



# ARIV

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## OPERATOR'S MANUAL

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MELD, EB16-EU-BK

MELD, EB16-EU-RD

MERGE, EB16F-EU-BK

MERGE, EB16F-EU-RD

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# 1. General


## a. Welcome

Thank you for purchasing an ARĪV eBike! We take pride in bringing you a quality product that will bring you years of reliable service. Please take time to read this manual and familiarize yourself with your new ARĪV eBike. Please also refer to your general Owner's Manual and Quick Start Guide.

## b. Using This Manual

This manual contains details of the product, its equipment, and information on its operation and maintenance. Read it carefully and familiarize yourself with your ARĪV eBike before using it to ensure a safe use and prevent accidents. Be sure to retain this manual for future reference.

This Manual contains many Warnings and Cautions concerning the safe operation and consequences if safe setup, operation and maintenance are not performed. All information in this manual should be carefully reviewed and if you have any questions you should contact ARĪV eBikes immediately. The notes, warnings and cautions contained within the manual and marked by this triangular Caution Symbol should also be given exceptional care. Users should also pay

special attention to information marked in this manual beginning with  **NOTICE.**

Because it is impossible to anticipate every situation or condition which can occur while riding, this manual makes no representations about the safe use of bicycles under all conditions. There are risks associated with the use of any bicycle which cannot be predicted or avoided, and which are the sole responsibility of the rider. You should save this manual, along with any other documents that were included with your bicycle, for future reference, however all content in this manual is subject to change or withdrawal without notice. Visit [www.arivmobility.com](http://www.arivmobility.com) to download the latest version. We make every effort to ensure accuracy of its documentation and assume no responsibility of liability if any errors or inaccuracies appear within.

## c. Service and Technical Support

Your ARĪV eBike is just like a regular bicycle, but with a battery and motor.

For help servicing the bicycle, there are four places for you to find help:

1. Go to [www.arivmobility.com](http://www.arivmobility.com) and watch the service videos
2. Call your regional Customer Service Representative (CSR) by visiting [www.arivmobility.com](http://www.arivmobility.com) for contact information
3. Visit your local ARĪV eBike Authorized Service Provider (list of local ASPs at [www.arivmobility.com](http://www.arivmobility.com))
4. Visit your local bike shop

PLEASE SAVE YOUR SHIPPPING BOX! Your ARĪV eBike has a 30-day "Ride It, Love It!" guarantee. If you choose to return your eBike in this 30-day period it must be returned in the original box. Please retain your box and all packing materials during this 30-day period.



## 2. Battery Care and Safety

The ARĪV eBike is equipped with a modern Lithium-Ion (Li-Ion) battery. The battery is protected by a battery management system that protects against overcharging, short circuits and a completely discharged battery. Your battery is not shipped with a full charge. Please charge your battery as soon as you take it out of the carton. This may take up to 3 hours. Optimal battery temperature range is 0 degrees Celsius (32 degrees Fahrenheit) to +40 degrees Celsius (104 degrees Fahrenheit). Please remove the battery from the bike using a 5 mm hex key if you need to remove it for storage or replacement.

- Keep charger in a safe place away from children.
- Fully charge the battery before each use to extend the life of the battery and help to reduce the chance of over-discharging the battery pack.
- Do not charge the battery with any other chargers than what was originally supplied with your ARĪV eBike or a charger purchased directly from ARĪV eBikes for use with your specific bike.
- The charger works on 110/220 V 50/60 Hz standard home AC power outlets. The charger automatically detects and accounts for incoming voltage.
- Avoid charger contact with liquids, dirt/debris or metal objects.
- Store the charger in a location where it cannot suffer damage from falls/impact.
- The charger should only be used indoors in a dry ventilated space.



**WARNING:** Please take special care in charging of the ARĪV eBike in accordance with the above procedures and safety information. Failure to follow proper charging procedures can result in damage to your ARĪV eBike, charger, personal property and/or serious injury or death.



**WARNING:** Failure to properly use, charge and store the battery as instructed will void the warranty. Never disassemble the battery or open the battery case. Never charge a battery you suspect is damaged.

*Noticeably reduced operating time after fully charging the battery can be a sign that the battery is damaged or reaching the end of its service life.*

### Battery Charging

Open the charge port cover and plug the charger into the battery. Plug the other end into the power supply. Charger will flash green while it is charging and will turn off when charging is complete. Charger may take a few minutes to begin charging. The shape of the charging socket is designed in such a way that the charging plug can only be inserted in the correct position. It may take 2 to 3 hours depending on the charge level.



