

## Opening and Closing the Rollator:

**MAINTENANCE:** The rollator has lubricant applied on the plastic joints that slide along aluminum tubing. This lubricant will eventually dry out and make the rollator more difficult to open and close. When this occurs, a silicon spray between the plastic joints and the aluminum tube. This can be obtained from local hardware stores.

To open the rollator, undo buckle, pull handles apart, and push down on the seat as shown in Figure 1.

**WARNING:** Keep hands away from center pivot of the seat to avoid any potential pinch points.

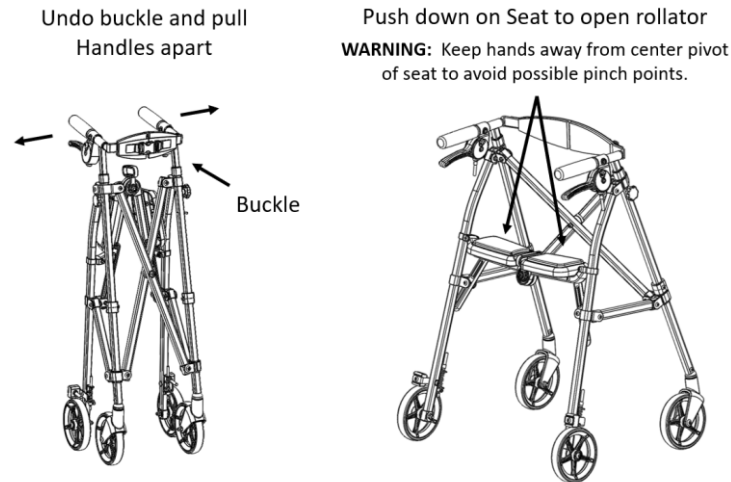


Figure 1

To close the rollator, pull up on the handle between the seat pads. Push handles together, and snap the buckle as shown in Figure 2.

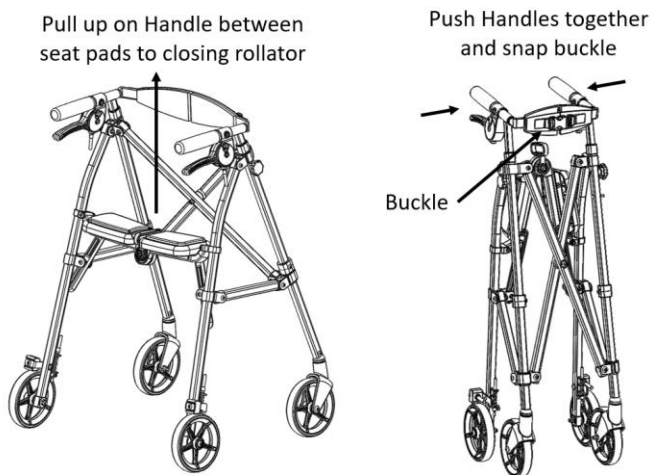


Figure 2

## Handle Height Adjustment:

With the rollator in the open position, remove Knobs and Bolts. Position the Handle to the desired height, by aligning the holes in the handle tubes. Reinsert the bolt and tighten Knob as shown in Figure 3.

## Brake operation:

Handle brakes have two functions as shown in Figure 3. Pull up on Brake Lever to provide braking action. Push down on Brake Lever to lock the brakes to prevent the rollator from moving while sitting. **WARNING: Brakes must be in locked position before sitting.**

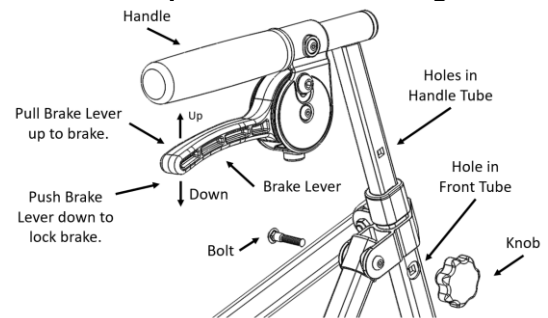


Figure 3

## Adjusting tension in the Brake Cable:

When the Brake handle can no longer provide sufficient braking resistance, the Cable tension will need to be adjusted. Hold cable nut with pliers and twist cable thumb screw in the counterclockwise direction to promote closer distance between the brake pad and the wheel.

