

# *CardioAccelerator*<sup>™</sup>

by UPWalker<sup>®</sup>



## User Guide For H300

Designed by LifeWalker Mobility Products  
San Diego, California

*LifeWalker*  
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## **TABLE OF CONTENTS**

	<b>Page</b>
<b>Safety Warnings</b>	<b>4</b>
<b>Set-Up Instructions</b>	<b>5</b>
<b>Product Features</b>	<b>6</b>
<b>Opening the UPWalker</b>	<b>7</b>
<b>Attaching Resistance Dampers</b>	<b>8</b>
<b>Use of CardioAccelerator</b>	<b>9</b>
<b>Use as a Traditional Upright Rollator</b>	<b>9</b>
<b>Setting Desired Armrest Height</b>	<b>10</b>
<b>Securing Handgrips</b>	<b>11</b>
<b>How to Use Parking Brakes</b>	<b>12</b>
<b>How to Adjust Brakes</b>	<b>12</b>
<b>Positioning the Seat</b>	<b>14</b>
<b>Using Sit-to-Stand Assist Handles</b>	<b>14</b>
<b>Locking and Unlocking the Wheels</b>	<b>15</b>
<b>Closing the UPWalker</b>	<b>15</b>
<b>UPWalker Maintenance</b>	<b>16</b>
<b>Accessories</b>	<b>16</b>
<b>Warranty Information</b>	<b>22</b>
<b>Customer Support</b>	<b>23</b>

## **SAFETY WARNINGS**

**TO ENSURE YOUR SAFETY IN USING THE UPWALKER<sup>®</sup>, 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.
- For H300-R DO NOT exceed 300lb (136kg) weight limit.
- User assistance is recommended for customers with fall risk.
- DO NOT use the UPWalker if there is apparent damage or if any parts (other than accessories) are missing.
- Care should be taken to ensure that all height adjustment locks, dampers, 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 re-tighten if necessary.
- DO NOT use with rear wheels in unlocked position.
- DO NOT ride the CardioAccelerator 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% when using as a traditional upright rollator with armrests locked in horizontal position.
- DO NOT go up and down inclines or hills when using the reciprocating arm movement on your CardioAccelerator.
- Be careful to avoid pinching your fingers while raising and lowering the armrests and opening and closing the UPWalker frame.
- ALL WHEELS must be in contact with the floor at ALL TIMES. This will ensure that the UPWalker is properly balanced.

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

## **SET-UP INSTRUCTIONS**

1. Unbox the UPWalker on a level floor. Carefully remove the UPWalker from the box and remove protective plastic and all cardboard pieces. Retain shipping materials in the event of customer return of product.
2. Stand the UPWalker up on all four wheels (see Fig A1a on page 6).
3. Push the front wheel gray lock tabs down to release the front wheels from locked position (see "Locking and Unlocking Wheels" on page 14).
4. The rear wheels will automatically lock in place when turned backward (see "Locking and Unlocking Wheels" on page 14).
5. Open the UPWalker (refer to "Opening the UPWalker" on page 6).
6. Adjust armrest height to your desired user height (refer to "Setting Desired Armrest Height" on page 9).
7. Set hand-grip orientation to your desired angle (refer to "Securing Hand-grips on page 10).
8. Check the brakes for normal function, including the parking brake function (refer to "How to use and Adjust Brakes" on page 11).
9. With parking brakes off (see "How to Use Parking Brakes" on page 11), ensure that all four wheels spin freely.
10. Follow instructions on page 6 for securing seat in and stability of unit by pushing seat rails firmly inside support brackets on frame, before using the UPWalker.
11. Examine all other parts for shipping damage. DO NOT use the UPWalker if there is apparent damage or if any parts (other than accessories) are missing. If there are missing or damaged parts, please contact LifeWalker Customer Service at 866-588-1845 or [customerservice@lifewalkermobility.com](mailto:customerservice@lifewalkermobility.com).

