

Jetson



ARROW

-MANUAL-

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INTRODUCTION

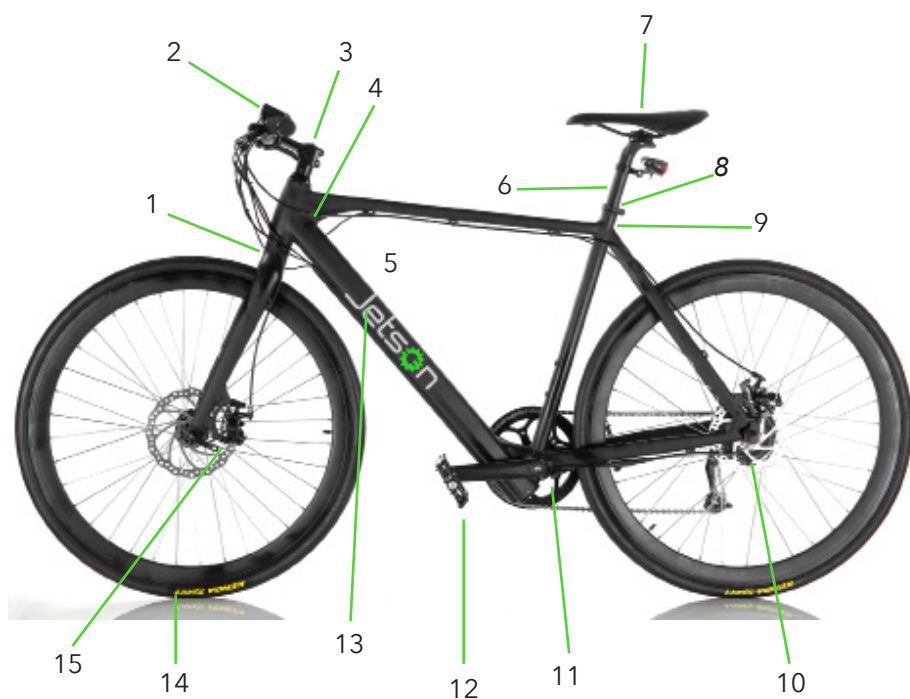
Congratulations on your new Jetson Arrow! The Arrow is an innovative and fun personal transportation device, ready to take on everyday use. Before your first ride, check whether the wheels are damaged, or parts are loose. If there are any abnormalities, please contact Jetson Customer Support at 1-(888) 976-9904 or email us at customerservice@jetsonbike.com.

This product manual can help you understand, use, and maintain your Arrow. In order to avoid danger caused by collisions, falls, and loss of control, please use caution and learn how to ride the Arrow safely. Jetson and authorized dealers cannot be held liable for injury or damage caused from riding the Arrow. Users ride at their own risk.

The rider is responsible for consequences caused by violating warnings or improper operations.

If you want to return this product for any reason, be sure to first call or email us before taking it back to the store so we can assist you.

INCLUDED IN THE BOX



- | | | | |
|----|---------------------|-----|-------------------|
| 1. | Front Fork | 10. | Rear Derailleur |
| 2. | Handlebar | 11. | Front Derailleur |
| 3. | Handlebar Stem | 12. | Pedals |
| 4. | Charging Port | 13. | Concealed Battery |
| 5. | Frame | 14. | Front Wheel |
| 6. | Saddle Post | 15. | Front Disc Brake |
| 7. | Saddle | | |
| 8. | Seat Clamping Lever | | |
| 9. | Seat Tube | | |



1. Left Brake Lever
2. LCD Display
3. Gear Shifter

FEATURES AND SPECS

MODEL: ARROW

WHEEL DIAMETER: 700C

MAX SPEED: 20 MPH

MAX RANGE: 30-35 MILES

BATTERY TYPE: LITHIUM ION

BATTERY RATED VOLTAGE: 36v/ 7.8Ah

MOTOR TYPE: BRUSHLESS

MOTOR: 250w

MOTOR RATED RPM: 195

CHARGER: 110-240V

CHARGE TIME: 4-6 HOURS

PRODUCT WEIGHT: 38 LBS

WEIGHT LIMIT: 300 LBS

RECOMMENDED AGE: 14+

ASSEMBLY

The Arrow comes partially assembled. In order to fully assemble, you will need to attach the Handlebars, the Front Wheel, the Disc Brake, and the Saddle. Please refer to the diagrams on pages 4 and 5 while assembling your Arrow. If you are having difficulty assembling the Arrow, please call our customer service or take your Arrow to a local bike shop.

