

Quick-Start Guide

Urban Arrow Family



About this Quick-Start Guide

First off, thanks for choosing Urban Arrow! This Quick-Start Guide will help you learn your way around your Urban Arrow. It is strongly recommended to read this Quick-Start Guide before taking off on your first ride.

A complete manual for your Urban Arrow Family is available online via this link.



www.urbanarrow.com/en/manual

Safety and maintenance tips will appear throughout this guide to help maximize your joy of riding. Safety tips will appear as follows:



Safety plane sample

Driving suggestions and general information will appear as follows:



Information plane sample

Maintenance instructions are not included in the Quick-Start Guide (basic instructions are included in the Urban Arrow Manual). Should you require immediate maintenance information it is advised to check online documentation or to contact your Urban Arrow dealer.

An updated Urban Arrow dealer overview can be found on the urban arrow website via this link.

www.urbanarrow.com/en/dealerlocator

Check our website for up to date Urban Arrow documentation:

www.urbanarrow.com

Or check our YouTube channel:

www.youtube.com/channel/UCWr8tQIY4f-GuynOA3Q-84Tg



Table Of Contents

1	About Urban Arrow	4	7	EC DECLARATION OF CONFORMITY	23
1.1.	Contact information	5			
2	Getting started / First ride	6	8	Service plan	24
2.1.	Step 1, Charge your battery	6	9	Notes	34
2.2.	Step 2, Safety checks	7			
2.3.	Step 3, Bike fit	8			
2.4.	Step 4, Turn on the Bosch e-bike system	9			
2.5.	Step 5, Select the correct gear	11			
2.6.	Step 6, Ride away	12			
2.7.	Step 7, After a ride	13			
3	Before every ride	15			
4	Tips and tricks	16			
4.1.	Riding tips	16			
4.2.	Maintenance tips	17			
4.3.	E-Bike system tips	17			
5	Technical Specifications	18			
6	Warranty	21			
6.1.	General Terms and Conditions	22			

1 About Urban Arrow

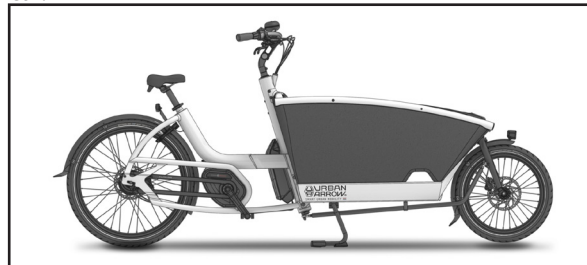
The Dutch bike brand Urban Arrow reinvented the transport bicycle: a fresh new design, lightweight, safe and comfortable materials together with the powerful and reliable German Bosch electric pedal assist and A-brand components (eg. Shimano, SKS, NuVinci, Schwalbe). That's why Urban Arrow was the winner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

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/channel/UCWr8tQlY4f-GuynOA3Q-84Tg



Our Facebook page

www.facebook.com/urbanarrowcom



Our Instagram account

www.instagram.com/urbanarrow/



Our Twitter account

www.twitter.com/urbanarrowcom

Or contact us by:

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service@urbanarrow.com

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Urban Arrow
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The Netherlands

2 Getting started / First ride

If you want to set out on your first Urban Arrow ride reading 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

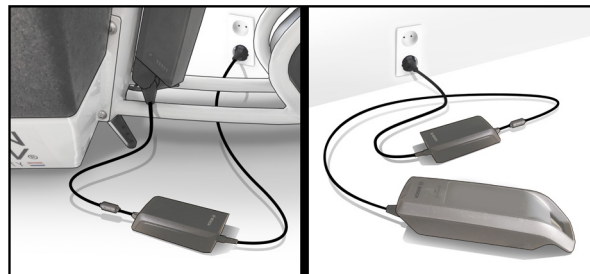
2.1. Step 1, Charge your battery

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.



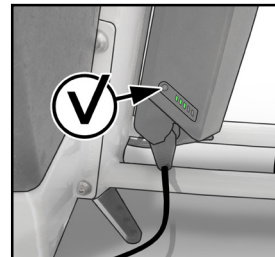
Note that the battery can be charged while mounted in the cradle or when it has been taken out of the cradle.