# UPWalker® CardioAccelerator™ Product Features



## A. Opening the UPWalker CardioAccelerator

1. To open the UPWalker, begin by standing the UPWalker on all four wheels on a level floor (Fig A1a) .
2. Carefully remove all packaging materials. Allow resistance dampers to sit on the armrest (Fig. A1b).
3. Open the buckle strap retaining front legs of the frame to enable opening of the UPWalker (Fig A2).
4. Standing behind the UPWalker, lift up slightly on the sit-to-stand assist handles while pulling outward in opposite directions to open frame (Fig A3).
5. Continue opening the UPWalker by pushing slightly inward simultaneously on the sit-to-stand assist handles to align and connect seat rails within the frame (Fig A4 & A6).
6. To complete opening of the UPWalker, move seat to most forward position (Fig H1, pg.13) and push downward on the seat where marked “Push Down To Secure” until seat rails sit securely inside the support brackets on frame (Fig A5).



Fig A1a



Fig A1b



Fig A2



Fig A3



Fig A4



Fig A5



Fig A6



Fig A7

**CAUTION: THE UPWALKER IS NOT SECURE FOR USE IF SEAT RAILS ARE NOT PUSHED FIRMLY INTO THE FRAME BRACKETS AS DEMONSTRATED IN FIG A6. DO NOT USE THE UPWALKER IF SEAT RAILS ARE OUT OF FRAME BRACKETS (FIG A7).**

## B. Attaching Resistance Dampers and Beverage Holder to UPWalker CardioAccelerator

1. Rotate handgrips into a vertical position with resistance dampers hanging under handles with dampers on outside of handles (Fig B1).
2. Remove retaining nut and bolt on end of pivot arm under each armrest using enclosed tools (Fig B2).
3. Remove armrest locking pin (Fig B3) and lift up slightly on handle. At the same time rotate resistance damper until it slides into "U" channel on pivot arm where retaining bolt was removed (Fig B4). Insert bolt with nut on outside and tighten (Fig B5). Tighten cam lever (Fig B6) to prevent handle from rotating.
- 3a. To install beverage holder when using UPWalker as CardioAccelerator, select either the left or the right side for installation. Insert beverage holder bolt in place of retaining bolt described above to retain both the resistance damper and beverage holder. Attach nut on inside of unit where beverage holder bolt extends through (Fig B7).



Fig B1



Fig B2



Fig B3



Fig B4



Fig B5



Fig B6



Fig B7



## C. Use of CardioAccelerator

Your CardioAccelerator is now ready to be used. With armrest locking pin removed, place forearms on armrests (see section “D”, pg.9 for correct armrest height before using) applying pressure on forearms. Alternating between your left and right arms, move hands up and down in a reciprocating motion pivoting at your elbows. This is a motion similar to doing curls with weights in your hands. Once handgrips are lifted until they stop, push handgrips back down until they stop (still rotating around the pivot point of elbows applying downward force on forearms).

**CARE SHOULD BE TAKEN TO USE THE RECIPROCATING ARM MOTION EXERCISE ONLY ON LEVEL WALKING SURFACES.**

### Health Benefits

Note: Use of the dual motion reciprocating resistance arm exercise on your CardioAccelerator, while walking, can raise your heart rate by an additional 10-30 beats per minute for a more robust cardio workout. The dual motion arm resistance workout activates many muscle groups including, but not limited to, biceps, triceps, forearm, shoulder, and many back muscles. Since muscle loss of up to 3% a year can occur as one advances over the age of 50, resistance exercise is an important element of maintaining muscles for a healthier life. In addition, the National Institutes of Health suggests improved health through regular walking. We encourage you to use mobility as medicine.

### Use of CardioAccelerator as a Traditional Upright Rollator

If you desire to use your UPWalker CardioAccelerator as a traditional mobility assist device, without arm exercises, insert the armrest locking pin in hole indicated with white circle (Fig C1) which secures your armrest in a ergonomically comfortable 14 degree angle. See pg. 9 “Reinserting the armrest locking pin”.



Fig C1

Once standing in the UPWalker, move forward so your body is between the armrest pads, standing in an upright position with good posture. Put equal arm pressure on the left and right armrest pads. Put hands on handgrips with fingers around the brake handles. Take full-stride steps with constant gait. Pull on brake handles while going down hills to control speed. Walk regularly for exercise to maintain good health.

## Reinserting the Armrest Locking Pin

A two-stage approach to fully inserting the locking pin makes it easier. First, move the handgrip up and down slightly while inserting the locking pin with light pressure into the outer hinge body hole (Fig C1). When the hinge holes line up, the pin will pop through the midsection of the hinge. It may then seem to hesitate rather than pass all the way through to the far side of the hinge. At that point, continue to maintain light inward pressure on the pin, but move the upper handgrip left and right lightly, without applying any more up or down force. This should enable the pin to line up with the next hole, then pop all the way through the hinge. There is a vertical white line which should be inline with height adjustment tube to assist in aligning holes.

