

SEATA ROLLATOR

Ergonomic Rollator
Ergonomischer Rollator



Instructions for use
Gebrauchsanweisung

English: Instructions for use 3

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1 Introduction

We would like to thank you for the trust you have placed in us in purchasing this rollator. By opting for the **Seata Rollator by Strongback Mobility** with its revolutionary STRONGBACK system, you have chosen a top-quality, ergonomic rollator that has been specially designed to ensure your standing and sitting position are both comfortable and ergonomically designed.

A rollator is a medical device and a technical aid, so it is essential that you know how to use it correctly, as improper use may be dangerous. Please read these instructions carefully before using the rollator for the first time. They contain important safety information and valuable tips on using and looking after your rollator.

2 Safety instructions

- Ensure that any defects are immediately checked and repaired by a qualified technician.
- Do not make any modifications to the rollator yourself. Contact your dealer to arrange for any such modifications to be made. Any improper changes or modifications to the rollator may result in the rollator not functioning properly and increase the risk of accident.
- Only use original parts and accessories approved by *Strongback Mobility*.
- All moveable parts should be serviced periodically in order to ensure that the rollator is working properly and can be used safely.
- Exposure to water or high levels of humidity may result in the rollator becoming rusty. Do not use the rollator in the shower or swimming pool and store it away from potentially damp spaces such as the bathroom. If the rollator encounters water, ensure it is dried as quickly as possible.
- Please note that padded or upholstered areas may become hot if exposed to direct sunlight and may cause injuries to the skin if touched. Therefore, it is important to ensure that these parts are kept covered or that the rollator is kept out of direct sunlight.
- This product has not been tested in accordance with ISO 8191-1 und 8191-2 and is therefore not deemed to be fire resistant. It is vital to ensure that any padded, upholstered or attached parts are not exposed to sources of fire such as cigarettes, cigarette lighters or other open flames.
- In case of any serious incident that has occurred in relation to the device please report it to the manufacturer and the competent authority of the Member State in which you are established.

2.1 Safety instructions for use

- If you are unsure about your rollator operation or any of the instructions given in this user manual, please arrange for a specialist to show you how to use the rollator before using it for the first time. Please contact the dealer where you purchased the rollator.

- Practice using your new rollator on a flat, manageable surface to avoid potential falls and dangerous situations. It is recommended to have someone with you while you are practicing.
- Before you start using your rollator, please make sure that all attached parts have been properly secured.
- Please ensure that you comply with the **maximum load capacity of 260 lbs. / 118 kg**. In doing so, it is important to take additional weight into account, such as bags or rucksacks.
- Ensure the rollator is completely unfolded before use.
- Ensure that the height adjustment handles are locked tight.
- Never use the rollator while under the influence of alcohol or other substances that may affect your concentration or physical and mental abilities.
- When the rollator is stationary, the locking brakes **MUST** be locked.
- Be careful not to hurt your fingers while folding and unfolding the rollator.
- Keep hands and fingers away from all moving parts. Be aware that parts of the body or clothing can be entangled by moving parts if not careful.
- Wear sturdy footwear to avoid falling and injuries.
- Never use the rollator on an escalator or on stairs.
- Do not use the rollator as a transport device for heavy items or individuals.
- Use caution while on slanting or steep terrain.
- Do not use the rollator on slippery surfaces. Be aware that the brakes won't be as effective under wet circumstances as they would be under dry ones.
- Use the running brakes to slow down the rollator and use the locking brake before sitting on the rollator.
- Do not climb on the rollator.
- Do not leave the rollator unattended while not in use; ensure that it is stationary, and the parking brake is engaged after you use it to avoid rolling away.

2.2 Safety instructions – prevent tipping

- The dynamic stability of the rollator on slopes is dependent on the configuration of the rollator itself and the skills and handling style of the user. Therefore, it cannot be specified in advance.
- Avoid shifts in weight that could lead to the rollator tipping over, for example:
 - Attach a rucksack or bag (max. weight **11 lbs. / 5 kg**) only to the location indicated in this manual.
 - Do not hang bags etc. on the handles. This changes the center of gravity and increases the probability of tipping.
- Maintain an even weight distribution on the rollator. Avoid leaning excessively on one side or tilting the rollator too much sideways.
- If an object is beyond your reach while sitting in the rollator, please ask a companion for assistance, or use a tool to help you reach the object.
- Do not hesitate to ask for assistance or have a caregiver or companion nearby if you're concerned about stability.

