the on-board computer. The indicator flashes. The capacity of the eBike battery pack is enough for about 2 hours of lighting. This does not account for other consumers (e.g. automatic gearbox, charging external devices at the USB port).

If the on-board computer is removed from the holder **4**, the last displayed battery charge level is saved.

Setting the Assistance Level
On the operating unit **10** you can set how much the eBike drive assists you while pedalling. The assistance level can be changed at any time, even while cycling.

Note: For individual versions, it is possible that the assistance level is pre-set and cannot be changed. It is also possible that less assistance levels are available for selection than listed here.

The following assistance levels (max.) are available:
– **"OFF":** The motor assistance is switched off, and the eBike can be moved as a normal bicycle only by pedalling. The push assistance cannot be activated in this assistance level.
– **"ECO":** Effective assistance at maximum efficiency for maximum cruising range
– **"TOUR"**: Uniform assistance, for touring with long cruising range
– **"SPORT"**: Powerful assistance for sportive riding off road as well as for urban traffic
– **"TURBO"**: Maximum assistance, supporting highest cadence for sportive riding

To **increase** the assistance level, press the **"+" 13** button on the operating unit until the desired assistance level appears inthe display **b**. To **decrease** the assistance level, press the button **"–" 12**.

The requested motor output is displayed in indicator a. The maximum motor output depends on the selected assistance level.

Assistance Level	Assistance Factor*
"ECO"	40%
"TOUR"	100%
"SPORT"	150%
"TURBO"	250%

* The motor output can vary for individual versions.

When the on-board computer is removed from the holder **4**, the last indicated assistance level is stored; the motor-output indicator **a** remains empty.

Switching the Push-assistance mode On/Off
The push-assistance feature makes it easier to push the eBike. The speed in this function depends on the set gear and cannot exceed 6 km/h (max.). The lower the set gear, the lower the speed in the push-assistance function (at full output).

The push-assistance function may only be used when pushing the eBike. Danger of injury when the wheels of the eBike do not have ground contact while using the pushassistance function.

To activate the push-assistance function, press and hold the **"WALK"** button **14** on the operating unit. The eBike's drive is activated.

Note: The push assistance cannot be activated in the **"OFF"** assistance level.

The push assistance is **switched off** if one of the following occurs:
– you release the **"WALK" 14** button,
– the wheels of the eBike are blocked (e.g. by actuating the brakes or impacting against an obstacle),
– the speed exceeds 6 km/h.

Back-pedalling function (optional)
For bikes with back-pedalling function, the pedals rotate when the push aid is switched on. If the rotating pedals are blocked, the push aid switches off.

Switching bike lights on/off
In the model in which the lighting is powered by the eBike system, the front and rear lights can be switched on and off at the same time via the on-board computer with button **2.**

When the lighting is switched on **"Lights on"** appears and when the lighting is switched off **"Lights off"** appears for approx. 1 s in text indication **d**. The lighting symbol **c** is displayed when the light is on.

Switching the bike light on and off has no effect on the back lighting of the display.

Displays and configurations of the on-board computer
Speed and Distance Indication
The s**peed indication f** always displays the current speed. The following functions are available in the **function indication** (combination of text indication **d** and value indication **e**):
– **"Clock"**: Current time
– **"Max. speed"**: Maximum speed achieved since the last reset
– **"Avg. speed"**: Average speed achieved since the last reset
– **"Trip time"**: Trip time since the last reset

– **"Range"**: Estimated range of the available battery-pack charge (for constant conditions such as assistance level, route profile, etc.)
– **"Odometer"**: Display of the total distance travelled with the eBike (cannot be reset)
– **"Trip distance":** Distance covered since the last reset

To **switch between display functions**, press button **"i" 1** on the on-board computer or button **"i" 11** on the operating unit repeatedly until the required function is displayed.

To **reset "Trip distance", "Trip time"** and **"Avg. speed",** switch to any of the three functions and then press and hold the **"RESET"** button **6** until the indication is set to zero. This also resets the values of the other two functions.

To **reset** the **"Max. speed",** switch to this function and then press and hold the **"RESET"** button **6** until the indication is set to zero.

To **reset "Range",** switch to this function and then press the **"RESET" 6** button until the display is reset to the value of the factory setting.

If the on-board computer is removed from the holder **4**, all values of the features are saved and can still be displayed.

Displaying/Adapting Basic Settings
The basic settings can be displayed and changed regardless of whether the on-board computer is inserted in the holder **4** or not. Some settings are visible and changeable only when the operating computer is inserted. Some menu items may be missing depending on the equipment of your eBike.

To access the basic settings menu, press and hold the **"RESET"** button **6** and the **"i"** button **1** until "Configuration" is displayed in text indication d.

To **switch between the basic settings**, press button **"i" 1** on the on-board computer repeatedly until the required basic setting is displayed. If the on-board computer is inserted in the holder **4,** you can also press button **"i" 11** on the operating unit.

To **change the basic settings**, press the On/Off button **5** next to indication **"–"** to reduce or scroll down, or the lighting button **2** next to indication **"+"** to increase or scroll up.

If the on-board computer is inserted in the holder **4**, it is also possible to change using buttons **"–" 12** and **"+" 13** on the operating unit.

To exit the function and save a changed setting, press the **"RESET"** button **6** for 3 s.

The following basic settings are available:
– **"– Clock +":** The current time can be set here. Pressing and holding the setting buttons fast-forwards the setting speed.
– **"– Wheel circum. +"**: You can change this value pre-set by the manufacturer by ± 5 %. This menu item is displayed only when the on-board computer is in the holder.
– **"– English +"**: You can change the language of the text indications. You can choose between German, English, French, Spanish, Italian, Portuguese, Swedish, Dutch and Danish.
– **"– Unit km/mi +"**: The speed and distance can be displayed either in kilometres or miles.
– **"– Time format +"**: The time can be displayed either in the 12 hour or 24 hour format.
– **"– Shift recom. on/off +":** You can switch the indication of a shift recommendation on and off.
– **"Power-on hours":** Indicates the total travel duration with the eBike (not changeable).
– **"Displ. vx.x.x.x"**: This is the software version of the display.
– **"DU vx.x.x.x":** This is the software version of the drive unit. This menu item is displayed only when the on-board computer is in the holder.
– **"DU # xxxxxxxxx":** This is the serial number of the drive unit. This menu item is displayed only when the on-board computer is in the holder.
– **" Service MM/YYYY":** This menu item is displayed when the bike manufacturer has set a fixed service appointment.
– **" Serv. xx km/mi":**This menu item is displayed when the bike manufacturer has set a fixed service appointment after a certain mileage has been reached.
– **"Bat. vx.x.x.x"**: This is the software version of the battery pack. This menu item is displayed only when the on-board computer is in the holder.
– **"Gear vx.x.x.x"**: This is the software version of the automatic transmission. This menu item is displayed only when the on-board computer is in the holder. This menu item is displayed only in conjunction with an automatic transmission.

Power Supply of External Devices via USB Connection

With the USB connection, it is possible to operate and charge most devices whose power supply is possible via USB (e.g., various mobile phones).

Prerequisite for charging is that the on-board computer and a sufficiently charged battery pack are inserted in the eBike.

Open the protective cap 8 of the USB port on the on-board computer. Connect the USB connection of the external device to the USB port **7** on the on-board computer using the USB charging cable Micro A – Micro B (available from your Bosch eBike dealer).

Once the consumer has been disconnected, the USB connection must be sealed again carefully with the protective cap **8**.

A USB connection is not a waterproof plug-in connection. When riding in the rain, an external device must not be connected and the USB connection must be completely sealed with the protective cap 8.

Notes on Riding with the eBike System

When does the eBike Drive Unit Operate?

The eBike drive unit assists you when riding, as long as you step into the pedals. Without pedaling, there is no assistance. The motor output always depends on the amount of your pedaling power.

When applying less pedaling power, the assistance or support will be lower than when applying a lot of pedaling power. This applies independent of the assistance Level.

The eBike drive automatically switches off at speeds in excess of 25 km/h. When the speed falls below 25 km/h, the drive is automatically available again.

An exception applies to the push-assistance function, in which the eBike can be pushed at low speed without pedalling. The pedals may also rotate when the push assistance is used.

The eBike can also be ridden as a normal bicycle without assistance at any time, by either switching off the eBike system or setting the assistance level to **“OFF”.** The same applies when the battery pack is empty.

Interaction of the eBike System with the Bicycle Gears
The bicycle gears should be used as with a normal bicycle, even with eBike motor assistance (please observe the operating instructions of your eBike).

Independent of the type of gearing, it is recommended to briefly interrupt the pedaling while changing gears. This makes changing gears easier and reduces the wear of the drive train.

By selecting the right gear, you can increase the speed and range with the same pedaling effort.

For this reason, follow the shift recommendations provided by indications **g** and **h** on your display. If indication **g** is displayed, you should shift to a higher gear with lower cadence. If indication **h** is displayed, you should select a lower gear with higher cadence.

Gathering First Experience
It is recommended to gather first experience with the eBike away from roads with heavy traffic.

Try out the different assistance levels. As soon as you feel safe, you can participate in traffic with the eBike as with any other bicycle.

Test the operating range of your eBike under different conditions before planning longer and more challenging rides.

Influences on the Operating Range
The operating range depends on many factors, such as:
– Assistance level,
– Gear-switching behaviour,
– Bicycle tyres and tyre pressure,
– Age and condition of the battery pack,
– Route profile (inclines) and road or path conditions (road or path surface),
– Head wind and ambient temperature,
– Weight of the eBike, rider and equipment/luggage.

For this reason, it is not possible to precisely predict the range before and during a trip. General rules:
– For **the same** motor output of the eBike drive unit: The less power or force that you have to bring about to reach a certain speed (e.g. through optimal use of the gears), the les energy the eBike drive unit will consume, and the greater the range for a battery-pack charge.
– The **higher** the assistance level under otherwise same conditions, the lower the range.

Careful Handling of the eBike
Please observe the operating and storage temperatures of the eBike components. Protect the drive unit, on-board computer and battery against extreme temperatures (e.g. from intense sunlight without adequate ventilation). The components (especially the battery pack) can become damaged through extreme temperatures.

Maintenance and Service
Maintenance and Cleaning
Keep all components of your eBike clean, especially the battery-pack contacts and corresponding holder contacts. Clean them carefully with a soft, damp cloth.

All components including the drive unit may not be immersed in water or cleaned with a high-pressure cleaner.

Have your eBike undergo a technical inspection at regular intervals. When the service appointment is due, the on-board computer will inform you of this for 4 seconds in the text indication **d** by displaying **" Service"** after the on-board computer has been switched on.

The bike manufacturer can base the service appointment on a mileage and/or a time period.

For service or repairs on the eBike, please refer to an authorised bicycle dealer.

After-sales Service and Application Service
In case of questions concerning the eBike system and its components, please refer to an authorised Bosch eBike dealer. For contact data of authorised Bosch eBike dealers, please refer to

www.bosch-ebike.com

Transport

If you carry your eBike outside of your car, e.g. on a luggage rack, remove the on-board computer and the eBike battery pack in order to avoid damaging them.

The battery packs are subject to the Dangerous Goods Legislation requirements. Private users can transport undamaged battery packs by road without further requirements.

When being transported by commercial users or third parties (e.g. air transport or forwarding agency), special requirements on packaging and labelling must be observed (e.g. ADR regulations). If necessary, an expert for hazardous materials can be consulted when preparing the item for shipping.

Dispatch battery packs only when the housing is undamaged. Tape or mask off open contacts and pack up the battery pack in such a manner that it cannot move around in the packaging. Inform your parcel service that the package contains dangerous goods. Please also observe the possibility of more detailed national regulations.

In case of questions concerning transport of the battery packs, please refer to an authorised Bosch eBike dealer. The Bosch eBike dealers can also provide suitable tra nsport packaging.

4.4.2. Lithium-ion battery pack PowerPack

Safety notes

Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

Remove the battery pack from the eBike before beginning work (e.g. inspection, repair, assembly, maintenance, work on the chain, etc.) on the eBike, transporting it by car or plane, or storing it. Unintentional activation of the eBike system poses a risk of injury.

Do not open the battery pack. Danger of short-circuiting. Opening the battery pack voids any and all warranty claims.

Protect the battery against heat (e.g. prolonged sun exposure) and fire and from being submerged in water. Do not store or operate the battery near hot or flammable objects. There is a risk of explosion.

Charge the battery pack only with original Bosch battery chargers. When using non-original Bosch chargers, the danger of fire cannot be excluded.

Keep the battery pack not being used away from paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery-pack terminals together may cause burns or a fire. For short-circuiting damage caused in this manner, any and all warranty claims through Bosch shall be invalid.

Under abusive conditions, liquid may be ejected from the battery pack. Avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery pack may cause skin irritations or burns.

Battery packs must not be subjected to mechanical impacts. There is a risk that the battery pack will be damaged causing vapours to escape. The vapours can irritate the respiratory system. Provide for fresh air and seek medical attention in case of complaints.

The battery may give off fumes if it becomes damaged or is used incorrectly. Provide a fresh air supply and seek medical advice in the event of pain or discomfort. These fumes may irritate the respiratory tract.

Use the battery pack only together with eBikes that have an original Bosch eBike drive system. This is the only way to protect the battery pack against dangerous overload.

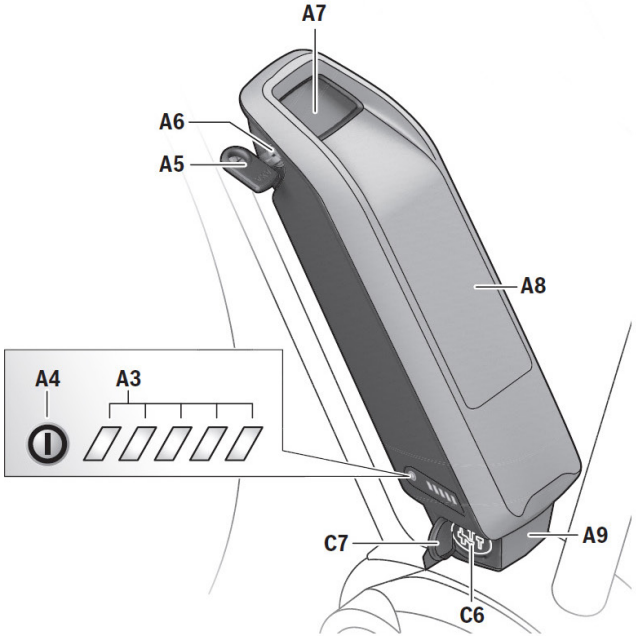
Use only original Bosch battery packs approved for your eBike by the manufacturer. Using other bat tery packs can lead to injuries and pose a fire hazard. When using other battery packs, Bosch shall not assume any liability and warranty.

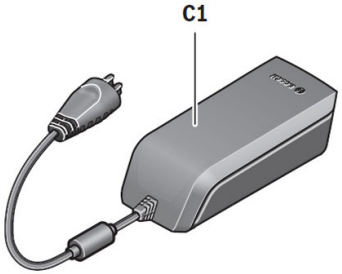
Read the safety warnings and instructions in the operating instructions of the charger and the drive unit / onboard computer as well as in the operating instructions of your eBike.

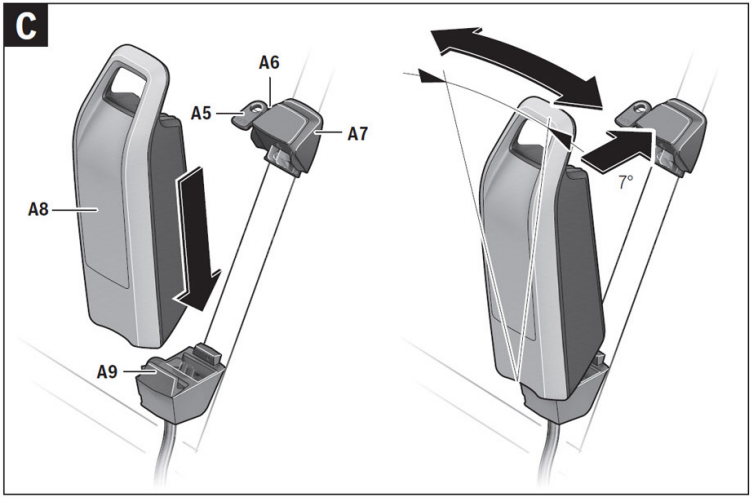
Keep the battery pack out of reach of children.