If you are still having trouble with reinserting the locking pin, unlock the cam (Fig B6) that secures the upper handle angle. Pivot the upper handle outwards to a slightly less inwardly slanted angle (towards a slightly more vertical position). Lock the cam. Then repeat the procedure explained in the above paragraph.

**DO NOT USE THE WALKER UNLESS THE LOCKING PIN IS ALL THE WAY THROUGH THE HINGE; OR ALL THE WAY OUT.**

## D. Setting Desired Armrest Height

1. The armrests on the UPWalker are raised and lowered independently of each other. It is recommended that the armrests be set at the same height. Should the user have a physical condition that requires offsetting the height of the armrests, the armrests can be set accordingly for comfort.
2. To raise and lower the armrests, first push in the light gray height adjustment tab (Fig D1) and, while keeping the tab depressed with one hand, use your other hand centered over armrest pad to raise or lower the armrest to the desired height (Fig D2). When the armrest is at the desired height, release the height adjustment tab to automatically engage the tab's pin in the tube hole. You will hear a "click" when the tab is engaged. Avoid pinching your fingers between the armrest and the top of the height adjustment tube while raising or lowering the armrests.

**CHECK THAT THE HEIGHT ADJUSTMENT TABS ARE SECURELY IN PLACE BEFORE PLACING WEIGHT ON THE ARMRESTS AND WALKING IN THE UPWALKER.**



Fig D1



Fig D2

3. The armrest should be set at a height that is high enough that you feel support under your forearms when standing upright inside the UPWalker but not so high as to cause your shoulders to "hunch." Put equal weight on each forearm while using the UPWalker. You may find it beneficial to displace some of your body weight on your forearms while walking.
4. Each setting is marked with a number on the height adjustment tube for future reference. Note and remember the setting you prefer.
5. The UPWalker includes a convenient height adjustment memory stop on the bottom of each height adjustment tube (Fig D3). After you have established your preferred height setting, unlock the height adjustment memory stop using the gray knob, turning it in a counterclockwise direction. Slide the memory stop up to the frame and relock in place by turning the gray knob in a clockwise direction until tight. Once set you may raise an armrest from a lowered position until the memory stop is reached. The memory stop does not need to be moved again unless a different armrest height is required.



Fig D3

## E. Securing Handgrips

1. Handgrips are designed to be turned in slightly from a vertical position for ergonomic comfort. To secure handgrips from moving or to set and secure handgrip at the appropriate angle, open the chrome cam lever under the armrest pad (Fig E1).
2. Once the preferred angle is established, close the chrome cam lever firmly to secure the handgrip in place (Fig E2). The tightness of the cam lever can be adjusted by turning the cam lever nut on the outer side of the armrest.



Fig E1



Fig E2

## F. How to Use Parking Brakes

1. To set parking brake, push the brake handle forward until it clicks in locked position. Some users may want to hold the hand-grip with one hand while using the other hand to push the brake handle forward. (Fig F1).
2. To unlock brakes, simply pull brake handles back toward you.
3. It is strongly recommended that the parking brakes be set in the locked position when the user is sitting down in the UPWalker or standing from a seated position and when the user is making adjustments to the UPWalker's settings.
4. When using brakes while walking, both brakes should be applied with equal pressure.



Fig F1

## G. How to Adjust Brakes

The following information is intended to assist you with the adjustment of your brakes.

**Note:** The brakes on your new UPWalker have been preset from the factory. Due to normal use over time you may need to make adjustment to maintain this setting. You can adjust the brakes by making the following adjustments at either the brake handle position (Fig G1) or above the rear wheel (Fig G2). Before attempting to adjust the brakes, ensure that the parking brake is disengaged (see “How to Use Parking Brakes” above).



Fig G1

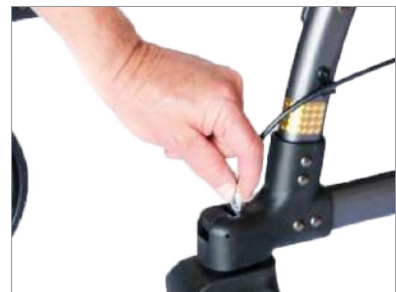


Fig G2

### Brake is Too Loose

Use fingers or pliers to turn the barrel adjuster nut counterclockwise a half rotation (Fig G3). Try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut a half rotation at a time until the brake functions as expected. Then turn the larger locking nut clockwise using fingers or a 10 mm or 13/32 wrench until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.