Please Note: Pictures may vary slightly from the actual product.

Assembling the Handlebar

- First, make sure the Handlebar Stem is facing forward, towards the Front Fork.



- Unscrew the 4 bolts in the Handlebar Stem using the provided Allen Key.



- Place the Handlebar into the Handlebar Stem and screw the 4 bolts in using the provided Allen Key.



- Make sure all the wires are connected according to color.



Connect Wires by Color

Assembling the Front Disc Brake

- Attach the Front Disc Brake to the Front Fork by screwing in the two bolts.



ATTACHING THE FRONT WHEEL



- Twist the cap off the Quick Release Clamping Lever and remove it from the Wheel.
- Place the Quick Release Clamping Lever to the side.



- Slide the front Tire between the Front Fork.
- Hook the Front Fork onto each side of the Tire and slide the Disc Brake into the Disc.
- Please be careful not to bend the Disc Brake. If you find that it will not go in smoothly, please call us for assistance or bring the Arrow to your local bike shop.



- Now that the front Tire is fit to the Front Fork, slide the Quick Release Clamping Lever through the Front Wheel. Place the spring back on to the Quick Release Clamping Lever, with the wide end of the spring facing outwards, and turn the lever clockwise. Once tight enough, fold over the lever to secure.



- Make sure the Quick Release Clamping Lever is secure.



- Make sure the Brake is hooked onto the Disc and working properly.

ASSEMBLING PEDALS

- There are 2 Pedals. Please look at the inside of each Pedal and see which is labeled R (right) and L (left).



- To connect the Pedals to the bike, place L into the Left tube and R into the Right tube (left and right directions are as though you are sitting on the bike). Tighten by turning the Pedals toward the Front Wheel. Use a wrench to make sure the Pedals are tight and secure.



Right Pedal On The
Same Side As The Chain

ATTACHING THE SADDLE

- Slide the Saddle Post into the Saddle Tube.
- Align the Saddle with the Frame to make sure it is straight.
- Tighten the Saddle Clamping Lever.
- The height of the Saddle should not be pulled higher than the safety tick marks on the Saddle Post.



SAFE RIDING

Before each ride, check whether all the bolts are tight, the battery power is full, the charging port is covered, the tire pressure is sufficient, all wires are plugged in, and the brake system works correctly. Avoid direct contact with water.

CHARGING THE BATTERY

Your Arrow comes with a built-in rechargeable lithium battery. Always use the provided charger only. Before your first ride you must fully charge the Arrow. Charge for 12 hours for the first 3 times you use it. The Charging Port is located on the left side of the frame near the Handlebar Stem (see diagram on P. 4 for reference). For every ride after, charge your Arrow until it is fully charged, and NOT LONGER. Do not leave any chargers plugged in overnight, or leave it plugged in past the charge time.

1. Plug one end of the power cord into a grounded AC outlet and the other into the Arrow's charging port. The red charging light on the charger unit will turn on.

2. The red light will turn green once fully charged. Recharge the Arrow after each use.

(Please note: Always plug the charger into the wall first before the device. If the wall outlet doesn't have power and you plug the charger into the device first, it will light green, even if the battery is not full. So always plug into the wall first to make sure there is power.)

THE CHARGER OFFERS A CHARGING STATUS ON THE TOP OF THE CHARGER:

CHARGING LIGHT RED: Battery is charging.

CHARGING LIGHT GREEN: Charging is complete.

Charge the battery when the Arrow displays low power. When you are done charging the battery, remember to cover the Charging Port.

Don't use the Arrow if the battery emits strange odors, overheats, or begins leaking. If the battery does leak, do not touch any leaking materials, as the battery contains dangerous substances. Do not open the battery and do not insert anything into the battery.