Product description

These images show the PowerPack. Any number or image reference made in this chapter will refer to these images.







Product features (see page 54)

The numbering of the product features refers to the illustrations on the graphics pages. All representations of bike components, with exception of the battery packs and their holders, are schematic and can deviate from your eBike.

A1 Holder of the rack-type battery pack
A2 Rack-type battery pack
A3 Operation and charge-control indicator
A4 On/Off button
A5 Key of the battery pack lock
A6 Battery-pack lock
A7 Upper holder of the standard battery pack
A8 Standard battery pack
A9 Bottom holder of the standard battery pack
C1 Battery charger
C6 Socket for charge connector
C7 Charge socket cover

Assembly

Place down the battery pack only on clean surfaces. In particular, avoid soiling the charge socket and the contacts, e. g. by means of sand or soil.

Checking the Battery Pack Before Using for the First Time

Check the battery pack before charging it or using it with your eBike for the first time.

For this, press the On/Off button **A4** to switch on the battery pack. When no LED of the charge-control indicator **A3** lights up, the battery pack may be damaged.

When at least one, but not all LEDs of the charge-control indicator **A3** is lit, then fully charge the battery pack before using for the first time.

Do not attempt to charge or use a damaged battery pack. Please refer to an authorised Bosch eBike dealer.

Charging the Battery Pack

Use only the Bosch charger provided with your eBike or an identical original Bosch charger. Only this charger is matched to the lithium-ion battery pack used in your eBike.

Note: The battery pack is supplied partially charged. To ensure full battery pack capacity, completely charge the battery pack in the charger before using for the first time.

For charging the battery pack, read and observe the operating instructions of the charger.

The battery pack can be recharged at any time on its own or on the bike without shortening the lifespan. Interrupting the charging process does not damage the battery pack.

The battery pack is equipped with a temperature control indicator, which enables charging only within a temperature range between 0 °C and 40 °C.

When the battery pack is not within the charging-temperature range, three LEDs of the charge-control indicator **A3** flash. Disconnect the battery pack from the charger until its temperature has adjusted.

Do not connect the battery pack to the charger until it has reached the allowable charging temperature.

Charge-control Indicator

When the battery pack is switched on, the five green LEDs of the charge-control indicator **A3** indicate the charge condition of the battery pack.

In this, each LED indicates approx. 20 % capacity. When the battery pack is completely charged, all five LEDs light up. The charge level of the switched on battery pack is also shown on the display of the on-board computer. When doing so, read and observe the operating instructions of the drive unit and on-board computer.

If the capacity of the battery pack is below 5 %, all LEDs of the charge-control indicator **A3** on the battery pack go out. However there is another display function of the on-board computer.

*Inserting and removing the battery pack (**see figures C–D**)*

Always switch the battery pack off when inserting or removing it from the holder.

In order for the battery pack to be inserted, the key **A5** must be inserted into the lock **A6** and the lock must be unlocked.

To insert the standard battery pack **A8,** place it with the contacts on the lower holder **A9** on the eBike (the battery pack can be inclined up to 7° to the frame). Tilt it into the upper holder **A7** until it engages.

Check if the battery pack is tightly seated. Always lock the battery pack with lock **A6**, as otherwise the lock can open and the battery pack could fall out of the holder.

After locking, always remove the key **A5** from the lock **A6**. This prevents the key from falling out and the battery pack from being removed from unauthorised persons when the eBike is parked.

To remove the standard battery pack **A8,** switch it off and unlock the lock with the key **A5**. Tilt the battery pack out of the upper holder **A7** and pull it out of the lower holder **A9.**

Operation

Initial operation

Use only original Bosch battery packs approved for your eBike by the manufacturer. Using other battery packs can lead to injuries and pose a fire hazard. When using other battery packs, Bosch shall not assume any liability and warranty.

Switching On and Off

Switching on the battery pack is one of the ways of switching on the eBike system. When doing so, read and observe the operating instructions of the drive unit and on-board computer.

Before switching on the battery pack or the eBike system, check that the lock **A6** is locked.

To **switch on** the battery pack, press the On/Off button **A4**. The LEDs of indicator **A3** light up and at the same time indicate the charge condition.

Note: If the capacity of the battery pack is below 5 %, no LED on the charge-control indicator **A3** lights up. It is only visible on the on-board computer, if the eBike system is switched on.

To **switch off** the battery pack, press the On/Off button **A4** again. The LEDs of indicator **A3** go out. This also switches off the eBike system.

If no power is drawn from the eBike drive for about 10 minutes (e.g. because the eBike is not moving) and no button is pressed on the on-board computer or the operating unit of the eBike, the eBike system and therefore also the battery pack will shut down automatically to save energy.

The battery pack is protected against deep discharging, overcharging, overheating and short-circuiting through the "Electronic Cell Protection (ECP)". In case of hazardous situations, a protective circuit automatically switches off the battery pack.

When a defect of the battery pack is detected, two LEDs of the charge-control indicator **A3** flash. In this case, please refer to an authorised Bosch eBike dealer.

Notes for Optimum Handling of the Battery Pack
The battery-pack life can be prolonged when being properly maintained and especially when being operated and stored at the right temperatures.

With increasing age, however, the battery-pack capacity will diminish, even when properly maintained.

A significantly reduced operating period after charging indicates that the battery pack is worn out and must be replaced. You can replace the battery pack yourself.

Recharging the Battery Pack prior to and during Storage
When not using the battery pack for a longer period, charge it to approx. 60 % (3 to 4 LEDs lit on the charge-control indicator **A3**).

Check the charge condition after 6 months. When only one LED of the charge-control indicator **A3** lights up, recharge the battery pack again approx. 60 %.

Note: When the battery pack is stored discharged (empty) for longer periods, it can become damaged despite the low selfdischarging feature and the battery-pack capacity may be strongly reduced.

It is not recommended to have the battery pack connected permanently to the charger.

Storage Conditions
Store the battery pack in a dry, well-ventilated location. Protect the battery pack against moisture and water. Under unfavourable weather conditions, it is recommended e.g. to remove the battery pack from the eBike and store it in an enclosed location until being used again.

The battery pack can be stored at temperatures between –10 °C and +60 °C. For a long battery-pack life, however, storing the battery pack at a room temperature of approx. 20 °C is of advantage.

Take care that the maximal storage temperature is not exceeded. As an example, do not leave the battery pack in a vehicle in summer and store it out of direct sunlight.

It is recommended to not store the battery pack on the bike.

Maintenance and Service
Maintenance and cleaning
Keep the battery clean. Clean it carefully with a soft, damp cloth.

The battery must not be submerged in water or cleaned using a jet of water.

When the battery pack is no longer operative, please refer to an authorised Bosch eBike dealer.

After-sales Service and Application Service
In case of questions concerning the battery packs, please refer to an authorised bicycle dealer.

Note down the manufacturer and the number of the key A5. In case of loss of the keys, please refer to an authorised bicycle dealer. Please provide the name of the manufacturer and the number of the key.

For contact data of authorised Bosch eBike dealers, please refer to

www.bosch-ebike.com

Transport
The battery packs are subject to the Dangerous Goods Legislation requirements. Private users can transport undamaged battery packs by road without further requirements.

When being transported by commercial users or third parties (e.g. air transport or forwarding agency), special requirements on packaging and labelling must be observed (e.g. ADR regulations). If necessary, an expert for hazardous materials can be consulted when preparing the item for shipping.

Dispatch battery packs only when the housing is undamaged. Tape or mask off open contacts and pack up the battery pack in such a manner that it cannot move around in the packaging. Inform your parcel service that the package contains dangerous goods. Please also observe the possibility of more detailed national regulations.

In case of questions concerning transport of the battery packs, please refer to an authorised Bosch eBike dealer. The Bosch eBike dealers can also provide suitable transport packaging.

4.4.3. Charger

Safety notes

Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury. Save all safety warnings and instructions for future reference.

Keep the charger away from rain or moisture. The penetration of water into a battery charger increases the risk of an electric shock.

Only charge eBike-approved Bosch lithium-ion battery packs. The battery-pack voltage must match the battery-pack charging voltage of the charger. Otherwise there is danger of fire and explosion.

Keep the battery charger clean. Contamination can lead to danger of an electric shock.

Do not operate the battery charger on easily inflammable surfaces (e. g., paper, textiles, etc.) or surroundings. The heating of the battery charger during the charging process can pose a fire hazard.

Before each use, check the battery charger, cable and plug. If damage is detected, do not use the battery charger. Never open the battery charger yourself. Have repairs performed only by a qualified technician and only using original spare parts. Damaged battery chargers, cables and plugs increase the risk of an electric shock.

Use caution when touching the charger during the charging procedure. Wear protective gloves. Especially in high ambient temperatures, the charger can heat up considerably.

The battery may give off fumes if it becomes damaged or is used incorrectly. Provide a fresh air supply and seek medical advice in the event of pain or discomfort. These fumes may irritate the respiratory tract.

Supervise children during use, cleaning and maintenance. This will ensure that children do not play with the charger.

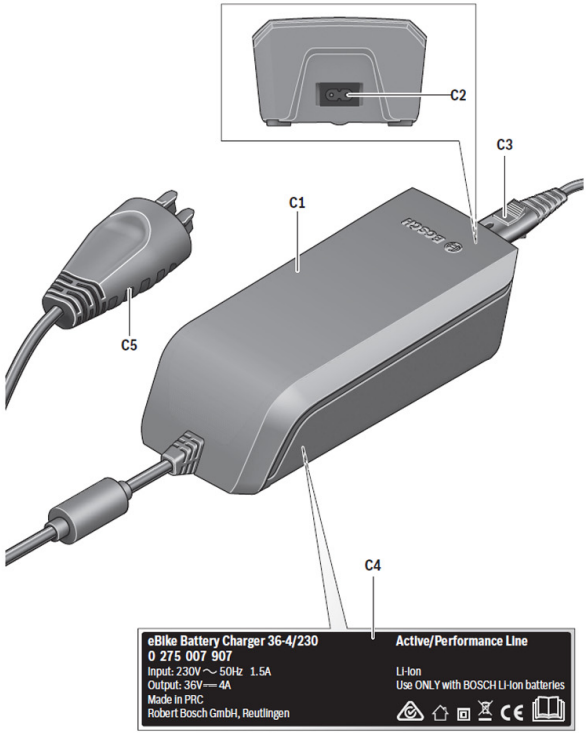
Children or persons that owing to their physical, sensory or mental limitations or to their lack of experience or knowledge, are not capable of securely operating the charger, may only use this charger under supervision or after having been instructed by a responsible person. Otherwise, there is danger of operating errors and injuries.

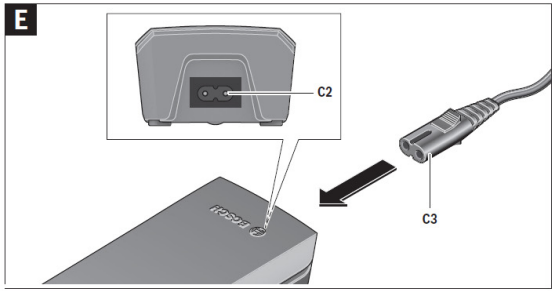
Please read and observe the safety warnings and instructions enclosed in the operating instructions of the battery pack and drive unit/on-board computer as well as in the operating instructions of your eBike.

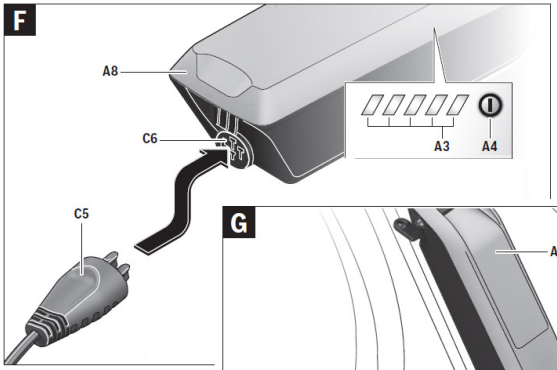
A sticker in English is adhered to the bottom of the charger (marked C4 in the diagram on the graphics page). This says: Use ONLY with BOSCH lithium-ion batteries.

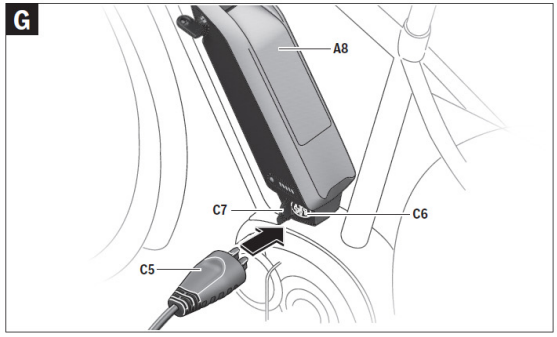
Product description

These images show the Charger. Any number or image reference made in this chapter will refer to these images.









Product Features (see page 63)

The numbering of the product features refers to the illustration of the battery charger on the graphics page.

C1 Battery charger
C2 Charger socket
C3 Plug-in connector
C4 Safety warnings, charger
C5 Charge connector
C6 Socket for charge connector
C7 Charge socket cover
A2 Rack-type battery pack
A3 Operating/state of charge indicator
A4 Battery on/off button
A8 Standard battery pack

Operation
Initial Operation

Connecting the charger to the mains (see figure E)

Observe the mains voltage! The voltage of the power supply must correspond with the data given on the nameplate of the battery charger. Battery chargers marked with 230 V can also be operated with 220 V.

Plug the charger plug **C3** of the power cord into the charger socket **C2** of the charger.

Connect the mains cable (country-specific) to the mains supply.

*Charging the removed battery (**see figure F**)*
Switch the battery pack off and remove it from the holder of the eBike. For this, read and observe the operating instructions of the battery pack.

Place down the battery pack only on clean surfaces. In particular, avoid soiling the charge socket and the contacts, e.g. by means of sand or soil.

Insert the charger plug **C5** of the battery charger into the socket C6 on the battery pack.

*Charging the battery on the Bike (**see figure G**)*
Switch the battery off. Clean the cover of the charge socket **C7**. Prevent especially the charge socket and the contacts from getting dirty, e.g. by sand or soil. Lift the cover of the charge socket **C7** and plug the charge connector **C5** into the charge socket **C6.**

Observe the mains voltage! The voltage of the power supply must correspond with the data given on the nameplate of the battery charger. Battery chargers marked with 230 V can also be operated with 220 V.

Charging Procedure
The charging procedure begins as soon as the charger is connected to the battery or the charge socket on the bike and the main power supply.

Note: Charging is only possible if the temperature of the eBike battery is within the permitted charging temperature range.

Note: The drive unit is deactivated during the charging procedure. The battery can be charged with and without the on-board computer. When charging without the on-board computer, the charging procedure can be observed on the battery charge-control indicator.

When the on-board computer is connected, a corresponding message is shown on the display.

The on-board computer can be removed during the charging procedure, or it can also be fitted after the charging procedure has begun.

The charging state is displayed by the battery charge-control indicator **A3** on the battery and by the bars on the on-board computer.

When charging the eBike battery on the bike, the battery of the on-board computer can also be charged

During the charging procedure, the LEDs of charge-control indicator **A3** on the battery pack light up. Each continuously lit LED is equivalent to a charge capacity of approx. 20 %. The flashing LED indicates the charging of the next 20 %.

Once the eBike battery is fully charged, the LEDs extinguish immediately and the on-board computer is switched off. The charging procedure is terminated. The charging state can be displayed for 3 seconds by pressing the on/off button **A4** on the eBike battery.

Disconnect the charger from the main power supply and the battery pack from the charger.

When disconnecting the battery pack from the charger, the battery pack is automatically switched off.

Note: If you have charged on the bike, carefully close the charge socket **C6** with the cover **C7** after the charging procedure so that no dirt or water can get in.

If the charger is not disconnected from the battery after charging, after a few hours the charger will switch itself back on, check the charging state of the battery and begin the charging procedure again if necessary.

Maintenance and Service

Maintenance and Cleaning

If the charger should fail, please refer to an authorised bicycle
dealer.

After-sales Service and Application Service

In case of questions concerning the charger, please refer to an authorised bicycle dealer.