Fig G3

### Brake is Too Tight

Use fingers or a 10 mm or 13/32 wrench to turn the larger locking nut counterclockwise until loosened. Then use fingers or pliers to turn barrel adjuster nut clockwise a half rotation (Fig G3) and try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut a half rotation at a time until the 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

**NOTE: DO NOT ATTEMPT TO PERFORM THIS TASK IF YOU ARE NOT MECHANICALLY INCLINED.**

If you cannot achieve the desired adjustment by means of the above, you may use a 4 mm or 5/32" Allen wrench to reset the brake using the brake cable nut attached to the brake pad at each rear wheel (Fig G4). First loosen the nut by turning Allen wrench counterclockwise. Once loosened, you may pull the brake cable out of 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 nut by turning clockwise. You may have to repeat adjustment a few times to get it right.



Fig G4

If you are not comfortable with adjusting your brakes please consult a local Durable Medical Equipment dealer or contact LifeWalker Customer Service at 866-588-1845 or [customerservice@lifewalkermobility.com](mailto:customerservice@lifewalkermobility.com). Please note, LifeWalker does not reimburse customers for maintenance charges on the UPWalker, including brake adjustments.

## H. Positioning the Seat

1. To walk in the UPWalker, pull the seat to the most forward position by lifting up and pulling forward the tab on the front of the seat (Fig H1).
2. To sit on the seat, set the parking brake, pull the seat fully backward using the rear pull tab (Fig H2), and sit with legs facing the rear. Sitting on the seat with the armrests in their raised position is often preferred.
3. Use the sit-to-stand assist handles as needed when sitting and standing (Fig H3).



Fig H1



Fig H2



Fig H3

## I. Using Sit-to-Stand Assist Handles

1. Move rear wheels of the UPWalker under the chair in which you are seated, aligned with your feet.
2. Set parking brakes (see "How to Use Parking Brakes" on page 11).
3. Place hands on left and right sit-to-stand assist handles.
4. Bend over to where your nose is over your toes and push down on the sit-to-stand assist handles to stand up into the UPWalker (Fig I 1).
5. Release parking brake (see "How to Use Parking Brakes" on page 11).

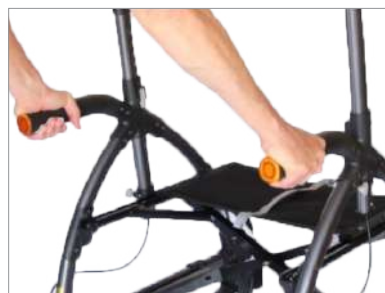


Fig I 1

## J. Locking and Unlocking the Wheels

1. For most users the front wheels should be set to pivot freely and allow the UPWalker to turn left and right. This is achieved by placing the light gray tab above each front wheel in the down position (Fig J1). However, the front wheels can be locked to roll only in a straight line by flipping the gray wheel lock tabs to the up position (Fig J2).
2. The rear wheels should be kept in the locked position when using the UPWalker. If you need to unlock the rear wheels to reduce the size of the unit for shipping, storage or transport, lift up the black wheel lock tabs above the rear wheels (Fig J3) and pivot the wheels inward. Push wheel lock tabs down to closed position after turning wheels under the UPWalker.



Fig J1



Fig J2



Fig J3

## K. Closing the UPWalker

1. Lower the armrests to the lowest setting (see "Setting Desired Armrest Height" on page 9). Lift the seat up by seat lift handle (Fig K1) and allow UPWalker to fold in (Fig K2). Stand the UPWalker on all four wheels to roll or stow. Use the buckle strap on front of the UPWalker to secure folded unit for storage or transport.
2. Luxury Personal Item Bag must be removed to avoid damage to bag.



