

# journey UPWalker®

EZ

## PRODUCT MANUAL



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 **journey**  
HEALTH & LIFESTYLE®

MODEL #i100EZ i100EZ1A

## Safety Warnings & Maintenance

TO ENSURE YOUR SAFETY IN USING THE JOURNEY UPWALKER EZ, THE FOLLOWING SAFETY INFORMATION AND ALL INSTRUCTIONS MUST BE FOLLOWED.

- DO NOT use this product without first reading and understanding the instructions contained in this booklet.
- DO NOT exceed 300 lb (136 kg) weight limit.
- User assistance is recommended for customers with fall risk.
- DO NOT use the UPWalker Lite if there is apparent damage or if any parts are missing.
- Care should be taken to ensure that height adjustment locks, handles, brakes or any other functional or moving parts are in good working order before operation.
- Periodically check engagement of seat rail in frame and armrest height adjustments to make sure they are secure.
- Periodically check all screws and fasteners, and retighten if necessary.
- DO NOT ride the UPWalker Lite when seated or when standing with all your weight on the armrests; do not lean disproportionately on one of the armrests.
- DO NOT use on stairs, escalators, moving sidewalks, or uneven surfaces.
- DO NOT go up or down inclines greater than 15% or diagonally across inclines greater than 5%.
- Be careful to avoid pinching your fingers while raising and lowering the armrests and opening and closing the UPWalker Lite frame.
- ALL WHEELS must be in contact with the floor at ALL TIMES to ensure the UPWalker Lite is properly balanced.
- Regular cleaning of the UPWalker Lite is recommended. Wipe all surfaces with a damp cloth and allow the surfaces to dry before use.
- UPWalker Lite rubber handles and pads are made of closed cell material so they can be sanitized with antiseptic cleaners.

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAN LEAD TO SERIOUS INJURY OR DEATH. FOR SAFETY AND WARRANTY COMPLIANCE, THE JOURNEY UPWALKER EZ IS ONLY TO BE USED BY A CONSUMER IN A MANNER FOR INTENDED USE AS A MOBILITY ASSISTANCE DEVICE. MISUSE OF THE JOURNEY UPWALKER EZ MAY VOID WARRANTY.**

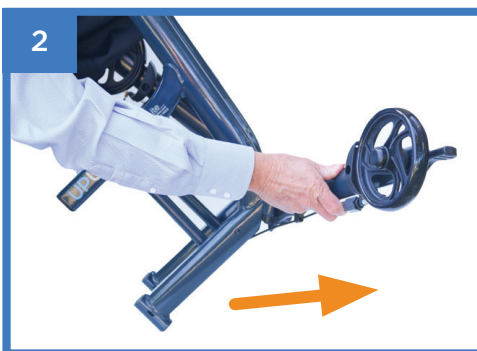
### Journey UPWalker Lite EZ Product Features



- |                           |                       |
|---------------------------|-----------------------|
| 1. Handgrip               | 8. Front wheel        |
| 2. Parking/hand brake     | 9. Seat               |
| 3. Armrest pad            | 10. Seat rail         |
| 4. Height adjustment tube | 11. Backrest          |
| 5. Height adjustment lock | 12. Personal item bag |
| 6. Rear wheel             | 13. Beverage holder   |
| 7. Brake adjustment knob  |                       |

## Preparing Your Journey UPWalker EZ For Use

- A.** Remove the Journey UPWalker EZ frame and bags with parts from the box.
- B.** With the Journey UPWalker EZ standing in an upright position unfold the lower frame by pushing the rear wheels out and to the back of the Journey UPWalker EZ (repeat on both sides see fig 2-3).

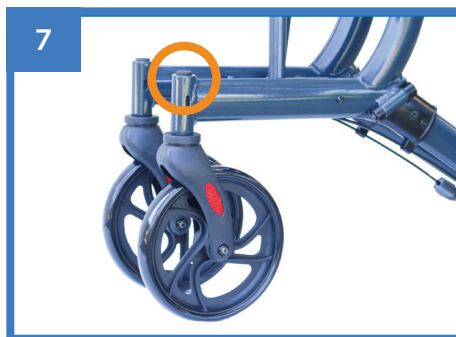


## Preparing Your Journey UPWalker EZ For Use

Have the square loop attached to the hook which is welded on the frame (Fig 4), then press the gray O ring down to fit with the round holder part until a click is heard. Make sure the frame is secure (firm/solid) without movement. (Fig 5 both sides).



