

MobiQuip All Terrain Rollator

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MobiQuip



**YOU AND/OR YOUR ATTENDANT MUST READ AND FULLY UNDERSTAND
THIS MANUAL BEFORE USE.**

General Information

You have just purchased a rollator from MobiQuip Ltd. We want to thank you for your confidence in our MobiQuip products. The rollator is a quality product.

The policy of MobiQuip is to continuously improve the quality and reliability of our products. We reserve the right, therefore, without proper notification, to alter this guide.

It is important that you read this manual carefully. The manual contains important information on the safe use and maintenance of your manual rollator. We recommend that you keep this manual, it is also your proof of warranty and it can come in useful later.

The safety instructions in this guide are general guidelines that should be seen as broad guidelines.

Your new rollator requires frequent maintenance much of which you can do yourself. We want you to take your rollator once a year to be inspected by an expert.

Caution! In this guide you will find informative notes and warnings. These are clearly identified by the symbols and the appearance of the text.

 **Tip**
Information.

 **Warning:**
To avoid personal injury, follow the instructions.

2 COMPONENTS OF THE ROLLATOR



1	Backrest	7	Push handle
2	Brake cable	8	Brake lever
3	Seat	9	Basic frame
4	Shopping basket	10	Crutch holder
5	Front fork	11	Rear wheel
6	Front wheel		

Your rollator is equipped with a number of elements and parts. You should know these before continue reading this manual. Designs and specifications may change without prior notice.

2.1 General explanation of the function and possibilities of your rollator

The rollator is designed for indoor and outdoor use. The rollator is equipped with multifunction brakes and stable wheels which roll easily. The rollator is especially developed so that it can be adjusted to every individual user. Your rollator is a medical equipment product and is not a standard consumer product. You must follow this manual completely to ensure good, optimal and safe use of your rollator.

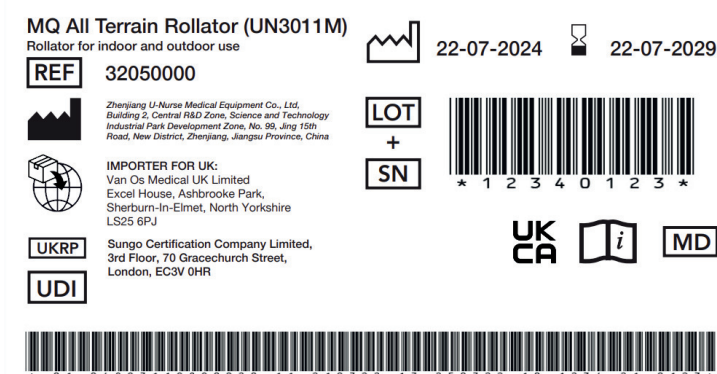
Product Identification

Your rollator is equipped with a frame label, which is located on the frame (under the seat) of your rollator.

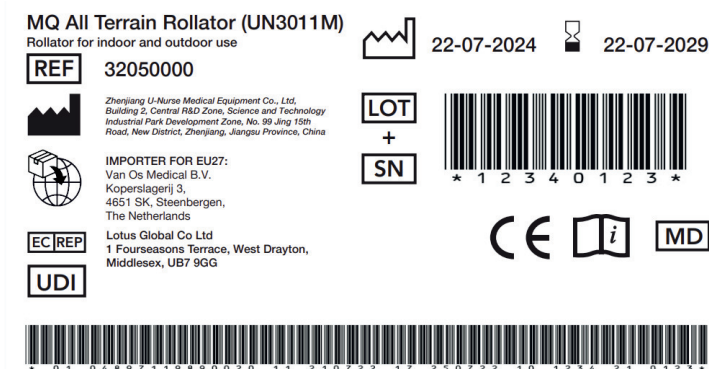
The frame label contains information about your rollator, for example the product name, manufacturer name, the name of the authorised representative(s), Unique Device Identifier (UDI) and technical data of your rollator. Below are examples of blank frame labels for illustration purposes. The information on the frame label of your rollator corresponds to your specific rollator.

