

# zip'r™

## *Pioneer Owner's Manual*



[www.zipr.com](http://www.zipr.com)

## **Warnings / Uses.**

**Intended Use:** The intended use of Zip'r Mobility products is to provide mobility to persons limited to a seated position that have the capacity to operate a rollator walker.

The Zipr Pioneer rollator walker is designed to aid users in walking. It may be used both indoors and outdoors on flat surfaces. It is intended for use by a single individual with a maximum weight of 300 lbs.

The user should possess the necessary physical, visual and cognitive skills in order to operate the rollator safely. If there is any doubt, please consult your dealer / prescriber.

It is important that the user reads and understands the safety advice given within this manual before attempting to operate the product. This advice aims to avoid possible injury to the user or bystanders and avoid damage to the rollator or surrounding property.

*NOTE: This owner's manual is compiled from the latest specifications and product information available at the time of publication. Zip'r Mobility reserves the right to make changes and alterations as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on zipr.com.*

## **ZIP'R MOBILITY CONTACT INFORMATION**

For customer support please fill out the contact us form on **[www.zipr.com](http://www.zipr.com)**

MY AUTHORIZED DEALER: \_\_\_\_\_

DEALER TELEPHONE #: \_\_\_\_\_

Zip'r Pioneer Serial #: \_\_\_\_\_  
(Located on the left base of the rollator)


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### Product Safety Symbols

The symbols shown below are used on the rollator walker to identify warnings, mandatory actions, and prohibited actions. It is very important for you to read and understand them completely.

### Safety Guidelines

 **WARNING!** Indicates a potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage, or malfunction.

 **MANDATORY!** These actions should be performed as specified. Failure to perform mandatory actions can cause personal injury and/or equipment damage.

 **PROHIBITED!** These actions are prohibited. Prohibited actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage.

## General

**!** **MANDATORY! Do not operate your new rollator walker for the first time without completely reading and understanding this owner's manual.**

Your rollator walker is designed for use as a walking aid meant to assist users while walking. If a large amount of force is placed on the rollator walker even when the brakes are locked in position, the rollator may move. Always exercise caution when using. Zip'r Mobility provides an extensive array of products to best fit the individual needs of users. Please be aware that the final selection and purchasing decision regarding the type of rollator walker to be used is the responsibility of the rollator walker user who is capable of making such a decision and his/her healthcare professional (i.e., medical doctor, physical therapist, etc.)

The contents of this manual are based on the expectation that a mobility device expert has properly fitted the rollator walker to the user and has assisted the prescribing healthcare professional and/or the authorized provider in the instruction process for the use of the product. There may be certain situations, including some medical conditions, where the rollator walker user will need to practice operating the rollator walker in the presence of a trained attendant. A trained attendant can be defined as a family member or care professional specially trained in assisting a rollator walker user in various daily living activities.

As you begin using your rollator walker during daily activities, you will probably encounter situations which you will need some practice. Simply take your time and you will soon be in confident control as you maneuver through doorways, on and off elevators, up and down ramps. Operating techniques used in this manual should only be used as a "basic" guide, as each Pioneer user is solely responsible for individual safety and the safety of others when using a Zip'r Pioneer Walker.

Provided below are some precautions, tips, and other safety considerations that will help you become accustomed to operating the rollator walker safely.

**!** **WARNING! Do not use a strong corrosive cleaner on the products surface!**

**!** **WARNING! Do not leave your rollator walker outside in rainy conditions!**

**!** **MANDATORY! Prior to sitting down on the seat, lock both brakes to prevent the rollator from sliding!**

**!** **MANDATORY! Do not hang any weighted items on any part of the frame as it may cause the rollator to become unstable!**

### **PRE-RIDE SAFETY CHECK:**

Get to know the feel of your rollator walker and its capabilities. We recommend that you perform a safety check before each use to make sure your rollator walker operates smoothly and safely.

### **Perform the following inspections prior to using your rollator walker:**

- Check to ensure that the rollator walker is fully unfolded with the frame securely locked into position.
- Check to ensure that the castor wheels are secured.
- Check the brakes to ensure they operate properly.
- Check the condition of the tires. Make sure they are not damaged or excessively worn.

## Your Rollator Walker

The Zip'r Pioneer rollator walker consists of the following major components listed in the diagram below.



## Assembly

Figure 1. Carefully remove your Zip'r Pioneer rollator walker from its packaging. The rollator will be folded as shown.



Figure 2. Install the front wheels by unfolding the front wheels tightening them into place using the fastening knobs and screws.



Figure 3. Open the seat to your rollator walker by pushing down on both sides of the seat as shown. When you hear a click from both sides the seat has snapped into place.



Figure 4. Assemble the front and rear sections of the Zipr Pioneer rollator by securing both pieces together. Ensure that the front and rear sections are secured clicking into place.



### Setting The Proper Height

Make sure it your rollator walker seat is fully open and locked (see image below on locking the rollator) securely in place making the frame rigid.