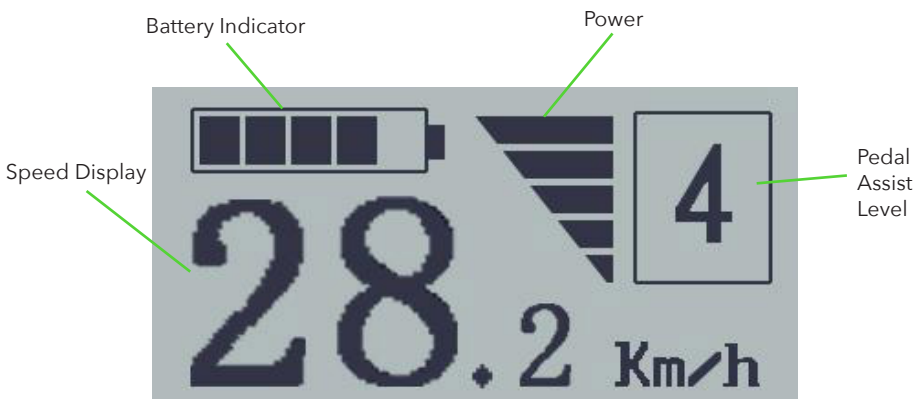
Only use the provided charger for the Arrow. Do not charge the battery if it has over-discharged. It should be discarded for your safety. Do not turn on the Arrow while it is charging.

HOW TO USE THE BIKE CONTROLS

Be cautious as you become accustomed to the Arrow. There are 9 levels of Pedal Assist. The Pedal Assist should be set at 0 when you're first getting on the Arrow.

GEARS

The Arrow is a 9-speed e-bike. You can change gears by using the Shifter on the handlebar. Only shift gears when pedaling. These gears do not require battery power, and if the battery runs out, you can still use these gears.



TURNING THE BIKE ON AND OFF

To turn the Arrow on, press the Power Button (M). To turn it off, hold the Power Button (M) for several seconds. If you do not turn off the bike, it will shut off automatically after 10 minutes.

If the LCD Display does not turn on, check that the battery is charged and the LCD Display is fully connected. If you are still having issues, please contact Jetson support.

PEDAL ASSIST

The Pedal Assist mode was designed to make riding an e-bike mimic the natural motion you are used to feeling when riding a bicycle. As you pedal your bike, a sensor is activated, which in turn generates power from the motor. The power is activated only when you pedal – and the amount of power is determined by the pedal assist level that you choose.

The Pedal Assist mode provides power and propels the bike as you pedal. A low Pedal Assist level (1-3) will require effort from you to pedal, a medium Pedal Assist level (4-6) will require some effort from you to pedal, and a high Pedal Assist level (7-9) will require minimal effort from you.

To increase the Pedal Assist, press the Up Button. To decrease the Pedal Assist, press the Down Button. Always start off slowly and gradually increase your level. Make sure your speed is appropriate to riding conditions (weather, road surface, traffic/pedestrians, etc.). Level 0 will not use Pedal Assist.

SPEEDOMETER

Once the LCD Display is turned on, it will display the Speedometer. Press the Power Button (M) to cycle through different functions such as the Trip Distance, the Odometer, the Ride Time, the Average Speed, and the Maximum Speed. It will return to your current speed after a few moments of inactivity.

WALK MODE

The Walk Mode will power the bike at about 3.7 mph to allow you to walk alongside the bike without needing to push it. Stand at the side of the bike with both hands on the handlebars and make sure the way in front of you is clear. Press and hold the Down Button to enable Walk Mode. A "P" will appear in the upper right-hand corner of the LCD Display. Release the Down Button to exit Walk Mode.



BATTERY INDICATOR

The battery charge level is indicated by the bars at the top of the LCD Display. When all the bars are lit up the battery is fully charged. When only one bar is left, the bike needs to be charged.

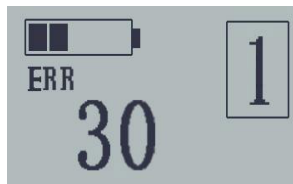
MOTOR POWER INDICATOR

The power of the motor is indicated in the upper right-hand corner of the LCD Display.

ERROR CODES

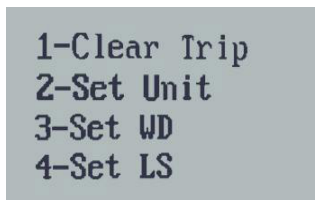
If there is an error with the function of the bike an error message will appear on the LCD Display along with an error code.

