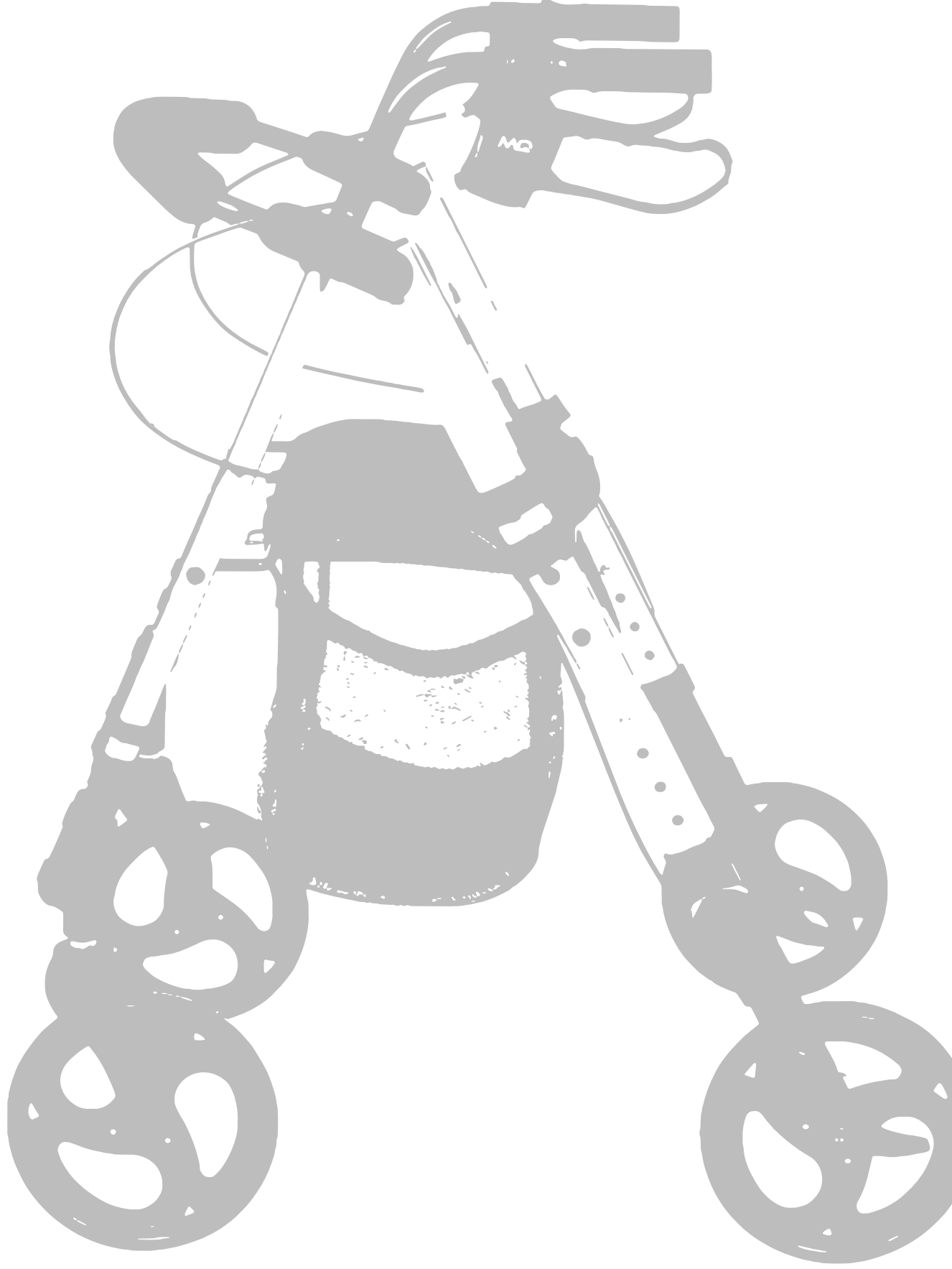


MobiQuip Aluminium Rollator

mobiquip.com

MQ
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.