Van Os Medical UK Limited is the importer of this Excel Mobility product for the UK. This product is manufactured by Zhenjiang U-Nurse Medical Equipment Co., Ltd, who are represented in the United Kingdom by SUNGO UK.

Mobiquip Limited is the exclusive distributor of this Excel Mobility product.



Van Os Medical B.V. is the importer of this Excel Mobility product for the EU27. This product is manufactured by Zhenjiang U-Nurse Medical Equipment Co., Ltd, who are represented in the European Union by Lotus Global Co Ltd.



3 SAFETY REGULATIONS

MobiQuip Ltd specifically disclaims responsibility for any body injury or property damage which may occur during any use which does not comply with laws or ordinances. If the instructions for use as described in this manual are followed you will have a highly secure and stable product. It is however possible that, when the MobiQuip rollator is not used properly, dangerous situations may occur.

3.1 General safety

Protect your MobiQuip rollator by checking it regularly. When a part of your rollator is not functioning properly, a dangerous situation could occur.

Warning:

You must keep your rollator in a good state to guarantee safe use.

3.2 Warnings for safe use

Warnings :

- ➔ Avoid using your rollator on roads. Use pavements if possible;
- ➔ Do not use your rollator in sand, rough area, wet and slippery surfaces or surfaces with little grip;
- ➔ Do not drive into curbs;
- ➔ Never attach anything to the wheels;
- ➔ Engage the parking brakes when you are in or on a lift and when you want to get off;
- ➔ The maximum weight capacity has been indicated on your frame label;
- ➔ Unauthorised modification and or use of parts not supplied by Van Os Medical UK ltd. will invalidate the warranty and may lead to injury to the user and or damage to the rollator;
- ➔ Do not push the rollator to far in front of you, this can cause falls and incorrect postures;
- ➔ Before using your rollator, always check if the brakes are working perfectly;
- ➔ When unfolding the rollator, check if the folding mechanism is locked into place;
- ➔ Use the parking brake if you are stopping or parking;
- ➔ Make sure that your rollator is adjusted to the correct height to avoid incorrect positions and falls;
- ➔ When folding and unfolding the rollator be aware that you do not get stuck with clothing or body parts between moving parts. This may cause injury;
- ➔ Engage the parking brakes when you are in or on a lift and when you want to get off;

- ➔ Do not use the rollator for transporting people or heavy loads;
- ➔ Do not let children play with your rollator;
- ➔ The rollator is not intended to be self-propelled while seated;
- ➔ All wheels must be in contact with the floor at all times during use. This will ensure the rollator is properly balanced;
- ➔ The parking brakes must be engaged before using the seat;
- ➔ Do not use your rollator when it is damaged or has any malfunction.

4 USER INSTRUCTIONS

This rollator has been designed to assist you when walking and carrying small items of shopping using the bag provided. The bag was designed specifically to fit your rollator, please only use the bag supplied for your rollator. Do not use or combine bags and / or baskets from other manufacturers.

BEFORE USE

- Carefully remove all packaging. Avoid using any knives or other sharp instruments as this may damage the surface of the product.
- Check the product for any visible damage. If you see any damage or suspect a fault, do not use your product, but contact your supplier for support.

Maximum Load 136kg*

Maximum User Weight 136kg*

Do not exceed the weight limit stated - doing so could put the user at risk.

*For avoidance of doubt if user is 130kg then no more than 6kg can be carried.

4.1 Assemble/disassemble your rollator

To assemble your rollator follow these instructions.

To disassemble follow these in reverse order.

Step 1:

Line up the front fork of the wheel with the front of the frame using the numbered stickers on each part (see photo 1). Attach the fork to the wheel and secure using the star knob.

Step 2:

Lower the rear legs by pulling up both sides of the red catch and lowering the leg into position (see photo 2). Repeat step 3 for the other rear leg. A click will be heard when the leg has locked into place (see photo 3).

Step 3:

Lift the handle on the seat to open the frame (see photo 4). Push down on the seat to secure the seat into place. You will hear a click once this is locked into place (see photo 5).