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 the 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

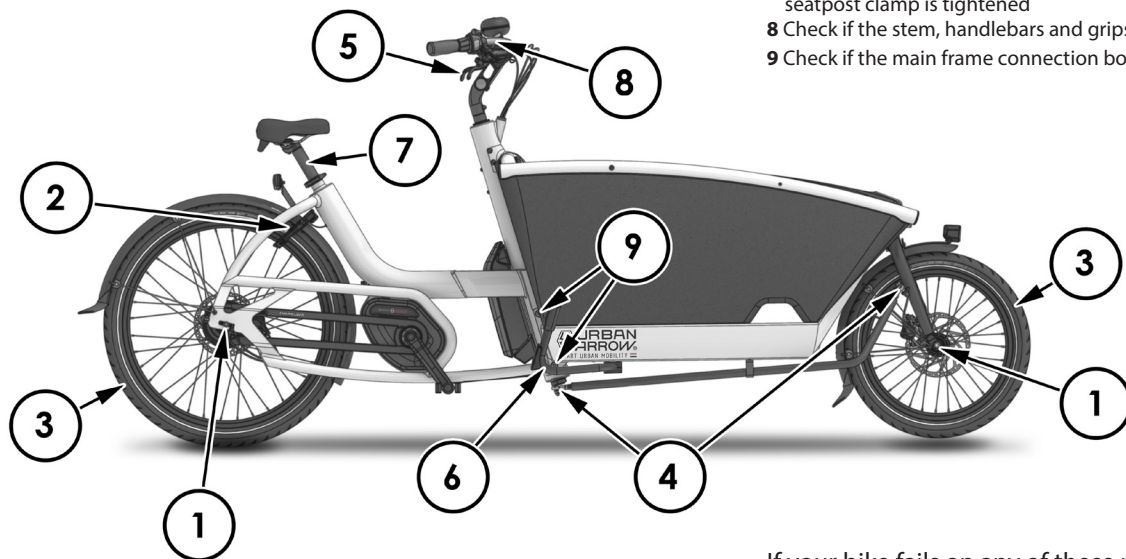


Battery charge

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

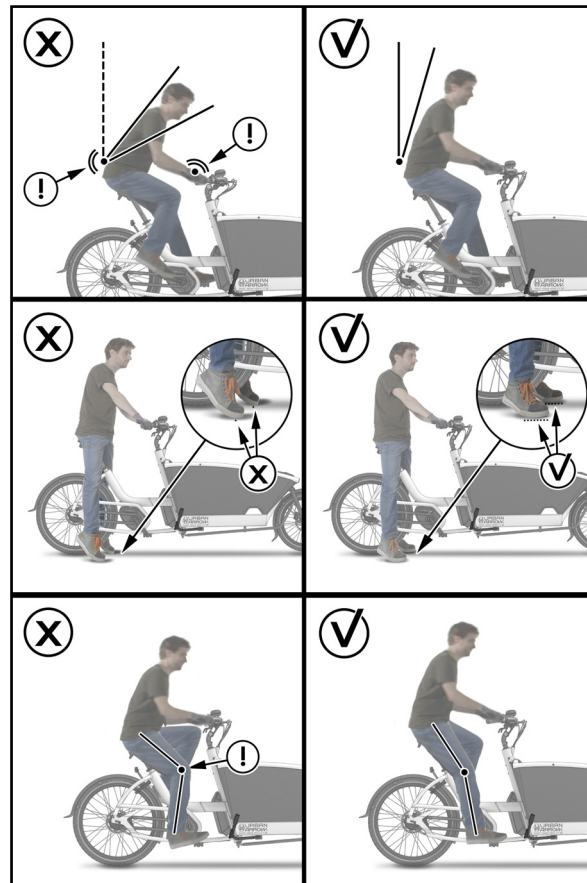
To ride a bike safely you will need to have a comfortable seating position. This is achieved by adjusting the saddle height and handlebar position. These are dependent on rider preference and the physical properties of the rider.

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.

