

EZI-WALK 2N1 Rollator

**Zoom
Mobility**
EASY LIVING



USER MANUAL

FOR YOUR RECORDS

Please fill in your Zoom Mobility Rollator's information below. This information will be useful if you ever need to contact Zoom Mobility concerning your Rollator.

Name of Purchaser: _____

Address: _____

Model: *Ezi-Walk 2n1* Rollator Serial Number _____

Date of Purchase _____ Invoice Number _____

Provider Name _____

Company _____

Address _____

City _____ State _____ Postcode _____

Email: sales@zoommobility.com.au

Thank you for purchasing your Zoom Mobility Rollator. We are honoured you have chosen Zoom Mobility for your mobility needs. Please read this user's manual carefully before using and save for future reference.

Intended Use:

The intended use of this device is to provide mobility to persons limited to a seated position that are capable of operating a Rollator.

Standard Packing List:

1. 1 x *Ezi-Walk 2n1* Rollator
2. 1 x User Manual

If structural damage occurs during shipping, contact your supplier, and DO NOT use.

**DISCLAIMER**

We ask that you read this manual completely before operating your new Zoom Mobility Rollator. Zoom Mobility is not and cannot be held responsible for any damage or injury incurred due to improper or unsafe use of the Zoom Mobility Rollator.

Zoom Mobility specifically disclaims responsibility for any bodily injury or property damage that may occur during any use that does not comply with applicable federal, state, or local laws or ordinances.

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INTRODUCTION

Congratulations on the purchase of your new Zoom Mobility Rollator. We are excited to provide you with one of our innovative Mobility Rollators. The Zoom Mobility Rollator *Ezi-Walk 2n1* combines cutting edge technology with attractive designs that are also highly functional in today's world. We at Zoom Mobility know that you have chosen a Rollator that will give you years of dependable operation and will enhance the quality of your life by providing you with the mobility to experience an active daily lifestyle.

Even though your new Zoom Mobility Rollator is both user-friendly and designed for maximum manoeuvrability in even the tightest spaces, we ask that you please read, understand, and follow all the instructions and suggestions in this manual before you operate your Rollator (Electric Walker) for the first time. The safe use of your new Rollator is very important to us.

If you feel that you do not understand the instructions and suggestions presented in this user manual, or if, for any reason, you do not feel capable of performing the activities necessary to assemble, disassemble, operate, or maintain your Zoom Mobility Rollator, please contact your local Zoom Mobility provider.

Zoom Mobility cannot be held responsible for personal injury or property damage resulting from the unsafe or the improper use of any of our personal mobility products. Also, Zoom Mobility cannot be held responsible for personal injury or property damage resulting from attempts to follow instructions, suggestions, and guidelines presented in this user manual.

Our Research and Development Department, our Quality Control Department, and our Engineering Department have used the latest product specifications and the latest product design information to manufacture your Zoom Mobility Rollator. Zoom Mobility reserves the right to implement changes into our product lines when those changes become desirable or necessary. If changes are implemented into our product line, there may be minor differences between the product you purchased and the illustrations and instructions in this user manual.

We at Zoom Mobility would appreciate hearing about the dependability of your Zoom Mobility and about the convenience of mobility it has provided for you. We would also appreciate hearing about the service you received from your local Zoom Mobility provider or representative. You can email info@zoommobility.com.au

There are several situations, including some medical conditions, where the Rollator user will need to practice operating the Rollator 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 user in various daily living activities.

As you begin using your Rollator during daily activities you will probably encounter situations in which you will need some practice. Simply take your time and you will soon be in full and confident control as you manoeuvre through doorways, on and off elevators, up and down ramps, and over moderate terrain.

This manual covers the use of various models, you will note that many of the operations and adjustments are similar and as such images may depict a different model to that which you have purchased.

For more information about our products and services or to send us your comments, email sales@zoommobility.com.au

Waste Disposal



Symbol on the left indicates your product should be treated separately from domestic garbage according to local laws and regulations. When the product reaches its lifespan, please take it to the designative waste collection point run by the local authority. Sorting and recycling of this rollator will help to save the natural resources and ensure it is recycled in a way of protecting the environment.

Plastic parts, frames and tubes can be handed over to the professional recycling units for disposal after reaching its lifespan.

SPECIFICATIONS TABLE

*Ezi-Walk 2n1*Rollator



MODEL DETAILS	EZI-WALK 2N1
Weight	15.5kg
Safe Working Load (SWL)	100kg
Operational Range	Up to 17km
Motor Power	250W, Hub Motor
Charger	29.4V 2A
Charging Time	5-6 hours
Battery	24V 10Ah
Tyre Size Front	8" Drive Wheels
Max Speed	6km/h
Seat (W x D)	45 x 35cm
Seat Cushion Height Above Ground	51.5cm
Seat Cushion Material	Nylon
Turning Radius	90cm
Max Climbing Grade	6° (subject to user weight & surrounding conditions)
Brake System	EM Brake
Frame Material	Aluminum Alloy
Armrest Height Above Ground	72cm
Armrest Length	24.5cm
Dimensions (L x W x H)	99 x 64 x 78-87cm
Folded Dimensions (L x W x H)	73 x 32 x 78cm

** Specifications are correct at time of print and are subject to change without notification

BEFORE USE

- Carefully remove all packaging. Avoid using any knives or other sharp instruments as this may cause damage to the surface of the product.
- Check the product for any visible damage. If you see any damage or suspect a fault, do not use your product, but contact your supplier for support.