- There is an increased risk of tipping over when walking on poor quality paths or roads (e.g., coarse gravel, potholes, etc.) or moving over drops (e.g., curbs, etc.).
- Use caution while loading on one handgrip or twisting the frame in the opposite direction, resulting in the castor lifting from the ground; this can trap the tire within a gutter or a drain.

2.3 Transportation in motor vehicles

The rollator should be transported in the folded and locked position (see section unfolding/folding). Be careful when loading the rollator into a vehicle, with attention to securing it. This rollator is not intended to be an alternative to a car seat.

3 General information

These instructions for use are designed to help you familiarize yourself with the use and handling of the rollator. They are an integral and necessary component of the rollator. Ensure that you always have these instructions on hand and make sure that you include them with the rollator when you transfer it to another owner.

Please read all the instructions carefully before using the rollator for the first time.

3.1 Signs and symbols



Caution!

It is important to follow all the instructions in the sections marked with this symbol to avoid potential injury to yourself or people in your vicinity.

3.2 Intended purpose

The **Seata Rollator by Strongback Mobility** is designed for patients with reduced mobility that require stable support and assistance while walking. It has been designed for both indoor and outdoor use.

The rollator has been designed to accommodate a **maximum load of 260 lbs. / 118 kg.** Liability can only be accepted if the product is used under the prescribed conditions and for its intended purposes.

3.3 Indications for use

Seata Rollator by Strongback Mobility is designed to provide support and assistance to those unable to or lack the confidence to walk without some level of support.

- Users with a height between 155 cm to 195 cm.
- Users who are restricted to short walking distances without assistance (approx. < 500 m).
- Users who need to rest more often while walking.
- Users with limb defect / deformity.
- Users with lower limbs (knee, ankle) contractures or damage.

- Users with illnesses that enable them to walk but require support with stability and balance.

3.4 Contraindications

The rollator is unsuitable for use in cases of:

- Users who are advised not to carry weight above 22 lbs. / 10 kgs (weight of the rollator).
- Users without walking abilities (cannot perform step overstep – walking).
- Users without cognitive ability of making use of a rollator.
- Upper limb amputee (without ability to grip the device).
- Users with impaired or insufficient vision.
- Individuals with limited hand/arm function (unable to operate the device as intended).

3.5 Service life

If used properly and if the safety, maintenance, and service instructions are followed correctly, the service life of the rollator is up to 5 years. If the rollator is maintained in an orderly state, it may be possible to continue using the rollator beyond this time.

3.6 Responsibility

As a manufacturer, we can only assume responsibility for the safety, reliability, and usability of the rollator in so far as any modifications, extensions, repairs, or servicing are carried out exclusively by persons who are authorized by us to do so and in so far as the rollator has been used in accordance with all instructions for use.

3.7 Declaration of conformity

As the manufacturer of the product, *Strongback Mobility AG* hereby declares that the **Seata Rollator by Strongback Mobility** fully conforms to the requirements of European Regulation (EU) 2017/745 and the US FDA requirements of 21 CFR.

4 Product description

The **Seata Rollator by Strongback Mobility** is an ergonomic folding rollator, it is pre-assembled and delivered in a cardboard box. After unpacking, if possible, keep the cardboard box and other packing materials, as they may be required for storing the rollator later.

Please check the contents of the package upon receipt to ensure that all parts have been included and are undamaged. Do not use the product if any of the parts are damaged. Inform your specialist retailer of any damage without delay.

4.1 Scope of supply

The contents of the *Strongback Mobility* box should include:

- 1 rollator, pre-assembled and folded
- 1 bag
- 1 set of instructions for use

If the rollator is delivered by parcel post or carrier, the contents should be checked for any damage suffered in transit immediately and in the presence of the delivery person(s). If there is any damage, please proceed as follows:

- Make a note of the damage
- Write a declaration of assignment; all claims arising because of the damage are assigned to the deliverer
- Send the record of damage, consignment note and declaration of assignment to the company where you purchased the rollator

4.2 Labelling

The product identification plate is located on the inside of the lower side frame tube. This plate includes the serial number (SN), model's name and other technical details. If you need to contact your dealer about repairs, replacement parts, warranty claims or damage to the rollator suffered in transit, please ensure that you have the following details on hand: the rollator's exact model name and number, month of manufacture, lot number and serial number.

