

Assembly, Usage and Maintenance Instructions

Thank you for choosing our ONYX RL019, RL021 or DELUXE ONYX RLD21 Rollator.
Before use, you must read the safety instructions carefully. Keep this manual for future review.

IMPORTANT – THIS ROLLATOR IS DESIGNED FOR USE AS A WALKING AID AND SHOULD NEVER BE USED FOR ANY OTHER PURPOSE.

Customers should seek the advice/recommendations of a medical professional to determine if a rollator is suitable for their needs.

Contents

RL019 & RL021



ONYX Bag

RLD21



ONYX Cane
Holder



BIOS Living™
Tray



ONYX Deluxe
Bag



BIOS Living™
Universal 2-in-1
Cup/Smart Phone
Holder



BIOS Living™
Name Tag

⚠ Warnings



DO NOT leave your rollator unattended. Anytime the rollator has been out of view (eg. placed in vehicle, etc.) inspect the rollator completely for any signs of damage before use.



DO NOT put anything on your folded rollator as this will cause damage to the frame, plastic parts etc.



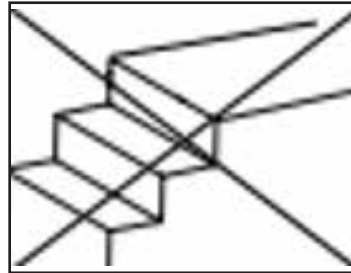
DO NOT use as a wheel chair/transport chair. The rollator has not been designed for this purpose.



Be sure the brakes are locked before sitting on the seat. **CAUTION! Pinch point: DO NOT put fingers between brake and hand grip!**



DO NOT lean on one side of the rollator when sitting down. Distribute weight evenly to prevent the rollator from tipping over.



DO NOT use on stairs or escalators. Only use this product on even surfaces clear of obstructions.



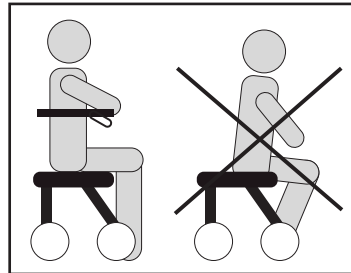
DO NOT use brake handles to support weight at any time. Use upper hand grips only to stabilize your body.



DO NOT squeeze brakes continuously while walking as this will cause premature wear to the brake pads and tires.



DO NOT rest anything on back strap as damage may occur.



Touch the back of your legs to the seat before sitting.



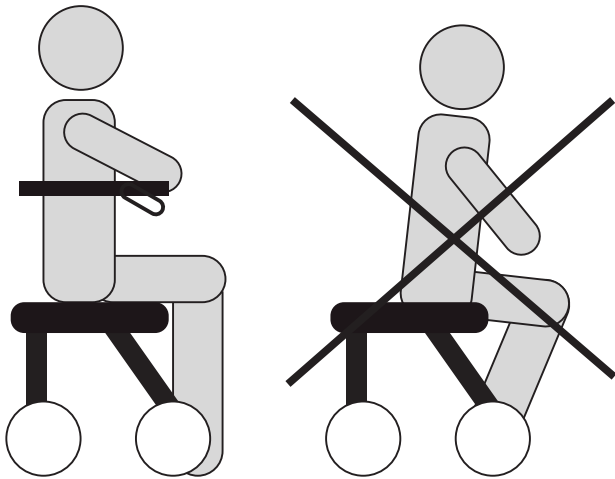
DO NOT exceed the weight capacity!
The rollator can provide assistance to an individual weighing up to 300 lbs/136 kg, including the weight of the contents of the nylon storage bags.

Intended use

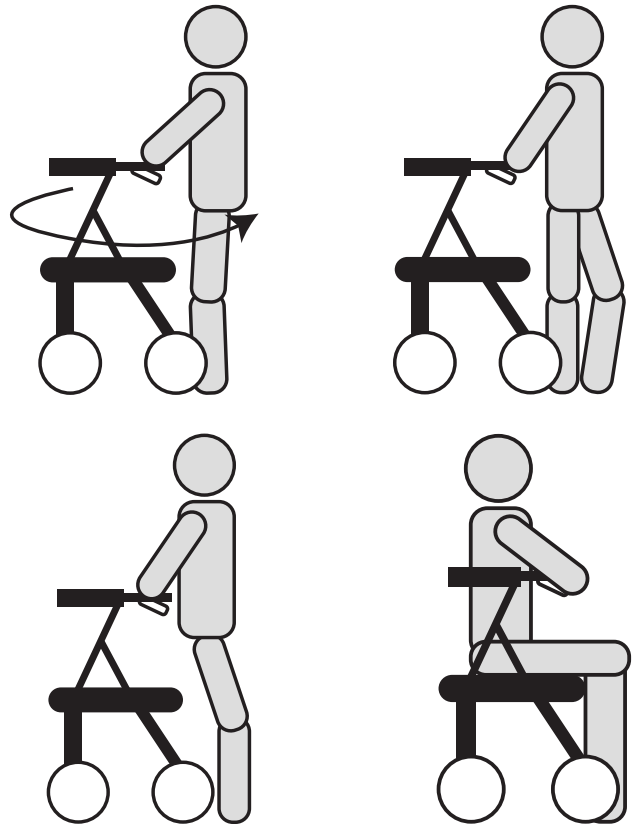
The ONYX and DELUXE ONYX Rollators are designed for use as a walking aid and should never be used for any other purpose.