INTENDED USE

These rollators have been designed to assist you when walking and carrying small items of shopping using the bag provided. The bag was designed specifically to fit your rollator, please only use the bag supplied for your rollator. Do not use or combine bags and / or baskets from other manufacturers.

FEATURES

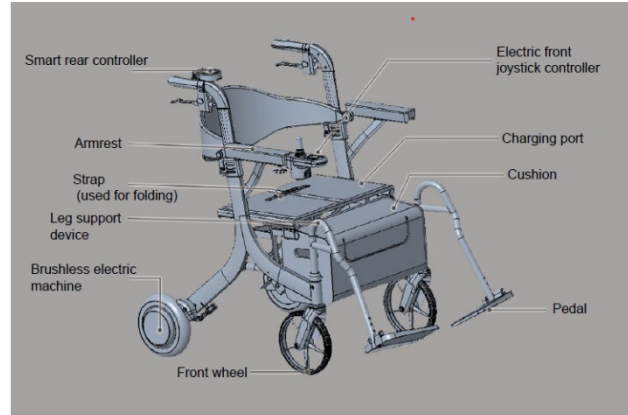
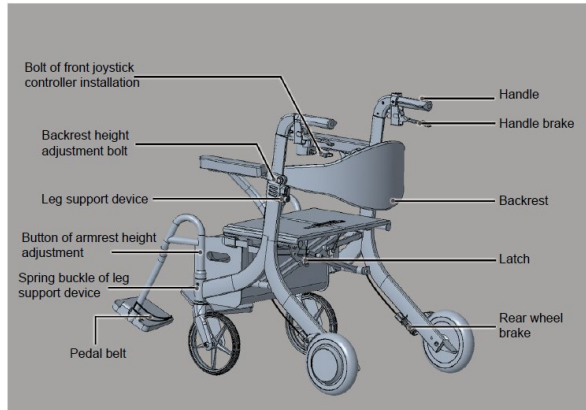
- New Lighter Footrests
- New Lighter Frame
- New Lightweight Aluminum Magnesium Alloy Wheel Hubs
- New Adjustable Backrest
- Joystick and Smart Rear Controller
- Swing Away Leg Rest
- Compact and Foldable Design
- Safety Enhancing Fall Detection
- Anti-Fall Smart Brake Technology
- Adjustable Handles and Backrest Height
- Durable Solid Puncture Proof Tyres
- 5 Speed Operation & Climbing Mode
- 3 Gear Resistance Modes

PRECAUTIONS

- Before using the Rollator (Electric Walker), please decide if you need a caregiver. You can refer to the advice of physiotherapists, professional doctors and experts.
- Before you become familiar with the operation, please practice driving in a flat and safe area with a caregiver.
- It takes about a day to be proficient in joystick operation. You need to know about the responsiveness of the joystick and use it accordingly.
- Do not use your Rollator (Electric Walker) if any part is damaged, cracked or missing.
- Do not adapt the Rollator (Electric Walker) or spare parts, as this may void all warranties.
- Do not use a Rollator (Electric Walker) when you are under the influence.
- Loose parts, loose bolts, tyre abrasion and other problems may cause accidents.
- Please be sure to regularly contact professionals to check the Rollator (Electric Walker) to ensure safety.
- Please bring the Rollator (Electric Walker) to a full stop before adjusting each part.
- Before the Rollator (Electric Walker) moves, check the ground for bumps and obstacles. When moving, if the Rollator (Electric Walker) is tripped by bumps or obstacles, it may cause a fall, component damage, etc.
- When you are in the Rollator (Electric Walker), please keep a correct posture, otherwise, you may lose balance and fall.
- Be careful when you encounter poor road conditions or when moving forward on a ramp, otherwise, you may lose your balance and fall. The same goes for waiting near escalator entrances or elevator doors. When you come across railroad tracks, keep straight ahead of them.
- When coming across railroad track, go across the rail track straight, do not go across on an angle. If you go forward at an oblique angle, the wheel may get stuck in the gap of the track.
- Please do not put anything on the armrest or frame of the Rollator (Electric Walker), otherwise, there may be a failure in the process of moving due to the object touching the part of the Rollator (Electric Walker), or the Rollator (Electric Walker) will fall because of imbalance.