For contact data of authorised Bosch eBike dealers, please refer to.

www.bosch-ebike.com

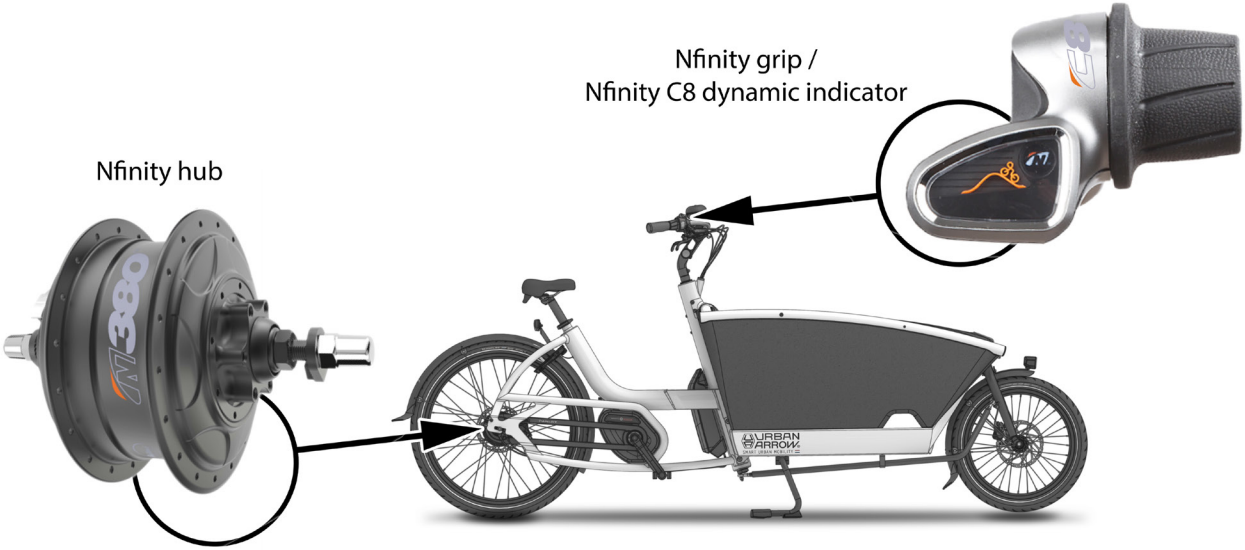
4.5. NuVinci Gear system

Urban Arrow equips their models with a NuVinci gear system (except for non-electric versions). This chapter is based on the NuVinci manual and will give enough information to learn how to operate the system.

If you wish to read the full Nuvinci manual please refer to the Nuvinci manual that came with your bike or check the Nuvinci manual via this link:

www.fallbrooktech.com/sites/default/files/videos/MANU-NFIN-00.pdf

This image provides an overview of the NuVinci gear system.



4.5.1. Product description

The Nfinity series of mechanical shifting drivetrains are the first continuously variable systems for bicycles, allowing the rider to control the ratio of NuVinci Optimized CVPs simply by rotating the shifter grip/

The dynamic indicator shows the ratio as a simple graphic; a hill for slower speeds and a flat for faster speeds. Since there are no fixed gears, the exact ratio is determined by the rider's comfort level. Ratio changes can be made even while pedaling under high torque.

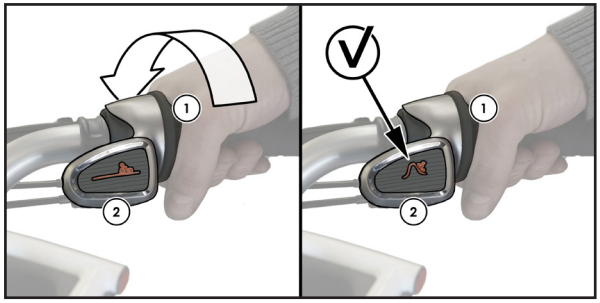
Continuously Variable Planetary (CVP)
The NuVinci optimized technology is a continuously variable planetary (CVP) drivertrain offering an infinite number of ratios inside its wide ratio range.

Ratio changes occur within the hub smoothly via internals that are sealed for life and maintenance free.

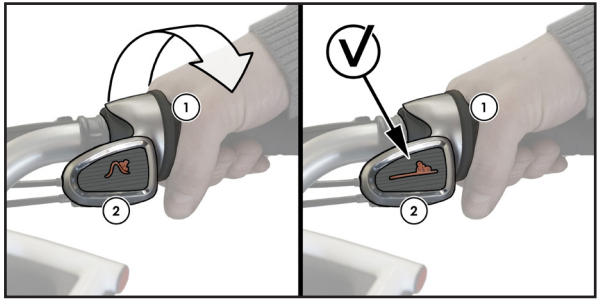
4.5.2. Shifting

Shifting while riding

- Shifting into a **low ratios** for starting or climbing
  -Using the Nfinity grip **1**, rotate in the direc tion indicating more of a ' hill ' **2**



- Shifting into **high ratios** for higher speeds
  -Using the Nfinity grip **1**, rotate in the direc tion indicating more of a ' flat ' **2**



Shifting while stopped
Nuvinci CVP's cannot be shifted completely through the ratio range while stopped.

50-70% of the shift range is typically accessible, with the remainder accessible with very little pedal rotation

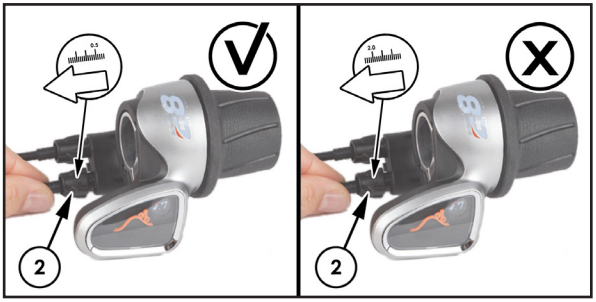
4.5.3. Adjusting cable slack

Over time the cable between the Nfinity grip and the hub will lenghten slightly, this is normal wear. A slack cable might affect the quality of operation of the gear system.

Cable slack can be adjusted with the barrel adjusters at the grip shifter **1**.

Rotating the barrel adjuster so it moves away from the grip shift will reduce cable slack.

Cable slack can be determined by pulling lightly on the cable housing **2** at the grip shifter and noticing any slack. **0.5mm** of slack is ideal. Cable slack of more than **2.0mm** may cause decreased shift performance and shift cable durability.



For rear wheel removal, additional cable slack may be desired to ease shift cable hardware removal, which can be obtained with the barrel adjusters. To increase slack rotate the barrel adjusters so they move towards the grip shift.

4.5.4. Removing the rear wheel

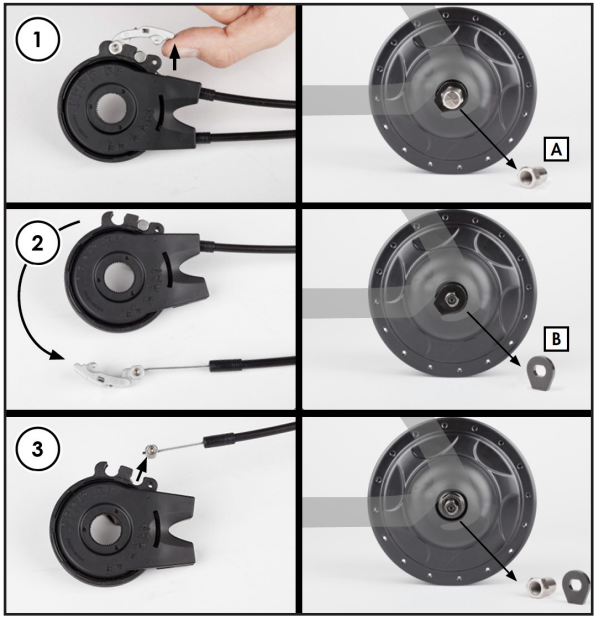
To remove the rear wheel follow these steps to disconnect the NuVinci gear system.

Step 1, Shift to a position that allows easy access to the shift hardware

Step 2, Remove the shift cable hardware following the steps **1, 2** and **3** as seen in the image.

Step 3, Loosen and/or remove the axle nuts **A** and the no-turn washers **B** on both sides. For roller brake applications, disconnect the rear brake (see Chapter 4.7.3)

Step 4, Remove the rear wheel



Removing the rear wheel

4.5.5. Fitting the rear wheel

To fit a rear wheel follow these steps to reconnect the NuVinci gear system.

Step 1, Place the rear wheel into the rear frame, making sure not to obstruct shift cables.

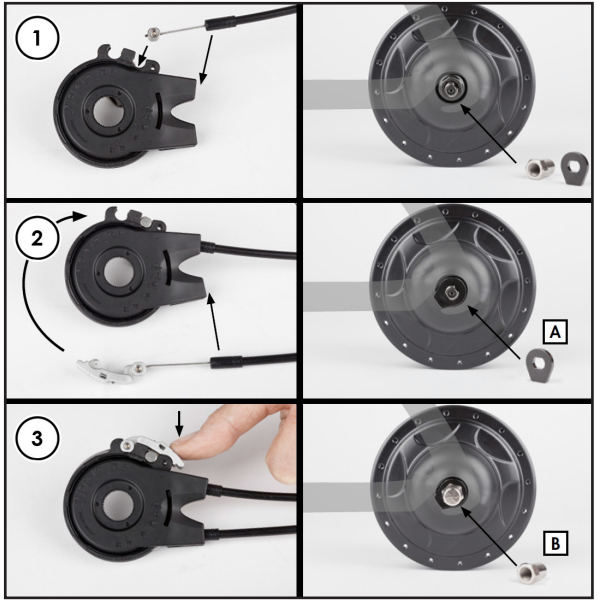
Step 2, Slide one no-turn washer **A** onto each axle end. The serrations of the no-turn washer must bear against the dropout of the frame. The rectangular boss must engage in the dropout of the frame.

Step 3, mount the axle nuts **B**. Tightening torque 30-40Nm. For roller brake applications connect the rear brake (See Chapter 4.7.3)

Improper installation of the no-turn washer may result in damage to the dropout and the hub.

Over-tightening may damage parts. Under-tightening can result in the axle sliding in the dropouts.

Step 4. Instal the shift cable hardware following steps **1, 2** and **3** as seen in the image.



Fitting the rear wheel

4.5.6. Cleaning and Lubrication

Taking care of your bike and its components will lengthen the operating life and will ensure your joy of cycling. Please regard the following advice.

NuVinci components are sealed and well protected from the external environment. However, do not use water under pressure (such as pressure washers or water jets) for cleaning to prevent malfunctions due to water penetration.

During the winter, you should clean your bicycle in shorter intervals so that winter road salt cannot cause damage.

Do not use aggressive cleaners.

The NuVinci CVP is provided with permanent lubrication and the CVP internals are maintenance-free for the life of the product

The NuVinci CVP internal freewheel mechanism is servicable.

Regular lubrication will extend the chain's service life.

4.5.7. Maintenance

Regular maintenance will lengthen the operating life and will ensure your joy of cycling. Please regard the following advice.

Handlebar grips, sprockets and bike chains are wear parts. Please check these parts regularly and replace them as necessary.

Only a qualified bike dealer should perform any necessary work on the NuVinci gear system.

Unauthorized work on your NuVinci gear system could endanger you, and your warranty mat become void.

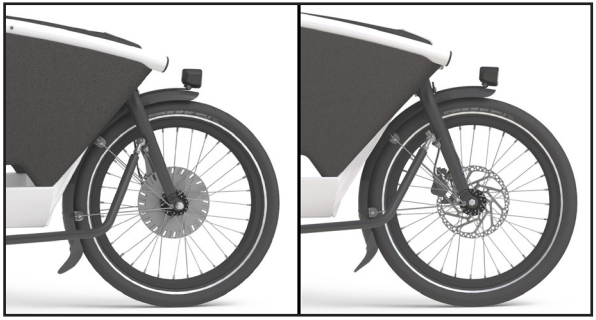
Please contact your Urban Arrow dealer regarding any questions or problem you may have.

Refer to the NuVinci website for additional service information:

www.nuvincicycling.com/service

4.6. Brakes

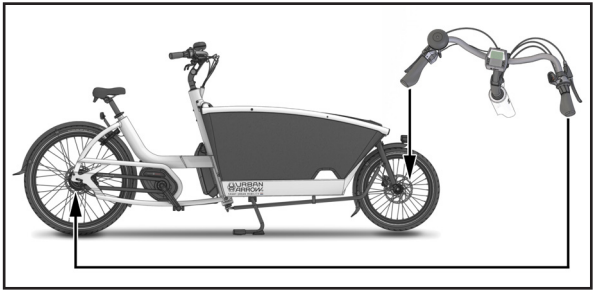
Urban Arrow models come equipped with either Disc brakes or Roller brakes, both manufactured by Shimano. The type of brakes are specified by the customer. Both brake types are located on the hubs and both brake types are operated with brake levers mounted on the handlebars. If you are unsure what brakes are mounted on your Urban Arrow, please refer to the image below.



Roller brake Disc Brake

Even though Urban Arrows come with differently sized front and rear wheels the brakes are identical, front and rear.

Viewed when seated on the saddle (facing forward) the left brake lever will operate the front brake and the right brake lever will operate the rear brake. This set up is standard on all Urban Arrow models.



Brakes operated by respective levers

There are regional and personal preferences regarding which brake lever operates which brake. If you want the standard setup changed please refer to your Urban Arrow dealer.

4.6.1. Roller brake

Roller brakes are a type of hub brake, best suited for riding around town and for leisurely rides. These brakes require relatively little maintenance. The following chapter will give basic maintenance instructions to keep the brakes in good working order.

Roller brake

Roller brake maintenance

These are basic instructions that require no special tools and can be carried out by end users themselves using their own hands and basic tools (and common sense).

Always use common sense while making adjustments. Try and understand what your action/ adjustment actually does mechanically. If you are unsure about your technical skills please refer to an Urban Arrow dealer for maintenance.

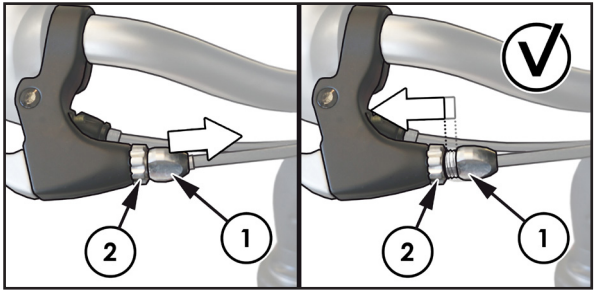
Roller brakes rely on friction for braking power. Using your brakes will cause wear on the braking surfaces. Over time this will affect brake performance, the amount of stoppage power you get from the brakes. On roller brakes wear is less evident from brake lever operation than with tradition rim brakes, where it should not be possible to pull the brake lever so far it touches your handlebar.

With roller brakes it may be possible to pull the lever all the way to the handlebar but also have perfect braking performance. The best way to check for excessive brake wear with roller brakes is to pull on both brake levers while standing over the bike behind the handlebars and then trying to push the bike forward. If the wheels start to rotate with moderate pushing force, it is time to make an adjustment.

Adjusting for brake wear can be done easily by adjusting the brake cable length. This is done either on the brake lever side of the cable or on the brake side of the cable. For end users it is advised to only change the length on the brake lever side of the brake lever.

For more in depth information, check the Shimano roller brake manual that comes with your bike or check it online:

http://si.shimano.com/php/download.php?file=pdf/um/SI-8G70C-001-ENG.pdf



Cable length adjustment

To adjust for brake wear unscrew the barrel **1+2** to put more tension on the cable. Lock the position by screwing the second **2** ring back against the lever.

Roller brakes should never be adjusted too tight. This will increase wear and chance of malfunctioning brakes. It is fine when you are able to pull the lever all the way up to handlebar under full force.

In case adjusting the barrel doesn't improve braking performance please contact your Urban Arrow dealer for maintenance.

If you are a confident home mechanic please check this video for Roller brake maintenance

www.youtube.com/watch?v=RVGbMDnXHdA

4.6.2. Disc brakes

Disc brakes offer even better braking performance than roller brakes. Especially while riding in a hilly terrain or when the bike is ridden in a more sportive manner, disc brakes offer a more dependable braking performance with less chance of overheating.

Disc brake

Disc brakes rely on friction between a brake pad and a spinning rotor connected to the hub for braking power. Using your brakes will cause wear on the braking surfaces. Over time this will affect braking performance, the amount of stoppage power you get from the brakes.

The hydraulic disc brakes on your urban arrow are self adjusting. Every time you brake the lever will readjust so you cannot tell brake pad wear from the lever you have to check the pads themselves for wear. When the lever can be pushed easily all the way to the handlebar there is something wrong with the hydraulics. Stop riding the bike and have it checked by your Urban Arrow dealer.