Our Rollator is suitable for both indoor and outdoor use.

To sit, after ensuring the brakes are in the parked/locked position, touch the back of your legs to the edge of the seat to ensure position of the rollator before sitting down.



IMPORTANT! Test that the rollator is immovable before attempting to sit. Brakes must be in the parked/locked position.



DO NOT support your weight on the handles when attempting to sit. Use the handles to stabilize your body as you carefully turn around. Keep your hands on the rubber handles and slowly lower your weight onto the seat.

Each individual should always consult with their physician or therapist to determine proper adjustment usage.

Components of the Rollator



1. Hand Grip
2. Hand Brake
3. Backrest
4. Height Adjustable Handles
5. Handle Height Adjustable Button
6. Padded Seat
7. Shopping Bag
8. Front Wheel
- 9./12. Cane Holder Basket and Clasp (RLD21 model)
10. Rear Wheel
11. Frame
13. Brake Cable and Brake Clip

Product Specifications

- Overall Product Length: 26.7"/68 cm
- Overall Product Width: 24.2"/61.5 cm
- Overall Product Height: 32.5-38.2"/82.5-97 cm
- Product Weight: 15.3 lbs/6.95 kg
- **RL019/RL021 available in BLACK, RLD21 available in BLUE**
- Product Weight Capacity: 300 lbs/136 kg
- Seat Width: 18"/46 cm
- Seat Depth: 10"/25 cm
- **Seat to Floor Height: RL019 ONYX LOW 19"/48 cm**
- **Seat to Floor Height: RL021 ONYX STANDARD 21.5"/55 cm**
- **Seat to Floor Height: RLD21 ONYX DELUXE STANDARD 21.5"/55 cm**
- Handle Height (Min): 32"/81.5 cm
- Handle Height (Max): 38"/96.5 cm
- Width Between Handles: 18.1"/46 cm (inner), 21.2"/54 cm (outer)
- Front/Back Wheel Size: 8"/20.3 cm
- Front/Back Wheel Circumference: 24.7"/62.8 cm
- Distance Between Rear Wheels: 21.2"/54 cm (inner), 24"/61.5 cm (outer)

Assembly

STEP 1:

Remove plastic wrap from wheels. Install rear wheel into receptacle located on the rear of the frame whilst pressing the locking pin on both sides. The locking pin will pop up when the wheel is securely in place. Repeat step 1 to attach second rear wheel. Follow same steps to install front wheels.

When attaching the rear wheels make sure that the wheels are on the outside of the frame and that the brake linkage is on the outer side of the frame.

STEP 2:

Release the locking lever on the seat frame and unfold the rollator as wide as possible.

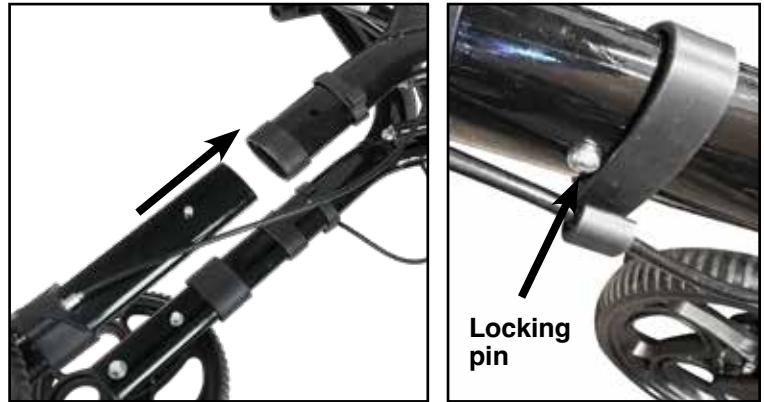
Using both your hands push down on the seat so it's flat. You will hear the holders under the seat click into the struts. Look under the seat to see the holders have snapped securely into the small struts on the frame.

Attach and secure brake cable to designated brake clip on frame on both sides.

STEP 3:

Slide the backrest hooks into the rollator backrest frame slots. Logo facing outwards.

