

# VOCiC Rollator Instruction Manual

Z21



**VOCiC**

✉ [support@vocic.com](mailto:support@vocic.com)

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# I. Safety Instruction

## Safety Precautions Before Use

- Make sure the rollator is completely unfolded and locked into position.
- Check that the rollator is fully intact each time before using it. Check that the brake is working. Check that the backrest is fixed properly.
- Use only on even and solid surfaces, never on an inclined or uneven ground.

## Accident Prevention

- Always use both brakes at the same time! Do not sit on the rollator if the parking brake is not active or if it is at an angle.
- The backrest is not intended to support full body weight. Avoid leaning while sitting as this may result in a fall.
- All four wheels must be in contact with the ground at all times. Only in this way the rollator is safely balanced which prevents accidents.
- Always be careful when crossing thresholds, railway tracks, gully covers with wide slits and the like. A wheel can get caught or trapped in them, stop abruptly and you might fall.
- Do not use the Rollator if any part has been damaged, broken or cracked, or if it is missing.
- Regularly check the screws and fasteners on the Rollator and retighten if necessary.
- Never use in the presence of flammable/combustible and burning substances.

## Restrictions on Use

- Use only as a walking aid! DO NOT MOVE ROLLATOR WHILE SEATED. This is a walking aid only and is not to be used as a transportation device or a wheelchair.
- The net bag may be loaded with a maximum of 22lbs and do not overload it.
- Do not exceed the maximum user weight: 300lbs



## WARNING

Keep the plastic packaging materials away from children due to the risk of suffocation.

If you have any questions, please contact us: [support@vocic.com](mailto:support@vocic.com)

# II. Product Information

## Product

Rollator

## Purpose

The VOCIC Rollator was developed for indoor and outdoor use. It serves as a mobility aid with four wheels for people with walking difficulties. The user should have the necessary physical, visual and cognitive abilities to operate the rollator safely.

## Please Note

We are only able to issue a guarantee if the product is used in accordance with the specified conditions and for the specified purpose.

## Contraindication

The VOCIC Rollator is not suitable for people with very weak arm strength, significant cognitive impairment, or very poor balance. The use and application of the VOCIC Rollator should be assessed and instructed by a doctor or therapist.

## Technical Data

### Basic Parameter

Max. user weight	300lbs 136kg	Handle height	31.5-36.6" 80-93cm
Total weight approx.	19.36lbs 8.8kg	Seat (width x depth)	14.2x12.2" 36x31cm
Max. bag load	22lbs 10kg	Seat height	20.47-22" 52-56cm
Length/Overall depth	25.6-27.5" 65-70cm	Front wheels (diameter x width)	8x1.2" 20x3.1cm
Width (open)	23.2" 59cm	Rear wheels (diameter x width)	8x1.2" 20x3.1cm
Material of frame	Aluminum+Iron	Material of handles	TPU
Material of tyres	PP+PVC	Material of seat	PU

If you have any questions, please contact us: [support@vocic.com](mailto:support@vocic.com)

# III. Product Overview



- |                   |                     |                          |
|-------------------|---------------------|--------------------------|
| 1. Handle         | 6. Removable bag    | 11. Brake adjustment     |
| 2. Brake handle   | 7. Spring button    | 12. Front wheels         |
| 3. Backrest       | 8. Seat             | 13. Rear wheels          |
| 4. Aluminum frame | 9. Front wheel axel | 14. Brake cable          |
| 5. Knob screw     | 10. Rear wheel axel | 15. Snap for brake cable |
|                   |                     | 16. Brake shoe           |

## Inspection on Delivery

Check the contents for completeness and make sure nothing is damaged. Should you find any irregularities or damage, **please contact our customer service (support@vocic.com)**.

# IV. Assembly Instruction

## Step1: Unpacking



Remove the parts from the box and peel off the wheel protective film.

## Step2: Installing Front Wheel A



Front Wheel A corresponds to Frame A. Ensure all A labels are on the same side.