**WARNING:** Make sure the battery is properly installed & secured before each ride.



**NOTICE:** The battery may go into “deep sleep” mode if not used for more than 2 weeks.

If the battery is not used for more than 2 weeks or it is drained completely, it may go into a deep sleep. If your bike will not turn on it needs to be awakened with the charger. Open the charge port cover and plug the charger into the battery. Plug the other end into the power supply. Charger will flash green while it is charging and will turn off when charging is complete. Charger may take some time to begin charging. Then push the on/off button. This should awaken the battery. Finish charging until the battery is fully charged before use. Be sure to read the warning label on the side of the battery.

### 3. Assembly


Unbox the ARIV Meld. Be sure to save the carton and all packaging materials in case it is needed for future use.

 **NOTICE:** Please review the ARIV assembly video on [www.arivmobility.com](http://www.arivmobility.com) if you are unsure of these next steps.

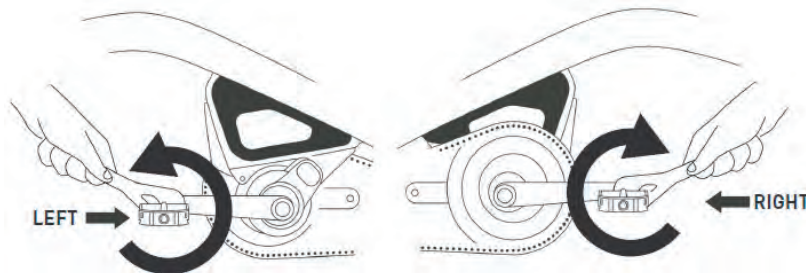
Locate the hex torque wrench and pedal wrench in the parts box.


- Turn the handlebar so it is perpendicular to the front wheel.
- Ensure there is a 2mm gap between the steer and the display. Using the hex wrench tighten the steerer bolts to 12 Nm.
- Place the plastic cover over the opening and snap into place.



 **CAUTION:** Ensure the steerer bolts are tight by standing with the front wheel between your legs. Twist the handlebar left and right to ensure it does not move.

- Locate the pedals and identify which pedal is the right pedal and which pedal is the left pedal.
- Assemble the right pedal by hand on the chainring or right side of the bike. Install in a clockwise direction.
- Using the pedal wrench tighten the pedal against the crank arm.
- Assemble the left pedal by hand on the left side of the bike or non-drive side. Be sure to tighten in a counter-clockwise direction.
- Using the pedal wrench tighten the pedal against the crank arm.
- Ensure both pedals are tight!




 **CAUTION:** Be sure to properly identify the right and left pedals and ensure they are tightened in the correct direction!

- Check the tire pressures. Start with 100 psi in the back and 90 in the front. Adjust for comfort depending upon your body weight, etc.
- Set your saddle at the desired height (see General Owner's manual for these instructions).
- Charge your seat post lights at this time using the provided USB cable (see below for further info on this).
- Download the app and install the provided universal Quad Lock female piece onto the back of your cell phone (not required if you already have a Quad Lock case).
- Connect your phone to the bicycle (see Quick Start Guide).

## 4. Overview

### a. Start-Up Procedure

After the bike has been unboxed, all components are secured correctly, the battery is fully charged and you have downloaded the app - you may now proceed to turn on the bike and select the assist level.

 **NOTICE:** Do not perform any of the steps in the Operation section of this manual until you have read this entire manual as there are crucial details in the following sections, especially related to safety.

### b. Display Unit

The Display Unit consists of 3 main parts;

- The power button for the bike.
- The battery charge level indicator lights.
- The 4 assist mode indicator lights (which also have other functions).

#### Power Button

The power button is located on the display at the front of the bike frame. Pushing the button will turn the bike on and the indicator lights in the display will turn on. Pushing it again will turn the bike off.

#### Battery Charge Level

When the bike is turned on the battery charge level indicator lights will light up. The battery charge indicators are on a gradient of red to yellow to green, with green being the highest charge level.

#### Assist Mode

There are 4 levels of power assist that are shown on the 4 large indicator lights at the top of the display. Press the “+” button to increase the assist level and the “-” button to decrease the assist level. The number of indicators that are lit indicates the assist level.

 **NOTICE:** The 4 assist mode indicator lights communicate other message in addition to the assist mode level.

#### Service Issue

The 4 indicator lights will flash red if there is an issue with the electrical system. You should stop riding as soon as it is safe to do so and then turn the bike off. After 1 minute, power the bike on to see if the issue has resolved itself. If the indicator lights continue to flash red then turn the bike off. It is safe to ride as a conventional bike until you reach your destination. Then contact ARIV to determine the best course of action to resolve the matter. If you are using the app while riding refer to your app for the error code.

