

move

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← User Manual



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

General information

You have just purchased a **2GOability** rollator and we want to thank you for the confidence in our **2GOability** products. The rollator is a quality product.

The policy of **2GOability** is to continually improve the quality and reliability of our products. We reserve the right, therefore without prior notification, to alter this guide.

It is important that your guide for the use of the rollator is read carefully. The manual contains important information about the safe use and maintenance of your rollator. We recommend that you keep this guide, it is also your proof of warranty and you will find it useful for referring to it at a later date.

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

Your new rollator requires frequent maintenance, much of which you can do yourself.

Caution!

In this guide you will find information and warnings. These are clearly identified by the symbols below and the appearance of the text:



Tip

Information



Warning

To avoid personal injury, warnings must be followed

Fill out the information on your authorized dealer below:

Company:

Address:

.....

Telephone number:

Fax number:

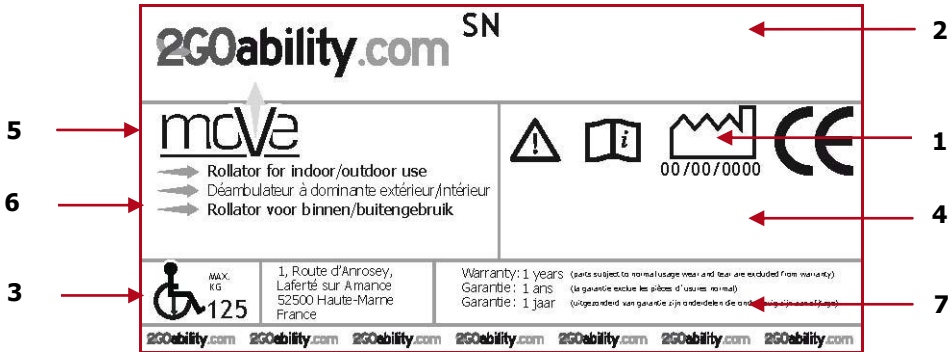
Email address:

Website:

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1 IDENTIFICATION

Your rollator is equipped with a unique identification number. You can find this number on the frame of your rollator. Below is an example of the frame label on which you can find the identification number. Furthermore you will find the explanation of the various data stored on the frame label listed below.



- | | |
|-------------------------------|---|
| 1. Production date | Production date of the rollator |
| 2. Serial number | The unique identification number. You must have this number when making technical requests or if warranty parts are required. |
| 3. Maximum user weight | The largest occupant weight allowed for protection of both the rollator and the user. |
| 4. Type number | This number indicates which model of rollator you have, again this is always required when making technical calls. |
| 5. Model name | The model name of your rollator. |
| 6. Usage application | Where you can use your rollator. |
| 7. Warranty | This is the warranty period. Chapter 9 describes your warranty terms and conditions in more detail. |

2 GENERAL EXPLANATION CONCERNING YOUR ROLLATOR

2.1 Components of the rollator



1	Push handle	8	Front wheel
2	Seat	9	Front fork
3	Brake lever	10	Ball head
4	Adjustment lever for push handles	11	Shopping bag
5	Side frame	12	Lifting handle
6	Rear wheel	13	Brake cable
7	Stepper		

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 adjust 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.

3 SAFETY REGULATIONS

2GOability 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 used correctly, the **2GOability** rollator is an utmost safe and stable product, if the instructions for use as described in this manual are followed. However, it is possible when the **2GOability** rollator is not used correctly, dangerous situations may occur.

3.1 General safety regulations

Protect your **2GOability** rollator by checking it regularly. When a part of your rollator is not functioning properly, a dangerous situation could occur.

① **Warning:**

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

3.2 Warnings for safe use

① **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 connect anything to the wheels;
- Engage the 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 rollator frame label;
- Unauthorized modification and or use of parts not supplied by **2GOability** will invalidate the warranty of this rollator 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 positions;
- 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 your fingers between moving parts. This may cause injury;

- ➔ Do not use the rollator for transporting people or heavy loads;
- ➔ Do not let children play with your rollator;
- ➔ Do not use the rollator when the brakes are not working;
- ➔ 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 brakes must be in the locked position before using the seat;
- ➔ Do not use your rollator when it is damaged or has any malfunction.

4 INSTRUCTIONS FOR USE

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 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.

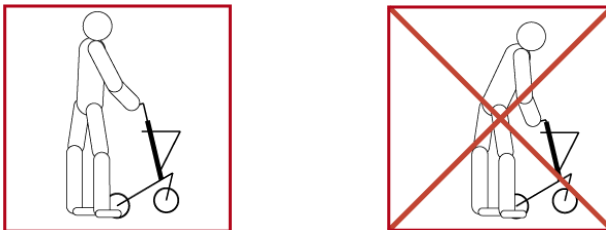


Figure 1

4.2 Confronting pavements and unequal surfaces

① **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;

1. Step with your foot on the stepper, see paragraph 5.6, to tip up the front wheels;
2. You can roll your wheelchair forwards;
3. When the front wheels are above the pavement you can let the rollator down;
4. Now you can push the rollator forwards and place the rear wheels on the pavement.