If you are hearing suspect noises while using the brakes or have noise coming off the brakes while riding it is advised to have your disc brakes looked after.

Disc brakes maintenance and repair require more advanced technical skills, which is beyond the scope of this manual. If you feel your disc brakes need adjusting please contact your Urban Arrow dealer.

Please refer to your Urban Arrow dealer for disc brake maintenance and repair.

If you are a confident and skilled home mechanic then you will be able to make use of these Urban Arrow videos showing Disc brake maintenance and adjustment.

Replacing brakepads or rotor:
www.youtube.com/watch?v=_hs8IAVkSis

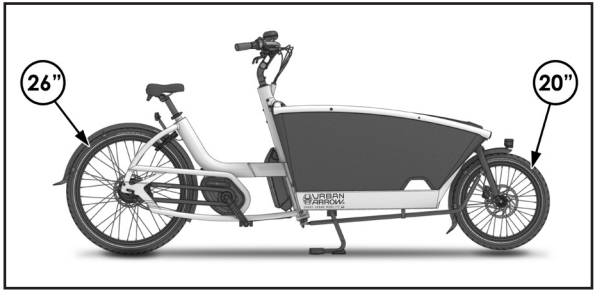
Brake calibration:
www.youtube.com/watch?v=1DtqIXwWnP0

For more in depth information, check the Shimano disc brake manual that comes with your bike or check it online:

http://si.shimano.com/php/download.php?file=pdf/um/DM-BR0005-01-ENG.pdf

4.7. Wheels and tyres

A typical feature of all Urban Arrow models are the differently sized front wheel and rear wheel. The front wheel is smaller (20 Inch) than the rear wheel (26 Inch). The smaller front wheel helps reduce overall length and increases visibility of the road ahead for the rider.



Wheelsizes

The spec sheet below list all wheel an tyre information, including tyre pressures.

Front wheel			
Rim size	Tyre size	Tyre pressure	Standard tyre
20 Inch	55-406 (20 x 2,15")	2,4 - 3,5 bar	Schwalbe Big Apple Plus

Rear wheel			
Rim size	Tyre size	Tyre pressure	Standard tyre
26 Inch	55-559 (26 x 2,15")	3 - 4 bar	Schwalbe Big Apple Plus

Urban Arrow provides their bikes with Dunlop valves on the inner tubes. These are user friendly valves and can be easily replaced. The inner tubes can be replaced for examples with Schrader or Presta valves if you wish, please contact your Urban Arrow dealer.

It is advised that in case the tyres need to be replaced to replace them with tyres of the same brand and type (Schwalbe Big Apple).

Don't fit your Urban Arrow with tyres of a different measurement than specified in the table above. Using a tyre with deviating specs will affect both the Bosch electric system as will it affect the handling of the bike.

4.7.1. Punctures

Puncturing a tyre can happen. The Schwalbe Big Apple Plus tyres that come standard on an Urban Arrow have good puncture resistance but will not save you in all situations. In case of a puncture don't continue riding.

Don't continue riding your Urban Arrow in case of a punctured tyre. There is a big chance you will damage the tyre, the wheel or even the frame.

When a tyre is punctured, dismount and walk the bike home. This is where you can fix the puncture. Or take your Urban Arrow to a professional bike mechanic, preferably an Urban Arrow dealer, and have them fix the puncture for you.

It is advised to have repairs and maintenance done by an Urban Arrow dealer. They will know all the ins and outs of your Urban Arrow. Some Urban Arrow dealers can arange a pick up service for your bike. Check with your dealer for the possibilities.

This manual will only give instructions on how to get good access to the wheel and tyre, not how to fix the actual puncture. Please refer to online documentation and videos to learn how to fix a flat tyre.

4.7.2. Preventing punctures

There are ways to prevent punctures beside mounting puncture resistant tyres. Please check the following check-up and riding tips.

Check-ups

- Check the surface of your tyres from time to time, running your hand or fingers over the surface. This way you might find sharp objects logged in the outer surface before they puncture the inner tube of your tyre. Be carefull do ing this with bare hands.

- Check the wear of your tyres. The thread of your tyres will become thinner over the distance, making it easier to be punctured.
- Keep your tyres at the correct tyre pressures. Low tyre pressures will increase the chance of picking up dirt and debris. Low tyre pressures can also cause pinch punctures where the inner tube is damaged by being pinched between rim and tyre over bumps. For correct tyre pressures please refer to the table in Chapter 4.7.

Riding tips

- Avoid riding through potholes
- Avoid riding into train/tram tracks. The tyres are wide enough not to be catched by them but steering will be affected.
- Avoid train/tram track in the wet. Don't cross them at too parallel an angle. They can be very slippery.
- Avoid hitting kerbstones at too high a speed, especially without front suspension. I may cause damage to your Urban Arrow
- The side of the road is where dirt accumulates. If there is room in traffic and the situation allows, avoid riding there.
- Have an eye on the road and drive around debris and dirt sitting on the road. Having a safe road position is more important though, don't change direction without checking the traffic around you.

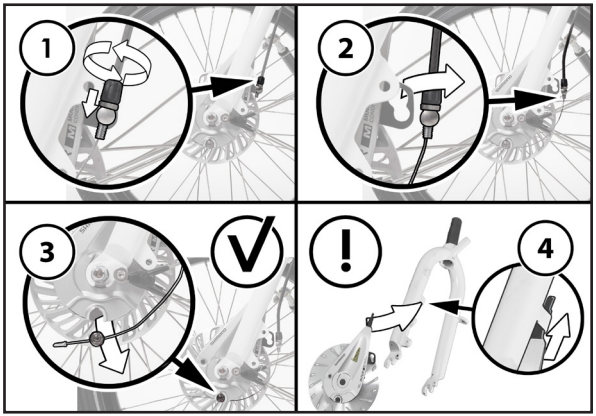
4.7.3. Fixing punctured front tyre

To fix a punctured front tyre you first need to find where and how the inner tube is punctured. This can be done with the wheel mounted in the frame or with the wheel removed.

Be aware that to repair an inner tube it is not necessary to remove the front wheel. Checking and repairing the inner tube can be done with the wheel mounted in the front forks.

For a front puncture however it's easier to remove the front wheel, as this requires only basic mechanic skills. To remove the front wheel first put the bike on its kickstand. If for better access you find it easier to raise the bike further off the ground, lift the front frame off the ground and place a sturdy object underneath (don't use a cardboard box).

On a bike equipped with roller brakes, decouple the roller brake. This starts by decoupling the brake cable.

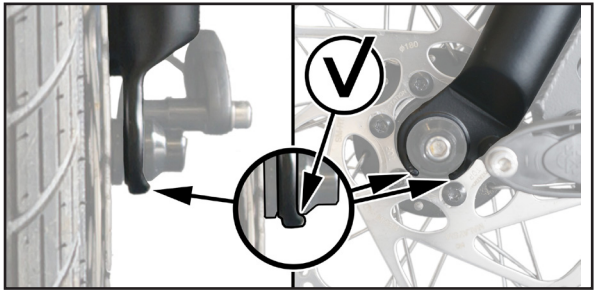


Decoupling the brake cable, on a rollebrake

On a bike equipped with disc brakes there is no need to decouple the brake. Do not use the front brake lever after removing the wheel however. This will put the two brake pads against each other. With the disc brakes being self-adjusting, the brake pads will then remain in this place and will require to be pried apart with a screwdriver or a knife. The wheel can be taken out by loosening the axle bolts with a ring spanner. Give both axle bolts a good few turns so the nuts clear the safety notches on the dropouts of the fork.

A solution is to place an orange coloured brake shoe between the brake pads. This will ensure they remain correctly spaced. Inform with your Urban Arrow dealer for more information

With a disc brake equipped Urban Arrow, do not use the front brake lever after the wheel has been taken out and no brake shoe has been fitted.

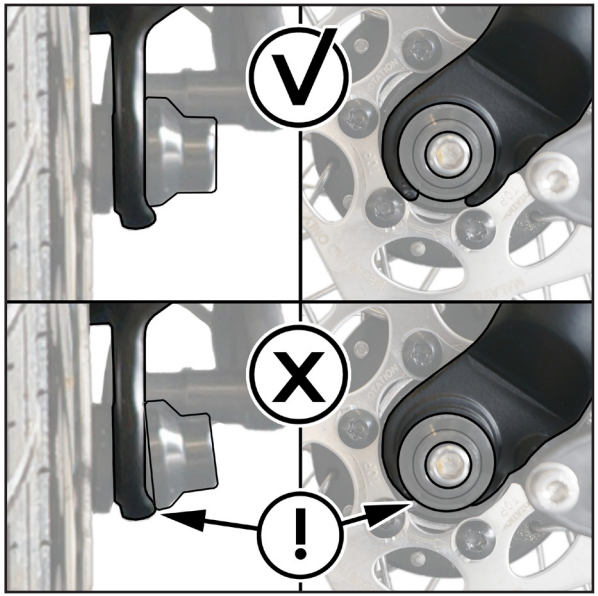


Front fork dropouts safety notches

These safety notches are there to prevent the wheel from falling out of the forks should the axle nuts come loose (or in case the axle nuts haven't been tightened correctly). After fixing the puncture put the wheel back in the forks. When putting the wheel back in the forks, make sure the axle is seated correctly in both dropouts.

Patching a tyre or replacing an inner tube are general skills and not specific to Urban Arrow models. Please refer to Youtube or other internet resources to learn how to do this.

It is important the wheel is correctly seated in the fork. There is a chance the front wheel will come out of the fork or that the brake will malfunction if it is mounted incorrectly.



Correct and incorrectly seated front wheel

After placing the front wheel in the front fork take the ring spanner and tighten both axle bolts.

After doing so take hold of the wheel and check if it isn't loose and also give the wheel a spin to see if it is running straight. Finally, make sure the brake cables are connected to the brakes again should you have decoupled them.

Don't forget to connect the brake cable to the rollerbrake again after placing back the front wheel.

4.7.4. Fixing a punctured rear tyre

Fixing a punctured rear tyre can be done with the wheel mounted in the frame. Removing a rear wheel from the frame requires advanced technical skills.

It is advised that if the rear wheel needs to be removed from the frame (to replace a damaged tyre for instance) to take your bike to your Urban Arrow dealer for maintenance.

If you are a confident and skilled home mechanic please check this video showing how to remove a rear wheel on an Urban Arrow.

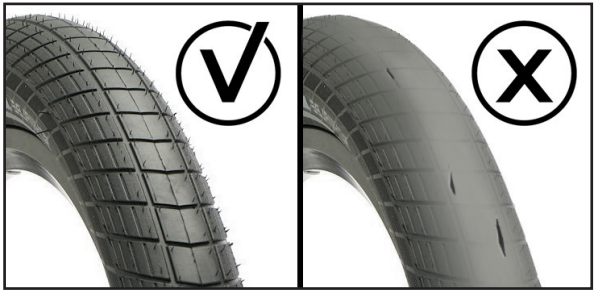
For an Urban Arrow equipped with disc brakes:
www.youtube.com/watch?v=FyxNQAfOfJI
For an Urban Arrow equipped with roller brakes:
www.youtube.com/watch?v=_TtjjXYClRA

4.7.5. Wheel maintenance

The following chapter will explain, in a pragmatic way, what to check and look for to keep your wheels in a good working order. If you follow the Urban Arrow maintenance schedule (Chapter 11) be assured your Urban Arrow dealer will check your wheels during maintenance.

Tyres

Tyres will wear over distance travelled. Well maintained tyres, kept at the correct tyre pressure, will last approximately 1000 to 3000km before needing to be replaced. A worn tyre can be recognized by checking the thread pattern. If the pattern has disappeared in the middle of the thread (difference between lowered and raised material cannot be distinguished) the tyre is worn and should be replaced.



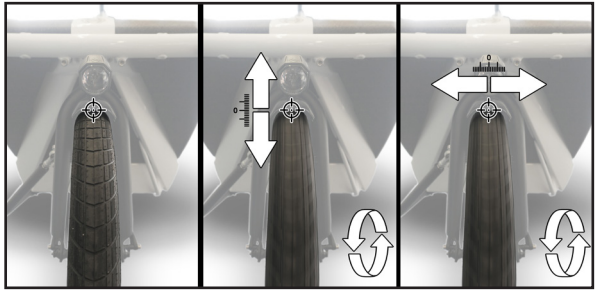
Recognising a worn tyre

Tyres can also be damaged by riding through debris or from hitting objects. These can create tears and slashes in the tyre surface. If you notice long or deep tears the tyre should be replaced even if the thread hasn't worn out yet.

Check the surface of your tyres regularly to find stuck debris and or damage.

Riding a too low tire pressure damages the tires sidewalls tears will occur in the sidewalls that cannot be repaired Sometimes a few hundred km's at too low pressure is enough to ruin the tires

Check the tire pressure regularly (It should sit between 2.5 bar to 4 bar).



Checking wheel trueness

Wheel Trueness

Urban Arrow wheels are true out of the factory. True means the wheels are running straight without lateral or radial deflection. If a wheel is out of true it will wobble while spinning. You can check this by putting the bike on its stand and giving the wheels a spin.

If the wheel is spinning look at the rim and tyre seperately. An incorrectly fitted tyre can also cause a wobble.

If you are seeing a wobble, first make sure the tyre is seated correctly on the rim. If it is seated correctly and you are seeing a wobble please refer to your Urban Arrow dealer to repair the wheel.

A true wheel will reduce wear on tyres and hubs as will it dissipate less energy (you'll move more quickly more easily). An out of true wheel will also negatively affect the handling of your Urban Arrow.

A new wheel needs to settle and will require its trueness being checked more often. This is why it is important to follow the Urban Arrow maintenance schedule (Chapter 11). Your Urban Arrow dealer will check and adjust he trueness during scheduled maintenance.

A wheel can go out of true by hitting an object, crashing the bike or simply by wear.

Spokes

Spoke tension is the main influence on the trueness of a wheel. If a wheel is out of true the main cause will probably be incorrect spoke tension or even a snapped spoke (no spoke tension). Spoke tension is subject to wear, so even though Urban Arrow takes great care building great wheels a wheel can still go out of true because of loosened tension.

When a spoke is loose it often causes an audible rattle coming from the wheel.

Spoke damage often happens when the bike is moved from the kickstand with a closed wheel lock.

Rims

Check the rim from time to time for damage. Damage can take the form of dents and cracks in the rim surfaces and around the spoke holes. Always check the rim after hitting a solid object or pothole at speed or after you rode with a flat tyre. A damaged rim may damage the tyre and could make the wheel go out of true.

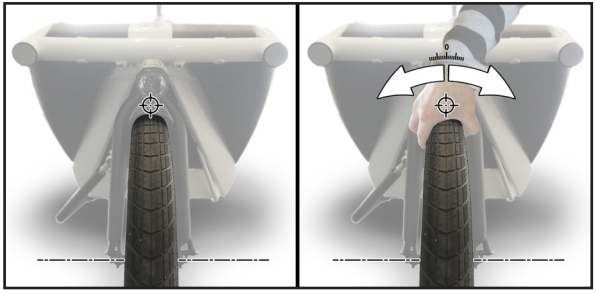
Urban Arrow does not use rims brakes on any of their models, so no need to check for brake wear on the brake surface.

If you detect play, please refer to your Urban Arrow dealer to schedule hub maintenance.

Hubs

Urban Arrows can come equipped with a number of hub types, mostly depending on the type of brakes fitted. Providing technical documentation for these hubs isn't part of this manual.

Something you can check for yourself is play on the hub axle. Hub bearings can develop play due to wear. Excessive hub play can affect brake performance, it can cause other mechanical problems as well as affect the handling of the bike. Hub play will be checked during maintenance by your Urban Arrow dealer.



Checking play on axle

4.8. Lighting

The lighting system on an Urban Arrow consists of a front light and rear light. The lights will improve visibility of the road and surroundings to the rider as will it improve your visibility to other people. The lights are powered by the Bosch e-bike system. The lights do not require separate batteries nor is a dynamo or dynamo hub fitted to an Urban Arrow.

Without the Bosch battery mounted on the bike there will be no working lights, front nor rear.