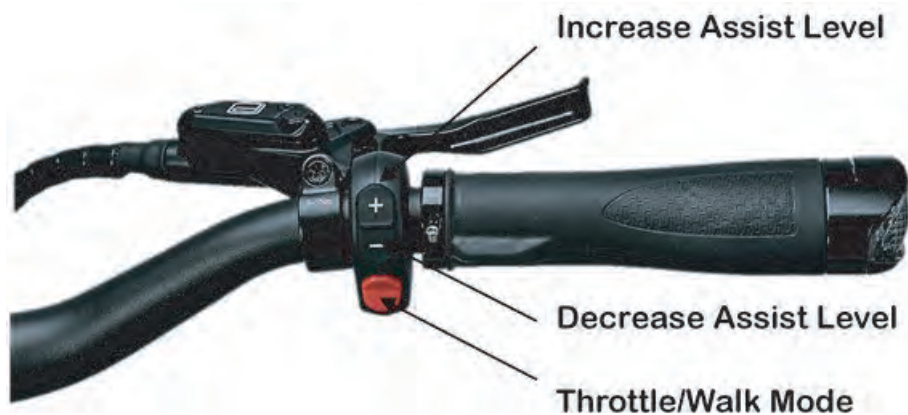
#### Connecting to the ARIV eBike

When connecting to the bike the 4 indicator lights will flash blue and then remain on momentarily to indicate that connection is complete and the bike is connected to your smart phone. (see details on “connecting to your ARIV eBike” later in the manual).



## c. Throttle

There are 4 levels of pedal assist. These can be selected using the “+/-” controls on the throttle (or the APP). Assist level will be indicated by the number of indicator lights shown on the display and on the app. One light is the lowest assist level and 4 lights is the highest. When no assist level indicator lights are lit you will have no power assist but can continue to ride your bike like you would a normal bike.



The red button has two different functions depending on which region you are in;

**North America** - The red button is the throttle. The ARIV eBike can be used as a pedal assist or throttle only. Pushing the red button provides power to the motor moving the bike forward without pedaling. Release the button and you can continue to pedal the bike at the original assist level. The bike must be travelling at least 3 km/h (1.9 mph) before the throttle will work and you must be in one of the assist modes.

**Europe and Australia/New Zealand** - The red button provides walk assist. Begin by walking with your bike. Hold the “+” button down for 3 seconds. Walk mode is now enabled and is indicated by the flashing 4 white indicator lights on the display. When holding down the red button the motor will provide power at 5 km/h (3 mph) making it easier to walk your bike (such as up a hill). Holding the “-“ button for 3 seconds turns off the walk assist. You will then have to re-select your assistance mode if you are continuing your ride.

### Walk Mode

When in walk mode (European Union and Australia/New Zealand only) the 4 leds will flash white (see details on “walk mode” later in the manual).



## d. Lighting

### Front Light

Turn the front light off and on with the power button located on top of the light. The front light is powered by the bike battery and will work for 2 additional hours should you drain your battery while using the bike (EU bike only). The headlight will not work unless the bike is powered on.



### Rear Seat Post Light

Plug the USB cord (provided) into the port at the side of the seat post under the saddle to charge. The first red led will flash while charging. Charging time is about 2.5 hours if the battery is fully discharged. Flashing will stop when the charging is complete.

Run time on a full charge is;

- 5 led mode – 10 hours
- 3 led mode – 15 hours

When the battery is low, the USB port cover will be blue in colour. The light will work for about an hour before turning off.

To turn the lights off and on and change the mode from 5 leds to 3 leds – press on the second led light.

### Turn Signals (North America only)

There is an on/off button on the inside edge of each handlebar grip. Press it once and the light will flash to indicate the direction in which you wish to turn. The light will stop flashing after 15 seconds. The signal can also be turned off by pressing the on/off button.

The turn signal lights are powered by a “AAA” battery in each grip. To change the batteries, loosen the set screws at either end of the grip. Remove the grip from the handlebar. Pull the light section of the grip away from the grip. Change the battery and then re-install.



## e. USB Port

There is a USB port located under the front headlight. The bike must be on for it to provide power. Lift the rubber flap and plug in your device. It will charge your smartphone while you ride.



## f. App

Download the ARIV eBike app. Register and log into the app. Follow the on-screen prompts to connect the eBike. Then activate the tracker by scanning the QR code located on the Quick Start Guide.