4.3 Overview



- | | |
|---|---------------------------|
| 1. Hand grip | 7. Rear wheel |
| 2. Brake lever | 8. Tipping assist lever |
| 3. Push handle with adjustable height scale | 9. Backrest release hinge |
| 4. Height adjustment bracket | 10. Castor |
| 5. Seat | 11. Brake |
| 6. Bag | |

5 Adjustments

The adjustments described below should be carried out in consultation with your specialist medical device aid supplier. You may also be able to make these adjustments yourself if you have sufficient previous knowledge and have been given clear instructions from the supplier.

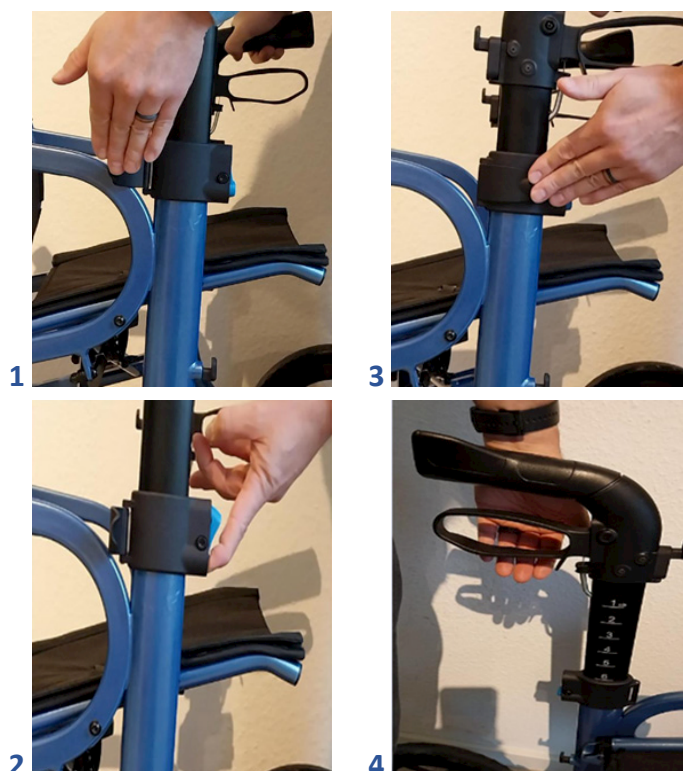


Caution!

Complete these adjustments before the user sits in the rollator in order to avoid potential injury.

5.1 Adjusting the push handles

The rollator has an additional clamp which prevents movement of the push handles. To adjust the push handles, open the clamp (1), press the height adjustment blue bracket button to release the push handles (2) and adjust the push handles to a suitable height, until you hear a locking sound, then close the clamp (3). Adjust both push handles to the same height by comparing the number scale on each side (4). It is recommended that the push handles are adjusted to the same height as your wrist when your arms are hanging alongside your body.



5.2 Adjusting the backrest

The backrest is set in a predefined position during manufacture and is likely to be suitable for most users. However, it can be individually adjusted by opening the Velcro fasteners and loosening or tightening them in accordance with the user's needs before closing them again. After each adjustment, it is important to ensure that the Velcro fasteners are firmly attached to each other so that they do not open accidentally.

Some possible adjustments are listed below.



- To adjust the support for the lower spine to a higher position, tighten the middle fasteners (2) and loosen the lower fasteners (3, 4)
- To adjust the support for the lower spine to a lower position, tighten the lower fasteners (3, 4) and loosen the middle fasteners (2)
- To increase the area of support for the lower spine, tighten both the middle fasteners (2) and the lower fasteners (3, 4)
- To decrease the size of the posture support for the lower spine, loosen both the middle fasteners (2) and the lower fasteners (3, 4)

- To alter the posture support for the upper back and so change the backrest angle, tighten the upper fasteners (1) to provide a higher level of support, or loosen them to provide a lower level of support

Tip: Before making any of these adjustments, half close the rollator in order to take the tension out of the backrest.

5.3 Adjusting the brakes.

The brakes are adjusted correctly during manufacture and should not require further adjustment. Over time of use, however, it may be required to re-adjust the brakes to ensure proper function. In any case, if you feel that the brakes are not tight enough, adjust them immediately as follows.

To adjust the brakes, pull the flexible star screw found next to the brake pad and wind with your fingers. Turn right to tighten the brakes and left to loosen the brake. This changes the distance between the brake pad and the tire. The distance is typically between 0.04 inch/1 mm and 0.08 inch/2 mm. The braking function works perfectly if the wheels stop entirely.