- Please do not stand on the pedals otherwise, it will not only damage the parts, but also cause a risk of falling.
- When carrying the Rollator (Electric Walker), hold onto the main frame of the Rollator (Electric Walker). (If you hold the armrest, pedals, handles, seat cushion or others, it may cause damage to the components or other accidents.)
- Please try not to brake on the slope. If you must stop, employ brakes on each side at the same time.
- Do not use this product as a pedal, ladder or walking device.
- Please do not allow children to operate, or two or more people use it at the same time.
- If the frame is bent, cracked, or the seat cushion, seat belt and others broken, do not use. (Stop using the Rollator (Electric Walker) and contact the retailer for repair or replacement as soon as possible.)
- Both the Rollator (Electric Walker) users and caregivers should use the Rollator (Electric Walker) with shoes on, otherwise, accidents may occur. Please do not use the product if the user weight exceeds the safe working load.
- Keep enough distance when driving next to a fence or tree so that branches and others cannot come into contact with the rear tyre.
- Do not sit in an electric Rollator (Electric Walker) to receive microwave electromagnetic hyperthermia.
- Do not hang plastic bags or rubber bands on the self-operated joystick.
- Turn off the power when parked in a crowded area.
- Do not use the Rollator (Electric Walker) on slopes with inclines greater than 10% (6°) and lean forward to improve your center of gravity when going uphill.
- Do not drive in icy areas.
- Do not make sudden turns when going uphill and downhill.
- Do not cross or drive diagonally on steep downhill.
- If there is any problem you cannot solve, stop using the Rollator (Electric Walker) and consult your nearest Zoom Mobility Retailer.

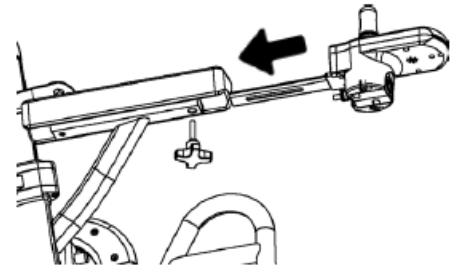
NAME AND USAGE OF EACH ACCESSORY



INSTALLATION OF ELECTRIC FRONT JOYSTICK CONTROLLER

The installed position of the controller can be adjusted according to your preference.

- (1) Unscrew the bolt under the armrest and remove it.
- (2) Insert the electric front controller into the armrest slot and adjust it to the proper position.
- (3) Tighten the bolts again after the front controller is fixed.



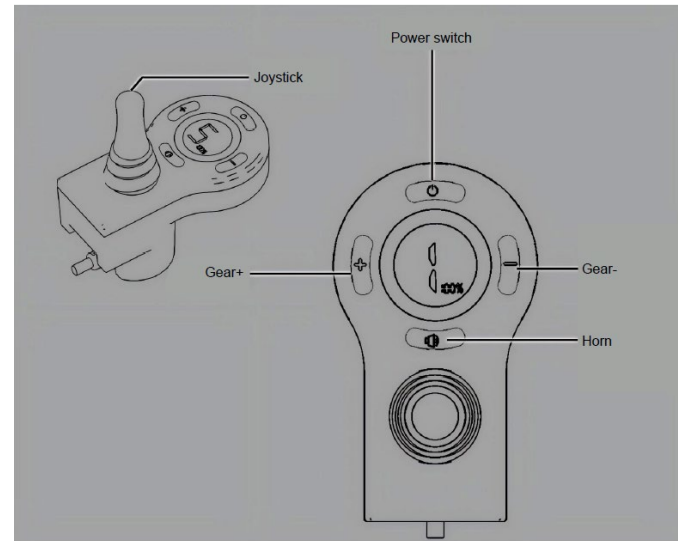
USAGE OF FRONT JOYSTICK CONTROLLER

POWER SWITCH

Press the power switch, and with the self-operating part turned on, the LCD screen will light up. When "beep" sounds and the LCD screen is displayed normally, it is in the state of electric driving. If the rollator (electric walker) is turned on but not operated in 40 minutes, it will automatically turn off and stop working.

JOYSTICK

When using the joystick, the rollator (electric walker) will move in the direction of the joystick tilts. When the joystick moves back to the center, the rollator (electric walker) will stop. If the joystick is horizontal, it rotates 360 degrees. The speed can also be adjusted by changing the tilt of the joystick.

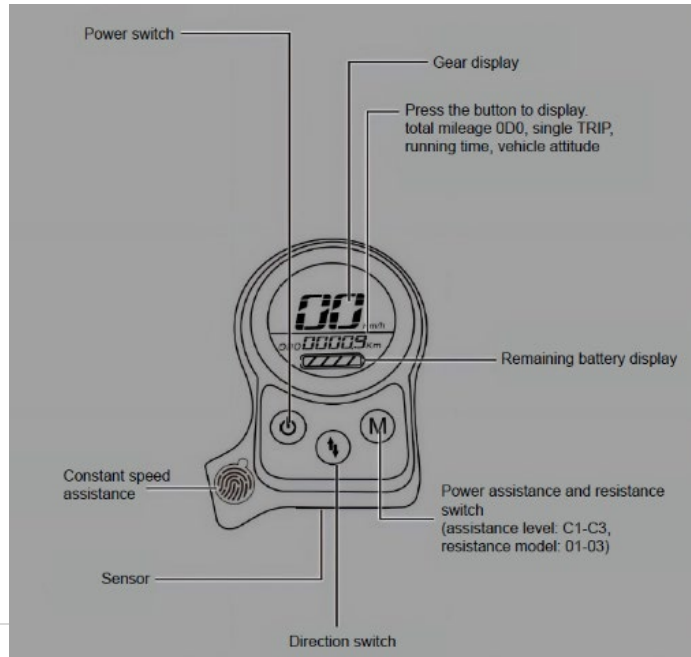


SPEED SWITCH BUTTON

There are totally five gears to adjust the speed, and the maximum velocity is 5 gears. 1: minimum set speed 5: maximum set speed

HORN

The horn will emit a "beep" sound when turning on and off, and there will be a warning sound when backing the rollator (electric walker).