Rear Wheel/Rear Frame



Front Wheel/Front Frame



Assembly continued

STEP 4:

Slide the canvas tabs of the shopping bag onto the hooks located on the front sides of the seat.



STEP 5:

For RLD21 Model: Attach the cane basket holder on the base, the cane holder base is located on the bottom left/right hand side of the frame. Attach the cane clasp holder on the upper frame by the handle bars, on the same side as the cane basket.



STEP 6:

Adjust the height level of the handles to suit different users.

Press the locking pin on the main frame and pull/push the hand grip upwards or downwards. As the handle moves, release the buttons.

This automatically locks in the next possible height. Repeat this process until the desired height is reached. Make sure both handles are locked at the same level.



IMPORTANT!

Before use, ensure all locking pins are fully engaged.

Folding/Unfolding the Rollator



Folding:

1. Using the seat strap, pull upwards until the seat disengages from the brackets and the rollator contracts. Use the clamp to lock it to the seat hooks.
2. If necessary, set the handle height to the lowest level to save even more space.

Unfolding:

1. Unfold the rollator by pressing down on both sides of the seat frame until you hear the holders under the seat click into the struts and the seat is locked in position and flat.

Brake Operations

The brakes can be used for normal braking while walking with the rollator, or for parking when user wants to sit down on the seat.

1. To stop, squeeze handles upwards simultaneously to apply normal braking.

Parking Brakes

1. Push both handles downwards simultaneously until they click into place to activate the parking brakes. The handles will lock automatically and stay in place. Brakes are now in the “locked” position.
2. To release the parking brake, squeeze the handles upwards.



Brake Adjustment

Your rollator brake system will require periodic adjustment.

To adjust the brakes loosen Nut B and then screw/unscrew Nut A.

When adjusted re-tighten Nut B.

If further adjustment is required, loosen the Locking Screw, then using a pair of pliers pull the cable down by approximately a millimetre.

Re-tighten the Locking Screw. The brakes can be further adjusted by loosening Nut B and screwing/unscrewing Nut A as before.



Accessories

BIOS Living™ Universal 2-in-1 Cup/Smart Phone Holder with Model RLD21 or sold separately

Gently unscrew the rotating knob counterclockwise to loosen the clamp enough so it may be secured around the frame tubing.

Place the clamp under the reflective tape with the holder positioned on the outside of the frame.

Once the clamp is in place begin to twist the knob clockwise to secure holder in position.

Test to ensure stability before use.

The holder can be positioned on either side of the rollator frame



BIOS Living™ Rollator Tray with model RLD21 or sold separately

Place the tray down while positioning all four rubber feet into the silver gromets found on the rollator seat.



BIOS Living™ Rollator Name Tag with model RLD21



▲ Care and Use



DO NOT use chlorine bleach or abrasive cleaners. To clean, wipe down using a damp cloth and mild detergent only.



INSPECT your rollator yearly through an authorized dealer/ service agent. Only let authorized personnel adjust your rollator.



CHECK periodically to ensure that the back height adjustment knobs are tightened securely.



CHECK your rollator frequently for any loose, cracked or corroded plastic or metal components.



CHECK your rollator to ensure the front forks and all wheels swivel easily and are clear of any dust or obstructions.



DO NOT store the rollator near a heat source.



DO NOT leave your rollator exposed to the elements (weather).



Use only authorized parts/accessories with your walking aid.



This is a walking aid only designed to assist you with mobility. Only use the seat for rest periods.



NEVER use the rollator for any reason other than for its intended purpose.

Warranty

Warranty Coverage 3 Years: Frames are warrantied for 3 years against defects in materials and/or workmanship for the following models:

Onyx series RL019, RL021 and RLD21, Eclipse Series Rollators RLG21 and the BD749

Warranty Coverage 1 Year: One year warranty on the braking system excluding normal wear and tear.

This warranty does not cover device failure due to owner misuse or negligence, or normal wear and tear. The warranty does not extend to non-durable components, such as plastic and rubber accessories, casters, bags, back rests and grips, which are subject to normal wear and need periodic replacement.

This warranty extends only to the original purchaser and is not transferrable. Thermor Ltd will not warranty any parts that have been damaged due to improper installation, modification and/or misuse.

It is the sole discretion of Thermor Ltd to determine best method of replacement. The replaced part will only be replaced once under the original warranty.

This warranty does not cover any transport/shipping costs. This warranty does not apply if the product is subject to misuse, neglect, rough handling or damage.

Ship the unit prepaid and insured (at owners option) to:

Thermor Ltd.

Returns Department

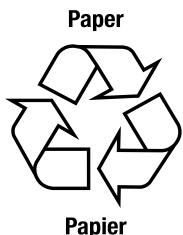
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BIOS | Medical

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Propriétaire-exploitant canadien à 100 %

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