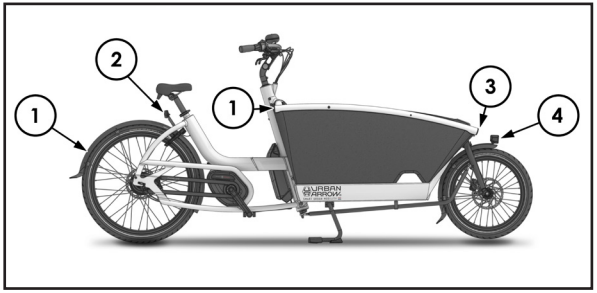
In addition to the lights the Urban Arrow Family is also fitted with two front reflectors and three rear reflectors. Two front and rear reflectors are mounted in the protection tube that sits on top of the cargo box. One rear reflector is mounted on the rear fender.

Make sure the reflectors can be seen by traffic. Do not cover them with luggage or clothing. Contact your Urban Arrow dealer for a replacement should you lose any of the reflectors.

It is best to always have the lights on while riding your bike, day and night.

for non electric models the lighting is on by default.

The following image shows the afforementioned lighting parts



Lighting system parts

1-rear reflectors
2-rear light
3-front reflectors
4-front light

In case your urban arrow is equipped with a rear carrier, the rear light should be located on the rear of the carrier.

4.8.1. Turning on the lights

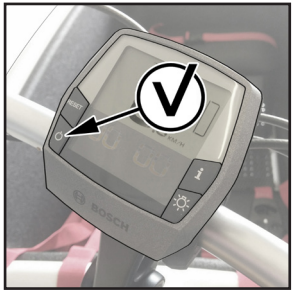
Remember to turn the lights on during every ride. Note that the front and rear lights will always turn on simultaneously. If they don't please check with your Urban Arrow dealer for maintenance. Turning on the lights takes the following steps.

Step 1

Make sure the Bosch battery is correctly inserted and charged and the display correctly mounted. If everything is installed correctly the Bosch display shows the small Miles per hour **M/H** or Kilometers per hour **KM/H** symbol

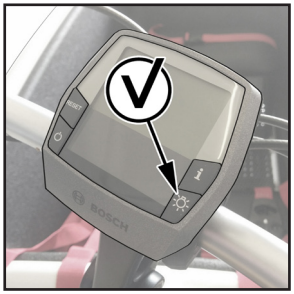
Step 2

Turn on Bosch system using the **On/Off** button



Step 3

Press the **Light** button on the display



4.8.2. Turning off the lights

There are three methods to turn off the lights:

- **Method 1,** By pressing the Light button on the Bosch display
- **Method 2,** By turning off the Bosch system
- **Method 3,** By removing the Bosch display

Your lights will not turn off when the battery is empty. They will continue to work for many hours after the electric assistance stops. You will have enough time to get home safely when the battery drains during a ride.

4.8.3. Setting up the lights

For optimal visibility the front and rear lights should be set up correctly.

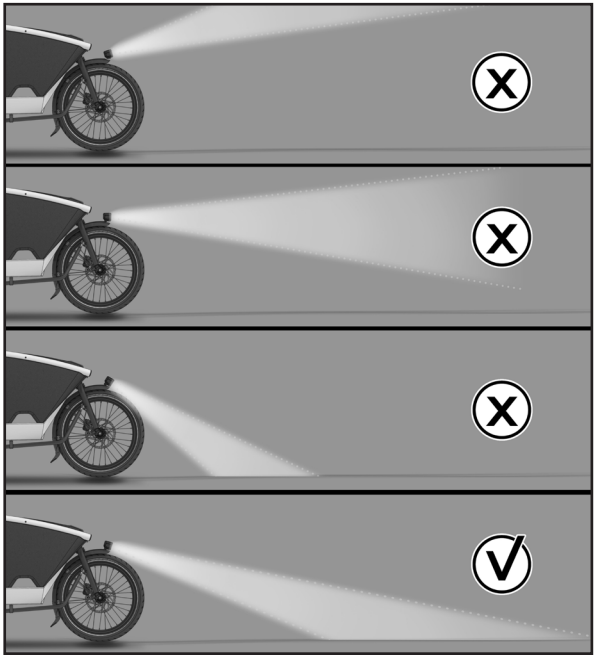
Make sure both your lights can be seen by traffic. They shouldn't be covered by clothing (e.g. long coats) nor by passengers nor by cargo.

The rear light is fixed in the correct position and does not need to be adjusted. The light is located on a bracket on the seat stays below the saddle.

In case your urban arrow is equipped with a rear carrier, the rear light should be located on the rear of the carrier.

The front light can be tilted up and down. This allows for the light beam to be projected closer or further away from the bike. Ideally the beam should be aimed the furthest you can see it on the ground.

Avoid setting up your front light so the beam is pointing upward. Other traffic could be blinded by the strong LED lights, which could lead to accidents.



Front light beam angle

Don’t aim your front light upwards. This will blind people coming towards you in traffic, which could lead to accidents and injuries.

4.8.4. Lights maintenance

Urban Arrow equips their bikes with high quality LED lighting. These lights require very little in the way of maintenance, apart from regular cleaning.

It is advised to regularly clean the lenses of your lights, it will improve the lighting performance.

In case your lights do not turn on using the described method or stop working, we advise you to contact your Urban Arrow dealer for maintenance.

4.9. Locks

Urban Arrow models are provided with two locks, one lock on the rear frame near the rear wheel and one lock on the Bosch battery. These two locks share the same key. The locks prevent the bike and the expensive battery from being stolen. Additional locks can be bought through an Urban Arrow dealer if needed.

The non electric model is only provided with a frame lock.

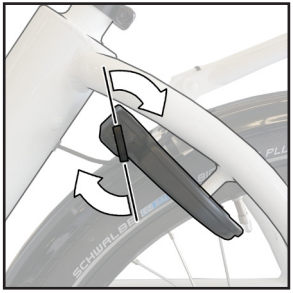
4.9.1. Frame lock

The frame lock is located near the rear wheel. When locked it will prevent the rear wheel from rotating, making it harder for a thief to move the bike.

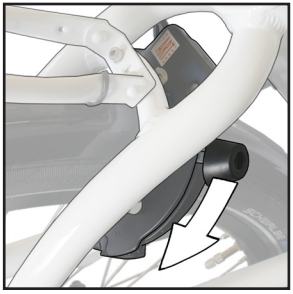
The key will remain in the lock when the lock is open. It cannot be taken out.

Make sure the bike is standing on the kickstand when locking the frame lock, this will prevent damage to the spokes.

To close the lock rotate the key clockwise. It only needs to be rotated 20 to 30 degrees (not a full turn).



Simultaneously push down on the lever on the opposite side of the lock fully. This will put a pin through your wheel, blocking it. If you hit a spoke, rotate the wheel slightly.



When your pin snaps into its end position the key is released and can be taken out of the lock.

Do not forget to take the key out of the lock after locking it. Also makes sure to store the key in a safe place.

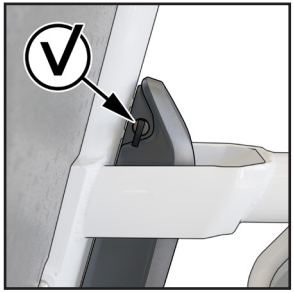
Unlocking is done by putting the key back in the lock and rotating the key anti-clockwise. The pin is spring loaded and will return to its unlocked position automatically. There is no need to pull on the lever on the opposite side of the lock. Note that it's easier to unlock the bike when it is on the kickstand.

Sometimes a spoke is pushing against the pin. The extra friction will make it harder for the spring to push the pin back to its unlocked position. Having the rear wheel raised off the ground will solve this problem.

4.9.2. Battery lock

The battery lock uses the same key as the frame lock.

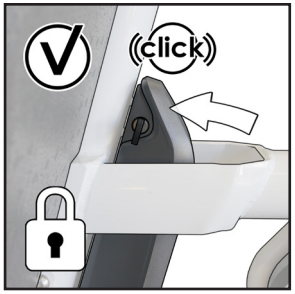
The battery lock is located on the battery holder, which has been mounted to the frame with bolts.



Battery lock location

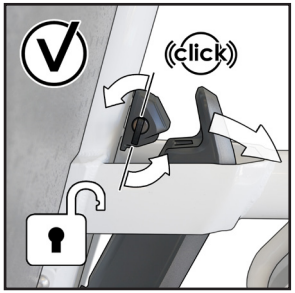
As opposed to the frame lock, the key of the battery lock should not be left in the lock at any time.

Locking the battery is done by simply mounting the battery into the holder. No key is needed. Make sure the battery is seated correctly in the cradle. While mounting the battery you should have heard a click, indicating the battery has engaged the battery holder.



Locking

Unlocking is done by putting the key back into the lock and rotating the key counter clockwise. You will notice the lock mechanism pushes the battery out of the cradle a making it easy to take out.



Unlocking

Always take your battery out of the frame when you are parking it for longer periods or in high risk areas. It is an expensive part to replace and there is always a chance it will be stolen.

4.9.3. Additional bike locking tips

Bike theft can be a problem in certain neighborhoods and cities. If you are aware this is a problem in your neighborhood, Urban Arrow advises to use an extra lock to secure your Urban Arrow to a separate static object.

- **Tip 1,** Do not loop your extra lock through parts on your bike that can be easily taken off. For instance the saddle, the front wheel or the rear carrier.

- **Tip 2,** Loop your extra lock through the frame of the Urban Arrow and then through a separate object

- **Tip 3,** Loop the extra lock through a separate static object. You should not be able to lift the lock off the separate object. For instance low poles or objects that can be opened easily are not suitable.

5 Tips and tricks

Maintenance tips for specific parts and general advice regarding riding your bike have appeared throughout this manual. This chapter will list these together with some extra tips so you're able to read them all in one place. Reading and applying these tips and tricks will help maximize your Urban Arrow experience.

5.1. Riding tips

- Make sure you are comfortably seated on the Urban Arrow. With a good bike fit you can have both feet on the ground while seated on the saddle. See Chapter 2.3.
- Unlock your bike before taking it off the kick stand. Reversely, lock your bike when you have it on the kick stand. This will prevent bending or snapping of spokes.
- Select the correct gear before riding away from a stop, selecting a lower gear will be both quicker and will put less strain on the drivetrain (motor and gear hub) see Chapter 4.5.2.
- Shifting can be done while standing still but only within a limited range. If you feel resistance increase while rotating the shifter don't forcibly rotate the lever beyond this point.
- Shifting over the full range can be done while riding.
- Try and avoid shifting under load (while pushing hard on the pedals). For instance at the start of a hill or after a corner. Try and anticipate situations and shift before the hill or shift before the corner.
- Try and shift towards a lower gear when you anticipate you are going to make a stop.
- If you notice unusual noises while riding, try and find their source. If you cannot find the source or are unable to fix it, please refer to your Urban Arrow dealer.
- The gearing can be tuned very precisely with the NuVinci gearhub, there is always a perfect gear.
- Going around a corner, make sure to have the crankarm that is on the inside of the corner rotated upwards (12 o'clock position) this will avoid hitting the pavement with your pedal.

5.2. Maintenance tips

- An Urban Arrow can be left parked outside for long periods without any problems. Weather influences will increase wear however, both technically as cosmetically. Protection from weather influences can be done by covering the Urban Arrow with a bike parka (see Chapter 6.4) or by parking it indoors.
- Check your tire pressure regularly. At least once every month. Low tire pressure will increase tire wear, it will lower puncture resistance, it could lead to damaging your wheels as will it decrease the range of the Bosch e bike system. More rolling resistance will require more battery power.
- If you are running disc brakes and are able to pull your brake lever so it touches your handlebar it's time to adjust the brakes for brake wear or it may be a indication of a mechanical problem (air in the hydraulic lines) See Chapter 4.6.2.
- If you are running rollerbrakes it could be possible to pull your brake levers all the way towards the handlebar. However this does not affect maximum braking power.
- Insert some Shimano Rollerbrake grease into the rollerbrakes every 3 to 6 months. This is part of regular maintenance by your dealer but is something to watch yourself too.
- Clean your Urban Arrow regularly. Especially in wintery conditions, dirt and salt will increase wear on parts and materials. Cleaning regularly will prevent (costly) damage repairs. It is advised to use bicycle cleaning products.
- Don't forget to clean the lenses of the lights for optimal performance.

5.3. E-Bike system tips

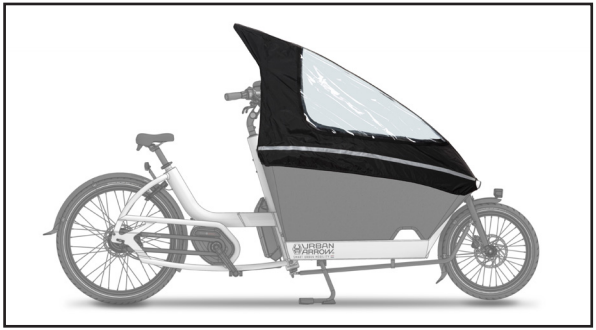
- Low temperatures have a negative effect on the performance of your Battery. If the temperature where your Urban Arrow is parked is below 5 degrees centigrade or 41 Fahrenheit make sure to take the battery inside.

6 Urban Arrow Accessories

Urban Arrow offers a range of accessories that make your Urban Arrow even more versatile.

6.1. Raincover

The raincover keeps your cargo and passengers nice and dry during bike rides on those rainy days. This accessoiry is foldable and comes with its own waterproof bag to keep it clean and stored safely.



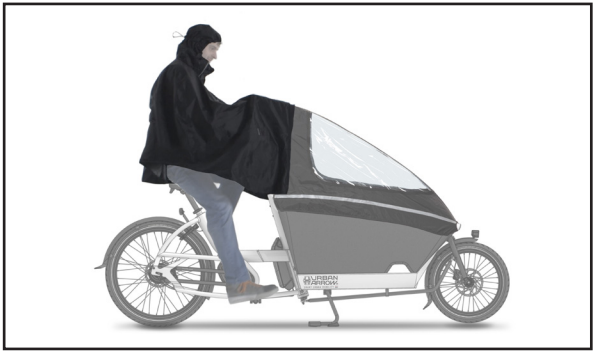
Raincover

Check this video for more information on the Urban Arrow Raincover:

www.youtube.com/watch?v=Q96JQNrnkcA

6.2. Poncho

The Urban Arrow Poncho is an accessoiry that is used in combination with the Urban Arrow raincover. It's and extension that can be added to the Raincover using velcro strups to give the rider some extra protection from the elements.

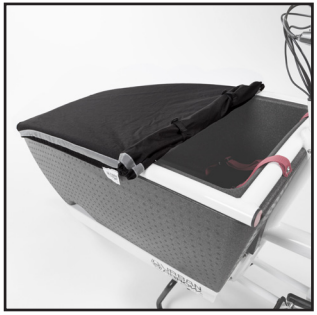


Poncho

Check this video for more information on the Urban Arrow Poncho:

www.youtube.com/watch?v=H7y5XSXeAFo

6.3. Boxcover


Boxcover

The Boxcover allows you to cover the Family box of your Urban Arrow. It will keep luggage and seats dry.

If you live in an urban area and have your bike parked in front of your house some people are going to use it as a trashcan or your neighbor's cat might claim it as a home. To prevent such nastiness you could use a boxcover for your Urban Arrow Family bike.

The boxcover can also be used to give passengers a more sheltered ride. By rolling back the boxcover towards the front and fixating it with snap fasteners, a dry and cozy space can be created for passengers sitting on the bench.

Before placing the box cover make sure the cargo box is either empty or that luggage isn't sticking out of the box.

Check this video for more information on the Urban Arrow Boxcover:

www.youtube.com/watch?v=Ldmk96a7jyM

6.4. Bike parka

You can use the Urban Arrow bike parka to protect your Urban Arrow Family bike from weather influences when parked outside.


Bike parka

Check this video for more information on the Urban Arrow Bike Parka:

www.youtube.com/watch?v=1AlbN1n3FCw

6.5. Maxi Cosi adapter

Urban Arrow provides a Maxi Cosi adapter to enable you to bring along even the youngest member of your family. The maxi cosi adapter features stainless steel shock absorbers and a safe and easy click and lock system.

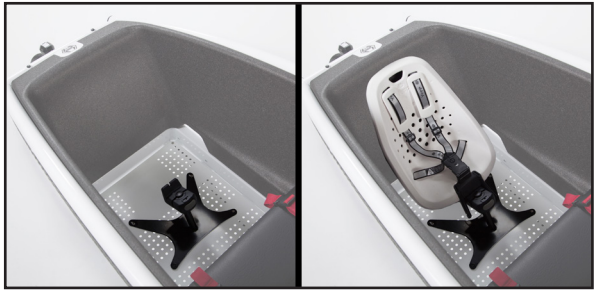
Maxi Cosi adapter

Check this video for more information on the Urban Arrow Maxi cosi adapter:

www.youtube.com/watch?v=zvtn-K7VqEI

6.6. Yepp Mini adapter

Yepp childseats can be used to take your kids along in your Urban Arrow from the age of 9 months to 3 years for the Yepp Mini model and from 9 months to 6 years for the Yepp Maxi model. Urban Arrow offers Yepp Mini owners the perfect accessory that enables them to mount their seat inside the spacy and secure Urban Arrow Family box.