Note: The e-bike will not run if there is an error code. Please contact Jetson Customer Support if there is an error.



SETTINGS

To access the settings menu, hold the Up and Down Buttons simultaneously for three seconds. Press the Up or Down button to select the content, press the Power Button to confirm your choice.



- Clear Trip - Press the Up or Down button to choose YES or NO to clear the trip distance. The default value is NO. If you choose YES and press the Power Button (M) to confirm the option, the display will show OK and return to the general selection settings interface.

- Set Unit - Choose between the Imperial (mph) and Metric (km/h) system by pressing the Up and Down Buttons. Press the Power Button (M) to confirm your choice.

- Set WD - Set the wheel diameter by pressing the Up and Down Buttons. Setting the correct wheel diameter ensures the speedometer and mileage are accurate. Press the Power Button (M) to confirm your choice. (The Arrow's wheel diameter is 700C).

- Set LS - This is the speed limit settings. Alter the maximum speed limit by pressing the Up and Down Buttons. Press the Power Button (M) to confirm your choice. (Please check local laws before adjusting the maximum speed limit). The maximum speed of the Arrow is 20 mph.

EXITING THE SETTINGS MENU

Press and hold the Power Button (M) to save the modified settings. If you do not wish to save the changes, press and hold the Down Button. After one minute of inactivity the LCD Display will leave the settings menu automatically.

CARE AND MAINTENANCE

DRIVING RANGE

The average range of the Arrow is 30-35 miles. However, a lot of factors will affect how far you can go per charge:

- Driving surface: A smooth, flat surface will increase driving distance.
- Weight: More weight means less distance.
- Ambient temperature: Please ride and store the Arrow under recommended temperature, which will increase its longevity and driving distance.
- Maintenance: Timely battery charging and maintenance will increase driving distance.
- Speed and driving style: Maintaining a moderate speed will increase distance. Frequent starting and stopping, acceleration, and deceleration will reduce it.

SPEED LIMIT

The top speed of the Arrow is set to 20 mph to obey local laws.

WEIGHT LIMIT

The maximum load is 300 lbs. Going above the maximum weight limit can cause injury or damage the bicycle.

CLEANING THE ARROW

To clean the Arrow carefully wipe with a damp cloth, then dry with a dry cloth. Do not use water to clean the Arrow, as the electrical and electronic systems may get wet, resulting in personal injury or malfunction of the bicycle. Lube the chain every so often to keep it smooth.

BATTERY

- Keep the bike away from fire and excessive heat.
- To avoid damage to the battery, never subject the Arrow to intense physical shock, severe vibration, or impact.
- Protect the bike from water or moisture.
- Never disassemble the bike or its battery.
- If there are any issues with the battery, please contact Jetson Customer Support at 1-(888) 976-9904 or email us at customerservice@jetsonbike.com.

STORAGE

- If you plan on storing the Arrow for a substantial period of time, please make sure you fully charge the battery before storing. The battery should be fully charged once a month after this.
- To protect against dust, cover the Arrow.
- Store the Arrow indoors, in a dry place and at a suitable temperature.
- You should bring the Arrow into a warm environment (above 50 degrees Fahrenheit) for charging.
- Do not leave the Arrow plugged into the charger for long periods of time.

TIRE PRESSURE

The recommended tire pressure is 50-85 psi.

SAFETY WARNINGS

Here are some useful tips to make sure you always have a safe ride:

- Children, the elderly, and pregnant women should not use the Arrow.
- Do not ride after drinking or taking prescription medication.
- Do not carry items when riding.
- Prior to each ride, inspect each part of the Arrow to ensure it has been maintained correctly and is functioning properly.
- Always give way to pedestrians.
- Always comply with local traffic laws and regulations. Remember, the Arrow is a motor vehicle, and is treated as such by local law enforcement. You can and will be arrested for drunk driving. Many cities have restrictions on where you can drive motor vehicles, as well as additional restrictions on driving non-automobiles on streets and highways.
- Be alert to things in front and far away from you.
- Make sure your feet are always placed securely on the pedals.
- The Arrow cannot be ridden by two or more people. Only one person can ride at a time.
- When you ride the Arrow along with other cyclists, always keep a safe distance to avoid a collision.
- When turning, be sure to maintain your balance.
- Do not allow distractions when riding, such as answering the phone or engaging in any other activities.
- Avoid riding in the rain or on smooth surfaces such as snow or ice.
- Do not ride on roads with obstacles (such as litter, small stones, etc.).
- Avoid riding in narrow spaces or on steep slopes.
- Avoid riding around flammable gas, steam, liquid, or dust that could cause fire.
- Never operate the product barefooted and keep shoelaces tied.
- Riding with improperly adjusted brakes is dangerous and can result in serious injury or death.
- Applying brakes too hard or too suddenly can lock up a wheel, which could cause you to lose control and fall. Sudden or excessive application of the front brake may pitch the rider over the handlebars, which may result in injury or death.