## g. Kickstand

The ARIV eBike features an innovative kickstand unlike any other kickstand on the market.

To use the kickstand;


- Loosen the seat clamp and lower the seat slightly.
- Use your foot to turn the kickstand leg out.
- Continue to lower the seat post until the kickstand limit markings on the seat post line up with the seat clamp.
- Tighten the seat post and check that the kickstand is supporting the bike.
- If the bike is not supported then loosen the clamp and readjust.
- To raise the kickstand, loosen the seat clamp.
- Raise the seat post to your preferred position.
- Tighten the seat clamp.
- Use your foot to push the kickstand leg back into place.



## 5. Merge folding/unfolding instructions

Please note that you can also view the video of folding/unfolding on [www.arivmobility.com](http://www.arivmobility.com).

 **WARNING:** Ensure the bike is turned OFF before folding.

 **CAUTION:** To avoid hand injuries during folding and unfolding please keep hands away from hinges and the wheels.

### Folding

- a. Place a pedal at the bottom of the stroke. Kick down and in on the pedal to fold the pedal. Be careful as the crank may spin. Repeat for other side.
- b. Stand on the left side of the bike.
- c. Using your left hand, push down on the “square” on the folding lever located on the steerer and grab the top of the lever as it pops out.



- d. Push the lever down and hold it in place to release the steerer.
- e. Use your right hand to fold the handlebars.
- f. Turn the wheel to the right and tilt the handlebars. Once the hooking mechanism is past the latch, you can let the lever go. You will hear a click once the steerer locks in position.



- g. Place the crank arms horizontally with the left side pedal towards the rear of the bike.
- h. With your right hand gripping the nose of the saddle and your left hand on the front handle, lift upwards so that the front wheel lines up with the rear wheel. You will hear an audible click when the magnetic lock engages at the hubs. TIP: Use your right foot to stop the rear wheel from moving. As you're doing this motion, the pedal may hook onto the handlebar. If that happens, readjust the pedal height and try again.



## Unfolding

- a. Stand behind the bike. Hold the saddle with your right hand. Hold the handle on the front light with your left hand. Kick the front wheel of the bike with your left foot. This will disengage the magnet.
- b. Allow the rear wheel of the bike to travel backwards until the bike frame is unfolded.
- c. Place your left thumb on the trigger located on the steerer just below the hinge. **NOTE:** Be careful not to have your left hand over the lip of the hinge or it can get pinched. Let go of the saddle and use your right hand to hold the handle.
- d. Using your right hand, lift the handle upwards. Release your left hand from the steering column as soon as you start lifting the handlebars so that you don't pinch yourself.
- e. Lift the handlebars into place until the front latch engages and clicks into place. Turn the handlebars into position until they lock into place.
- f. Unfold the pedals by placing the pedal at the bottom of the crank. Then kick it outwards with your foot. Repeat for other side.

## 6. Usage

### Chain Tension

The ARĪV Meld is a single speed bike that uses chain tensioners to center the rear wheel and ensure correct chain tension.

To check whether your bike has the correct chain tension;

- Press down on the lower chain length between the chainring and the rear sprocket.
- If there is less than 0.6 mm (1/4 inch) of deflection the chain is the correct tension.
- If there is more than 0.6 mm (1/4 inch) of deflection the chain is not the correct tension and must be adjusted.

How to adjust chain tension

- Loosen the wheel nuts using a 15mm wrench.
- If the chain is loose, turn the tensioners to the right a little at a time and same amount each side until the chain has 0.6 mm (1/4 ") of deflection.
- Tighten the wheel nuts.
- If the chain is too tight, turn the tensioners to the left a little at a time and same amount each side until the chain has 0.6 mm (1/4 in) of deflection.
- Then tighten the wheel nuts.



**CAUTION: Do not overtighten the chain. This could lead to damage to the chain and/or the chainring and rear sprocket.**

**NOTE: If you are uncomfortable with servicing your bike please visit your local ASP (authorized service provider or local bike shop).**

The ARĪV Meld is a single speed bicycle and has no gears to shift.