Yepp Mini adapter

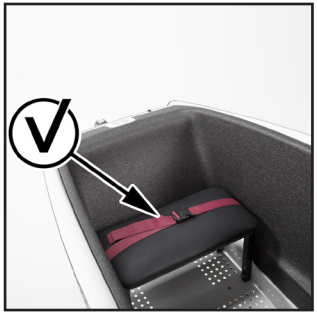
Check this video for more information on the Urban Arrow Yepp Mini adapter:

www.youtube.com/watch?v=5AhtSfe3aMo

To mount a Yepp Maxi child seat you will need a rear carrier, please refer to Chapter 6.8 for more information

6.7. Front bench

The Urban Arrow Family bike comes with the rear bench installed. If you need more seating in yours you may opt for the extra bench. That way your children's friends can hitch a ride too.



Front Bench

In some countries (e.g. Switzerland) the law does not allow for an extra front bench to be fitted.

Check this video for more information on the Urban Arrow front bench:

www.youtube.com/watch?v=wyywo7IdzSU

6.8. Rear carrier

A rear carrier will make your Urban Arrow even more versatile. It will allow for carrying another childseat or for carrying more luggage. The rear carrier is an option for all Urban Arrow models and can be fitted from new as well as after you've owned your bike for a while. Please contact your Urban Arrow dealer to order and mount the rear carrier if you want one on your Urban Arrow.

Rear carrier

For safety reasons it is advised to have the rear carrier mounted by an Urban Arrow dealer.

Check this video for more information on the Urban Arrow rear carrier:

www.youtube.com/watch?v=9wUd2jrwwCE

6.8.1. Mounting a Yepp Maxi child seat

If your Urban Arrow has a rear carrier it is possible to mount a Yepp Maxi child seat. Follow these steps to mount the Yepp child seat. It is possible to mount other brands of child seats too, please refer to manufacturer documentation for mounting instructions.

Mounting a Yepp Maxi seat

Check this part of the rear carrier video for more information on mounting the Yepp Maxi child seat:

www.youtube.com/watch?v=9wUd2jrwwCE&feature=youtu.be&t=59s

6.9. Luggage net

The luggage net attaches to the inside of the Family box. The primary reason to mount a luggage net is to store an additional chain lock. Using the luggage net that way prevents damage to the frame,

Luggage net

caused by the lock sliding around in the cargospace. The luggage net will also provide a place for other items that would otherwise slide around the box.

Check this video for more information on the Urban Arrow Luggage net:

www.youtube.com/watch?v=Qx6b2YLeyQQ

7 Other Urban Arrow models

All Urban Arrow models use the modular Urban Arrow product architecture. These chapters will discuss some other combinations that are sold ready made by Urban Arrow. It will focus on the differences to the Urban Arrow Family model on which the previous chapters were based.

7.1. Urban Arrow Shorty

The Urban Arrow Shorty model provides a more compact transport bike. The front frame is shorter than on the Family model making it more agile and easier to park. With a taller volume it's luggage space is still very spacious.

Urban Arrow Shorty Cargo

7.2. Urban Arrow Cargo L

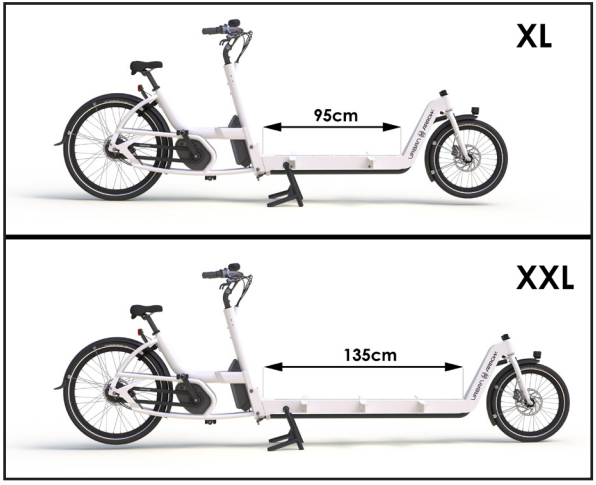
The Urban Arrow Cargo models are aimed at providing a solid and flexible platforms to move (commercial) goods. The Cargo L shares its front frame with the Family model. This front frame serves as a base for mounting various (mostly customer specific) cargo boxes.

Urban Arrow Cargo L (Equipped with a Flight Case by Denting®)

The Urban Arrow Cargo boxes are customisable to suit your cargo needs. Please inform with your Urban Arrow dealer what the possibilities are.

7.3. Urban Arrow Cargo XL, XXL

The Cargo XL and XXL model share a similar front frame, only the length differs. These front frame serve as a base for mounting customer specific cargo boxes. Please contact your Urban Arrow dealer to enquire what the possibilties are.



Urban Arrow Cargo XL and XXL

7.3.1. Suspension fork

All Urban Arrow Cargo models (L, XL, XXL) come equipped with a suspension fork. A suspension fork provides better ride comfort, especially on rough terrain and while carrying heavy loads.

Suspension fork

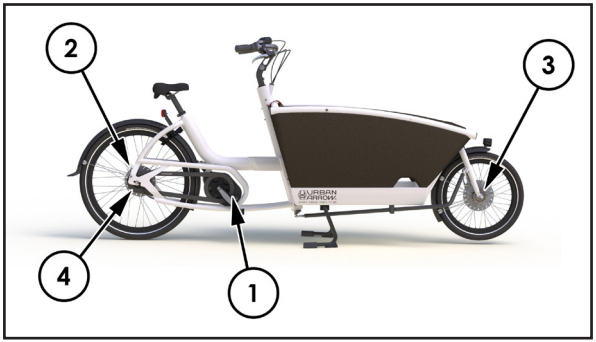
It is not possible to equip an Urban Arrow Family with a suspension fork.

It is advised to not make adjustments to the suspension fork yourself. Please refer to your Urban Arrow dealer in case you feel the fork needs adjustment. Maintenance of the suspension fork is part of regular maintenance by your Urban Arrow dealer.

7.4. Urban Arrow Non electric

An Urban Arrow non electric model is technically identical to a pedelec version except for the following points:

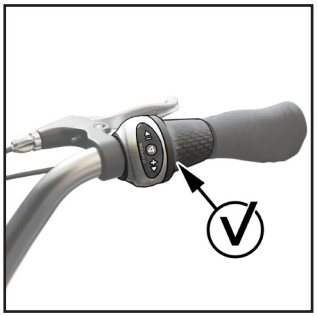
1. The absence of the Bosch E-Bike system
2. The absence of the NuVinci geared hub
3. The use of an automatic lighting system connected to a dynamo hub. The lights will turn on automatically when it gets dark
4. The use of a Shimano Nexus 8 geared hub



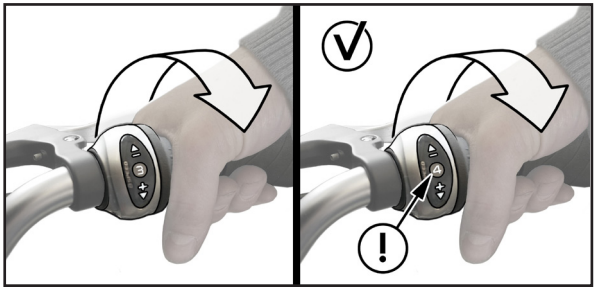
Urban Arrow Non electric

7.4.1. Shimano Nexus 8 geared Hub

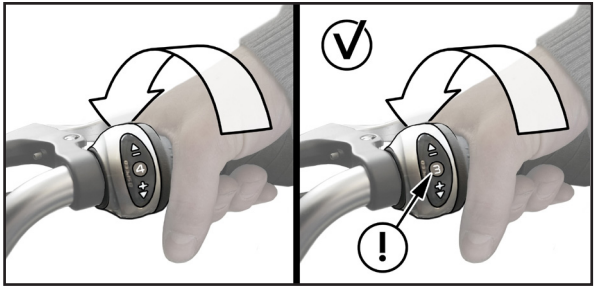
The Nexus 8 geared hub provides 8 gears. Shifting between these gears is done by using a shifter mounted on the right side of the handlebar.


Nexus 8 Shifter

To shift up (heavier pedalling) rotate the shifter towards yourself.


Nexus 8 shift up

To shift down (lighter pedalling) rotate the shifter forward.



Nexus 8 Shift down

While shifting gears, stop pedaling for a brief moment. Don't shift under full power. Try and select the correct gear before you need it, ie before the hill or before a corner. This will reduce wear on the Nexus 8 hub and gears.

8 Technical Specifications

8.1. Urban Arrow Family

Complete Bike

Total length	258cm
Height	115cm*
Width Box / Handlebars	69cm / 64cm
Wheelbase	197cm
Weight	48kg
Max combined weight disc (incl bicycle)	275kg
Max combined weight Rollerbrake (incl bicycle)	200kg
Max Rider Weight	125kg
Max Pay Load front frame	125kg
Max weight rear carrier (optional)	25kg
"Max Saddle Height. BB-Saddle / Ground - Saddle"	87cm / 103cm **
"Minimal Saddle Height. BB-Saddle / Ground - Saddle"	64cm / 83cm
Frame material	Aluminium (6061-T6)
Fork material	Steel Hi-Ten

E-Bike System

Type	Bosch Active	Performance	Performance Line CX
Power	250W	250W	250W
Torque	45Nm	60Nm	75Nm
Battery	400Wh	400Wh	500Wh
Battery Lock, one key solution	Abus	Abus	Abus
Range Max (in eco)	80km	80km	100km
Range Daily (in turbo, tested average with load)	40km	35km	45km

Front Wheel

Brake type	Roller Brake	Disc Brake
Wheel size	20 Inch (Ertro 406)	20 Inch (Ertro 406)
Tyre size	20 x 2.15" (55-406)	20 x 2.15" (55-406)
Tyre type	Schwalbe Big Apple Plus	Schwalbe Big Apple Plus
Hub	Shimano HB-IM40	Shimano HB-M525
Hub spacing	100mm x 9mm	100mm x 9mm
Spokes	Sapim 2.0 (14g) x 168mm	Sapim 2.0 (14g) x 165mm
Brake	"Shimano BR-C6000-F Tektro Brakelever"	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions, outer cable front	5.0mm x 2500mm	5.0mm x 2550mm
Brake hose dimensions, inner cable front	1.5mm x 2700mm	

Rear Wheel

Brake type	Roller Brake	Disc Brake
Wheel size	26 Inch (Ertro 559)	26 Inch (Ertro 559)
Tyre size	26 x 2.15" (55-559)	26 x 2.15" (55-559)
Tyre type	Schwalbe Big Apple Plus	Schwalbe Big Apple Plus
Hub	Nuvinci N380 RB	Nuvinci N380 Disc
Hub spacing	135mm x 10mm	135mm x 10mm
Spokes	Sapim 2.34 (13g) x 224	Sapim 2.34 (13g) x 224
Brake	"Shimano BR-C6000-R Tektro Brakelever"	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions, outer cable front	5.0mm x 1940mm	5.0mm x 1950mm
Brake hose dimensions, inner cable front	1.5mm x 2140mm	

*approximate, depending on handlebar height.
**with 350mm seatpost, longer seatpost available

Components

Front light / rear Light	Spanninga Kendo / Spanninga Plateo
Chain	KMC X1 100 links
Chainwheel front	18 teeth
Sprocket rear	20 teeth (min 19t max 21t)
Crank Length	170mm
Seatpost	Satori 31.6mm x 350mm
Saddle	Selle Royale with Handle
Stem	Tranz X adjustable -10 to +60 degrees, 90mm long
Handlebars	Humpert Steel 600mm wide
Pedals	Flat pedals, rubber surface, Aluminium Cage
Wheel lock	Abus, Extra wide 78mm, Shield 5650, same key as battery
Headsets	First, sealed cartridge bearings
Fenders Front / Rear	SKS 20" 65mm x 635mm / SKA 26" 65mm x 1185mm
Shifter cables: outer cable Nuvinci	5.0mm x 2070mm
Shifter cables: inner cable Nuvinci	1.1mm x 2250mm
Steering rod ends	M8 Stainless steel
Family Box Material	Expanded Poly Propylene (EPP)
Family Box inside Volume, approximately	180 Liters

8.2. Urban Arrow Shorty

Complete Bike

Total length	203cm
Height	115cm*
Width Box / Handlebars	56cm / 63cm
Wheelbase	145cm
Weight	43kg
Max combined weight disc (incl bicycle)	235kg
Max combined weight Rollerbrake (incl bicycle)	200kg
Max Rider Weight	125kg
Max Pay Load front frame	80kg
Max weight rear carrier (optional)	25kg
"Max Saddle Height. BB-Saddle / Ground - Saddle"	87cm / 103cm **
"Minimal Saddle Height. BB-Saddle / Ground - Saddle"	64cm / 83cm
Frame material	Aluminium (6061-T6)
Fork material	Steel Hi-Ten

E-Bike System

Type	Bosch Active	Performance	Performance Line CX
Power	250W	250W	250W
Torque	45Nm	60Nm	75Nm
Battery	400Wh	400Wh	500Wh
Battery Lock, one key solution	Abus	Abus	Abus
Range Max (in eco)	80km	80km	100km
Range Daily (in turbo, tested average with load)	40km	35km	45km

Front Wheel

Brake type	Roller Brake	Disc Brake
Wheel size	20 Inch (Ertro 406)	20 Inch (Ertro 406)
Tyre size	20 x 2.15" (55-406)	20 x 2.15" (55-406)
Tyre type	Schwalbe Big Apple Plus	Schwalbe Big Apple Plus
Hub	Shimano HB-IM40	Shimano HB-M525
Hub spacing	100mm x 9mm	100mm x 9mm
Spokes	Sapim 2.0 (14g) x 168mm	Sapim 2.0 (14g) x 165mm
Brake	"Shimano BR-C6000-F Tektro Brakelever"	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions, outer cable front	5.0mm x 2100mm	5.0mm x 2150mm
Brake hose dimensions, inner cable front	1.5mm x 2180mm	

Rear Wheel

Brake type	Roller Brake	Disc Brake
Wheel size	26 Inch (Ertro 559)	26 Inch (Ertro 559)
Tyre size	26 x 2.15" (55-559)	26 x 2.15" (55-559)
Tyre type	Schwalbe Big Apple Plus	Schwalbe Big Apple Plus
Hub	Nuvinci N380 RB	Nuvinci N380 Disc
Hub spacing	135mm x 10mm	135mm x 10mm
Spokes	Sapim 2.34 (13g) x 224	Sapim 2.34 (13g) x 224
Brake	"Shimano BR-C6000-R Tektro Brakelever"	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions, outer cable front	5.0mm x 1950mm	5.0mm x 1950mm
Brake hose dimensions, inner cable front	1.5mm x 2030mm	

*approximate, depending on handlebar height.
**with 350mm seatpost, longer seatpost available

Components

Front light / rear Light	Spanninga Kendo / Spanninga Plateo
Chain	KMC X1 100 links
Chainwheel front	18 teeth
Sprocket rear	20 teeth (min 19t max 21t)
Crank Length	170mm
Seatpost	Satori 31.6mm x 350mm
Saddle	Selle Royale with Handle
Stem	Tranz X adjustable -10 to +60 degrees, 90mm long
Handlebars	Humpert Steel 600mm wide
Pedals	Flat pedals, rubber surface, Aluminium Cage
Wheel lock	Abus, Extra wide 78mm, Shield 5650, same key as battery
Headsets	First, sealed cartridge bearings
Fenders Front / Rear	SKS 20" 65mm x 635mm / SKA 26" 65mm x 1185mm
Shifter cables: outer cable Nuvinci	5.0mm x 2070mm
Shifter cables: inner cable Nuvinci	1.1mm x 2250mm
Steering rod ends	M10 Stainless steel
Family Box Material	PVC Fabric / Tarpaulin
Family Box inside Volume, approximately	160 Liters