Step 4:

Insert the basket brackets in the frame (see photo 6). Secure these into place using the bolts provided (see photo 7).

Step 5:

Attach the basket to the brackets (see photo 8).

Step 6:

Attach the backrest by sliding it onto the front of the handles

 **DO NOT USE THE ROLLATOR UNLESS THE SEAT IS FULLY LOCKED INTO THE SEAT BRACKETS.**

DO NOT USE THE ROLLATOR UNLESS THE LEG HAS SECURELY LOCKED INTO PLACE.

DO NOT USE THE ROLLATOR UNLESS THE WHEEL HAS SECURELY LOCKED INTO PLACE.

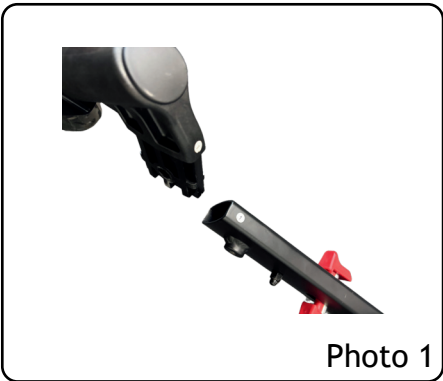


Photo 1



Photo 2



Photo 3



Photo 4



Photo 5

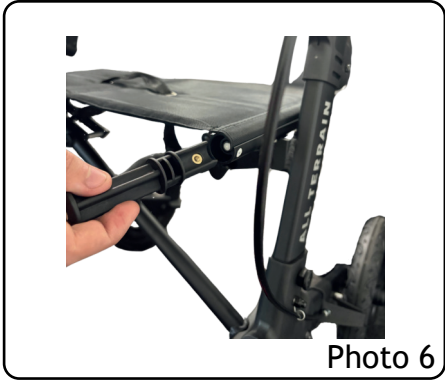


Photo 6

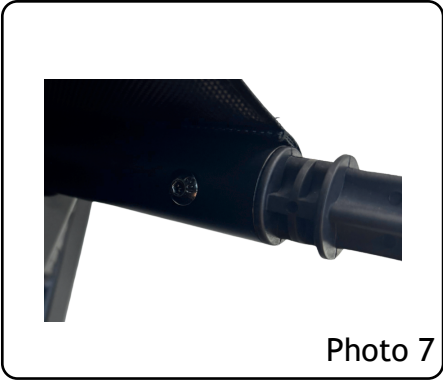


Photo 7



Photo 8



Photo 9



4.2 Walking with your rollator

When you are walking with your rollator make sure that you walk fully upright, with the rollator near your body, see figure 1. This is for the best support and the safest movements. If you follow this order for movement with your rollator you will have the correct body position.

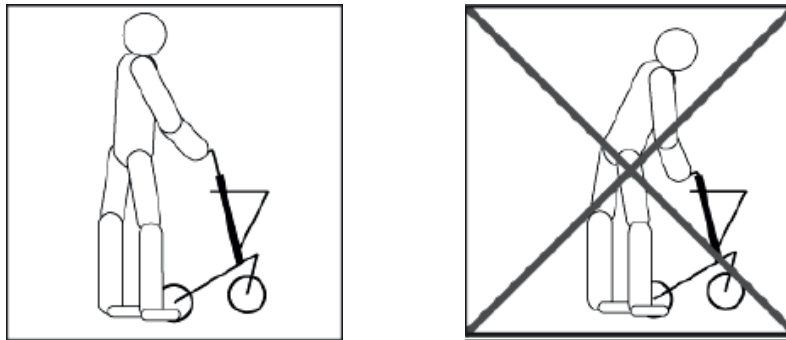


Figure 1

4.3 Confronting pavements and unequal surfaces

Warning:

- ➔ Do not drive into curbs!
- ➔ Inspect the slope always for risks, such as holes or slippery and uneven surfaces before you walk further.