USAGE & INSTALLATION OF SMART REAR CONTROLLER

After pressing the power supply, the smart rear controller will be turned on. When a "beep" is sounded, and the LCD screen is displayed normally, you can employ electric auxiliary operation.

If the rollator (electric walker) is turned on but not operated within 40 minutes, it will automatically turn off and stop working.

DISCRIPTION OF OTHER BUTTONS

The sensor is in the intelligent rear controller and can sense speed, road surface, and rollator (electric walker) inclination.

The rollator (electric walker) will stop automatically when you leave the hand from the handle. "LL" is displayed on the LCD screen.

If the rollator is suddenly too fast when it is pushed, the sensor will conduct the emergency automatic brake after sensing and play the role of protection. EE is displayed on the LCD.

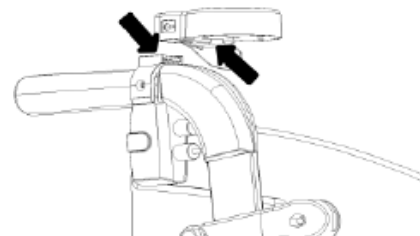
The anti-fall function will end after you leave the hand from the handle, and "EE" disappears.

	Power assistance and resistance switch	Power assistance model: C1 ~ C3	The moving speed increases as the power assistance increases. The top speed is 6km/h. Automatic assistance is provided to reduce the caregiver's burden of thrust.
		Power resistance model: 01 ~ 03	① Suitable for use when the caregiver pushes the wheelchair downhill, as it can slow down and increase the resistance. ② Appropriate resistance can provide support when the patient uses it to assist walking. ③ If the rollator is suddenly too fast under the non-human subjective consciousness, the sensor will conduct the emergency automatic brake after sensing, and play the role of protection.
	Constant speed assistance	Constant speed assistance function	Hold the armrest and place the thumb on the constant speed button, the wheelchair will automatically drive at the set gear constant speed.
		Easy obstacle crossing function	When the patient meets steps or obstacles while driving, in the power assistance mode, hold the handle to stop the car and press the constant speed power button with the thumb, the front will automatically lift and easily cross the obstacle.
	Direction	Forward and backward switch	When the green icon flashes on the LCD screen, it refers backward; if there is no green icon, it means forward.

INSTALLATION OF SMART REAR CONTROLLER

The smart rear controller is equipped with sensor that can sense the slope of the road and the body, so be sure to install the rear controller horizontally.

- (1) Install the rear controller horizontally on the right handle.
- (2) You will notice that there is a sliding slot under the rear controller.
- (3) Insert the controller slot into the slot on the handle as shown in the right picture.



Smart rear controller LCD display	Reason	Solution
Display "EE"	Sensors detect a sudden increase in speed and conduct the emergency brake to prevent a fall.	Release the handle.
Display "LL"	The hand is away from the handle, and the wheelchair automatically locks after 5 seconds.	Hold the handle and press any button to unlock.
Display "E-024"	Error of the attitude calibration detection	① Stop the wheelchair on a flat, level ground, press and hold the power switch for 10 seconds, and release it after the LCD screen appears "F04". ② "LL" is displayed after 15 seconds. ③ Hold the handle and press any button to finish the attitude calibration detection.

CONNECTION OF EACH ACCESSORY

A driver is a device used to drive your rollator (electric walker) in conjunction with the controller. It is connected with the battery, motor, electric front controller and smart rear controller through connector.

Both ends of the wire are indicated by arrows and must be aligned with the arrows at both ends before insertion. Forced insertion will damage the joint.

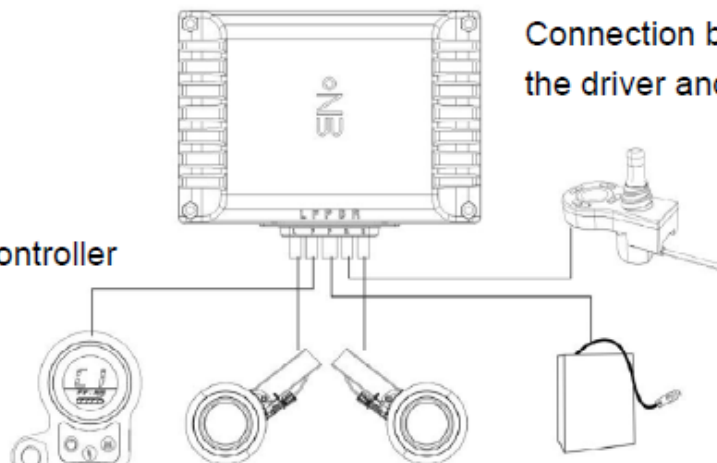
L: Left rear wheel

R: Right rear wheel

F: Smart rear controller

B: Electric front joystick controller

P: Battery



L: LEFT REAR WHEEL R: RIGHT REAR WHEEL

The wire interfaces are on both sides of the left and right rear wheels. Be sure to align the Δ arrows at both ends of the wire to insert.