8.3. Urban Arrow Cargo XL

Complete Bike

Total length	300cm
Height	115cm*
Width platform / Handlebars	67cm** / 64cm
Wheelbase	234cm
Platform length	94cm
Weight (without box)	46kg
Max combined weight disc (incl bicycle)	275kg
Max Rider Weight	125kg
Max Pay Load front frame (incl box)	125kg
Max weight rear carrier (optional)	25kg
"Max Saddle Height. BB-Saddle / Ground - Saddle"	87cm / 103cm ***
"Minimal Saddle Height. BB-Saddle / Ground - Saddle"	64cm / 83cm
Frame material	Aluminium (6082)
Suspension Fork	Magnesium, Grind 20 50mm travel

E-Bike System

Type	Performance	Performance Line CX
Power	250W	250W
Torque	60Nm	75Nm
Battery	400Wh	500Wh
Battery Lock, one key solution	Abus	Abus
Range Max (in eco)	80km	100km
Range Daily (in tour, tested average with load)	40km	48km
Range Daily (in turbo, tested average with load)	27km	35km

Front Wheel

Wheel size	20 Inch (Ertro 406)
Tyre size	20 x 2.15" (55-406)
Tyre type	Schwalbe Big Apple Plus
Hub	Shimano HB-M525
Hub spacing	100mm x 9mm
Spokes	Sapim 2.0 (14g) x 165mm
Brake	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions front	5.0mm x 2550mm

Rear Wheel

Wheel size	26 Inch (Ertro 559)
Tyre size	26 x 2.15" (55-559)
Tyre type	Schwalbe Big Apple Plus
Hub	Nuvinci N380 Disc
Hub spacing	135mm x 10mm
Spokes Brand, size	Sapim 2.34 (13g) x 224
Brake	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions rear	5.0mm x 1950mm

*approximate, depending on handlebar height.
** Wider boxes or platforms can be mounted; up to 80cm
***with 350mm seatpost, longer seatpost available

Components

Front light / rear Light	Spanninga Kendo / Spanninga Plateo
Chain	KMC X1 100 links
Chainwheel front	18 teeth
Sprocket rear	20 teeth (min 19t max 21t)
Crank Length	170mm
Seatpost	Satori 31.6mm x 350mm
Saddle	Selle Royale with Handle
Stem	Tranz X adjustable -10 to +60 degrees, 90mm long
Handlebars	Humpert Steel 600mm wide
Pedals	Flat pedals, rubber surface, Aluminium Cage
Wheel lock	Abus, Extra wide 78mm, Shield 5650, same key as battery
Headsets	First, sealed cartridge bearings
Fenders Front / Rear	SKS 20" 65mm x 635mm / SKA 26" 65mm x 1185mm
Shifter cables: outer cable Nuvinci	5.0mm x 2070mm
Shifter cables: inner cable Nuvinci	1.1mm x 2250mm
Steering rod ends	M10 Stainless steel
Cargo Box inside Volume (optional)	280 - 525 Liters

8.4. Urban Arrow Cargo XXL

Complete Bike

Total length	340cm
Height	115cm*
Width platform / Handlebars	67cm** / 64cm
Wheelbase	274cm
Platform length	134cm
Weight (without box)	49kg
Max combined weight disc (incl bicycle)	275kg
Max Rider Weight	125kg
Max Pay Load front frame (incl box)	125kg
Max weight rear carrier (optional)	25kg
"Max Saddle Height. BB-Saddle / Ground - Saddle"	87cm / 103cm ***
"Minimal Saddle Height. BB-Saddle / Ground - Saddle"	64cm / 83cm
Frame material	Aluminium (6082)
Suspension Fork	Magnesium, Grind 20 50mm travel

E-Bike System

Type	Performance	Performance Line CX
Power	250W	250W
Torque	60Nm	75Nm
Battery	400Wh	500Wh
Battery Lock, one key solution	Abus	Abus
Range Max (in eco)	80km	100km
Range Daily (in tour, tested average with load)	40km	48km
Range Daily (in turbo, tested average with load)	27km	35km

Front Wheel

Wheel size	20 Inch (Ertro 406)
Tyre size	20 x 2.15" (55-406)
Tyre type	Schwalbe Big Apple Plus
Hub	Shimano HB-M525
Hub spacing	100mm x 9mm
Spokes	Sapim 2.0 (14g) x 165mm
Brake	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions front	5.0mm x 2550mm

Rear Wheel

Wheel size	26 Inch (Ertro 559)
Tyre size	26 x 2.15" (55-559)
Tyre type	Schwalbe Big Apple Plus
Hub	Nuvinci N380 Disc
Hub spacing	135mm x 10mm
Spokes Brand, size	Sapim 2.34 (13g) x 224
Brake	"Shimano BR-T615 RT-M66 disc 180mm Metal Pads "
Brake hose dimensions rear	5.0mm x 1950mm

*approximate, depending on handlebar height.
** Wider boxes or platforms can be mounted; up to 80cm
***with 350mm seatpost, longer seatpost available

Components

Front light / rear Light	Spanninga Kendo / Spanninga Plateo
Chain	KMC X1 100 links
Chainwheel front	18 teeth
Sprocket rear	20 teeth (min 19t max 21t)
Crank Length	170mm
Seatpost	Satori 31.6mm x 350mm
Saddle	Selle Royale with Handle
Stem	Tranz X adjustable -10 to +60 degrees, 90mm long
Handlebars	Humpert Steel 600mm wide
Pedals	Flat pedals, rubber surface, Aluminium Cage
Wheel lock	Abus, Extra wide 78mm, Shield 5650, same key as battery
Headsets	First, sealed cartridge bearings
Fenders Front / Rear	SKS 20" 65mm x 635mm / SKA 26" 65mm x 1185mm
Shifter cables: outer cable Nuvinci	5.0mm x 2070mm
Shifter cables: inner cable Nuvinci	1.1mm x 2250mm
Steering rod ends	M10 Stainless steel
Cargo Box inside Volume (optional)	550 - 700 Liters

8.5. Torque settings

While making adjustments or while doing maintenance on your Urban Arrow please regard these recommended torque settings.

Where	What	Tool	Torque (Nm)	Remark
Rear frame				
Rear Frame - Nuvinci Hub	2x M10 Wheel axle nut	15mm spanner	35-40Nm	
Rear Frame - Disc Adapter	2x M6 cylinder head bolts	5mm hex wrench	8-10Nm	Apply Loctite 243
Disc Adapter - Caliper	2x M6 caliper bolts	5mm hex ball point wrench	6-8Nm	Apply Loctite 243
Rollerbrake Adapter - Rollerbrake	1x M6 buttonhead + torque nut	4mm hex wrench, 10mm Spanner	6-10Nm	
Rear Frame - Rollerbrake Adapter	1x M6 cylinder head bolts	5mm hex wrench	10-12Nm	Apply Loctite 243
Rear Frame - Fender stays	2x M6 Button head bolts	4mm hex wrench	5-7Nm	Apply Loctite 243
Rear Frame - Rear light Bracket	2x M5 cylinder head bolts	4mm hex wrench	5-7Nm	Apply Loctite 243
MidMotor - Cranks	2x M14 Crank bolt	8mm hex wrench	45-50Nm	
MidMotor - Chainring	1x aluminium Lock ring	Bosch Lock ring tool 1/2" drive	20-25nm	
Rear Frame - Bosch Cover	3x M4 cylinder head Cover bolts	3mm hex wrench	1Nm	Apply Loctite 243
Rear Frame - Midmotor	3x Bosch motor bolts	13mm spanner	25-30Nm	
Midmotor - Adapter plate	2x M6 x 15 self tapping bolts	T30 Torx wrench	6-10Nm	Apply Loctite 243
Rear Frame - Bosch Sensor	1x M5 cylinder head bolt	T15 Torx wrench	3Nm	Apply Loctite 243
Rear Frame - wheel lock	2x M5 cylinder head bolts	4mm spanner	4Nm	
Cranks - Pedal	Pedal axle	15mm spanner	45-50Nm	
Seat collar - Saddle	1x M6 Seatpost bolt	6mm hex wrench	4-6Nm	
seatpost - saddle	2x M6 Saddle bolts	5mm hex wrench	12Nm	Or as indicated on seatpost, tighten alternately
Handle bars - Intuvia display	4x M3 display bolts	3mm hex wrench	1Nm	
Rear Frame - Protection Tube	4x M6 button head	4mm hex wrench	4-6Nm	Use ample grease

Where	What	Tool	Torque (Nm)	Remark
Front Frame All Models				
Front Frame - Rear Frame	4x M10 Buttonhead bolts	6mm hex wrench	20-25Nm	Apply Loctite 243
Front Fork - Top Cap	1x M6 cylinderhead Top cap bolt	5mm hex wrench	9Nm	
Front Fork - Headset Clamp	2x M5 cylinder head clamp bolts	5mm hex wrench	5-7Nm	tighten alternately
Front Fork - Disc brake Wheel	1x Spanner bolt	5mm hex wrench	8-10Nm	
Front Fork - Rollerbrake wheel	2x M9 Wheel axle nut	15mm spanner	25-13Nm	
Front Fork - Disc brake adapter	2x M6 cylinder head bolts	5mm hex wrench	8-10Nm	Apply Loctite 243
Disc Adapter - Caliper	2x M6 caliper bolts	5mm hex ball point wrench	6-8Nm	Apply Loctite 243
Headset Damper plate	1x M6 hex bolt / 1x M6 hex nut flat	10mm spanner / 10mm spanner	0-2Nm / 5-7Nm	
Front Frame Family L / Cargo L				
Front Frame - Protection Tube	2x M8 cylinder head bolts	6mm hex wrench	8-10Nm	Use ample grease
Front Frame - floor plate	6x M5 buttonhead bolts	3mm hex wrench	3-5Nm	Use ample grease
Front Frame - Bench	4xM6 cylinder head bolts	5mm hex wrench	4-6Nm	Use ample grease
Protection Tube - Seatbelts	4x M5 cylinderhead bolts	4mm hex wrench	4-6Nm	Use ample grease
Protection Tube - Snap button	2x M5 mini head bolts	3mm hex wrench	3-5Nm	Use ample grease
Front Frame - Cargo box	4x M6 button head bolts	4mm hex wrench	4-6Nm	Use ample grease

Where	What	Tool	Torque (Nm)	Remark
Front Frame Shorty Family / Flatbed				
Front Frame - Bag interior	11x M5 button head bolts	3mm hex wrench	3-5Nm	Use ample grease
Front Frame - Inner accessory ring	4x M6 cylinder head bolts	5mm hex wrench	3-5Nm	Apply Loctite 243
Front Frame - Inner accessory ring	2x M5 cylinder head bolts	4mm hex wrench	2-3Nm	Apply Loctite 243
Front Frame - Floor tray	2x M6 button head bolts	4mm hex wrench	4-6Nm	Use ample grease
Front Frame - Cargo Box Adapter	4x M6 cylinder head bolts	5mm hex wrench	6-8Nm	Use ample grease
Front Frame - Pizza Box	4x M8 cylinder head bolts	6mm hex wrench	8-10Nm	Use ample grease
Front Frame Cargo XL / Cargo XXL				
Front Frame - Cargo box Wings	8x / 12x M8 cylinder head bolts	6mm hex wrench	8-10Nm	Use ample grease
Front Fork - Steering clamp	2x M5 cylinder head bolts	4mm hex wrench	5-8Nm	
Cargo box wings - cargo box	Depends on box	Depends on box	max 15Nm	
Accessories				
Rear Frame - Rear Carrier	2x M5 cylinder head bolts	4mm hex wrench	6-8Nm	Apply Loctite 243
Front Frame - Extra Bench	4x M6 cylinder head bolts	5mm hex wrench	6-8Nm	Use ample grease
Front Frame - Maxi Cosi adapter	2x M6 button head bolts	4mm hex wrench	5-7Nm	Use ample grease
Protection Tube- Maxi Cosi adapter	2x m5 button head bolts	3mm hex wrench	4-5Nm	Use ample grease
Front Frame - Yepp adapter	4x M5 buttonhead bolts	3mm hex wrench	3-5Nm	Use ample grease

9 Warranty

Urban Arrrow guarantees that this product has been manufactured according to the latest European safety standards and quality requirements applicable to this type of product and that this product, at the time of purchase, has no defects in workmanship and material.

During production various quality checks have been performed. Should it happen that, despite all our efforts, during our warranty period of two years your Urban Arrow shows a material and/or manufacturing fault (with normal use as described in the manual), then Urban Arrow is required to respect this warranty. If you feel your warranty should be applied or if you want detailed information on the application of your warranty please contact your Urban Arrow dealer.

The following warranty stipulations apply to your Urban Arrow*. All terms are applicable counting from date of purchase.

- A five year warranty on the frame and the fork except for wear parts.
- A two year warranty on the paint and on visible rust from the inside.
- A two year warranty on all other parts. Wear parts such as; the tyres, the chain, the pedals, bearings, the safety belts, ball ends, etc are excempt from this warranty.

Your warranty will be voided or will not be applicable in case your Urban Arrow (and/or its parts):

- Has been altered in its construction.
- Has seen insufficient maintenance. (For sufficient maintenance please follow the service plan as described in Chapter 11)
- Has been misused or has been involved in an accident.
- Has defects following normal wear.
- Has been damaged during transport.
- Has been damaged through mounting accessories (such as bags) not sold or produced by Urban Arrow.
- Has been used differently than the product is intended for.
- Has not been maintained/serviced by a registered Urban Arrow dealer.

All warranty cases should be handled by registered Urban Arrow dealers exclusively.

For the complate General Terms and Conditions of Urban Arrow please refer to Chapter 9.1

* The warranty stipulations are applicable only by the first owner.