- C. Lift up the front portion of the UPWalker EZ frame and insert the front fork/wheels until a click is heard and wheels sit firmly against the frame (Fig 6). If the forks/wheels ever need to be removed, push down the black button on the top of the fork and pull the fork down (Fig 7).



## Preparing Your Journey UPWalker EZ For Use

- D.** Rotate the handles on the top of the UPWalker EZ 180 degrees with handles facing upright and slightly inward 10 degrees until the brass button pops into opening (Fig 8). The holes should be aligned so that the finger bolts can be inserted into the side of the armrest supports securing the handles (Fig 9). Tighten by hand until the bolt is seated and the handles are secure without movement (Fig 10 both sides).





## Opening the Journey UPWalker EZ

Place the Journey UPWalker EZ on all four wheels on a level floor (Figure 1). Standing behind the unit, hold each side bars and move outward in opposite directions to open frame (Figure 2).



Complete the process by pushing downward on the seat until the seat rails sit securely on the frame (Figure 3).



## Armrest Height Adjustment

Push in the upper portion of the light gray height adjustment tab (Figure 4) and, while keeping the tab depressed with one hand, use your other hand centered over the armrest pad to raise or lower the armrest. When the armrest is at the desired height, release the height adjustment tab to lock the armrest in place. You will hear a “click” when the tab is engaged.

The armrests should be set at a height that is high enough that you feel support under your forearms when standing upright inside the Journey UPWalker EZ but not so high as to cause your shoulders to “hunch.” Set the armrests at the same height and put equal weight on each forearm while using.





## Attaching / Removing the Personal Item Bag

The personal item bag has plastic clips which go over the seat rail extension on the front end of the walker (located at front end of the seat). With the Journey UPWalker logo side of the bag facing toward the front, slide the clips over the right and left seat rail extensions (Figures 6-7).



## Attaching / Removing the Backrest

With the logo side of the backrest upright and facing the front of the Journey UPWalker EZ, slide the T-slot on the end of the backrest onto the respective mating T-ridge on the front of the frame under the armrests (Figure 8). Repeat for the other end of the backrest. Check to confirm that the T-slots and T-ridges are fully engaged on both ends of the backrest. Backrest may be left on the Journey UPWalker EZ or removed when not in use (Figure 9).



#### Attaching / Removing the Beverage Holder

The beverage holder can be attached to either one of the handgrip tubes.

First, unscrew the knob on U-shaped tube clamp and remove the beverage holder from the U-clamp. Then slide “U” over handgrip tube close to armrest pad with hole on bottom and flat side of “U” facing inward. Make sure rubber sleeve remains inside the “U” (Figure 10). Slide the bolt on beverage holder through the hole on “U” with beverage holder positioned on the outside and the knob on the inside of the Journey UPWalker (Figure 11). Note that the “U” and holder at the desired angle. Additional adjustments can be made to the positioning of the beverage holder by moving the “U” on the handgrip tube.



## Using Brakes / Parking Brakes

To apply the brakes while walking with the Journey UPWalker EZ, pull both brake handles evenly toward you (Figure 12).

To set the parking brakes, while using one hand to hold the handgrip use the other hand to push the brake handle forward until it clicks in locked position (Figure 13).



## Adjusting Brakes

### Basic Adjustment:

To tighten the brakes if too loose, locate the gray screw knob under the frame near the rear wheel (Figure 14). Press the knob downwards and turn to the left (counterclockwise) a half rotation at a time until a desired tightness is reached. To loosen the brakes if too tight, press the gray screw knob downwards and turn to the right (clockwise) until desired tightness is reached (Figure 15). Always ensure the parking brake is disengaged when adjusting brakes.