### Step3: Installing Front Wheel B



Front Wheel B corresponds to Frame B. Ensure all B labels are on the same side.

- ⚠️ Maintain consistent height for front wheel.
- ⚠️ Ensure spring buttons are properly secured.

### Step4: Installing Rear Wheel A



Rear Wheel A corresponds to Front Wheel A and Frame A. Ensure all A labels are on the same side.

## Step5: Installing Rear Wheel B



Rear Wheel B corresponds to Frame B. Ensure all B labels are on the same side.

Front and rear wheel installation complete as the following picture.





## Step6: Installing Handles



**01** Unscrew Knob screws(5).



**02** Insert the handle into the frame. Ensure the handle and the connected rear wheel are installed on the same side

Adjust the handle height to suit the user, then tighten the knob screws.



**03** The handle must be installed in the correct direction as shown in the picture 02.



The handle should remain at the same height.



Ensure the knob screws are tight securely.

## Step7: Securing Brake Lines



Clamp brake line onto the brake line holder on both sides.

## Step8: Installing Backrest



01 Open backrest fixer caps



02 Insert backrest on both sides



03 Fasten the caps

Handles and backrest installation complete as the following picture.



## Step9: Installing Storage Bag



Use the woven belt loops, not the plastic part, to attach to the walker.

 Reflective strip should face outward.

**If you have any questions, please contact us: [support@vocic.com](mailto:support@vocic.com)**

# V.Operation Instruction

## 01 Folding



Lift the seat of the rollator.




Pull up the black metal brace inside the basket to fold the rollator.

## 02 Adjusting the handle height (31.5"-36.6")



Loosen the knob screw(5) and adjust the handle to the appropriate height. Repeat for the other side, and Retighten the knob screw(5). Make sure that both handles are set to the same height.

 Check that the handle is locked in a secure position.

### 03 Adjusting the seat height (20"-22")



Press the spring button (7) on the frame of the rollator and adjust the seat to the appropriate height. Repeat this for all wheel axles. Make sure all push buttons are engaged. Make sure that all wheel axles (9/10) are set to the same height.

### 04 Brake System



#### Brake

To apply the handbrake pull the brake lever up.



#### Lock

To engage the parking brake, press the brake lever down until it locks. Ensure the brakes are set to lock when you sit.

## 05 Brake Adjustment



Use one hand to press the iron piece under the spring upward.



Tighter

Looser

Turn the nut clockwise to increase braking force; Turn the nut counter-clockwise to decrease braking force.

## 06 Sitting



The Rollator gives support when walking. If you want to take a break, you can sit on it.

Place the rollator on a solid, level surface. Lock the brakes (parking position). The Rollator must stand and must not slip. Sit straight up.

## 07 Removing/Attaching the Carry Bag

You only need to use a little effort to pull or push the straps of the bag over the two plastic handles without using any tools, then you can easily attach or remove the bag.

You can attach the shoulder strap to the bag and use it as a crossbody bag. The strap is delivered inside the bag

## 08 Transport and Storage

If the rollator is to be stored or shipped, it is advisable to retain the original packaging.

## 09 Maintenance

- Clean regularly by hand with a damp cloth. Do not use aggressive or caustic detergents.
- Avoid long-term exposure to the sun and rain.
- Do not scratch the surface of the rollator with hard tools, sharp knives, etc.
- If corrosive liquid is splashed on the surface of the rollator, please wipe it quickly with a dry towel.
- If the wheels are found to have sharp and harsh sounds, they should be lubricated regularly.

**If you have any questions, please contact us: [support@vocic.com](mailto:support@vocic.com)**

# VI. After-sales Service

## Replacing of Parts

Wearable parts such as tires are subject to wear and tear. Please contact us for the replacement of parts if necessary.

## Warranty

Once you purchase with VOCIC, you are covered by an 1-year warranty and lifetime after-sales service. Our 24/7 after-sales service is always available to answer any questions you may have during installation and use.

**If you have any questions, please contact us: [support@vocic.com](mailto:support@vocic.com)**



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