CALIFORNIA WARNING

This product contains chemicals, including lead, which are known to the state of California to cause cancer, birth defects, and other medical conditions.

MODIFICATIONS

Do not attempt to disassemble, modify, repair, or replace the Arrow or any components of the unit. This will void any warranty, and can lead to malfunctions which may cause injury.

ADDITIONAL OPERATION CAUTIONS

Do not lift the Arrow off the ground while it is in operation and the wheels are in motion. This can result in freely spinning wheels, which may cause injury to yourself or others nearby. Do not jump on or off the Arrow, and do not jump while using it. Always keep your feet firmly planted on the pedals while in operation. Always check battery charge before using.

LIMITED 1 YEAR WARRANTY

TO QUALIFY FOR WARRANTY SERVICE:

1. You must present a copy of the sales receipt from an approved retail partner within 90 days of purchase.
2. This product cannot be used for rental or commercial use.
3. This product cannot be used for competition.

LIMITATIONS OF LIABILITY

- This Limited 1 Year Warranty is non-transferable after the product's initial sale.
- No unapproved modifications can be made to the product, its performance or otherwise, in order for this Limited 1 Year Warranty to remain in effect.
- No reimbursement is provided for towing, loss of time, loss of use, inconvenience, incidental or consequential damages.
- Warranty is void if weather related water damage is determined. Owner is responsible for storage and protection from weather.
- Jetson® makes no warranty with respect to products or trade accessories not made by Jetson®, including, but not limited to, motors, tires, wheels, and batteries, such products or trade accessories, such items being subject to the original manufacturer's warranty, if any.
- This Limited 1 Year Warranty does not cover minor surface blemishes, rips, tears, or other cosmetic damages due to normal use, or other intentional or unintentional damage to the product.
- This Limited 1 Year Warranty will not cover any damage which results from the application of improper cleaners, solvents or chemicals to the product, water damage, smoke or soot, or from exposure to saltwater, sea breeze or salt.
- This Limited 1 Year Warranty will not cover any damage which results from aging, such as fading of paint, deterioration of plated surfaces, deterioration of rubber or plastics, or rusting.
- This Limited 1 Year Warranty does not cover improper repair or misdiagnoses of problems.
- This Limited 1 Year Warranty only covers parts due to manufacturer defect.
- Damage due to misuse or neglect, use other than as specified in the Owner's Manual, or use under abnormal conditions are not covered by this Limited 1 Year Warranty.

OWNER'S WARRANTY RESPONSIBILITIES

As the device's owner, you are responsible for the performance of the required maintenance. You may be denied a warranty claim solely because of your failure to ensure the performance of all scheduled maintenance.

As the owner, you should be aware that you may be denied your warranty coverage if your device or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications. For any issue regarding your Jetson® product, call toll free 1-(888) 976-9904, or email customerservice@jetsonbike.com.

PRODUCT REGISTRATION

Please complete and mail this card within 10 days of purchase or go to
<https://www.ridejetson.com/product-registration>.

Name: _____

Address: _____

City, State, Zip: _____

Email: _____

Home Phone: _____ Gender: _____

Purchase Date: _____ Purchased From: _____

Serial Number: _____

Is this your first Jetson product? _____

Other similar product owned before: _____

Why did you buy this product?:

- ☐ For myself
- ☐ For my child
- ☐ For my grandchild
- ☐ Gift for someone else (adult)
- ☐ Gift for someone else (child)

How did you hear about the Arrow? _____

Complete this form and mail it to:

Attention: Product Registration
Jetson Electric Bikes
1 Rewe Street
Brooklyn, NY 11211

Jetson



ARROW