

Electrify your business

Urban Arrow has the right bike
for every cargo



In this brochure, we'll introduce you to our range of electric cargo bikes. To find out which Urban Arrow is right for you, just browse the technical highlights and discover the load box that best suits your business needs. We'll introduce you to some satisfied riders too. Many thanks for considering an Urban Arrow as your new car or van. Let's go!





Contents

8

Choose the right
Urban Arrow for your
business

12

Introducing the
Urban Arrow Shorty

19

Choose the right
box for your
Shorty

22

Introducing the
Urban Arrow Cargo

28

Choose the right box
for your Cargo

34

Introducing the
Urban Arrow Tender

40

Box or flatbed?
Pick your perfect
Tender

Nice to meet you



Cities are the perfect playground for businesses that deliver services or goods. At Urban Arrow, we are energised by cities all over the world. We love the hustle and bustle, the opportunities around every corner. At the same time, we also see how streets become congested and we acknowledge the growing need to reduce air pollution - quickly. It's time to act. And we're ready to move.

SMART URBAN MOBILITY

We want cities to remain great places in which to live and work. That's why we're defining a brand-new transport category: Smart Urban Mobility.

By combining the load capacity of your van with the agility of an e-bike, we're creating **the ultimate green machine for your last mile**. Whether you deliver parcels, perishables or furniture, or take your tools with you wherever you go, there's an Urban Arrow that will take you smoothly from A to B, and beyond. Clean, safe, fast.

How about turning same-day-delivery into same-hour-delivery? Or taking the service you provide straight to your customer's doorstep? Choose the Urban Arrow that's right for you, zip past traffic jams and park wherever you want, for free. Enjoy every inch of your city and every minute of your working day.

With zero emissions and no sweat.



Smart by design



At Urban Arrow, we aim to be the frontrunner in urban mobility. Our design philosophy is bold and clear: always ahead.

We have been applying this philosophy since we created our first Urban Arrow back in 2010. Inspired to build the urban vehicle of the future, we set out to design an electric cargo bike that will never let you down and is easy to handle in traffic. Robust yet agile, durable yet light. The result is our iconic aluminium frame. After several years of optimisation, we're proud to say it still looks essentially the same.

GROW WITH YOUR BUSINESS
We understand no two businesses

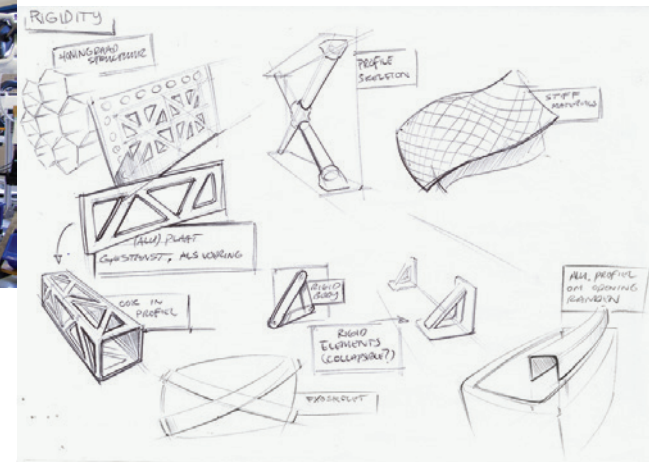
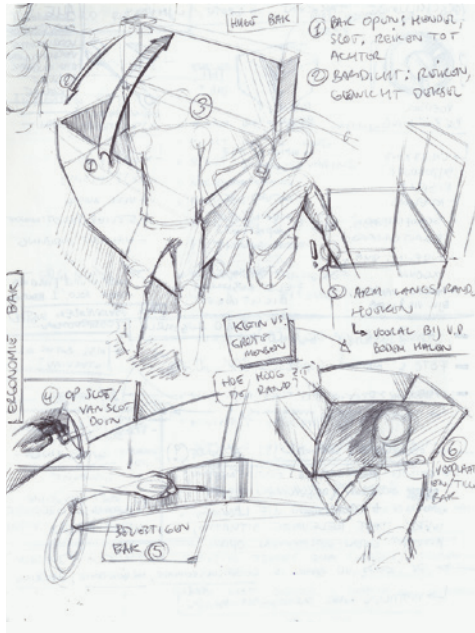
are the same, which is why all Urban Arrows are modular. This gives you the freedom to choose between different cargo-carrying front frames. A bigger box, or something more compact? Everything is possible. In the same way that your needs keep evolving, so too can your bike.