### Factors Affecting Range

- Ambient air temperature and wind
- Changes in elevation
- Rider and payload weight
- Speed and acceleration
- Throttle usage
- Tire pressure
- Charge and discharge cycles

## 7. Troubleshooting

Basic Troubleshooting Symptoms	Possible Causes	Most Common Solutions
<b>No pedal assist</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Faulty Connections</li> <li>3. Battery not fully seated in tray</li> <li>4. Improper turn on sequence</li> <li>5. Brakes are applied (NA only)</li> <li>6. Battery is discharged</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge the battery pack</li> <li>2. Clean and repair connections</li> <li>3. Install battery correctly</li> <li>4. Turn on bike with proper sequence</li> <li>5. Disengage brakes</li> <li>6. Charge the battery</li> </ol>
<b>Irregular acceleration and/or reduced top speed</b>	<ol style="list-style-type: none"> <li>1. Insufficient battery power</li> <li>2. Loose or damaged throttle</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge or replace battery</li> <li>2. Replace throttle</li> </ol>
<b>When powered on the motor does not respond</b>	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Loose or damaged throttle</li> <li>3. Loose or damaged motor plug wire</li> <li>4. Damaged motor</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair and or reconnect</li> <li>2. Tighten or replace</li> <li>3. Secure or replace</li> <li>4. Repair or replace</li> </ol>
<b>Reduced range</b>	<ol style="list-style-type: none"> <li>1. Low tire pressure</li> <li>2. Low or faulty battery</li> <li>3. Driving with too many hills, headwind, braking, and/or excessive load</li> <li>4. Battery discharged for long period of time without regular charges, aged or damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust tire pressure</li> <li>2. Check connections or charge battery</li> <li>3. Assist with pedals or adjust route</li> <li>4. Replace the battery</li> </ol>
<b>The battery won't charge</b>	<ol style="list-style-type: none"> <li>1. Charger not well connected</li> <li>2. Charger damaged</li> <li>3. Battery damaged</li> <li>4. Wiring damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the connections</li> <li>2. Replace</li> <li>3. Replace</li> <li>4. Repair or replace</li> </ol>
<b>Wheel or motor makes strange noises</b>	<ol style="list-style-type: none"> <li>1. Damaged motor bearings</li> <li>2. Damaged wheel spokes or rim</li> <li>3. Damaged motor wiring</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace</li> <li>2. Repair or replace</li> <li>3. Repair or replace motor.</li> </ol>

Used batteries must be collected separately and disposed of in an environmentally friendly manner. Please refer to your national, state & local laws regarding disposal of batteries. If you need assistance please contact your ARIV eBike ASP, local bike shop or your local municipality.

## 8. ARĪV eBike Warranty

### What is Covered

This warranty covers repairs to correct any defects due to materials or workmanship in:

- The bicycle frame, fork, and other proprietary components, for a period of 5 years from the date of original purchase. Proprietary components include: steer tube riser, handlebars, folding mechanism and associated components, head light, integrated display and their related components.
- The motor and battery for a period of 2 years from the date of purchase.

This warranty covers repairs to correct any defects due to materials or workmanship in installed components (non GM) for a period of 1 year or for the duration of the original manufacturer's standard warranty period, whichever is longer. Installed components are installed at the time of assembly and include: pedals, cranks, shifters, grips, saddle, seat post, seat post collar, tires, tubes, rims, hubs, spokes, brake calipers, brake levers, and brake pads.

This warranty only applies to the original owner and is non-transferrable. Proof of purchase will be required to file a warranty claim. This warranty is expressly limited to the repair or replacement of the defective item and is the sole remedy of the warranty. This warranty only applies to a ARĪV eBike purchased from an authorized retailer or distributor.

### What is not Covered

This warranty does not cover any of the following:

- Normal wear and tear; examples of wear items include but are not limited to: tires, tubes, rims, spokes, brake pads, grips, shift cables and housings, and saddle covers.
- Improper assembly at time of purchase
- Improper follow-up maintenance
- Installation of components, parts or accessories not originally intended for or compatible with the bicycle as sold
- Damage or failure due to chemical treatments, collision, fire, theft, freezing, vandalism, riot, explosion, airborne fallout, rail dust, salt from sea air, road salt or other materials used to control road conditions, chemicals, tree sap, stones, hail, water or flood, windstorm, lightning, earthquake other environmental conditions, road hazard, or objects striking the bicycle
- Damage or failure due to misuse, abuse, alteration, modification, tampering, or neglect.
  - Misuse includes: driving over curbs, overloading, racing, or other competition.
  - Neglect includes: corrosion due to excessive exposure to wet environments, prolonged exposure to excessive heat or cold, damage due to improper charging, or damage caused by power surges during charging.

This warranty is void in its entirety if any modification or alteration is made to the frame, fork or installed proprietary or non-proprietary components.

### Warranty Service

Warranty service must be performed by an ASP (ASP). A list of providers may be found at [www.arivmobility.com](http://www.arivmobility.com)

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