

AIRMAX Z11 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: *AirMax Z11* 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 *AirMax Z11* Rollator
2. 1 x User Manual

If structural damage occurs during shipping, contact your supplier for further instruction 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 *AirMax Z11* 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 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 sales@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

AirMax Z11 Rollator



MODEL DETAILS	AIRMAX Z11 ROLLATOR
Dimensions	
Folded Dimensions (WxDxH) – (cm)	93 x 26 x 36 cm
Depth	75 cm
Width (overall)	68 cm
Height – Minimum to Maximum (adjustable)	103 cm to 115 cm
Seat	
Width (cm)	47 cm
Depth (cm)	22 cm
Height (cm)	55 cm
Weight Capacity - Rollator	136 kg
Weight Capacity – Carry Bag	5 kg
Weight – Net	9.3 kg
Width between the handles (cm)	37.5 cm

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

Intended Use

The AirMax Z11 is designed for persons with restricted mobility with a **maximum body weight of 136kg** (including the weight and contents of the bag), for use as a walking or standing aid and for rehabilitation training. The rollator only provides supports to your legs when walking. Please do not use this rollator if physical restrictions like weak arms, central vestibular disequilibrium syndrome, visual impairment and extremity loss etc. are found. This rollator is NOT intended to be self-propelled while seated.

Do's and Don'ts

Please read this manual carefully before first using the AirMax Z11. It contains important safety instructions and valuable tips on correctly using and caring for this rollator. Instructions and valuable tips on correctly using and caring for this rollator. If you have any questions or require additional information, please contact the nearest distributor for help.

1. This product is designed and produced solely for single use with a maximum weight of 136kg. It is not intended for transport of goods or to be used as wheelchairs, carts etc. The rollator will compensate the lack of adequate support by the legs by leaning on, or moving with, with usage of the upper limbs or chest. The rollator will provide better stability, support, and safety during walking.
2. Do not hang anything on the handle or the other parts to this product.
3. Make sure the rollator is correctly unfolded.
4. It is recommended to consult your doctor, physiotherapist, or occupational therapist to determine whether you are suitable for the operation of this product.
5. Max load capacity for the storage bag is 5kg. There may be some risks when the maximum weight is exceeded.
6. The rollator can be used indoors and outdoors if it is used where all four wheels are touching the ground. Do not use the rollator on rocky, bumpy, or sandy terrain, or places with a steep inclination. These special terrains will affect the body balance and safety.

Safety Guidelines

Where applicable.

1. DO NOT install or use this equipment without first reading and understanding this instruction sheet. If you are unable to understand the Warnings, Cautions or Instructions, contact your healthcare professional, dealer, or technical personnel before attempting to install this equipment – otherwise, injury or damage may occur.
2. Each individual should always consult with their physician or therapist to determine proper adjustment and usage.
3. DO NOT go up or down inclines greater than 15° or diagonally across inclines greater than 5° when using as a traditional rollator with armrests locked in horizontal position.
4. DO NOT ride the Walker with all your weight on the armrests or lean disproportionately on one of the armrests.
5. Rollators are **NOT** intended to be self-propelled while seated.
6. A physical/occupational therapist should assist in the height adjustment of the rollator for maximum support and correct brake activation, the fixture of the screw (if applicable), the position of the quick release/assembly kits.
7. Always ensure brake cables are flush along leg extensions. Brake cables should always be secured with the supplied tie wrap to the side braces. After any height adjustment, reposition brake cables so that any excess cable loops out the front of the rollator. Always ensure screws are fastened to the connector, so that the connector can't move when forced. To assure the correct position of the quick release/assembly kits, they will not fall even with the opposite force. Ensure all snap buttons fully protrude through adjustment holes. Failure to follow these warnings can result in personal injury.
8. Care should be taken to ensure that **ALL** handles, height adjustment locks, wheels, brakes or any other functional or moving parts are in good working order before operation.
9. All wheels **MUST** be in contact with the floor at **ALL TIMES** during use. This will ensure the rollator is properly balanced. The brakes **MUST** be in the locked position **BEFORE** using the seat.
10. When using the rollator in a stationary position, the hand brakes **MUST** be locked.
11. Please always pay attention to the surface/road conditions and ensure there is no obstacle in front of you when using the rollator.

12. Please hold the handles with both hands when using.
13. Please be aware of that some parts of rollator may become very hot or cold due to the factors like solar radiation. Please be careful when touching.
14. Please check whether the handle adjustment mechanism is properly locked, and the handle is reliable before using the rollator.
15. Using the rollator with wet hands may cause loss of control or balance.
16. To use the rollator on a motorway is prohibited.
17. Please note that the proper care and maintenance of the rollator can prolong its service life. But defective or neglected care and lack of maintenance of the rollator will limit liability.

Instructions Before Use

ATTENTION! Please read this manual carefully before use and follow the instructions to use the rollator in the correct way and avoid physical injury or damage. Ensure all components are in good condition to ensure your safety.

- Do not walk on the damp floor or where there is insufficient light and/or obstructions to avoid slipping or tripping.
- Do not wear socks without shoes, slippers or high heels when walking with the rollator.
- Steady yourself before walking using a slow small to medium stride while looking forward (not down).
- The users should be familiar with all features, intended use, and maintenance of this rollator.