F: SMART REAR CONTROLLER

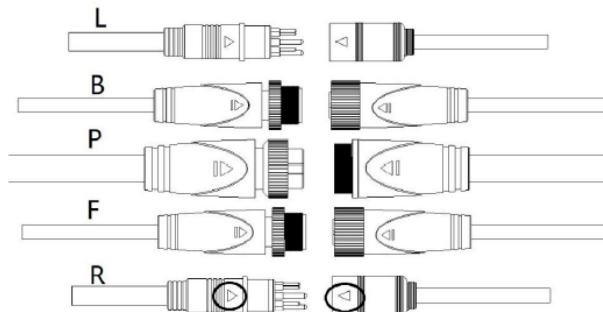
The joint of connector is under the seat. Be sure to align with the Δ arrows at both ends of the wire to indicate the connection, and then tighten the nut.

B: ELECTRIC FRONT JOYSTICK CONTROLLER

The joint of the connector is under the right armrest of the rollator (electric walker). Be sure to align the wire with the Δ arrows at both ends to indicate the connection, and then.

P: BATTERY

The power connector is a three-core canon joint. Align the arrows on both ends of the joint and insert, then tighten the nut.



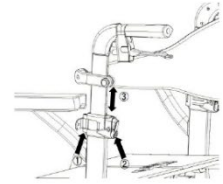
※Both ends of the wire are indicated by Δ arrows, and must be aligned with the arrow mark before insertion. Forced insertion will damage the joint.



HANDLE HEIGHT ADJUSTMENT

The handle height can be adjusted by 5 notches, as shown in the picture on the right.

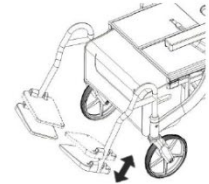
- (1) Open the buckle ①.
- (2) Press the button ② to adjust the handle height.
- (3) Adjust to the appropriate slot like ③, release the button ②, and close the buckle ①



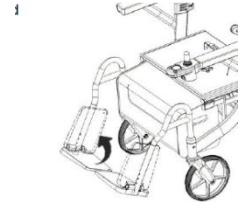
PEDAL HEIGHT ADJUSTMENT

The pedal height can be adjusted by 3 notches, as shown in the picture on the right.

- (1) Use the tool to loosen the locking bolt or nut.
- (2) Adjust to the appropriate position, fasten the bolt or nut.

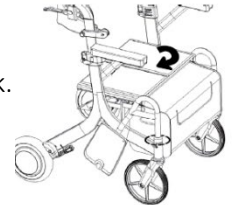


The pedal can be folded. For safety, please be sure to fold the pedal when getting on and off.



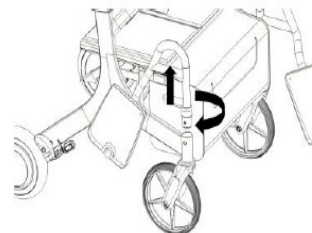
TURNING OF LEG SUPPORT DEVICE

Press and hold the spring buckle on each side, rotate the leg support device, hear a "click" to lock.



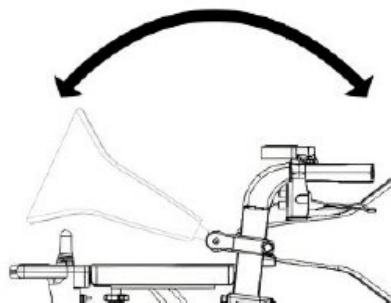
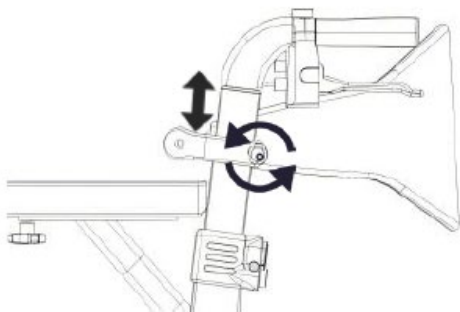
TAKEDOWN AND INSTALLATION OF LEG SUPPORT DEVICE

1. Press and hold the spring buckle on each side, lift the leg support device.
2. Press and hold the spring buckle on the left and right sides of the leg support device, insert it into the tube hole, and lock it when you hear a "click" sound.