Going up the pavement:

When you want to go up a pavement you should do this in the following manner;

- ➔ Step with your foot on the stepper, see paragraph 5.9, to tip up the front wheels;
- ➔ Push your rollator forwards;
- ➔ When the front wheels are above the pavement you can let the rollator down;

MAKING ADJUSTMENTS TO YOUR ROLLATOR CAN CAUSE BIG RISKS FOR YOUR SAFETY AND THE FUNCTION OF YOUR ROLLATOR. ADJUSTMENTS MADE BY YOURSELF ARE STRONGLY ADVISED AGAINST AND CARRIED OUT AT YOUR OWN RISK.

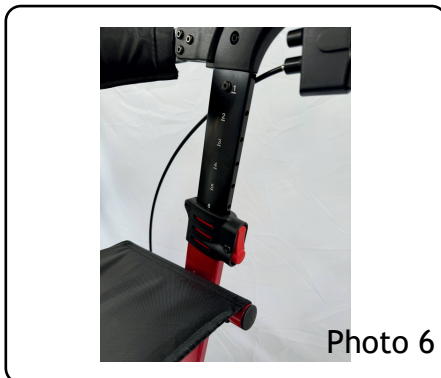
5 TECHNICAL INFORMATION

Min height of Handle	77cm
Max height of Handle	96cm
Length unfold	80.5cm
Width unfold	66cm
Seat Height	60cm
Seat width	45cm
Length when folded	90cm
Height when folded	88.5cm
Width folded	28cm
net weight (kg)	10.5kg
gross weight (kg)	12.1kg
Rear wheel size	29.0 x 4 cm
Front wheel size	29.0 x 4 cm
Max user weight (kg)	136kg
Frame material	Aluminium
Wheel material	PP Rim & Pneumatic tyre
Bag depth	19.5cm
Bag width	23.5cm
Bag length	39.5cm

5.1 Height adjustment

The height of the handgrips can be raised or lowered to suit the user.

To adjust the height of the handgrips press the red height adjustment spring button (see photo 6). Raise or lower the handgrips to the desired user height. You will hear a click as the handgrip locks into one of the height adjustment positions.



 **ENSURE THAT BOTH HANDGRIPS ARE AT THE SAME HEIGHT BEFORE USE.**

 **DO NOT USE THE ROLLATOR UNLESS THE HANDGRIPS HAVE LOCKED INTO ONE OF THE HEIGHT ADJUSTMENT POSITIONS.**

5.2 Operating the brakes

To stop, gently apply a gripping pressure to both brakes simultaneously (see photo 7) this will slow down and stop your rollator.

The brakes on your rollator have a park option (see photo 8). To operate the park option, push downwards on both brakes simultaneously. You will feel the brake make a click. Your brakes are now in the 'lock' position.

To unlock, simply pull up the brake, you will hear a click as the park disengages.



5.3 Brake adjustment

Your rollator brake system will require periodic adjustment. To adjust the brakes loosen Nut A. When adjusted re-tighten Nut A. If further adjustment is required then loosen the Locking Screw and then using a pair of pliers pull the cable down by approximately a millimetre. Re-tighten Locking Screw. The brakes can then be adjusted further by loosening and screwing / unscrewing Nut A as before (see photo 9).

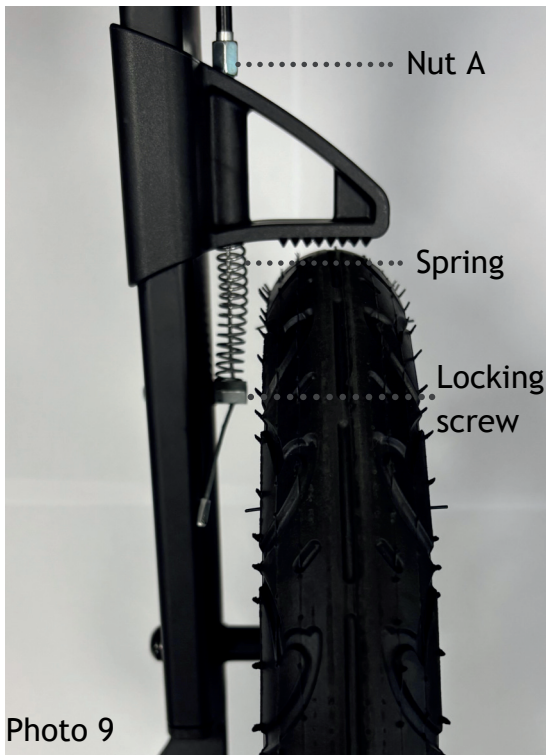


Photo 9

6 MAINTENANCE

It is important to clean your rollator regularly.