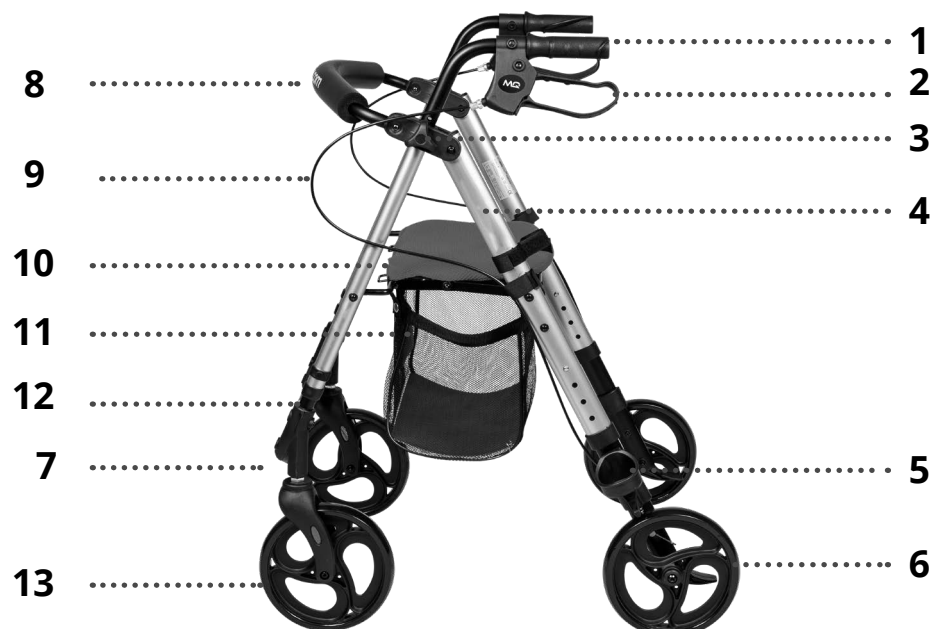
Caution!

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.

2.1 Components of the rollator



1	Push handle	8	Backrest
2	Brake lever	9	Brake cable
3	Star knob for the height adjustable push handle	10	Seat
4	Basic frame	11	Shopping basket
5	Crutch holder	12	Frame for the front wheels
6	Rear Wheel	13	Front wheel
7	Front fork		

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.

2.2 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 Foshan Huafukang Medical Technology Co. Ltd, who are represented in the United Kingdom by SUNGO UK.

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

MobiQuip Aluminium Rollator 4-Wheeled Rollator For Indoor and Outdoor Use

REF 20415010

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UDI



22-07-2021



22-07-2025

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Van Os Medical B.V. is the importer of this Excel Mobility product for the EU27. This product is manufactured by Foshan Huafukang Medical Technology Co. Ltd, who are represented in the European Union by SUNGO EUROPE B.V.

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CE



MD



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;
- ➔ Unauthorized 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 too 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 is designed for people with reduced walking distance, with balance disturbances or other disabilities which prevent people to have a normal standing posture. The use of the rollator will help people improve their mobility.

4.1 Assemble your rollator

When you receive your new rollator you need to assemble it before you can use your rollator. Below you will find an overview of the spare parts for the MobiQuip rollator, see photo 1.



Below you will find the description how to assembly your rollator.

Assembly the front wheels

- ➔ Take the frame with the seat;
- ➔ Unfold the frame;
- ➔ Place the frame with the front wheels in the receiving tubes, see photo 2;
- ➔ Move the frame with the front wheels to the desired height and place the mounting clips, see photo 3, on the rollator;
- ➔ You will hear a click this confirms that the clip is mounted right;
- ➔ Repeat all of the above steps at the opposite side of the rollator. Make sure that you keep a equal height.



Photo 2



Photo 3

Assembling the rear wheels

- ➔ Take the frame with the seat;
- ➔ Unfold the frame;
- ➔ Place the rear wheel in the receiving tube, see photo 4;
- ➔ Push the silver button, see photo 5;
- ➔ Move the rear wheel to the desired height and let go of the silver button;
- ➔ You will hear a click this confirms that the rear wheel is mounted correctly;
- ➔ Repeat all of the above steps at the opposite side of the rollator. Make sure that you keep a equal height.



Photo 4



Photo 5

ⓘ Warning:

Please be aware that the brake cables must be on the outside of the frame when assembly the rear wheels.

Assembly the in height adjustable push handles

- ➔ Place the rollator on its front and rear wheels;
- ➔ Place the push handle in the receiving tube, see photo 6;
- ➔ Move the push handle to the desired height;
- ➔ Replace and tighten the star knob, see photo 7;
- ➔ Repeat all of the above steps at the opposite side of the rollator. Make sure that you keep a equal height.

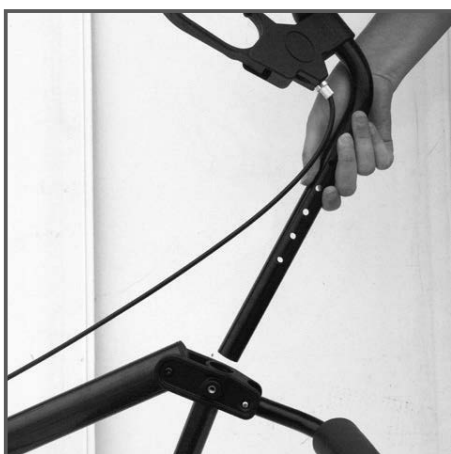


Photo 6



Photo 7

Assembly the shopping basket

- ➔ Go stand in behind the rollator;
- ➔ Make sure that the loops are fitted underneath the seat closed true the press studs, see photo 8.