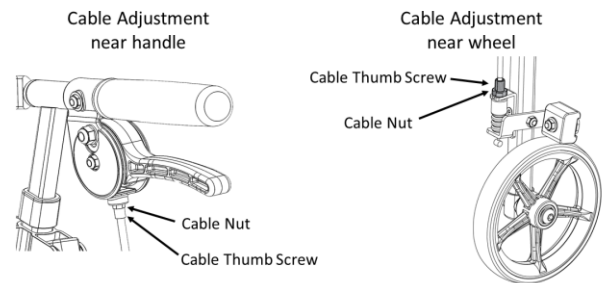


Figure 4

## Rotation and Replacement of Brake Pad:

Each Brake Pad has two usable wear surfaces to extend the life of the Brake Pad. After one side of the Brake Pad has been worn down on one side, loosen the bolt and rotate Brake Pad 180 degrees as shown in Figure 5.

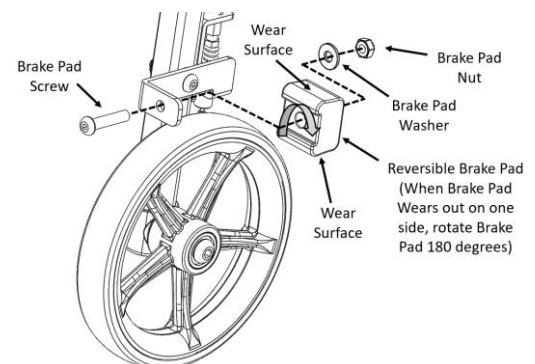


Figure 4

## **ATTENTION**

There is a potential risk of serious injury or death associated with virtually every product regardless of its type or intended use. Stander, Inc., has worked tirelessly to minimize all risks associated with their mobility aids, yet given the types of products, users, and a myriad of things outside of our control, we cannot eliminate every conceivable risk. Accordingly, a consumer must use common sense when utilizing our products and consider the user's overall physical and mental health. Please read all materials that accompany this product before using.

## **LIMITED WARRANTY**

Stander, Inc. warrants to the original purchaser that this product will be free from defects in material and/or workmanship for 1 year from the date of purchase. During the warranty period we will correct any defects in material or workmanship at no charge. All shipping cost must be paid by the original purchaser. Any replacement parts will be new and are warranted for the remainder of the original warranty or thirty (30) days from the date of shipment, whichever is longer. The original purchaser must notify Stander, Inc. during the warranty period in writing of the defect in workmanship or material. This warranty is not transferable and covers only normal use. Stander will not refund or pay for any shipping charges. The warranty does NOT cover: (1) Damage during shipment other than original shipment to retailer; (2) Damage caused by unauthorized attachments, alterations, or modifications; (3) Damage caused using the product for purposes other than those for which the product was designed or intended; and (4) Damage caused by any other abuse, misuse, mishandling or misapplication. This warranty ONLY covers a 30-day replacement of broken WHEELS and BRAKE/CABLE ASSEMBLY and DOES NOT cover BRAKE PADS AND HANDLE GRIPS that will wear out over time. Under no circumstances shall Stander, Inc. be liable for any special, incidental, or consequential damages based upon breach of this limited warranty, breach of contract, or strict liability.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE INDICATED HEREIN. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), ARE HEREBY DISCLAIMED.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal right, and you may also have other rights which vary from state to state. To obtain service under this warranty, you can reach Stander, Inc. at (800) 506-9901 or (435) 755-0453.

## **WARNINGS**

### 1) INSTALLATION/USE:

- a) Do not use or install this product unless you read and understand these warnings and assembly instructions to ensure the product is properly installed and used. If installer/user(s) are installing this product in a nursing home, assisted living center, or a similar facility, follow these and the facilities installation policies. If you have any questions regarding the installation, use, associated risks, or anything at all regarding this product call Stander Inc. at (800) 506-9901 or (435) 755-0453.
- b) Improper installation, maintenance, and/or improper use of this product significantly increases the risk of falls.
- c) If you have questions, it is the installer/user(s) responsibility to call Stander Inc. at (800) 506-9901 or (435) 755-0453.
- d) This product is not intended to be placed inside a shower.

### 2) PHYSICAL AND MENTAL CONDITIONS:

- a) Individuals who have problems with physical limitations, paralysis, symptoms of dementia, Alzheimer's or memory loss, sleeping, incontinence, pain, uncontrolled body movement, getting out of bed and walk unsafely without assistance, frailty, weakness, confusion, restlessness, terminal restlessness, or are under the influence of medications, drugs or any substance that could impair their balance or judgment, or any other unforeseeable reasons that could affect the users physical and mental ability to safely use this product. Since these conditions are subjective and Stander Inc. has no control who chooses to use this product, it is the installer/user(s) responsibility to consult a physician before using this product.
- b) This product is only intended to provide balance and support while walking. The user must not exceed the 250lb maximum user weight capacity.