Always ahead also means that we want your ride to be as smooth as possible. We are continuously designing new bikes and accessories to optimise your experience. For example, even though our Tender can carry up to 300 kilos, we are looking to build future models that can comfortably transport even heavier loads. We aspire to give you even more reasons to ride an Urban Arrow.



Bike freaks

Design is at the heart of everything we do. We have an in-house R&D team comprising six (industrial) designers, each with different backgrounds and specialties. All of them true bike freaks, who turned their hobby into a career. Their passion enables us to quickly identify trends and acquire insights, ensuring that our bikes are designed around your needs.



“I always try to push the envelope. If people say: ‘Let’s aim for a cargo capacity of 300 kilos’, I’ll say: ‘Let’s push for a little more’.”

Bradford Vidal, lead designer of Urban Arrow business bikes

Choose your Urban Arrow

Our bikes mean
business, with any
size of cargo.

SHORTY



Volume **150 litres**
= 2 Eurocrates*

For more information see page:

19

* We use Eurocrates, sized 60 x 40cm, as a standard to help you calculate the volume of your cargo.

For more specifications see page 46.

CARGO L



Volume **260 to 300 litres**
(depending on box choice)
= 4 Eurocrates*

For more information see page:

28

CARGO XL



Volume **280 to 620 litres**
(depending on box choice)
= 6 Eurocrates*

For more information see page:

29

CARGO XXL



Volume **650 to 700 litres**
(depending on box choice)
= 9 Eurocrates*

For more information see page:

30

Need to transport
a boatload?
Our three-wheeled
Tender is ready
to roll.

TENDER 1000



TENDER 1500



Volume 1000 litres
= 12 Eurocrates*

For more information see page:

40



Volume 1500 litres
= 16 Eurocrates*

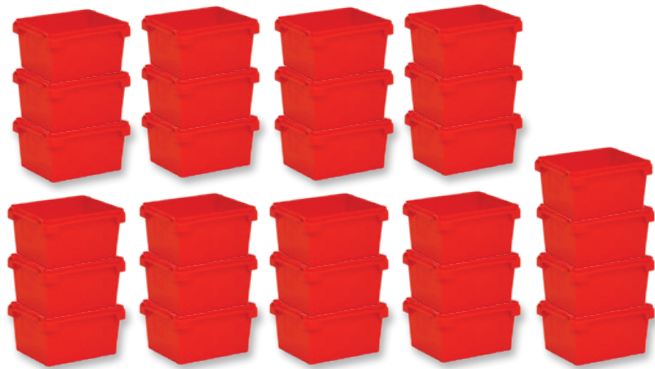
For more information see page:

41

* We use Eurocrates, sized 60 x 40cm, as a standard to help you calculate the volume of your cargo.

For more specifications go to page 46.

TENDER 2500



Volume **2500 litres**
= 28 Eurocrates*

For more information see page:

42







Introducing the **Urban Arrow Shorty**: a compact ride with big ambitions.

The Urban Arrow Shorty

Roughly the same length as a regular city bike, the Shorty's load capacity will surprise you. **The Shorty has the agility and speed of a scooter, minus the fumes and noise.**

Its futuristic shape, defined by the expanded polypropylene (EPP) box, makes it a real eye-catcher. Just imagine all the heads you'll turn. Looking for a short utility vehicle? Adding the optional hood maximises the bike's insulating potential, effectively transforming the cargo space into a lockable trunk.

The ideal solution for your food, valuable deliveries or working gear.



Highlights

BOSCH MOTOR

The Shorty can be equipped with three different types of motors: the Bosch Active Plus, Performance or Performance CX. Active and Performance motors come with a 400Wh battery, the Performance CX comes with a 500Wh battery.



BOSCH ACTIVE PLUS

Includes a 45Nm motor, 400Wh battery and low-maintenance Shimano rollerbrakes. This model is perfect for flat cities and/or medium loads.

BOSCH PERFORMANCE

Includes a 60Nm motor, 400Wh battery and Shimano hydraulic disc brakes, which have some impressive stopping power. This model is perfect for a rolling landscape, a hilly city and/or heavier loads.