Fig K1



Fig K2

## L. Maintenance

1. Check your UPWalker periodically to make sure that the brakes are working correctly and that all of the nuts and bolts are secure. Do not use the UPWalker if the brakes are not working correctly.
2. If hand-grips are loose, do not use the UPWalker.
3. Periodically inspect the wheels for tightness, wear and damage. Before use, make sure that the wheels are free of hair, lint, dirt and other debris.
4. Regular inspection of parts including hardware, brackets and plastics for deformation, corrosion, breakage, wear, dents, or compression is highly recommended.
5. Regular cleaning of the UPWalker is recommended. Wipe all surfaces with a damp cloth and allow the surfaces to dry before use.
6. UPWalker rubber handles and pads are made of closed cell material so they can be sanitized with antiseptic cleansers.
7. Teflon or silicone lubricant may be applied to a rag and run over the armrest height adjustment tubes and seat rail slide, resistance dampers, after cleaning, to assure smooth operation.

## M. Accessories

**The UPWalker is shipped to customers with the following standard accessories:**

**Beverage Holder** installation instructions for the standard cup holder included with your CardioAccelerator can be found in section B3a on page 7 of this user manual.

**Backrest Support** (Fig M1) is attached by sliding each end over the sit-to-stand assist handles (Fig M2) with mesh material facing the rear end of the UPWalker. Backrest may be left permanently on the UPWalker or removed when not in use.



Fig M1



Fig M2



**Personal Item Bag** has Velcro straps which should be wrapped around the lower arms of the X frame located below the seat. (Fig M3 & M4). The UPWalker logo is designed to be on the front side of the bag facing away from you when using the UPWalker.



Fig M3



Fig M4

**Motion Activated Light** The CardioAccelerator comes with a unique motion-activated LED light used for your safety when dark. The light attaches with a magnet to the UPWalker beneath the seat in the middle of the X-frame (Figure M5). It can easily be removed by sliding off the magnet to charge the battery.

Lithium-Ion battery inside light periodically needs to be recharged when light stops working:

1. Pull magnetic light off from within metal retainer on your UPWalker.
2. Push the enclosed micro connector (smaller end of USB-C connecting cable) into light as shown in (Figure M6). Please note connector only slides in with narrow end facing away from front of light.
3. Push the larger end of USB-C connecting cable (Figure M7) into any USB-C wall charger for 2 hours to achieve full charge (very commonly used with phones and computers).



Fig M5



Fig M6



Fig M7

## Optional Accessories Available From LifeWalker's Website

**Shopping Bag** (Fig M8) sits on the seat when seat is placed in the forward position under hand-grips. Support straps should be placed in the bend in the hand-grip tubes at the base of each hand-grip. Secure support straps using the Velcro material at the ends of the straps (Fig M9). Note that the shopping bag has convenient handles to transport your purchases by hand.

**Luxury Personal Item Bag** (Fig M9) is constructed with premium materials and includes a secure zipper top and side pockets to hold additional personal items. With the UPWalker logo facing forward, place support straps in the bend in the hand-grip tubes at the base of each hand-grip and secure using Velcro at the ends of the straps (Fig M10 & M11). Remove bag before folding UPWalker.



Fig M8



Fig M9



Fig M10



Fig M11

**Beverage Holder**, when using UPWalker as traditional upright walker, can be attached to either one of the hand-grip tubes (Fig M12). First, unscrew the knob on U-shaped tube clamp and remove the beverage holder from the U-clamp. Then slide "U" over hand-grip tube (Fig M13) close to armrest pad with hole on bottom and flat side of "U" facing inward. Make sure rubber sleeve remains inside the "U". Slide the bolt on beverage holder through the hole on "U" with beverage holder positioned on the inside and the knob on the outside of the UPWalker (Fig M14). Note that the "U" and holder have a matching positioning key to rotate and lock the holder at the desired angle. Additional adjustments can be made to the positioning of the beverage holder by moving the "U" on the hand-grip tube. Please note this optional cup holder could not retain a beverage while utilizing reciprocating arm movement.

See page 7 for instructions on installing standard beverage holder when using UPWalker as CardioAccelerator.



Fig M12



Fig M13



Fig M14

**Smartphone Holder** (Fig M15) supports different sizes of phones for hands free operation when you are on the go. To attach the holder, first unscrew the cam lever nut under the right armrest pad opposite the chrome cam lever which secures the hand-grip tube. Mate the hole in the end of the flexible phone holder arm with the cam lever bolt and the plastic base holding that bolt. Reattach and tighten the nut (Fig M16). Close cam lever to secure both hand-grip arm and smart phone holder. It may be necessary to adjust the cam lever tension by turning the cam lever nut clockwise or counterclockwise.