9.1. General Terms and Conditions of Smart Urban Mobility B.V.

1. Definitions
1.1 In these general terms and conditions ("**Terms**"), the following definitions shall apply:
a) **Smart Urban Mobility**:
The private company with limited liability under Dutch law Smart Urban Mobility B.V., having its registered offices in Amsterdam, the Netherlands;
b) **Client**: all natural or legal persons with whom Smart Urban Mobility enters into an Agreement or with whom Smart Urban Mobility is negotiating about the conclusion of an Agreement;
c) **Agreement**: any and every agreement entered into between Smart Urban Mobility and a Client, any amendment thereto and any actions or legal transactions connected with the execution of that Agreement and, seen in retrospect, any and all actions and legal transactions necessary for entering into that Agreement;
d) **Products**: any and all goods which are the subject of an Agreement;
e) **Order**: any order issued by a Client to Smart Urban Mobility in any form whatsoever.
2. Applicability
2.1 The present Terms shall comprise a part of all Agreements and shall be applicable to all Smart Urban Mobility's and Client's actions and legal transactions. Unless the nature or specific contents of any stipulation in the present Terms should oppose this, the provisions of the Terms shall also be applicable to Agreements under the terms of which Smart Urban Mobility does not act in its capacity of seller.
2.2 Applicability of any general terms and conditions applied by Client is explicitly dismissed by Smart Urban Mobility.
2.3 In These Terms apply to all services provided by Smart Urban Mobility to the Client.
3. Amendments
3.1 Notwithstanding article 21 of the Terms, amendments of any provision in any Agreement or in the Terms may only be agreed by written consent of both parties.
3.2 If an amendment or adjustment as referred to in article 3.1 of the Terms is agreed, such amendment or adjustment shall only apply to the Agreement concerned, unless expressly stated otherwise.
4. Quotations, Agreements, Product descriptions and definitions
4.1 A quotation or (price) offer shall not be binding on Smart Urban Mobility and shall qualify only as an invitation to the Client to place an Order.
4.2 An Agreement shall only be concluded to the extent Smart Urban Mobility accepts an Order from the Client in writing or if Smart Urban Mobility executes an Order. If at the request of Client Smart Urban Mobility carries out any work for Client before an Agreement is concluded, then Client shall remunerate Smart Urban Mobility therefore in accordance with Smart Urban Mobility's customary rates.
4.3 After acceptance of an Order, Smart Urban Mobility shall at all times be entitled to cancel such Order without stating its reasons, in which case Smart Urban Mobility shall not be obliged to refund any more than advance payments already made by Client, if any.
5. Prices
5.1 All Smart Urban Mobility's prices are in Euro unless expressly stated otherwise. Insofar as prices are stated in other currency than Euro, than such statement of price is deemed to be based on the Euro equivalent of such price at the date that the price statement was made. Prices are exclusive of value added tax or any other sales tax. Costs of packing and despatch, import and export duties and taxes and any other surcharges, levies or taxes imposed or charged in respect of the Products and the transportation thereof shall be for the Client's account.
5.2 Any change of factors having an impact on the prices of Smart Urban Mobility, including but not limited to rates of third parties, currency exchange rates, insurance rates, import and export duties and any other charges payable upon importation or exportation, freight charges and other charges, levies or taxes, may be charged on to Client by Smart Urban Mobility.
6. Payment
6.1 The Client shall pay all amounts due within 14 days of the invoice date.
6.2 Smart Urban Mobility is entitled to request advance payment. Smart Urban Mobility is at all times entitled to suspend performance of an Agreement or Order in case of one or more outstanding invoices of, in total, more than € 3.500 or in case an invoice is more than 30 days overdue.
6.3 If full and timely payment is not received by Smart Urban Mobility, Client shall automatically be in default without any notice of default being required. In that case, all claims by Smart Urban Mobility against Client, regardless of their grounds or nature, shall be immediately payable and Client will become due an interest of 1.5% per month over the outstanding amounts. Smart Urban Mobility shall then be entitled to suspend or discontinue any activities for the client without incurring any liability towards the client as a result thereof. All (extra-)judicial expenses incurred by Smart Urban Mobility for collecting sums due by the client shall be reimbursed by the client with a minimum of 15% of the sums due.
6.4 Regardless of any statement expressing otherwise, payments by Client are deemed to have been settled on debts in the following order: interest, (extra-judicial) collection charges, principals payable (the older ones before newer ones).
7. Delivery period
7.1 The delivery period indicated by Smart Urban Mobility shall be based on the circumstances applicable to Smart Urban Mobility at the time the Agreement is entered into and, to the extent dependent on performance by third parties, on the information that those third parties provided to Smart Urban Mobility.
7.2 The delivery period shall commence on the date of Smart Urban Mobility's written Order confirmation.
7.3 The Client shall not claim any compensation in the event of an overdue delivery period. Neither shall the Client dissolve the Agreement in such an event, unless the Client proves that it cannot in reason be required to comply with the relevant part of the Agreement. In such case, the Client shall be entitled to dissolve the Agreement, provided it has informed Smart Urban Mobility thereof in writing and without prejudice to Smart Urban Mobility's right to supply the Products concerned and to require payment thereof within three weeks of the receipt of such a notification.
7.4 Smart Urban Mobility shall at all times be entitled to deliver in part-consignments.
8. Delivery and risk
8.1 If and to the extent that parties have not explicitly agreed in writing on the (costs of) delivery of the Products and the transfer of risk, the delivery shall be made at Smart Urban Mobility's premises, and the risk of the Products and the packing thereof shall in all cases be transferred to the Client at the moment the Products are ready for dispatch, while the dispatch shall be effected for the Client's account and risk.
8.2 If the Client should fail to collect the Products it has ordered or should fail to do so promptly, it shall be in default without requiring a written notice of default. In such event Smart Urban Mobility shall be entitled to store the Products for the Client's account and risk and to sell these to a third party. The Client shall remain liable for the purchase price plus the interest and costs (by way of compensation) after the deduction of the net proceeds of such sale to a third party, if any.
9. Retention of title
9.1 The title to the Products shall not be transferred to the Client until it has paid Smart Urban Mobility the sum outstanding in respect of the Products in full, including the purchase price, any surcharges, interest, taxes and costs payable pursuant to the Terms or an Agreement and any services rendered or to be rendered in respect of the Products.
9.2 The Client shall not be authorized to rent, let or make the Products available in use to third parties, to pledge them or to otherwise encumber them in favour of third parties until Smart Urban Mobility has transferred the title of those Products to the Client.
9.3 If and as long as the title to the Products has not yet been transferred to the Client, the Client shall inform Smart Urban Mobility forthwith in writing in the event that the Products are seized, attached, garnished or if any other claim should be made with regard to the Products.
9.4 In the event of attachment, seizure, garnishment, bankruptcy, involuntary liquidation or a (provisional) moratorium of payments, the Client shall immediately inform the administrator or liquidator, the bailiff or the process-server serving the seizure, garnishment or attachment, of Smart Urban Mobility's rights of title.
10. Inspection and complaints
10.1 The Client shall be obliged to carefully inspect the Products immediately upon arrival at their destination or to have these examined upon receipt by the Client itself or any third party acting at its instructions, whichever is earlier. Smart Urban Mobility must be informed in writing of any complaints in respect of defects to the Products or any discrepancies in quantity, weight or quality between the Products supplied and the specification thereof in the relevant order confirmation or invoice no later than within 5 days after the receipt of the Products. The Client must notify Smart Urban Mobility of defects that could not in reason have been discovered within the abovementioned period in writing immediately after discovery, but in any case no later than within 30 days of the receipt of the Products. Should the Client fail to inform Smart Urban Mobility within the abovementioned term, its rights to exercise any of its rights with regard to such irregularity or defect have lapsed, notwithstanding the applicability of a possible shorter period applied by a carrier or other third
party further to article 12 below.
10.2 The Client shall be obliged to immediately cease the use of the Products concerned after discovering any irregularity or defect, under penalty of lapse of the right to exercise any of its rights with regard to such irregularity or defect. The Client shall provide any cooperation Smart Urban Mobility may require in order to investigate the complaint.
10.3 The Client shall not be entitled to return Products to Smart Urban Mobility before Smart Urban Mobility has agreed in writing to such return. The costs of the return consignment shall be for the Client's account, and the Products shall remain at risk of the Client after receipt by Smart Urban Mobility of such Products.
11. Other obligations of the Client
11.1 The Client shall at all times make any and all information necessary for the execution of Smart Urban Mobility's activities available timely and shall warrant the accuracy and comprehensiveness thereof.
11.2 The Client shall not be entitled to remove or make invisible any trademarks or identifying marks on the Products, any documents accompanying and/or regarding the Products.
12. Products and services of third parties
12.1 Smart Urban Mobility shall be entitled to engage third parties to fulfil (parts of) an Agreement. If Smart Urban Mobility calls in third parties, the terms and conditions that apply to the agreement between such third parties and Smart Urban Mobility apply to the Agreement notwithstanding the rights and obligations of Smart Urban Mobility and the Client arising from the Agreement, to the extent that in the event that these rights and obligations deviate, the terms and conditions that bind Smart Urban Mobility to any third party shall prevail. The terms and conditions that bind Smart Urban Mobility towards third parties in cases as described above will be provided by Smart Urban Mobility to the Client free of charge at the Client's first request.
13. Warranties
13.1 Smart Urban Mobility shall observe due care in informing the Client of the figures, measurements, weights, features other information applicable to the Products, but cannot warrant that these shall be free of deviations. Any specifications or samples demonstrated or made available shall be no more than indications of the Products concerned. If the Client should be able to demonstrate that the Products supplied by Smart Urban Mobility deviate from the information provided by Smart Urban Mobility or from the samples or specifications in such a way that the Client can no longer be obliged to comply with the order concerned, the Client shall have the right to dissolve the Agreement, to the extent however that such a dissolution should be necessary in reason and without Smart Urban Mobility being liable for damages.
13.2 Smart Urban Mobility warrants only those features, qualities of its Products that are explicitly agreed in writing.
13.3 If Smart Urban Mobility should deliver Products to the Client which Smart Urban Mobility has obtained from its own suppliers,
Smart Urban Mobility shall at no time be obliged to honour a warranty or liability in respect of the Client which is more far-reaching than that which Smart Urban Mobility can claim from its own supplier.
13.4 If, in Smart Urban Mobility's opinion, the Client has been able to prove that any Products supplied by Smart Urban Mobility to the Client do not function properly, Smart Urban Mobility may choose, at its sole discretion, between:
• re-supplying the Products upon the return of the Products;
• modifying the Products properly;
• to grant the Client a discount on the purchase price to be agreed by mutual consent.
Smart Urban Mobility shall be fully discharged of its warranty obligations by complying with one of the options described above, and it shall not be held to pay any further compensation or damages.
13.5 The Products shall remain completely for the Client's risk even if Smart Urban Mobility should carry out any repairs to the Products.
14. Claims filed by consumer
14.1 Client shall assess in first instance the accuracy of a claim that the consumer of the Product files under the conditions of warranty provided by Smart Urban Mobility. The conditions of warranty provided by Smart Urban Mobility to a consumer apply.
Should the Client consider the claim to be justified, Client shall contact Smart Urban Mobility. Sum may choose, at its sole discretion, how the claim should be handled.
14. Claims filed by consumer
14.1 Smart Urban Mobility shall assess whether a claim filed by the consumer of the Products under the conditions of warranty, is correct. The conditions of warranty provided by Smart Urban Mobility to a consumer are applicable. Should Smart Urban Mobility consider the claim to be justified, Smart Urban Mobility shall choose, at its own discretion, how the claim will be handled.
15. Liability
15.1 Any liability of Smart Urban Mobility shall at all times be limited to the sum insured that shall be paid in such case under the liability insurance policies taken out by Smart Urban Mobility. These insurance policies have limited cover, inter alia with respect to the amount of the damages. Upon request thereto, access may be obtained to the insurance cover note.
Should no payment be made by virtue of aforementioned insurance policies, regardless of the grounds, the liability of Smart Urban Mobility shall be limited to the fee that was invoiced by Smart Urban Mobility and paid by Client in connection with the delivery at hand during a twelve month period directly preceding the date on which the event leading to liability occurred, up to a maximum liability of € 10,000 (ten thousand Euro).
15.2 In the event that Smart Urban Mobility involves third parties, Smart Urban Mobility shall not accept any liability whatsoever for failure to perform on the part of such third party except for failure to perform on the part of Smart Urban Mobility itself – to which article 15.1 applies. If the Client brings legal action directly against a third party, the Client shall indemnify Smart Urban Mobility against any claims by such third party in connection with such claim as well as against all expenses to be incurred by Smart Urban Mobility.
15.3 All rights of legal action and other powers of the Client towards Smart Urban Mobility in connection with the Products delivered by Smart Urban Mobility shall lapse upon expiry of a one year term after the date on which the Client has become aware of - or could in all fairness have been aware of - the existence of such rights and powers.
16. Force majeure
16.1 If Smart Urban Mobility is unable to fulfill any of its obligations towards Client due to force majeure, these obligations shall be suspended during the force majeure situation.
16.2 If a force majeure situation has lasted for one month, both parties have the right to dissolve the Agreement in writing entirely or in part. In the event of force majeure of Smart Urban Mobility, Client is not entitled to any compensation or damages, not even if Smart Urban Mobility would enjoy any benefit as a result of such force majeure.
16.3 Force majeure on the part of Smart Urban Mobility is to be understood as a case of "overmacht" as mentioned in article 6:75 Dutch Civil Code, and furthermore any circumstance beyond the control of Smart Urban Mobility hindering the fulfill of its obligations towards Client entirely or in part or because of which Smart Urban Mobility cannot be expected in all fairness to fulfill its obligations, regardless whether such circumstance could have been foreseen at the time when the Agreement was concluded. Such circumstances include but are not limited to fires, acts of terrorism, strikes and lockouts, stagnation or other production problems suffered by Smart Urban Mobility or its suppliers, or problems in the transportation provided by Smart Urban Mobility or any third parties, any government measures, as well as the inability to obtain any permit or licence from any governmental body.
16.4 Parties shall notify each other as soon as possible of any (possible) force majeure situation.
17. Termination
17.1 If Client fails to fulfill any of its obligations arising from the Agreement properly or in time, Client shall be in default and Smart Urban Mobility shall be entitled without any default notice:
* to suspend the fulfillment of the Agreement until payment has been adequately guaranteed; and/or
* to dissolve the Agreement with Client entirely or in part;
all this without prejudice to Smart Urban Mobility's other rights under any Agreement whatsoever and without Smart Urban Mobility being held to any damages.
17.2 If Smart Urban Mobility exercises its right of dissolution as mentioned in article 17.1, Smart Urban Mobility is authorized to set off any amount which may possibly be refunded to Client with a remuneration for activities already carried out as well as with a compensation for loss of profit.
17.3 In the event of bankruptcy, (provisional) suspension of payment, liquidation or attachment of one or more assets of Client or if Client is aware that any of these situations may occur, Client must notify Smart Urban Mobility thereof as soon as possible.
17.4 In case of a situation as referred to in article 16.3, all Agreements with Client shall be dissolved by operation of law, unless Smart Urban Mobility notifies Client that it wishes (part of) the Agreement concerned to be fulfilled, in which case Smart Urban Mobility is entitled without any default notice:
• to suspend fulfillment of the Agreement(s) concerned until payment has been adequately guaranteed; and/or
• to suspend all its payment obligations, if any, towards Client;
all this without prejudice to Smart Urban Mobility's other rights under any Agreement whatsoever and without Smart Urban Mobility being held to any damages.
17.5 In the event of a situation as referred to in article 17.3, all Smart Urban Mobility's claims against Client shall be immediately payable in full.
18. Transfer of rights and obligations
Smart Urban Mobility is allowed to transfer to third parties the rights and obligations described in any Agreement with Client. If obligations of Smart Urban Mobility are transferred, Smart Urban Mobility must inform Client aforehand and Client shall be entitled to terminate the Agreement by the date on which the transfer shall take place. In such case, Smart Urban Mobility shall not be liable for any damages. Client cannot transfer to third parties any rights or obligations from any Agreement unless after consent thereto by Smart Urban Mobility.
19. Comprehensive Agreement
An Agreement, including these Terms, shall replace all prior written and verbal arrangements, statements, expressions or acts by parties.
20. Conversion
If and insofar as any provision of these terms cannot be invoked due to any imperative rule of law, the unfair character of these Terms or grounds of reasonableness and fairness, the provision concerned, as far as contents and essence are concerned, shall in all events have a corresponding meaning to such an extent that the provision concerned may indeed be rightfully invoked.
21. Amendment of terms
These terms may be amended on the part of Smart Urban Mobility by mere notification to Client. In the absence of any protest within 30 days after notification the amended Terms shall apply to all new Agreements as of the day of notification as well as to all current Agreements if and insofar as these are carried out after the day of notification.
22. Applicable law, competent court
22.1 These Terms and all other Agreements shall be governed by Dutch law. The applicability of the Uniform Law on the International Sale of Movable Property, the Uniform Law on the Formation of International Contracts for the Sale of Goods as well as the Vienna Convention on the Sale of goods is excluded.
22.2 Any dispute arising from or in connection with the Agreement or these Terms shall be brought before the competent court in Amsterdam.

10 EC Declaration of Conformity

(Applies only to models for which approval is required)

Manufacturer: Smart Urban Mobility bv
Frederikstraat 22 bv
1054 LD Amsterdam

Hereby declares that the following product:

Product Name: Urban Arrow
Function: Transport bike with electric support
Type: Family, Shorty and Cargo
Year: 2016

meets all the provisions of the Directive 2006/42 / EC (on machinery);

meets all the provisions of the Directive 2004 / 108EG (Electromagnetic Compatibility)

and the associated battery charger complies with all provisions of the Directive 2006/95 / EC (Low Voltage)

Smart Urban Mobility bv

Amsterdam, 22 August 2016

Gerald van Weel (director responsible)

11 Service plan

Having maintenance carried out following the Urban Arrow service plan will keep your Urban Arrow in top shape. The check-ups and adjustments that are part of regular maintenance will prevent breakage and costly repairs.

It is strongly advised to follow the Urban Arrow service plan and to have maintenance carried out by your Urban Arrow dealer.

Regular (documented) dealer maintenance will also make your bike more valuable in case of resale.

Make sure to fill out the model information and owner information and to have your Urban Arrow dealer fill out the maintenance forms every time.

Your Urban Arrow dealer will have saved all serial numbers of relevant bikeparts in their system. Also the frame number, in case of theft.

Urban Arrow frame numbers start with 'UAMM' and will consist of 10 characters .

Model information	
Model Type	
Frame Number	
E-bike System	
Motor serial number	
Battery serial number	
Charger serial number	
Display serial number	
Dealer	
Delivery date	

Owner information	
Name	
Address	
Country	

Maintenance 500km (or 3 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance 1.500km (or 10 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance 4.500km (or 18 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance 7.000km (or 24 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance 9.500km (or 36 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance 14.500km (or 42 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance 17.000km (or 48 months)

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance _____ km

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance _____ km

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance _____ km

Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

Maintenance _____ km		
Description of maintenance		
Repairs		
Remarks	**Date & km**	
	Dealer	
	Signature	

12 User Notes

Urban Arrow Manual

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