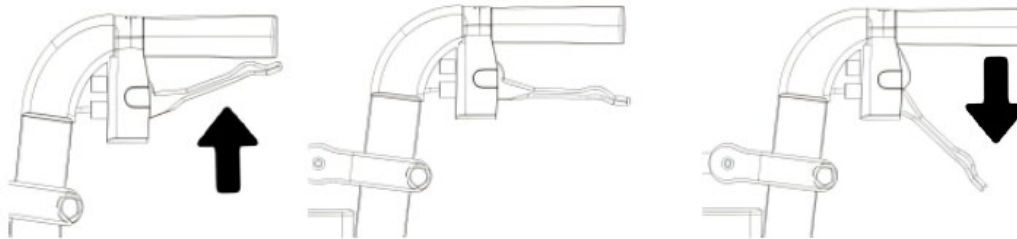
BACKREST HEIGHT ADJUSTMENT

- (1) Loosen the nut on the backrest to adjust the backrest height.
- (2) Tighten the nut after adjustment.
- (3) There is Velcro behind the back, and the seat depth can be adjusted freely.
- (4) By turning the backrest 180° to achieve front and back sitting.



HANDLE BRAKE

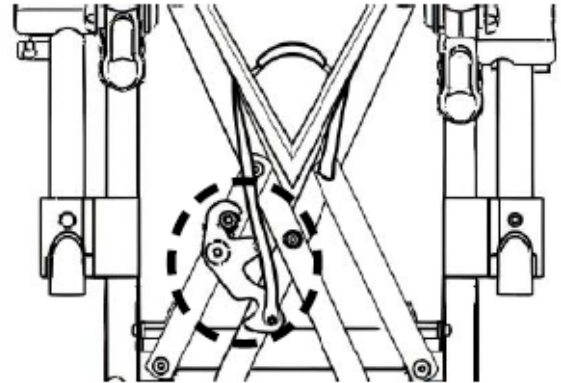
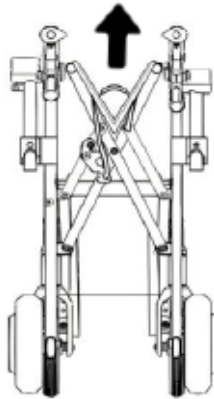
- 1) The handbrake handle is located directly below the left and right handles. Grip the brake handle with both hands and the rollator (electric walker) will stop.
- (2) Release the handbrake with both hands, the brake is released, and you can continue driving.
- (3) Press down the brake handle, that is, the parking brake, and the rollator (electric walker) can no longer drive.



FOLDING AND UNFOLDING

FOLDING

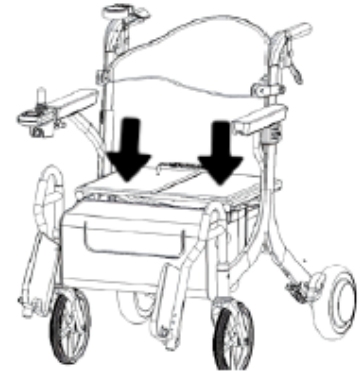
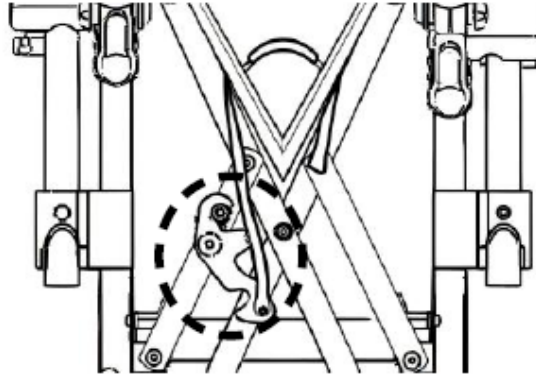
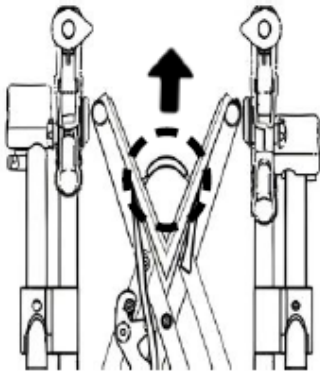
- (1) Turn the left and right pedals up and lift the strap on the seat.
- (2) Release the safety latch under the chair.
- (3) When the rollator (electric walker) is properly and fully folded, you will hear the safety clip locking into place.



UNFOLDING

(1) Lift the strap up to release the safety lock located under the seat.

(2) After the safety lock is opened, the left and right frame are slightly separated. Gently press down on both sides of the seat cushion until the rollator (electric walker) is unfolded.



CHECKING THE ROLLATOR (ELECTRIC WALKER) BEFORE USE (A MUST)

- Please check that the screws and bolts aren't loose and that the frame isn't severely detached.
- Please check whether the safety belt has any cracks
- Check casters and tyres for grooves decreased or cracks.
- Please check whether the axle of the driving wheel is tilted, loose, bent, etc.
- Check whether the brakes are loose and that the rear wheels can be locked.
- Shake the electric front joystick controller and smart rear controller to ensure that they are properly installed on the rollator (electric walker).

If there is a problem with the product, stop using it immediately and contact your nearest Zoom Mobility retailer for repair, replacement or adjustment.

USE OF CHARGER AND BATTERY

If operated improperly, batteries and chargers will cause burning, breakage, power failure and injury.