- ➔ Clean the frame;
- ➔ We advise you to clean the frame regularly with warm soapy water;
- ➔ Clean the brake blocks and springs regularly;
- ➔ Clean the storage bag;
- ➔ Dry the rollator after cleaning;
- ➔ Dry the rollator after cleaning. Also dry your rollator after you have been, for example, in a rainstorm.



Warning:

Do not under any circumstances use an abrasive or solvent based cleaner, as this will seriously damage the rollator and void your warranty.

6.1 Problem analysis and solutions

Your MobiQuip rollator is inspected and adjusted so that you can after assembly the spare parts use it immediately.

The following troubleshooting guide lists several common problems that may occur and offers corrective actions for each.

Malfunction	Possible cause	Solution
Wheels are not turning properly	Wheels are dirty	Cleaning the wheels
Parking brake doesn't work	➔ The brake pads are rubbing on the brakes ➔ The brake is bent	Contact your dealer
Tyres are worn up		Contact your dealer



Warning:

Stop using your rollator immediately if any of the wheels become difficult to turn or do not feel securely attached to the frame or if you suspect damage or any other fault.

7 WARRANTY

7.1 Warranty application

Together with your MobiQuip rollator you get the factory warranty. This warranty is only granted to you as the consumer. It is not intended to be used commercially (like hiring or institutional use). The warranty is limited to defects to materials and possible hidden shortages. MobiQuip Ltd. offers a warranty period of 1 year.

Tip

We recommend the use of only MobiQuip Ltd. replacement parts. If you do not use original parts, the warranty will be expired.

7.2 Warranty definition

Your manual is also the warranty form, fill in the relevant details and store it carefully.

Warranty conditions

The warranty period commences upon the date of purchase. If within the warranty period, your rollator will be defect, it will be repaired or replaced. However you do need to provide to MobiQuip Ltd. a complete filled in warranty registration form, a copy of the bill with the date of purchase and the original packaging.

Tip

Warranty is not transferrable.

This warranty does not include any labour charges incurred by replacements.

Under normal circumstances no responsibility is accepted by MobiQuip Ltd. when the rollator needs replacement or repairs as a direct result from:

- ➔ Not maintaining the rollator and parts according to the recommendations of the manufacturer, or not using the specific original parts;
- ➔ Damaging the rollator or parts by inattentive use, accident or wrong use;
- ➔ Adjusting the rollator or parts, different from the specifications of the manufacturer, or reparations done before the service agent is warned;
- ➔ If the product is not equipped with an original factory frame number and identification label as described in the manual.

 Warning:

MobiQuip Ltd can not be liable for any consequent or individual damage whatsoever. While this manual is created with care it is not exclusive. The warranty is only valid during the indicated period. If adjustments are made to the rollator, which have structural impact on the product, the warranty will expire completely.

8 GENERAL MAINTENANCE INSTRUCTIONS

Your rollator needs periodical maintenance. A badly maintained rollator will give more technical problems, turn less flexible and fall out the warranty terms.

Preventive maintenance is most important and many of these things you can easily do yourself or a friend or family member can help you. We highlight below the maintenance you can do yourself.

Every month	Check the foldability of the rollator;
	Check the upholstery for wear;
	Check wheel movement front and rear and check turn ability of the wheel;
	Check if the brakes are working correct;
Every quarter	Check all bolts, screws and nuts and tighten if necessary, were needed tighten;
	Check if the tyres are worn up.

 Tip

We suggest you check your rollator visually everyday.



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