## Adjusting Brakes (contd.)

### Advanced Adjustments:

If this adjustment does not achieve the desired braking strength, use the adjustment option on the brake handle end of the brake cable (Figure 16). If the brakes are too

loose, use your fingers or pliers to turn the barrel adjuster nut counterclockwise a half rotation at a time until the brake functions as expected. Then turn the larger locking nut clockwise using fingers or pliers until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.

If the brakes are too tight, use your fingers or pliers to turn the larger locking nut counterclockwise until loosened. Then use fingers or pliers to turn barrel adjuster nut clockwise a half at a time until brake functions as expected. Then turn the locking nut clockwise until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.



### Resetting the Brakes:

If you cannot achieve the desired adjustment by means of the above, you may use an Allen wrench to reset the brake using the brake cable set screw and nut attached to the brake cable near each rear wheel (Figure 17). First loosen the set screw by turning it counterclockwise with the Allen wrench. Once loosened pull the brake cable through the nut to tighten the brake, or push the brake cable into the nut to loosen the brake. After achieving desired cable length, tighten the set screw by turning clockwise. You may have to repeat adjustment a few times to get it right.



#### Sitting in your Journey UPWalker EZ

To sit on the seat, set the parking brakes with the Journey UPWalker EZ positioned on a level surface. Sit with legs facing the rear using the backrest for support. You may sit with the armrests in either a raised or lowered position depending on your preference.

To stand up from the Journey UPWalker EZ, bend forward to where your nose is over your toes and push down (not backward) (Figure 18). Always have the parking brake engaged when sitting down or standing up from or into the Journey UPWalker.



# III. INSTRUCTIONS FOR USE

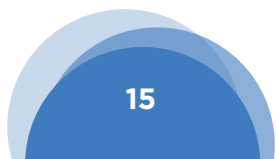
## Folding and Transporting

Folding your Journey UPWalker EZ for storage or transport:

Lower the armrests to the lowest setting. Lift the seat up by the gray seat lift handle and allow the Journey UPWalker to fold in (Figure 19). Do not lean on or put weight on the seat, armrest or frame while attempting to close the Journey UPWalker EZ. Stand the Journey UPWalker on all four wheels to roll or stow. Removal of the personal item bag and backrest before folding is optional.







### Warranty Information

**Journey Health & Lifestyle stands firmly behind our commitment to provide premium quality products. Our standard warranties represent our confidence in the materials and workmanship of your new Journey UPWalker EZ. The frame is warranted to be free from defects in material and workmanship, under NORMAL use, for the lifetime of the original consumer purchaser when purchased from Journey Health & Lifestyle or an authorized Journey Health & Lifestyle dealer. Accessories and non-durable components such as wheels, brakes, seat, handgrips, and armrests, which are susceptible to normal wear and tear and subject to periodic replacement, are warranted for six (6) months. During these warranty periods, our warranties cover all parts, labor and shipping for repairing the Journey UPWalker. Our warranties expire on their respective anniversaries and immediately upon any sale or transfer of ownership or use of the product to another person.**

**Our warranties do not cover the following:**

- **A product modified or repaired without prior written authorization from Journey Health & Lifestyle**
- **Routine brake adjustments.**
- **Problems arising from:**
- **User negligence.**
  - **Any failure to adhere to UPWalker user and maintenance instructions.**
  - **Any abuse or misuse of the product for purposes other than those specified in the Journey UPWalker User Guide.**

### Customer Support

**For customer support on the purchase, use, maintenance and repair of your Journey UPWalker EZ, please contact Journey Health & Lifestyle Customer Service at:  
(800) 958-8324**

**When contacting us, please have available the following information:**

- **The date of your purchase and form of payment.**
- **The product serial number.**
- **A description of the defect or problem requiring service.**

**DO NOT return any products to Journey Health & Lifestyle without our prior authorization.**

**If you purchased your Journey UPWalker EZ from an authorized Journey Health & Lifestyle dealer, please contact that dealer. If you do not receive satisfactory service from the dealer, please call Journey Health & Lifestyle.**



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EZ

If you have any questions, call us at our toll free number:

**1-800-958-8324**