Folding or Assembling

a. WARNING

- i. After unfolding or assembling the rollator, make sure the seat tubing is securely locked at both side slots and the quick release/assembly kits are in their correct position. All screws must be tightened and tightly locked (being careful not to overtighten). Assure there is NO movement.
- ii. **DO NOT** hang any additional weight on either the left or right-side frames. This will cause side frame or side tubes to bend downward and prevent rollator from balancing when rollator is fully folded. This may also cause rollator to tip, resulting in injury or damage.

b. INSTALLATION WARNING

- i. Ensure adjustment pins are fully engaged by protruding through into the adjustment holes of each handrest tube with a 'click' sound. The height of the handrail can be adjusted without looking at the scale line. Quick release buckle must be installed correctly and tightened properly.
- ii. Always test to see that the rollator and attachments are properly and securely locked and the height is adjusted equally and locked in place **BEFORE** using.

c. OPENING THE ROLLATOR

- i. Loosen the snap-in aid on the two side tubes. Figure 1.

***Note:** for a clearer display, the bag and backrest are not attached to the rollator in the example images used.*

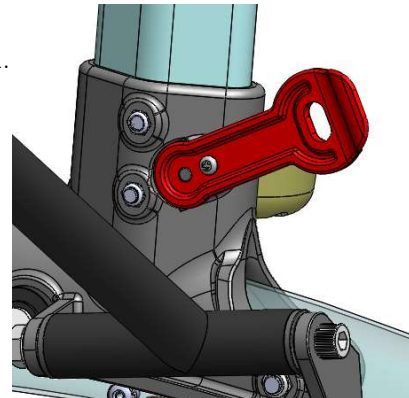
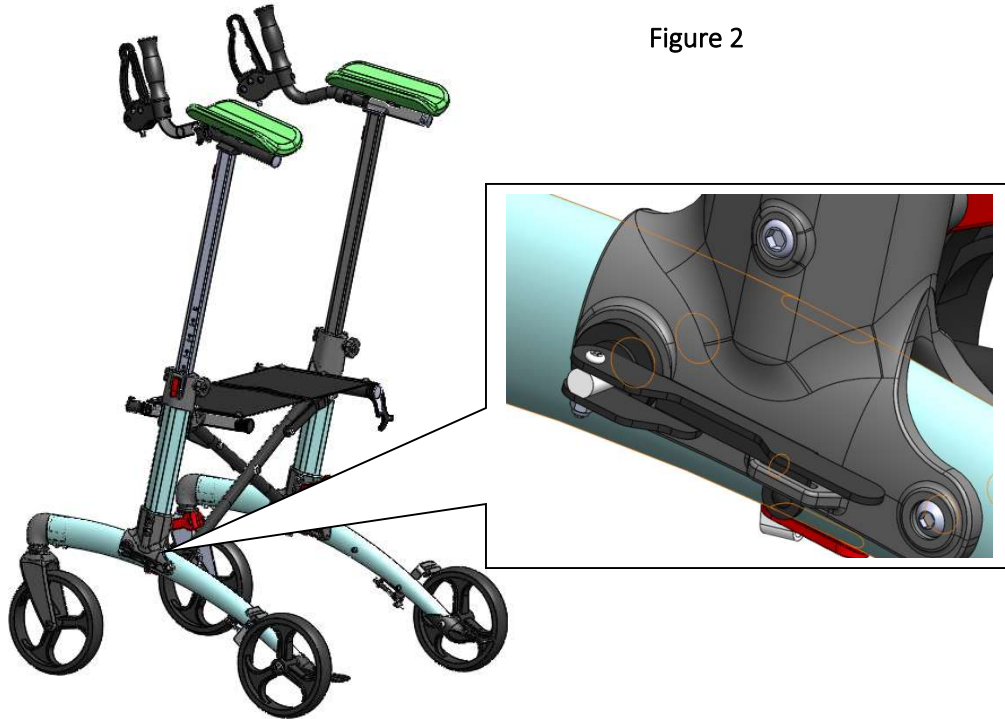


Figure 1

- ii. Put the two handle tubes and armrest in an upright position, insert the handle tubes into the frame and turn the locking lever in position on both sides. Figure 2.



- iii. Loosen the frame lock and then open the rollator by pushing the side frames outwards. Press the seat tubes on both sides until they snap into the brackets. Figure 3.



Figure 3

- iv. Before using, test the rollator by grasping the side frames and attempt to pushing slightly inward with some force. The rollator will remain locked in the OPEN position when the seat is completely open and stable, as shown. Figure 4.



Figure 4

d. FOLDING THE ROLLATOR

- i. Lift the band on the middle of the seat, push both the side frames inwards until the rollator is completely folded side to side, and lock the frame with the latch, as shown in Figure 5.



Figure 5

- ii. Release the locking lever first, and fold the handle tube, as shown in Figure 6.