Two round adjuster knobs are located on the back of the smart phone holder (Fig M17). Use the larger knob to adjust the size of the holder to accommodate different sizes of phones. Turn large knob counterclockwise to open and insert phone, then turn knob clockwise to close holder. Secure the phone in place by turning the small knob clockwise. The phone holder is attached to a flexible arm which can be bent to turn phone to desired position (hold arm firmly where it attaches under armrest while bending phone end, so as not to break the attachment mechanism on the UPWalker).

The phone holder can be pivoted on the flexible arm to optimize viewing of the phone. Untighten/tighten the adjuster knob at the end of the arm to pivot the phone holder. **DO NOT** insert phone into smartphone holder while utilizing the reciprocating arm movement on your CardioAccelerator.



Fig M15



Fig M16



Fig M17

**Cane/Umbrella Holder** (Fig M18) attaches to the side of the UPWalker for the convenience of holding a cane or umbrella hands free. The cup attaches to the lower horizontal frame tube facing outward near front wheels (Fig M19). To attach the cup, first turn the cup to remove from the cup attachment clamp. Then remove the bolt with light gray knob from the clamp. Spread the "U" clamp over the lower horizontal tube with the knob on the outside and the retaining nut on the inside. Slide bolt with knob back through the holes on clamp and turn the knob clockwise to seat the bolt in the retaining nut and tighten clamp against frame. Re-attach the cup and turn to desired position.

The upper retaining clamp attaches to the curved front leg tube of frame, with clamp and gray knob on the outside of the frame (Fig M20). To attach the clamp, remove bolt with knob from the clamp. Spread the "U" clamp over the frame with the knob on outside of F frame. Slide bolt with knob back through the holes on clamp turning knob clockwise to tighten clamp against frame. After attachment, turn retaining clamp to desired position to secure cane or umbrella.



Fig M18



Fig M19



Fig M20

**Safety Flashlight/Taillight** can be attached to the left or right hand-grip tubes (Fig M21) facing forward as a headlight (Fig M22) or backward as a taillight. As with other accessories, there is a "U" clamp which must be spread open so as to place the clamp on the hand-grip tube with the light on the outside and holes for bolt on the inside. Unscrew and remove the bolt and knob to open clamp, attach clamp over tube and replace bolt and knob with the bolt sliding in from the top and the knob on the bottom of clamp.

Once attached you may aim the light in a downward position to illuminate area in front of you or turn and aim behind you so others can see you. The light is turned on by depressing the button found on the back. Push once for light to stay on; push a second time to blink like a strobe light; push a third time to turn off. The lens on the front of the light can be moved outward or inward to change the size and shape of the light beam. To insert the three AAA batteries (not included, Fig M22) unscrew the cap on the back of the light, remove battery holder and insert batteries in holder with batteries properly aligned with +/- signs. Insert battery holder back into flashlight and re-secure the cap.

### **HIGH-RESISTANCE DAMPERS**

Optional resistance dampers with increased resistance on forces applied with hard movement can be purchased. This is for users with improved strength and conditioning after extensive use of CardioAccelerator.



Fig M21



Fig M22

## **WARRANTY INFORMATION**

LifeWalker Mobility Products stands firmly behind our commitment to provide premium quality products. Our standard warranties represent our confidence in the materials and workmanship of your new UPWalker.

The frame of the UPWalker 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 LifeWalker Mobility Products or an authorized LifeWalker Mobility Products dealer. Accessories and non-durable components such as wheels, brakes, seat, hand-grips resistance dampers, 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 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 that was modified or repaired without prior written authorization from LifeWalker Mobility Products or an authorized LifeWalker Mobility Products dealer.

Routine brake adjustments.

Problems arising from:

- User negligence.
- Any failure to adhere to the UPWalker user and maintenance instructions.
- Any abuse or misuse of the product for purposes other than those specified in the UPWalker User Guide.

## **CUSTOMER SUPPORT**

For customer support on the purchase, use, maintenance and repair of your UPWalker, please contact LifeWalker Customer Service at 866-588-1845 or [customerservice@lifewalkermobility.com](mailto:customerservice@lifewalkermobility.com).

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 LifeWalker Mobility Products without our prior authorization.

If you purchased your UPWalker from an authorized LifeWalker Mobility Products dealer, please contact that dealer. If you do not receive satisfactory service from the dealer, please call LifeWalker Mobility Products.



**LifeWalker Mobility Products**  
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Patent pending