- Do not touch the metal terminals of the battery or charger with wet hands. This may cause electric shock or short circuit.
- Do not charge with anything other than a dedicated charger.
- Do not remove or modify the battery or charger.
- Do not place the battery near the fire or high temperature heat source.
- Do not immerse battery and charger in water.
- Direct exposure or charging to the sun is strictly prohibited.
- When the rollator (electric walker) has not been used for more than two months, remove the battery from the rollator (electric walker).
- Keep young children or pets away while the battery is charging.
- Do not place objects around the charger while charging.
- If you find the battery shell is cracked, leaking, or you smell an odor that you would not normally have, do not use the battery or charger, and contact the seller.

STORAGE OF THE BATTERY

Store in a cool, dry place. (Suitable temperature for storage is 5°~35°)

If you do not use the battery for a long time (30 days), please fully charge the battery (full capacity) and store it.

If you store it for more than 3 months without using it, please charge it every 3 months.

USAGE UNDER SPECIAL ENVIRONMENT

Depending on the temperature environment, the driving distance may be shortened. To give full play to the performance of the battery, it is recommended to use it at the following temperature conditions.

Appropriate temperature for use when installing on the rollator (electric walker): 0°C ~ 40°C

Appropriate temperature for storage when removed from rollator (electric walker): 5°C ~ 35°C

Appropriate temperature for charging: 0°C ~ 40°C

- If the battery is stored in a place where the temperature is too high or too low, the battery will age quickly, and the capacity will reduce.
- If the rollator (electric walker) continues to be used in places where the temperature is too low, the capacity will rapidly decrease.
- Do not store batteries at temperatures below zero.

AGEING OF BATTERY

Battery is consumable. Depending on the number of uses and the passage of time, the battery will gradually age, thereby reducing the capacity. The degree of capacity reduction due to aging also varies according to the usage. Assuming that the battery is used from full charge to flashing warning light, the number of charges is reduced to about 60% of the capacity of the new product after 300 times.

INSTRUCTION OF BATTERY REPLACEMENT

Battery life depends on the battery specifications, storage state, driving state, temperature and charging method. Battery is consumable, the shortening running distance after charging once can be considered as the approach of its service life end. Please replace the battery.

Standard battery life: About 500 times of charging and discharging. ※1 time = Full charge after the battery is used up.

※This number is for reference only, not a guarantee.

DURATION OF CHARGING

Duration of charging: 4 ~ 6 hours (The battery is charged from the empty state)

Charging under the high temperature environment or charging a new battery may take longer.

METHOD OF CHARGING

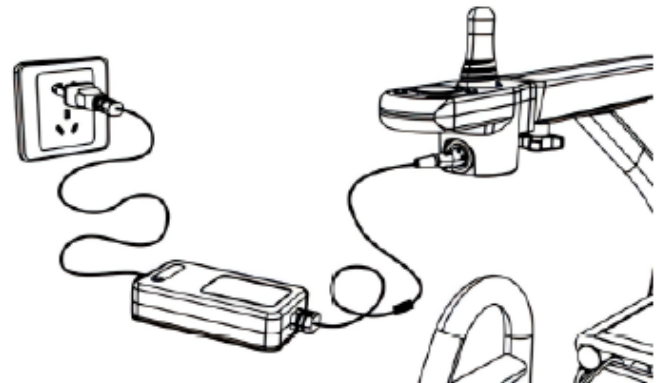
(1) Plug the charger's power plug into a home power outlet and plug the charging cable into the autopilot operator's charging port.

(2) When the indicator light turns orange, start charging.

When the indicator light turns red, the battery is used up.

When the indicator light turns green, the charge is sufficient.

Indicator light on the charger	State
Red	Used up
Orange	Charging
Green	Sufficient



MAINTENANCE

- Loosening of bolts, shaking of rollator (electric walker) frames, and deficient tyre air can be detected by seeing and touching. Simple checks should be conducted every day. For the maintenance of each part (adjustment, repair, replacement of accessories, etc.), please contact the retailer.
- If the seat cushion is contaminated, wipe it clean with a cloth with neutral detergent, and then wipe the detergent off with a damp cloth. After cleaning, please make the seat cushion dry completely before use, otherwise it is easy to make the rollator (electric walker) rust or smell.
- Please keep away from direct sunlight, high temperature and humid place for long-term storage.
- Avoid shock, collision and fall during driving, transportation and storage.
- Before use, it is necessary to check whether the tyres are in good condition and that the motor electromagnetic brake is effective.
- Check whether the parts of the rollator (electric walker) are loose or unstable.
- Do not stand on the pedal, in case of injury because of imbalance.
- Check whether the power is sufficient before use.
- The rollator (electric walker) should be dried in time if rained during use, and the electric rollator (electric walker) under normal use should also be wiped with a soft dry cloth to keep it bright and beautiful. Do not use detergent with corrosive chemicals to clean the tyre surface.
- Not using the electric rollator (electric walker) for a long time, you need to remove the battery and store it. The battery should be fully charged every three months, and regular maintenance is also required. Keep the battery in a cool, dry place, avoid heavy objects on it, and wipe the surface frequently.
- When the road conditions are not good, ask for assistance.