### 3) EXTERNAL FACTORS:

- a) Children should not be allowed to hang on or play with this product.
- b) Proper maintenance is important. Check the brakes during each use of the product to insure both braking and brake locking is functioning properly. The brake cable will stretch over time and brake pads will wear over time. This will diminish the braking capacity of the Hand Brake system. There must be sufficient engagement between the Brake Pads and the rear wheels for braking and to prevent the rollator from moving while user is getting seated.

### 4) AGREEMENT BETWEEN INSTALLER/USER(S) AND STANDER INC.:

- a) If the installer/user(s) choose to use this product, it is understood between the installer/user(s) AND Stander Inc., that the installer/user(s) accept the risks associated with using this product. Since these conditions are subjective and Stander Inc. has no control over who chooses to use this product, the installer/user(s) agree to be liable for their decisions when using this product.

### 5) CONSUMER RIGHTS AND ARBITRATION AGREEMENT:

- a) This arbitration agreement (Agreement) affects your legal rights and remedies by providing that disputes between you and the manufacture of this product (Stander), must be resolved through binding arbitration, rather than in a court. Please read this agreement carefully as you accept the terms of this agreement by assembling and using this product. If you do not agree to the terms of this agreement, return the product to the location of purchase for a refund.
- i) **RESOLUTION OF CLAIMS OR DISPUTES.** Any claim or dispute between you and Stander arising out of or relating in any way to the Product or this Agreement shall be resolved through final, binding arbitration. This arbitration obligation applies regardless of whether the claim or dispute involves a tort, fraud, misrepresentation, product liability, negligence, violation of a statute, or any other legal theory. Both you and Stander specifically acknowledge and agree that you waive your right to bring a lawsuit based on such claims or disputes and to have such lawsuit resolved by a judge or jury.
- ii) **LIMITATION OF LEGAL REMEDIES.** All arbitrations under this Agreement shall be conducted only on an individual (and not a class-wide) basis and an arbitrator shall have no authority to award class-wide relief. You acknowledge and agree that this Agreement specifically prohibits you from commencing arbitration proceedings as a representative of others or joining in any arbitration proceedings brought by any other person. iii) **ARBITRATION PROCEDURES.**
- (1) Before commencing any arbitration proceedings under this Agreement, you must first present the claim/dispute to Stander by calling (800) 506-9901 or (435) 755-0453, providing requested contact information and allowing Stander the opportunity to resolve it. If your claim or dispute is not resolved within sixty (60) days, you may commence arbitration proceedings in accordance with the terms of this Agreement.
- (2) The arbitration of claim(s)/dispute(s) under this Agreement shall be pursuant to the American Arbitration Association's (AAA) United States Commercial Dispute Resolution Procedures and Supplementary Procedures for Consumer Related Disputes (see [www.adr.org](http://www.adr.org) for their rules and procedures).
- (3) The arbitration of any claim/dispute under this Agreement shall be in the State of Utah.
- (4) All administrative expenses of arbitration proceedings under this Agreement shall be divided equally between you and the Company, except that: (a) if the claims/dispute subject to the arbitration proceedings is less than ten thousand dollars (US\$10,000), you will be responsible for no more than one hundred twenty-five dollars (US\$125) in administrative expenses; (b) if the claim/dispute subject to the arbitration proceedings is more than ten thousand dollars (US\$10,000) but less than seventy-five thousand dollars (US\$75,000), then you will be responsible for no more than three hundred seventy-five dollars (US\$375) in administrative expenses; and (c) if the claim/dispute subject to the arbitration proceedings is more than seventy-five thousand dollars (US\$75,000), then you will be responsible for administrative expenses in accordance with the Commercial Fee Schedule provided by the AAA. You acknowledge and agree that each party shall pay the fees and costs of its own counsel, experts and witnesses.
- iv) **CHOICE OF LAW & SEVERABILITY.** This Agreement shall be governed by the United States Federal Arbitration Act and the laws of the state of Utah. If any provision of this Agreement is declared or found to be unlawful, unenforceable or void, such provision will be ineffective only to the extent that it is found unlawful, unenforceable or void and the remainder shall remain fully enforceable.

### **⚠ WARNING FALL HAZARD**

- People with Alzheimer's disease or dementia, or those who are sedated, confused, or frail, are at increased risk of losing their balance and falls.
- Failure to comply with the instructions and WARNINGS could put the user(s) at risk of falling.