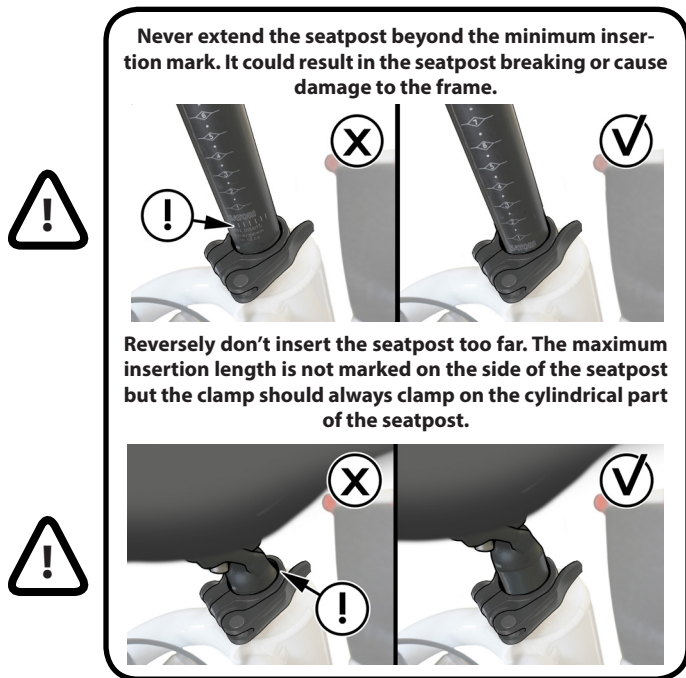
- Make sure your back is not angled forward too much (handlebars too low or too far away). This will put stress on your lower back and wrists leading to discomfort.
- The Urban Arrow is designed to provide a 'relaxed' seating position. This means that the rider will be able to have both their feet (not 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 the Urban Arrow Manual, which is available online



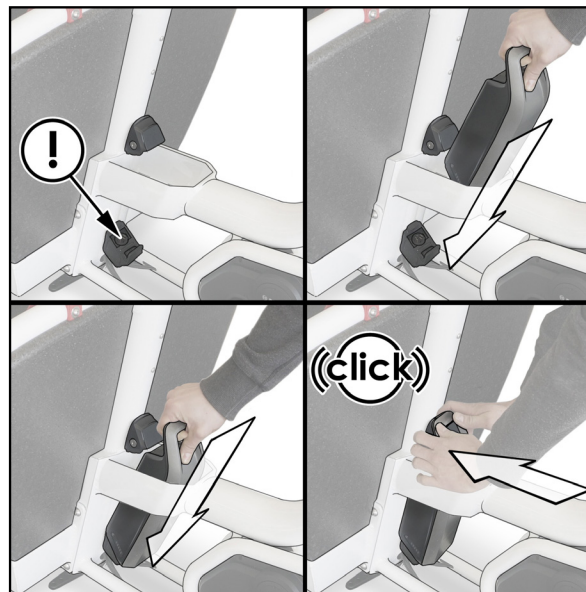
Bike fit tips



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

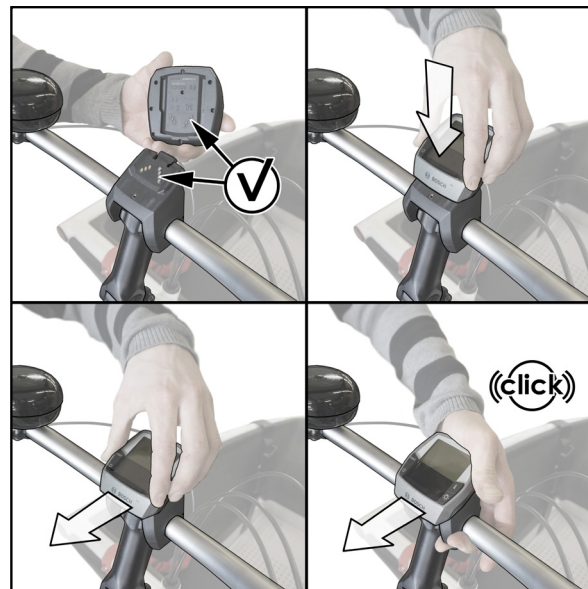
Check if the battery is mounted correctly (also if you've just mounted the battery). You should have heard a 'click'.



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

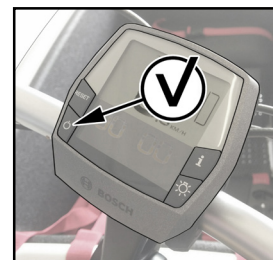


There is no specific order in mounting the display and the battery



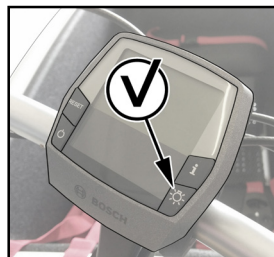
Placing the display

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



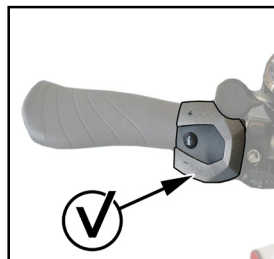
Turn on the system

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 Bosch system can be found the Urban Arrow Manual.

2.5. Step 5, Select the correct gear

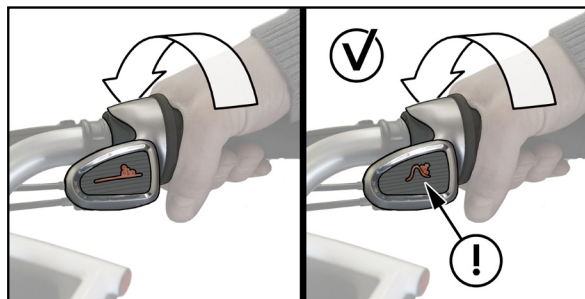
Your first ride is only moments away but take some time to understand the NuVinci gearhub. Before riding away (also from a stop) always select a lower gear.

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



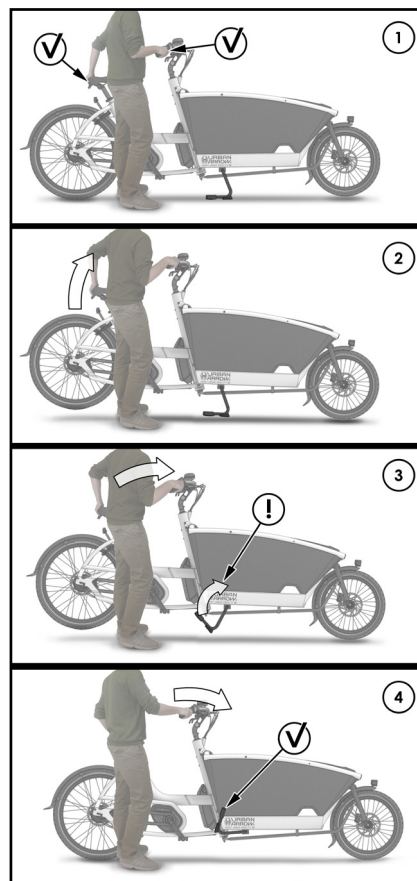
Selecting a lower gear riding away from a stop will reduce strain on the drive train components and increases the operating life of your bicycle. Selecting the correct gear will also affect the range of your battery positively.

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 off its kickstand

2.7. Step 7, After a ride

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

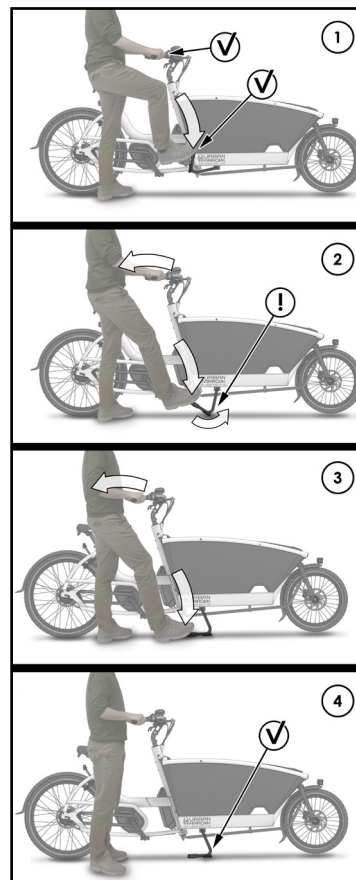
When you want to park the bike, put it on its kickstand. This is done by dismounting the bike and taking position on one side of the bike. While holding the handlebars, one hand on each grip **1**, push down on the end of the kickstand with your foot **2**. Simultaneously pull the bike backward with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



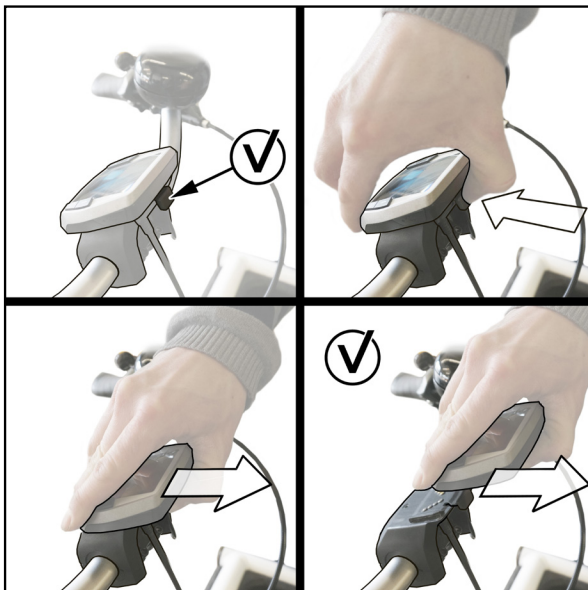
Take care parking your Urban Arrow in a socially acceptable manner. Don't block the road or sidewalk. Don't lock your Urban Arrow to bikes that aren't yours.

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 out 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.

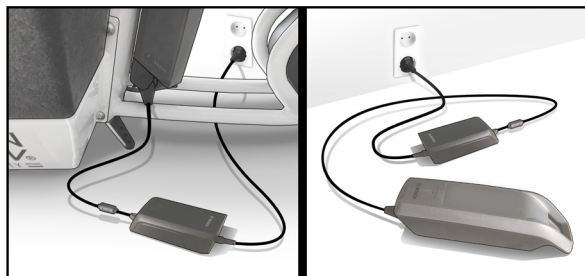
Take your luggage and or kids out of the cargo box.

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 accessories.

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. Try and keep these 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 Tips and tricks

This chapter will list Maintenance tips for specific parts and general advice regarding riding your bike. It is by no means complete but reading and applying these tips and tricks will help maximize your Urban Arrow experience.

4.1. 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 2.5
- 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

4.2. 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 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)
 - 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

4.3. 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.

5 Technical Specifications

Complete Bike (Urban Arrow Family)

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 (Erтро 406)	20 Inch (Erтро 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 (Erтро 559)	26 Inch (Erтро 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



6 Warranty

6.1. 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 the request of Client Smart Urban Mobility has been accepted by Client before an Agreement was concluded, then Client shall remunerate Smart Urban Mobility therefor 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 the 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 dispatch, 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 the Agreement or Order in case of one or more outstanding invoices of, in total, more than € 3,500 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: (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 disavow 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 (if any of way 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 the Client has paid Smart Urban Mobility the purchase price of those Products in full.

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 the destination and to inform Smart Urban Mobility thereof in writing as soon as possible and at the latest on the day after the receipt of the Products. If the Client fails to do so, it shall be deemed that the Products conform to 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. 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 fulfill (part of) an Agreement. If Smart Urban Mobility calls in to third parties, the terms and conditions that apply to the agreement between those 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 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 prejudice to 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 supplier.

Smart Urban Mobility shall at no time be obliged to honor 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;
- 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's Agent should carry out any repairs to the Products.

14. Claims filed by consumer

14.1 The 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 consumer 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 The 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 consumer 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.

14.1 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 Client's claim to be correct, Smart Urban Mobility shall choose, at its own discretion, how the claim will be handled.

15. Liability

15.1 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 abovementioned insurance policies, regardless of the grounds, the liability of Smart Urban Mobility shall be limited to the fee that was incurred 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.

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 fulfilment of 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; and all 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 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 beforehand 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 shall nevertheless be deemed to be valid in all events, having 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 at 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.

7 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)

8 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 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/numbers

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

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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	

9 Notes

Urban Arrow Manual



Version: UAF-QSG2016EN-0002

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