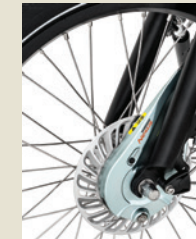
BOSCH PERFORMANCE CX

Includes a 75Nm motor, 500Wh battery and Shimano hydraulic disc brakes. This motor was originally developed for mountain bikes, so if you need mountain performance or if you carry seriously heavy loads, look no further.



BOX DIVIDER

The deep Shorty box can be easily divided into two separate compartments. We've designed the divider to function as a partition between fragile and regular packages, or cold and hot storage.



SHIMANO BRAKES

Depending on which motor you choose, we can offer two types of brakes for the Shorty. The Shorty with an Active Plus motor comes with Shimano rollerbrakes, while the Performance and Performance CX models come with Shimano hydraulic disc brakes.



LOCKABLE HOOD

The hood elevates the Shorty from great to excellent. It effectively weatherproofs the box. As a bonus, you also get to lock your cargo compartment. This will come in handy on your delivery rounds.



DUAL BATTERY

Double the juice, triple the pleasure. We can equip your bike with not just one, but two batteries. They will give you twice the range and guarantee you more staying power.





Accessories



BOX COVER

No need for a lockable hood? This cover will protect your box from rain and debris.



LOCKABLE HOOD

This hood weatherproofs the box and is equipped with a solid lock. To protect your precious cargo, the hood is fabricated from a combination of stainless steel and expanded polypropylene (EPP).



REAR CARRIER

Extend your carrying capacity with this accessory. You can use pannier bags and load them up to 25kg. The rear carrier is available in black or white.



PIZZA BOX

The pizza box carries up to eight pizzas (or anything else of that size, of course). It'll keep your cargo warm and in perfect condition. You can easily lock the box with a wide-buckle mechanism.



My Urban Arrow



‘We’re so happy with the Shorty,
we even got rid of our car.’

**Raymond is owner of The Chocolate Shop. He uses bike couriers to deliver
chocolate products in The Hague.**

“We sell bean-to-bar chocolate, which means that the origin and production of our cocoa must be transparent and traceable. In addition, we organise workshops, tastings and food pairings. We do all this from the most sustainable chocolate boutique in the country, with all electricity generated by our own solar panels. Before we got the Shorty, we used a car and an old baker’s bike with a cooling bag in the basket. Our Shorty, with its EPP box, is a giant step forward for us! It’s the ideal vehicle to deliver our packages. Chocolate is a delicate and temperature-sensitive product. The EPP box protects our chocolate products from potential damage and from the sun. And while making a delivery, the rest of our load is safe in the lockable box. The Shorty’s customised design is a real eye-catcher. We write messages on our Shorty using a special type of marker with biodegradable ink.

This enables us to communicate special offers while riding through town. Riding through the streets of The Hague, the bike gives us a sense of freedom. And compared with our car, it saves us time too and makes us much more flexible in the dynamic city traffic. But most of all, we are proud that delivering by bike helps make our business even more sustainable.”



#urbanarrow
#smarturbanmobility
#nosweat





The **Urban Arrow Cargo** takes your business anywhere.

The Urban Arrow Cargo

Don't want to waste any more time stuck in traffic, or looking for a parking spot? Then this is definitely your ride for inner-city deliveries. **The Cargo removes noise and air pollution from the equation and boosts the flexibility of your delivery fleet.** The various available boxes are spacious enough to transport large to extra-large volumes. Whether you are carrying a fragile load or heavy cargo, or whether you need to keep it cool or piping hot: we have just the Cargo to meet your needs.



Highlights

BOSCH PERFORMANCE MOTOR

The Cargo is equipped with the Bosch Performance motor, which can even be upgraded to the top-of-the-range Performance CX. The Performance motor comes with a 400Wh battery, while the Performance CX has a 500Wh battery.



SHIMANO BRAKES

All Cargos come with Shimano hydraulic disc brakes. So wherever you live and however flat or hilly your environment, they will give you plenty of stopping power.

BOSCH PERFORMANCE Includes a 60Nm motor, 400Wh battery and Shimano hydraulic disc brakes, which have some impressive stopping power. This model is perfect for a rolling landscape, a hilly city and/or heavier loads.

BOSCH PERFORMANCE CX Includes a 75Nm motor, 500Wh battery and Shimano hydraulic disc brakes. This motor was originally developed for mountain bikes, so if you need mountain performance or if you carry seriously heavy loads, look no further.