Figure 6



Adjusting Handrail Tube (Height)

- NOTE: Refer to the INSTALLATION WARNINGS in the SAFETY SUMMARY of this user manual.
- NOTE: Adjust the rollator height so that when the user's arm is down to their side, the hand grip is at wrist height. This will ensure the arms are at an approximate 20° to 30° bend when using the rollator.
- a. Release the knob first, press down the adjustment button; adjust the handrail upward or downward to the desired height. Ensure both handrails are at the same height and the knobs are locked after height adjustment, as shown in Figure 7.

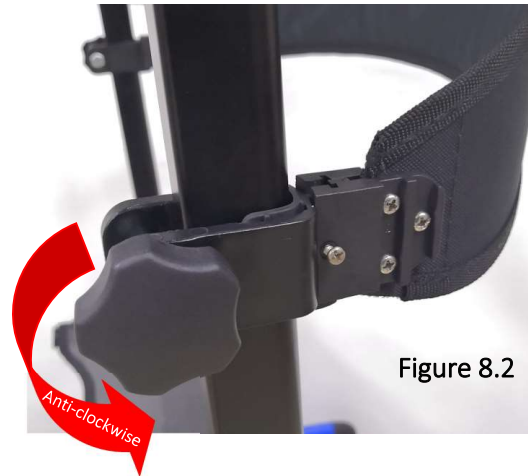


Figure 7



Using the Backrest

- a. Fix the backrest by sliding it down over the bracket and then tighten the screw as shown in below image (Figure 8.1):



- b. Adjust the backrest by releasing the knob anti-clockwise; adjust the backrest bracket upward or downward to the desired height. Ensure the rubber pad is in the backrest bracket and tighten the knob clockwise as shown in the image above (Figure 8.2).

Using the Hand Brakes/Brakes

a. USING HAND BRAKES

- I. Pull the top portion of the brake handles UP towards the hand grips as shown below in Figure 9.
- II. Do one (1) of the following:
 - i. REMAIN STATIONARY—hold the brake handle UP.
 - ii. CONTINUE MOBILITY – release the brake handle.



Figure 9

b. LOCKING HAND BRAKES

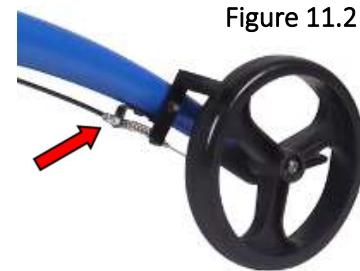
- I. Push DOWN on the bottom portion of the brake handle as shown in Figure 10 until an audible “click” is heard.



Figure 10

c. CABLE ADJUSTER UNIT (Figure 11)

- I. Test the brake. If the tension of the brake handle is STILL too loose/tight, perform the following:
- II. Use fingers or a 10mm wrench to turn the larger locking nut until loosened. Then use fingers or pliers to turn barrel adjuster nut and try the brake. If this does not solve the problem, repeat turning the barrel adjuster nut until the brake functions as expected. Then tighten the locking nut until it presses tightly against the housing to prevent the barrel adjuster nut from loosening. As shown in below in Figure 11.1



- III. Use fingers or a 10mm wrench to turn the larger locking nut until loosened. Then use fingers or pliers to turn barrel adjuster nut and try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut until the brake functions as expected. Then tighten the locking nut until it presses tightly against the fixed plate to prevent the barrel adjuster nut from loosening. As shown in above in Figure 11.2



WARNING! Make sure that both brake levers are in parking mode (locked) before sitting down. Also make sure both brake levers are in parking mode or squeeze the brake levers (for brake ON) if intending to stand and rest. See Page 15.

Care and Maintenance

- a. Periodically check to ensure that screws are properly tightened.
- b. Ensure that **ALL** attaching hardware is secure at **ALL** times.
- c. Check the seat rails locked into the plastic slots securely. If not, push down the seat again.
- d. Verify brake operation.
- e. Check the wheel is locked and installed properly.
- f. Make sure the quick release kit is locked.
- g. Replace any broken, damaged, or worn items immediately.

Care Of Wheeled Accessories and Bag

- a. Keep the wheels clean. Clean wheels with warm water and mild cleanser. Dry with clean cloth.
- b. Change the wheels as soon as wear and damage happen.
- c. Lubricate with 3-in-1 oil periodically or if wheels begin to squeak.
- d. Bag - Clean the dust, hand wash with warm water only, rinse, do not spin to dry, do not iron ,do not bleach ,do not dry clean. Dry in the shade, do not expose to the sun ,do not use detergent.

Attention

- I. Do not use high pressure cleaner to clean this rollator.
- II. Do not use volatile chemical solvent like heavy concentrations of alcohol, ether, heavy concentrations of acids or Chlorinated hydrocarbons e.g. banana oil, gasoline, kerosene and wax with a sponge and brush which can be abrasive.
- III. All parts must be thoroughly dried before using.

Ambient Temperature - Transportation & Storage

- a. Ambient temperature range: -40°C to 65°C.
- b. Relative Humidity: 0% to 90%.
- c. Do not store other objects on the rollator to prevent damage caused by long-term weight bearing down.

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.

The warranty covers the following Rollator models unless otherwise noted:

AirMax Z11 Rollator

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' dealer, 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 Dealer.

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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