Photo 8

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.

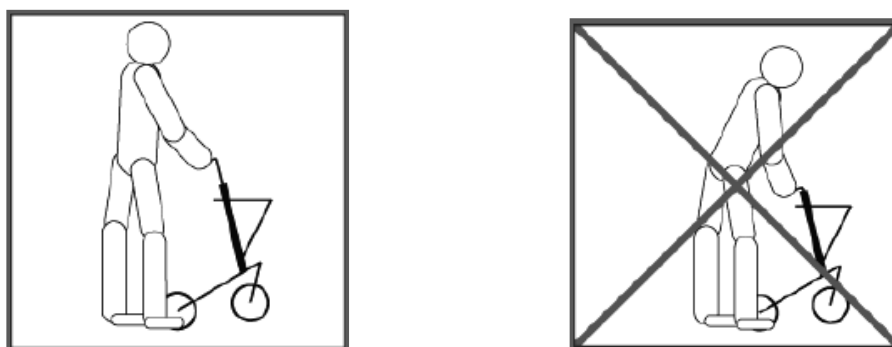


Figure 1

4.2 Confronting pavements and unequal surfaces

i **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 INSTRUCTIONS FOR USE AND MOUNTING OPTIONS

In this chapter we will explore all the possibilities that you have with your rollator. All setting and user instructions, such as the removal of the footrest, will be discussed.

5.1 Technical information

MobiQuip Rollator

Total width (opened)	62 cm
Total length (opened)	69 cm
Total height minimum	83 cm
Total height maximum	101 cm
Seat height (from the ground)	83-92 cm
Seat depth	24 cm
Width folded	32 cm
Width between push handles	52-60 cm
Push handle height with seat height 52 cm	83-92 cm
Push handle height with seat height 60 cm	92-101 cm
Maximum weight shopping basket	5 kg
Maximum user weight	100 kg
Total weight of the rollator	6.4 kg

5.2 Unfolding and folding the rollator

Your rollator can be folded. In this way you can easily carry and transport your rollator.

Warning:

- When folding or unfolding the rollator be aware of the danger of trapping injuries!

Folding the rollator

- Make sure you stand behind the rollator;
- Grab the seat, see photo 9 and move it upwards;
- Bring the front and rear side together, see photo 10;
- Fold the backrest.



Photo 9

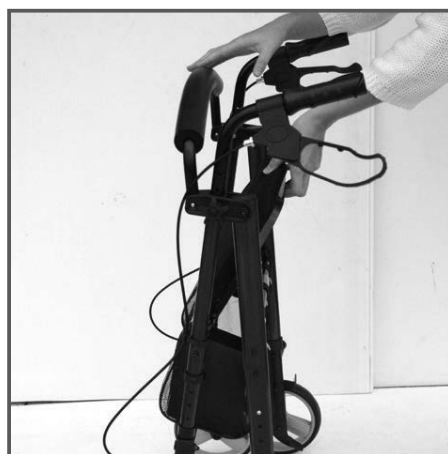


Photo 10

Unfolding the rollator

- Make sure you stand behind the rollator;
- Unfold the backrest;
- Push the seat down, see photo 11;
- Make sure the frame is completely unfolded.



Photo 11



Photo 12

5.3 Brakes

Your rollator has two kinds of brakes. While driving you should use the driving brake and when you are standing still you can use the parking brake.

Driving brake

- When you need to slow down speed while pushing the rollator, you have to squeeze the brake lever to reduce your speed, see photo 13;
- Be aware that you do not push the rollator while squeezing the brake lever. If you do attempt to do this, this will cause damage on the tyres and the brakes, which will result in damaged brakes;
- As mentioned earlier in paragraph 3.2, do not use the rollator if the brakes are defect!



Photo 13



Photo 14

Parking brake

- Push the brake lever downwards to engage the parking brake, see photo 14, you will hear a click that will confirm that the parking brake is engaged;
- To disengage the parking brake, you need to push the brake upwards. This will be confirmed when you hear a click, see photo 13.

5.4 Seating

- Check if the parking brake is engaged, before you take a seat on the rollator;
- Make sure that your feet are between the rear wheels when you're seated and with your back towards the direction of travel, see photo 15.



Photo 15

5.5 Setting the height of the push handles

You can adjust the height of the push handles for optimal use of your rollator.

- Stand next to your rollator;
- Turn the star knob, see photo 16, anti-clockwise;
- Move the push handle up and down to the desired height;
- To tighten turn the star knob clockwise;
- Make sure the star knob is securely fastened;
- The push handle is now locked.