ENVIOLLO N-380 GEAR SYSTEM

The Enviolo N-380 gear system works seamlessly with the Bosch motor system. The hub allows for continuous, smoothly flowing gear changes.



Boxes for the Cargo L



FLIGHTCASE L

Ext. dimensions:

L 96 (top) / 70 (bottom) x W 70 x H 60.5cm

Int. dimensions:

L 94 (top) / 67 (bottom) x W 65 x H 56.5cm

Volume: 300 litres

Weight: 15kg

Self-locking mechanism: slam action



ALUBOX L

Ext. dimensions:

L 100 (top) / 68 (bottom) x W 55 x H 65cm

Opening: L 71 x W 46cm

Volume: 260 litres

Weight: 17kg

Colours: black or white



COOLBOX L

Under development



Boxes for the Cargo XL



FLIGHTCASE XL

Ext. dimensions:

L 124 (top) / 87 (bottom) x W 67 x H 75cm

Int. dimensions:

L 122 (top) / 85.5 (bottom) x W 62 x H 72cm

Volume: 525 litres

Weight: 23kg

Self-locking mechanism: slam action

Option: a midway shelf



ALUBOX XL

Ext. dimensions:

L 120 (top) / 85.5 (bottom) x W 62 x H 72cm

Volume: 620 litres

Weight: 24kg

Colours: black or white

Option: Yale lock



SLIDERBOX XL

Ext. dimensions:

L 96 x W 67 x H 92cm

Int. dimensions:

L 92 x W 61 x H 78cm

Volume: 430 litres or 6 Eurocrates

(L 60 cm x W 40 cm x H 24cm)

Weight: 23.5kg

Options: door on one side, door on two sides, midway shelf



COOLBOX XL

Ext. dimensions:

L 92 x W 72,5 x H 66.5cm

Int. dimensions:

L 80.5 x W 61.5 x H 55cm

Isolation value: 0.035 W/mk

Volume: 300 litres

Weight: 27kg



Boxes for the Cargo XXL



FLIGHTCASE XXL

Ext. dimensions:

L 167 (top) / 130 (bottom) x W 67 x H 75cm

Int. dimensions:

L 165 (top) / 127,5 (bottom) x W 62 x H 72cm

Volume: 700 litres

Weight: 28kg

Self-locking mechanism: slam action



SLIDERBOX XXL

Ext. dimensions:

L 130 x W 67 x H 92cm

Int. dimensions:

L 126 x W 61 x H 78cm

Volume: 600 litres or 9 Eurocrates
(L 60 cm x W 40 cm x H 24cm)

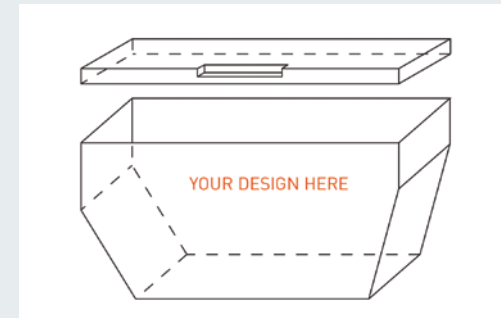
Weight: 28kg

Options: door on one side, door on two sides, midway shelf



PROMOTIONAL STICKERS

The Cargo is a real eye-catcher and therefore ideal for promoting your business all over town. Any Cargo box can easily be adorned with your logo or advertising message.





My Urban Arrow



‘A real Coolblue’er on your doorstep within the hour.’

Bart is Project Lead Last Mile Delivery at Coolblue. He is always looking for ways to make deliveries faster and more enjoyable for customers.

“We love to amaze our customers with our delivery heroes. ‘Everything for a smile’ is our motto – and we really go for it. We wanted a green vehicle for inner-city distribution that also makes our customers feel good. A vehicle that’s speedy, can carry a considerable volume of packages and is comfortable and easy to ride. It was also a conscious choice that fits our company-wide effort to be greener. That’s why we recently added the Cargo XL and Cargo L to our parcel delivery network. We use the cargo bikes to distribute orders to customers in busy cities. The biggest advantage is that we can now deliver some orders to our customers ourselves, instead of enlisting the help of third parties. The bikes help us offer an outstanding delivery experience: a one-hour timeslot, a real Coolblue’er on your doorstep and our guarantee that we’ll deliver your order. Our branded Cargo bikes make you smile. They are great in creating brand awareness on the streets: full of jokes and funny drawings. Check it out for yourself if you see one cycling by! I must say the bike is quite a smooth ride too. The XL is very big, but our deliverers felt more comfortable every day. Be aware however, riding ‘no-hands’ is not advisable. Trust me, I’ve tried...”