1. Stand upright with your arms resting at your sides. Adjust the rollator so that the textured grips are at wrist height.
2. To adjust the height of the rollator, press the spring button located on each side of the rollator. Ensure that the height is locked.
3. Your elbows should be bent slightly when gripping the grip at 15-20 degrees.

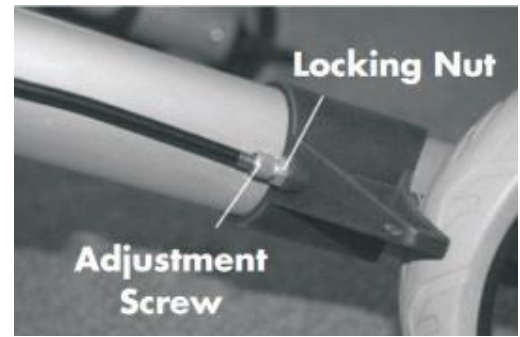


### Brake Operation & Adjustment

- Squeeze both brake handles to slow the rollator walker.
- Pushing down on each brake handle will lock the rear wheels.



- To increase or decrease the brake tension either
  - a. Turn the adjustment screw counterclockwise to increase tension and lock the adjustment by turning the locking nut clockwise.
  - b. Turn the adjustment screw clockwise to decrease tension and lock the adjustment by turning the locking nut clockwise.



**⚠️WARNING! If brake adjustment tension is low this may cause the rollator to move even when locked.**

## Care And Maintenance

Your Zip'r Pioneer Rollator requires a minimal amount of maintenance. The following are the maintenance items that should be followed to ensure that your rollator walker is both safe and operational.

### Daily

- Always store your rollator in a warm and dry climate-controlled environment.
- Always lock in the brakes when getting on and off the scooter. It will ensure extra stability and keep it from rolling away.

### Cleaning

- The rollator is made from durable metals along with ABS plastic. The rollator can be cleaned using a damp towel.
- A damp cloth can be used to clean the seat and backrest, ensuring that the backrest and seat are dry prior to sitting on your rollator.

**🚫PROHIBITED! Do not apply rubber conditioner on the tire tread; this may cause the tires to become dangerously slippery.**

**🚫PROHIBITED! Do not use a rubber or vinyl conditioner on the walkers seat or backrest, doing so may cause the surfaces to become dangerously slippery resulting in personal injury and/or damage to your rollator.**

### Maintenance

- Keep the rollator walker stored indoors to avoid moisture and rust.
- Regularly check the tires for wear and replace if worn.
- Do not use a water hose or power sprayer to clean the knee scooter.
- Make sure all nuts and bolts are tight.
- Regularly check brake cables if worn contact Zip'r if worn.

## Warranty

If you purchased a warranty from an authorized dealer, contact your dealer directly for details and warranty service. If you purchased directly through Zip'r our manufacturer's warranty below applies to your rollator walker

### **Warranty Registry**

Zip'r requires that customers register their product on Zipr.com within 30 days of purchase for the warranty to be valid.

Customers that fail to register their product within 30 days of purchase will have a voided warranty and Zip'r Mobility will not be responsible for any claims and damages of any purchased Zip'r products.

### **How Do I Register My Warranty?**

On zipr.com click on the Product Registry tab. Fill out the corresponding information attached & click submit.

### **One-Year Limited Warranty:**

One year warranty on structural frame components; including platform, fork, and frame. Zip'r will replace the defective rollator or mail replacement parts.

Customers will need to contact their own Repair/Service Technicians for any mechanical work to be done due to warranty issues. Zip'r will provide warranty items directly to customer(s) or customers' Repair/Service Technicians.

If you would like a list of Repair/Service Technicians, which have been provided to Zip'r by several customers, please email us at [service@zipr.com](mailto:service@zipr.com).

Returns to providers or Zip'r Mobility without prior authorization, for any reason, will not be accepted.

### **Warranty Exclusions:**

*The following are wearable components and not warranted*

- Brake Pads
- Brake Cables
- Tires & Wheels
- Brake Levers
- Seats
- Storage Bags
- Backrests

### **Other Items Not Warranted:**

Repairs and/or modifications made to any part of the walker without specific and prior consent from Zip'r Mobility, circumstances beyond control of Zip'r Mobility, labor service calls, and shipping costs and other charges incurred for repair of the product.



There is no other express warranty. Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to one (1) year from the date of original purchase and to the extent permitted by law. Any and all implied warranties are excluded. This is the exclusive remedy. Liabilities for consequential damages under any and all warranties are excluded.

Some states do not allow limitations on how long an implied warranty lasts or exclusion of limitation of incidental or consequential damages.

All warranty claims must be accompanied by proof of purchase, order number and product serial number (if applicable). Please keep a copy of your original purchase receipt and serial number (located under battery box) for warranty claims and/or product reference.

Warranty is only valid for products purchased, registered within 30 days of purchase, and shipped within the continental USA.

Zip'r Mobility contact information:

Web site: [www.zipr.com](http://www.zipr.com)

For customer support please fill out the contact us.