Photo 16

5.6 Adjusting the height of the front and rear wheels

You can adjust the height of the front and rear wheels for optimal use of your rollator.

Rear wheels

- Make sure you stand behind the rollator;
- Push the silver button, see photo 17;
- Move the rear wheels with insert tube to the desired height, see photo 18;
- Loosen the silver button;
- Move the rear wheel up and down till you will hear a click;
- The rear wheel is now locked;
- Repeat all of the above steps at the opposite side of the rollator.



Photo 17



Photo 18

Warning:

Make sure that you keep a equal height. This to prevent instability.

Front wheels

- Make sure you stand in front of the rollator;
- Open the black clip, see Photo 19 and push the silver button, see photo 20;



Photo 19



Photo 20

- Remove the black clip, see photo21;
- Move the front wheels up or down till the desired height, see photo 22;
- Replace and close the black clip on to the frame;
- The front wheel is now locked;
- Repeat all of the above steps at the opposite side of the rollator.



Photo 21



Photo 22

5.7 Placing and removing the seat upholstery

Removing the seat upholstery

- Make sure you stand behind the rollator;
- Move the seat upwards;
- Loosen the Velcro, see photo 23;
- Grab the seat upholstery at the upper side and move it upwards, see photo 24;
- The seat upholstery is now removed of the seat.



Photo 23

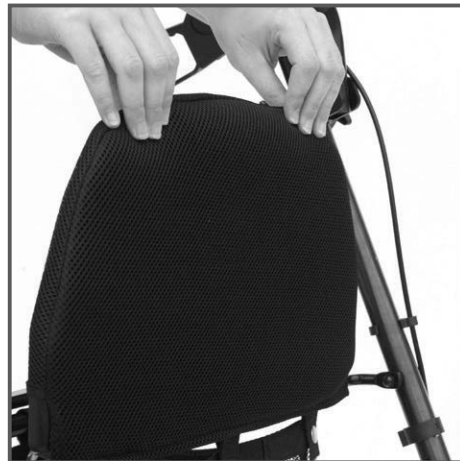


Photo 24

Placing the seat upholstery

Repeat all of the above steps at the opposite way to place the seat upholstery onto the seat of the rollator.

5.8 Placing and removing the shopping basket

You do not have to remove the shopping basket before folding the rollator. The shopping bag moves along with the frame of the rollator. Make sure before folding the shopping basket is empty. If you would like to remove the shopping basket please use the following steps.

Remove the shopping bag

- ➔ Make sure you stand behind the rollator;
- ➔ Move the seat upwards;
- ➔ Loosen the press studs, see photo 24 and 25;
- ➔ Repeat all of the above steps to loosen all the press studs.

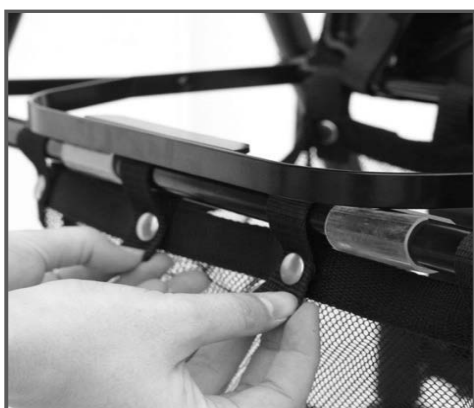


Photo 25



Photo 26

Placing the storage bag

To replace the shopping basket onto the rollator please repeat all of the above steps at the opposite way.

5.9 Using the stepper

When you want to use the stepper, you should follow the following steps.

- ➔ Place your feet on the stepper, see photo 27;
- ➔ Step with your foot on the stepper to lift the front wheels;
- ➔ Remove your foot of the stepper to lower the front wheels.



Photo 27

5.10 Tighten your crutch

- ➔ Place your crutch into the crutch holder, see photo 28;
- ➔ Loosen the Velcro around the push handle and place your crutch against the push handle, see photo 29;
- ➔ Retighten the Velcro, to make sure your crutch can not fall.



Photo 28



Photo 29

6 TRANSPORTING YOUR ROLLATOR

Your MobiQuip rollator is designed to be easily transported by car. By tilting the rollator you easily can carry your rollator in or out of the vehicle.

6.1 Assembly

To assemble your rollator please check 4.1.

6.2 Disassemble

To disassemble your rollator you must follow the steps of 4.1 in opposite way.

7 MAINTAINANCE

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.

Tip

You can also use a car shampoo. This cleans, protects and gives a beautiful gloss to your wheelchair.

8 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
Tires are worn up		Contact your dealer

9 WARRANTY

9.1 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.

9.2 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 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, see chapter 1.

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.

10 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 fold ability 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.



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