6 Handling

6.1 Unfolding the rollator

Unfold the frame of the rollator by pushing down evenly on the outer edges of the seat using both hands (1) until the seat is fully extended (2). Raise the upper half of the backrest by pulling both push handles backwards and upwards until the folding back releases hinge snaps into the locked position (3).



1



2



3



Caution!

Be careful while handling this to avoid potential injury due to finger trapping.

6.2 Folding the rollator

Fold the backrest down by using both hands (1) to press the black plastic levers on the folding back release hinges against the frame (2). Pull the seat strap upwards (3), the seat is unlocked and folded, and the two outer frames are pushed together (4).



Caution!

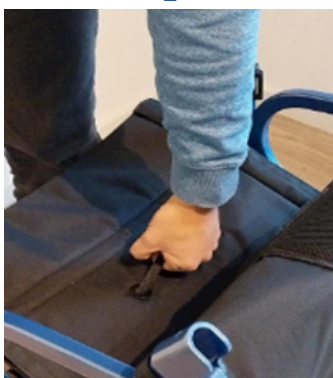
Do not hold the sides of the seat while pushing down. You could trap your fingers! Hands and fingers must remain on top of the seat while pushing down.



1



2



3



4

6.3 Attaching the rollator bag

The bag takes up to **11 lbs. / 5 kg** and can be used in two positions. Below the seat (1) and on top (2), on the small hook on the frame. While taking walks, attaching the bag on top is more convenient, attaching the bag below the seat is more convenient while seated.



1



2

6.4 Using the running brakes

The running brakes slows down the rollator and temporarily stop the rollator's movement. To use the running brakes, squeeze both brakes upwards, which applies pressure and prevents the rollator's movement, unsqueeze to release both brakes, and resume the rollator's motion.



6.5 Using the locking brakes

To use the locking brake, push both brake levers downwards to lock, the brakes are securely engaged. To unlock, pull the brake levers upwards. Do not push or use the rollator while the brakes are engaged.



Caution!

Check the proper operation of the brakes before each ride, especially before the first use. Brake failure or operating errors can result in serious injury to the user.

6.6 Sitting on the rollator

The rollator has a convenient seat that can be used while taking breaks during walks. The parking brakes must be engaged while using the seat. Push both brake levers downwards to lock and keep them engaged until you get up and want to start walking with the rollator again. Sit in an upright position with your back on the backrest.



6.7 Walking with the rollator

- To encourage the use of rollator in an ergonomic and comfortable manner, walk straight between the handles.
- Stand upright between the handles while using the rollators.



6.8 Getting over curbs and obstacles

When the need for curb climbing arises, place the foot on the tipping assist lever and push down with the foot while slowly pulling back on the handles (do NOT push down on handles).

7 Maintenance and service

As the user, you are likely to be the first to notice any damage to the rollator. Check the condition of your rollator regularly. If you discover a problem, consult an expert without delay. The rollator should be serviced by a specialist at least once a year.

Before using the rollator for the first time and after every service or adjustment it is essential to check the following:

- Handles, wheels, adjustment buttons, nuts, screws, bolts, seat, and accessories are properly tightened and in firm position.
- Check that the brakes are working properly.
- Are there any signs of damage or wear and tear?
- Are all the settings, correct?

7.1 Check prior to each use

We recommend that you check the following each time you use the rollator:

- Check that the brakes are working properly.
- Check that the wheels are functioning properly by testing whether the rollator travels in a straight line.
- Check that all removable parts are securely fixed in place, e.g. bag
- Check the rollator for visible signs of damage, e.g. damage to the frame, backrest, seat and backrest upholstery, wheels, etc.
- Check the seat and backrest for material defects, tears or loss of tension in the material.

7.2 Monthly checks

- Check that all moving parts, including the folding mechanism, move freely and quietly. Squeaking sounds suggest there may be damage and the rollator should be checked over by a specialist retailer.
- Check the proper operation of the brakes. If you suspect that the wheel lock or the running brakes are not working properly or need to be adjusted, take the rollator to the dealer where you bought your rollator.

7.3 Replacing parts

Please contact your specialist retailer to have parts replaced.

7.4 Spare parts and accessories

Your specialist retailer will have all the necessary information relating to replacement parts. You can also find out more about recommended and available accessories on our website.

7.5 Cleaning and disinfecting

Clean the rollator using a soft cloth and soapy water. The wheels can be cleaned using water and a brush with plastic bristles (do not use a wire brush!). Do not use any corrosive cleaning agents as they could harm material and cause damage. Ensure that the rollator is thoroughly dried after cleaning. Never use a hose, high-pressure cleaner, or similar devices to clean the rollator as the frame could become rusty. Approved sprays or disinfecting tissues can be used to disinfect the rollator.