TROUBLESHOOTING

Error prompt	Reason	Solution
E0001	Failure of joystick of front controller	Do not touch the joystick when starting. If the error continues, contact the dealer directly or replace the controller.
E0002	Left motor failure	Check whether the left motor appearance is damaged, replace the motor or re-link the motor line. If the problem cannot be solved, please contact the dealer directly or replace the controller.
E0003	Left and right motor failure	Check whether the appearance of left and right motor is damaged, replace the motor or re-link the motor line. If the problem cannot be solved, please contact the dealer directly or replace the controller.

E0004	Right motor failure	Check whether the right motor appearance is damaged, replace the motor or re-link the motor line. If the problem cannot be solved, please contact the dealer directly or replace the controller.
E0008	Detection error of left motor current	Contact the dealer or replace the driver.
E0010	Detection error of right motor current	Contact the dealer or replace the driver.
E0020	Detection error of power supply	Contact the dealer or replace the driver.
E0040	15V voltage failure	Contact the dealer or replace the driver.
E0800	Communication failure of front joystick controller	Contact the dealer or replace the front joystick controller.
E-013	Left motor failure	Contact the dealer or replace the left motor.
E-014	Right motor failure	Contact the dealer or replace the right motor.
E-015	Left and right motor failure	Contact the dealer or replace the left and right motor.
E-016	Left motor mos failure	Contact the dealer or replace the driver.

E-017	Right motor mos failure	Contact the dealer or replace the driver.
E-018	Mos failure of left and right motor	Contact the dealer or replace the driver.
E-021	Communication failure of rear controller	Contact the dealer or replace the rear controller.
EE	Rollover alarm	Automatically remove after straightening the wheelchair
E-023	State sensor failure	Contact the dealer or replace the smart rear controller.
E-023	Vehicle attitude calibration	Please check the body of the user manual (calibration method)
E-025	Handle detection sensing failure	Contact the dealer or replace the smart rear controller.
E-026	No calibration of handle detection sensing	Contact the dealer or replace the smart rear controller.
E-027	Button trackpad failure	Contact the dealer or replace the smart rear controller.

WARRANTY

Consumer Limited Warranty

Rollators

Zoom Mobility has provided information throughout the user manual regarding proper usage and care of your Rollator. Failure to adhere to this information will void the warranty of the Rollator, it's parts and the batteries supplied by Zoom Mobility.

The following warranty is granted only to the INITIAL Consumer who has purchased our product and commences on the Date of Purchase by the Consumer from an Authorized Zoom Mobility' Provider. The Consumer must have proof of purchase from Zoom Mobility or the authorised Rollator provider to receive service.

Note: Your selling retailer is responsible for the repairs, and should you not be able to return the product to the selling retailer or another Zoom Mobility retailer, you may be liable for any labour charges, parts will still be supplied free of charge. You will be liable for all labour and parts costs should the repairs not be covered under the warranty.

The warranty covers the following Rollator models unless otherwise noted:

Ezi-Walk 2n1 Rollator (Electric Walker)

1 Year Limited Warranty (Repairing):

- ◆ Frame

1 Year Limited Warranty (Replacement):

For the life of the Rollator, from the date of purchase from an authorized Zoom Mobility' retailer, in the event of defective materials or workmanship, Zoom Mobility will repair or replace at our option any of the following structural frame components found to be defective by an authorized a Zoom Mobility representative:

- ◆ Handle Sleeve & Brake Lever

The warranty of this product is based on the normal use and maintenance described in this manual. It does not cover device failure due to owner's misuse or negligence maintenance.

Warranty Exclusions:

Zoom Mobility does not provide warranty on any of the following items which may require replacement due to the normal wear and tear of day-to-day usage:

- ◆ Wheels
- ◆ Seat
- ◆ Plastic Parts (vulnerable parts)
- ◆ Storage Bag

If something is damaged during use, please contact the Retailer.

This warranty also excludes for the following:

- ◆ Loss or theft of components
- ◆ Damage caused by:
 - Abuse, misuse, accident, or negligence.
 - Improper operation, maintenance, or storage.
 - Commercial use or use other than normal.
 - Exceeding the specified weight capacity of the unit.
 - The product is beyond the warranty period.
 - Repairs and/or modifications made to any part without the specific consent of Zoom Mobility.
 - Accessories other than those supplied or approved by Zoom Mobility.
 - Failure to adhere to the product instructions.
 - Acts of Nature (Force majeure), such as lightning strikes, cyclones, earthquakes, etc.
 - An accident occurs causing damages to a part/s.
 - Circumstances beyond the control of Zoom Mobility.
- ◆ ANY PARTS ALTERED OR REPAIRED BY AN UNAUTHORIZED PERSON.

There is no other express warranty.

Implied warranties including those of merchantability and fitness for a particular purpose are excluded. Liabilities for consequential damages are excluded. This warranty gives you specific rights and you may also have other rights which may vary from state to state.



Technical Service, please scan the following QR code.



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User Manual & Warranty Booklet 2023