#urbanarrow
#smarturbanmobility
#nosweat





Meet the **Urban Arrow**
Tender: the perfect van for
your last mile.

The Urban Arrow Tender

We like to think bigger, all the time. What if you can transport seriously heavy cargo with an electric bike, we wondered. Could a cargo bike compete with a van?

In collaboration with our industry partners, we designed the answer: a new front frame that will seriously up the cargo game. The Tender's three-wheel base combines cycling technology with insights from the automotive industry, making it agile and guaranteeing maximum strength and stability. Our research and development will undoubtedly lead to new models and applications that will continue to challenge your ideas about last-mile logistics.



Highlights

BOSCH PERFORMANCE CX

You need all the wind in your sails when you're in the business of transporting boatloads of stuff through urban areas. That's why all the Tender models come with a 500Wh battery and are equipped with the top-of-the-line powerhouse, the Bosch Performance CX.



DUAL BATTERY

If you move serious amounts of cargo, you need serious battery power. No sweat, we can equip your bike with two batteries. This will double your range and guarantee you more staying power.



OPEN INNOVATION

We are open to the co-creation of new smart urban mobility concepts. We realise that all markets and cities are different and we look to provide the best solutions all round. What do you need? Feel free to share your thoughts. Together, we just might create something special.

SUSPENSION AND BRAKES

The front wheels are the most obvious use of automotive technology. They are mounted and suspended, just like those of a car. And if you are moving heavy cargo, you need sturdy brakes to rely on. The Tender's brakes are custom-made and boast immense stopping power.



ROHLOFF SPEEDHUB

The Rohloff Speedhub sets the benchmark for extremely durable cycling transmissions. Engineered in Germany, its inner workings look like a 14-speed automotive gearbox, only bike-sized.



Variations of the Tender 1000



1000 FLATBED PLUS

The jack-of-all-trades version of the Tender is finished with a rugged tread plate. Pile on your cargo, fix it in place and start pedalling. It's ideal for moving furniture, festival gear or any other cargo that doesn't need protection.



1000 COOLBOX

Currently under development, this Tender will let you manage the temperature conditions for your cargo. The perfect wholesale solution for inner-city deliveries of fresh produce.



1000 POST & PARCEL

This version is ideal for mail and parcel delivery. We developed this model in collaboration with a leading Dutch parcel delivery company.



Variations of the Tender 1500



1500 FLATBED PLUS

The big brother of the 1000 Flatbed Plus. Just like its smaller sibling, it's ideal for moving furniture and other cargo that doesn't need protection.



1500 PICK-UP

This version has an elevated loading floor. It leaves space for a cabinet between the front wheels and the rear frame. The front panel folds down for easy access to the loading floor.



1500 POST & PARCEL

This version is ideal for even more mail and parcels. We developed this model in collaboration with a leading Dutch parcel delivery company.



1500 COOLBOX (PASSIVE AND ACTIVE)

Looking for the biggest coolbox ever? The Tender 1500 Coolbox is available in two forms: the passive cooler uses freezer elements, while the active cooler is electrically powered. For cool or super cool transport.



Variations of the Tender 2500



2500 FLATBED PLUS

This version is our flatbed truck. Building up a festival, moving construction materials or perhaps even all your furniture? The 2500 Flatbed Plus can accommodate two Europallets - and then some.



2500 PICK-UP

We are always developing more and better solutions to drive your business. This one is currently under development.





My Urban Arrow



‘We did the test: on short distances,
the Tender 2500 is the fastest high-capacity vehicle.’

Gauthier is co-founder and CEO of Paris-based Bizebike. He leases a Tender 2500 Flatbed Plus and four Cargo XLs to other businesses to deliver goods of all shapes and sizes.

“We have never used any other type of vehicle, we have always worked with bikes. In the busy traffic of Paris, we need bikes that can handle every possible weather condition: rain, snow, summer heat or winter cold. We chose Urban Arrow for its comfort, capacity, vehicle range and after-sales service. Our drivers sometimes spend over 10 hours a day on their bikes. Stability is a must for them and the products they deliver. These can be anything, from flowers and patisserie to fragile objects that require smooth transport. The capacity of the front box is very important to us because it allows our clients to transport a wide range of parcels and optimise their delivery rounds. When you ride a bike, you feel completely free. Free to go wherever you want, whenever you want. You are not affected by traffic, the availability of taxis, or public transport with all its strikes. Plus, I love the idea of being physically active, of moving around the city without causing pollution or noise.

I honestly can't think of any other means of transport that offer as many advantages as a cargo bike.”



#urbanarrow
#smarturbanmobility
#nosweat

Specifications

Shorty



Cargo L



Cargo XL



Motor	Active, Performance, Performance CX Q3 2018 Active plus	Performance, Performance CX	Performance, Performance CX
Battery	400Wh or 500Wh (500Wh only with Performance CX)	400Wh or 500Wh (500Wh only with Performance CX)	400Wh or 500Wh (500Wh only with Performance CX)
Brakes	Shimano rollerbrake or Shimano hydraulic disc brake	Shimano hydraulic disc brake (Deore Trekking)	Shimano hydraulic disc brake (Deore Trekking)
Brakes front	same as above	same as above	same as above
Flatbed size	L 203cm x W 70cm x H 110cm	L 274cm x W 70cm x H 110cm	L 294cm x W 70cm x H 110cm
Platform size	n/a	L 74cm x W 60cm	L 94cm x W 70cm
Wheel size	Rear wheel 26" Front wheel 20"	Rear wheel 26" Front wheel 20"	Rear wheel 26" Front wheel 20"
Hub type	Enviolo N-380	Enviolo N-380	Enviolo N-380
Weight	43kg	47kg	49kg
Max. load capacity	225kg*	275kg*	275kg*
Max. range in ECO	80km**	80km**	75km**
Average range in TURBO	40km***	40km***	35km***
Average range dual battery	80km	80km	75km

*weight including rider, box and bike

**calculated for empty box

***calculated for average load

****maximum cargo weight

Cargo XXL



Tender 1000



Tender 1500



Tender 2500



Performance, Performance CX

Performance CX

Performance CX

Performance CX

400Wh or 500Wh
(500Wh only with Performance CX)

500Wh
(dual battery optional)

500Wh
(dual battery optional)

500Wh
(dual battery optional)

Shimano hydraulic disc brake
(Deore Trekking)

Shimano hydraulic disc brake
(Deore Trekking)

Shimano hydraulic disc brake
(Deore Trekking)

Shimano hydraulic disc brake
(Deore Trekking)

same as above

High power custom
dual brake system

High power custom
dual brake system

High power custom
dual brake system

L 334cm x W 70cm x H 110cm

L 274cm x W 95cm x H 110cm
(excl. 7cm for front bumper)

L 294cm x W 114cm x H 110cm
(excl. 7cm for front bumper)

L 360cm x W 114cm x H 110cm
(excl. 7cm for front bumper)

L 134cm x W 70cm

L 142cm x W 95cm

L 162cm x W 114cm
(1 Europallet +)

L 228cm x W 114cm
(2 Europallets +)

Rear wheel 26"
Front wheel 20"

Rear wheel 26"
Front wheel 2x 145/80 R13

Rear wheel 26"
Front wheel 2x 145/80 R13

Rear wheel 26"
Front wheel 2x 145/80 R13

Enviolo N-380

Rohloff Speedhub 500/14 TS
EDB OEM2

Rohloff Speedhub 500/14 TS
EDB OEM2

Rohloff Speedhub 500/14 TS
EDB OEM2

51kg

95kg

110kg

140kg

275kg*

300kg

300kg

300kg

70km**

20 - 30km (average load)

20 - 30km (average load)

20 - 30km (average load)

30km***

n/a

n/a

n/a

70km

40 - 60km (average load)

40 - 60km (average load)

40 - 60km (average load)



Printed on
recycled paper

Smart Urban Mobility

We want cities to remain great places in which to live.
By combining the carrying capacity of your car with the
agility of an e-bike, we are creating the ultimate vehicle
to take all that's dear to you from A to B - and beyond.
Clean, safe, stylish, fast.



Contactweg 26
1014 BH Amsterdam
Netherlands
service@urbanarrow.com
www.urbanarrow.com
+31 (0)20 672 29 68

Your favorite dealer



Disclaimer: The contents of this publication are subject to change. Hence, one cannot derive any rights from this publication. Products displayed in this publication may not (yet) be available in your geographical territory.