7.6 Storing the rollator

- The rollator should be kept or stored in a dry, dust-free place at normal room temperature.
- Do not put heavy items on the rollator during storage.
- Store the rollator in an upright position, if stored outdoors, it must be under a cover to protect it.

7.7 Disposal

Please contact your specialist retailer if your rollator is no longer in use and requires disposal. If you wish to dispose of the rollator yourself, contact your local waste disposal operators in accordance with the local waste disposal regulations. Below is a description of the materials used in the rollator to assist with the process of disposal or recycling. There may be specific local regulations pertaining to disposal or recycling and these must be complied with when disposing of the rollator (this may include cleaning or decontaminating the rollator prior to disposal.)

- Steel: Axles, hinges, bolts and screws, studs, and pins
- Aluminum: Frame (chassis)
- Plastics: Handles, wheels
- Padding and upholstery: Polyester fabric with PVC coating and foam material

7.8 Re-using the rollator.

The **Seata Rollator by Strongback Mobility** is suitable for re-use by another user. The rollator should be thoroughly cleaned and disinfected in accordance with the care and hygiene instructions included here. All technical documents on how to use the rollator safely should be included when the rollator is passed on to the new user. The rollator should first be checked by an authorized dealer in accordance with the maintenance and inspection protocol (see the maintenance and inspection requirements in Chapter 8) and passed on to the new owner in perfect working order.

8 Warranty / Legal Claims

The frame of your **Seata Rollator by Strongback Mobility** is covered by Strongback Mobility's two-year manufacturer's warranty against material and manufacturing defects from the date of purchase. The seat and all other parts are warranted for 12 months from the date of purchase. If the legal warranty in your country is more extensive, then this applies.

To make a claim under the warranty, please contact your dealer.

Please keep the original packaging for later shipment for maintenance or repair.

For the US:

Jurisdiction: Any disputes, claims, or legal actions arising shall be subject to the exclusive jurisdiction of the state and federal courts located within the Commonwealth of Virginia.

9 Technical specifications

Model	<i>Seata Rollator by Strongback Mobility</i>
Seat width	19" / 48 cm
Effective seat depth (seat upholstery + distance to the back upholstery)	15" / 38 cm
Seat height at front edge	19" / 48 cm
Overall length	30" / 77 cm
Overall width	27" / 68 cm
Total height (depending on adjustable push handles height)	30"-39"/79-99 cm
Length when folded	30" / 77 cm
Width when folded	10" / 25 cm
Height when folded	31" / 80 cm
Width between push handles	17" / 44 cm
Total weight/without the bag	20 lbs. / 9.3 kg
Weight of the bag	1 lbs. / 0.4 kg
Front wheel (diameter)	9" / 23 cm
Rear wheel (diameter)	12" / 29 cm
Seat angle	12°
Backrest support height	19" / 48 cm
Backrest support angle	25°
Maximum safe working load bag	11 lbs. / 5 kg

All values are approximate.

10 Specialist repairs and servicing

We recommend that you have your **Seata Rollator by Strongback Mobility** inspected by your specialist retailer at least once a year. In the event of malfunctions or defects, the rollator should be returned to the dealer for immediate rectification / repair.

Upon request, you should provide the dealer with all the necessary information and documents for carrying out the repairs and maintenance.

Please use the following as a service record for your rollator:

Serial No.:	Date repairs / servicing carried out				
General					
The rollator opens and folds easily.					
The rollator travels in a straight line.					
Push handles set at all positions					
Brakes					
Parking brake functional					
Brakes does not touch the tire when not engaged					
The brakes are easy to apply.					
Running brakes can stop wheel rotation when fully engaged					
The brakes have no play in them.					
Alignment					
All four wheels are in contact with the ground.					
Rear wheels					
No significant lateral play when spinning freely.					
Check condition of braking pads					
Check condition of anti-friction bearings					
Check solid rubber tires for cracks / tears					
Front wheels					
Check condition of fork mounting					
Check condition of anti-friction bearings					
Check that the forks turn freely					
Check solid rubber tires for wears and tears/ cracks					
Seat and backrest upholstery					
The Backrest upholstery is undamaged.					
The Seat upholstery is undamaged.					

(C=checked RP=replaced, R=repaired)

Servicing carried out by: