Office for Product Safety & Standards

# Product Safety Report

| Urban Arrow Cargo Bikes fitted with Satori Trident Seat Post | |
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| **Aspect** | **Details** |
| **Images** |  Urban Arrow Family  Urban Arrow Shorty  Urban Arrow Cargo  Urban Arrow Tender   |
| **PSD Number** | 2610-0216 |
| **Product Type** | Hobby/sports equipment – Cycles (Powered) |
| **Product Identifiers** | Brand: Urban Arrow<br>Affected models: Urban Arrow Family, Urban Arrow Shorty, Urban Arrow Cargo and Urban Arrow Tender<br>Production period of affected bicycles: between Q3 2016 and Q3 2022 |
| **Product Description** | A range of Urban Arrow branded electric bikes that are fitted with Satori Trident Seat Posts. If you purchased your bike outside the period from 2016 to 2022, it will not be fitted with a Satori Trident Seat Post and is not affected by this safety issue. |
| **Country of Origin** | Netherlands |
| **Counterfeit** | No |
| **Risk Level** | Medium |
| **Risk Type** | Injuries |
| **Risk Description** | Electric bikes fitted with a Satori Trident seat post present a risk of injuries as the front bolt in the seat post clamping mechanism can break if the bolt is overtightened. This can lead to the saddle becoming detached suddenly during use, potentially resulting in the user falling and receiving injuries.<br>The affected products do not meet the requirements of the Supply of Machinery (Safety) Regulations 2008. |
| **Corrective Measures** | Electric bikes fitted with a Satori Trident Seat Post are subject to a replacement programme by Urban Arrow.<br><br>If you own an affected electric bike, please contact your local authorised dealer. An appointment will then be arranged to remove the affected Satori Trident Seat. Your bike will be fitted with a newer Promax seat post free of charge.<br><br>To locate your nearest authorised dealer, please access: Find Your Urban Arrow Dealer - Dealer Locator. Alternatively, for further information please visit the Urban Arrow service centre announcement, or email the Urban Arrow customer service team on service@urbanarrow.com. |
| **Online Marketplace** | N/A |
| **Notifier** | Office for Product Safety and Standards |

The OPSS Product Safety Alerts, Reports and Recalls Site can be accessed at the following link: https://www.gov.uk/guidance/product-recalls-and-alerts