Going down the pavement:

1. Step with your foot on the stepper to tip up the front wheels;
2. Carefully roll the rollator forwards;
3. When the front wheels are off the pavement you can let the rollator down;
4. Now you can push the rollator forwards and place the rear wheels back onto the ground.

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 on your rollator.

Your rollator is a 2GOability Move

5.1 Technical information

2GOability Move

Total height (surface to top)	82 cm – 104 cm adjustable
Total length	70 cm
Total width	60 cm
Width between push handles	42 cm
Seat height (surface to seat)	63 cm
Height folded	82 cm – 106 cm adjustable
Length folded	70 cm
Width folded	29 cm
Maximum user weight	125 kg

5.2 Unfolding and folding the rollator

Your rollator can be folded. In this way you can easily carry and transport your rollator. In folded position the rollator stays in standing position and therefore also be used for support when it is folded.

ⓘ **Warning:**

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

Unfolding the rollator

- ➔ Make sure you stand behind the rollator;
- ➔ Grab both seat tubes and move them apart;
- ➔ Push both seat tubes downwards so that the rollator will unfold, when you hear a click the rollator is completely unfolded, see picture 1.



Picture 1

Folding the rollator

- ➔ Make sure you stand behind the rollator;
- ➔ Pull the strap upwards to fold the rollator, see picture 2.



Picture 2

5.3 Carrying the rollator

When the rollator is folded you can carry the rollator by using the lifting handles, see picture 3;



Picture 3

5.4 Using the brakes

Your rollator has two kinds of brakes. The driving brake and 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 picture 4;
- ➔ 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!



Picture 4

Parking brake

- ➔ Push the brake lever downwards to engage the parking brake, see picture 5, you will hear a click that will confirm that the parking brake is engaged;
- ➔ Squeeze to remove the parking brake, this will be confirmed when you hear a click.



Picture 5

5.5 Using the seat

- ➔ Check if the parking brake is on, before you take a seat on the rollator;
- ➔ Make sure you sit with your back towards the direction of travel.

5.6 Using the stepper

As mentioned before in the manual, there is a so called stepper on your rollator. The stepper is designed for confronting obstacles.

- ➔ Step with your foot on the stepper, see picture 6;
- ➔ This will cause a leverage effect, the front wheels will be tipped up.



Picture 6

5.7 Setting the height of the push handles

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

- ➔ Pull the black lever at the back of the rollator, see picture 8;
- ➔ Pull or push the push handle to the desired height;
- ➔ Release the black lever. If you are still able to move the push handle, move it until you hear a click. This will confirm that the push handle is locked.



Picture 8

5.8 Placing and removing the shopping bag

Placing the shopping bag

- ➔ Grab the clip and push it on the lifting handle, see picture 9.



Picture 9

Removing the shopping bag

- Pull the clip off the lifting handle, see picture 10.



Picture 10

6 TRANSPORT AND TRANSIT IN CAR

Your **2GOability** rollator is designed to be easily transported by car. With the lifting handles you can easily carry your rollator in or out of the vehicle.

7 MAINTAINANCE

It is important to clean your rollator regularly.

- Clean the frame. You should wash the frame regularly with warm soapy water;
- Clean the brakes blokes and springs regularly;
- Clean the basket;

Dry the rollator after cleaning. Also dry your rollator after you have been, for example, in a rainstorm.

8 PROBLEM ANALYSIS AND SOLUTIONS

Your **2GOability** rollator is inspected and adjusted so that you can use it immediately. Continual use necessitates maintenance, especially if the factory set adjustments have been altered.

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	<p>→ The mechanical brakes work to heavy</p> <p>→ The brake is bent</p>	Retailers for repair
Tires are worn up		Retailers for replacement

9 WARRANTY

9.1 Warranty application

Together with your 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. **2GOability** offers a warranty period of 1 year.

Also you can find the warranty periods label on the frame of your rollator. See also chapter 1.

Tip

We recommend the use of only **2GOability** 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 on page 2 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 **2GOability** 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.
- For more information and the location of service agents please visit our website: www.2GOability.com

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

Under normal circumstances no responsibility is accepted 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.

The rollator that is described and showed in this manual can differ from your own model in details. However, all instructions are relevant, independent of slightly different details. We reserve the right to change the product in this manual without further notice. All drawings, measures and capacities showed in this manual, are approximations and may be slightly different to your rollator specifications.

 **Warning:**

2GOability 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. You can visit www.2GOability.com for an enlarged warranty and supply conditions and an address list of service agents.

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.

Inspection	Daily	Monthly	Yearly	Done by
Working of the brake	X			User
Checking the reversibility of front wheels	X			User
Cleaning		X		User
Checking the stability of the frame			X	Retailers
Oiling the wheel bearing			X	Retailers

Tip

The **2GOability** Move complies with EN 12182 and ISO 11199-2. For more information, please visit our website, www.2GOability.com

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