

# UPWalker FAQ's

## **Product Description**

### **Q. What is the UPWalker?**

The UPWalker is a revolutionary new mobility product that enables users to walk upright in a safer, more secure posture as compared to traditional walkers and rollators that cause users to hunch over.

### **Q. What are the benefits of the UPWalker?**

The UPWalker improves mobility and increases independence for the elderly and mobility challenged, including users with neurological, orthopedic, cardiovascular and other health disorders. According to clinical research, the unique design of the UPWalker reduces pain in the wrists, back and leg joints as compared to traditional walkers, and the upright position enables the user to walk farther with less effort.

### **Q. How does the UPWalker restore dignity?**

Because you are able to walk using upright posture, you are able to look straight at your friends and loved ones without being hunched over looking at the ground. You can even rest on the armrests in a standing position while having a conversation with others.

### **Q. The UPWalker looks complicated. Is it easy to use?**

The UPWalker was designed with user convenience in mind and arrives fully assembled with an easy-to-follow User Guide. After making a few initial set-up adjustments designed to personalize the UPWalker to your user preferences, using the UPWalker requires no more than a few steps to open and close and to use for walking or sitting. All tabs used for making adjustments are clearly defined in gray color.

The UPWalker is larger and heavier than traditional rollators and may not be suitable for smaller, frail elderly users or others lacking the strength to maneuver a larger mobility device.

**Q. Is any assembly required?**

No, the UPWalker comes fully assembled with an easy-to-follow User Guide. It can be removed from the box, adjusted to your personal desire and used immediately.

**Product Features**

**Q. Does the UPWalker include a seat?**

Yes, a fabric seat that slides front to back for sitting or walking with long strides. Also comes with comfortable backrest support for sitting.

**Q. Does the UPWalker include a bag or basket?**

Yes, the UPWalker comes standard with a personal item bag that attaches to the front of the frame. Also available as options are a luxury item bag (with zipper-close top) and a shopping bag (larger bag with carry handles for shopping.)

**Q. What are the sizes of those bags?**

- Standard personal item bag: 13 inches wide x 6 inches deep x 10 inches high.
- Luxury personal item bag: 13 inches wide x 6 inches deep x 10 inches high.
- Shopping bag: 18 inches wide x 11 inches deep x 12 inches high.

**Q. What material(s) is the UPWalker made of?**

The sturdy frame is made from aluminum alloy and other quality materials including composite plastic and polyurethane. Many of these materials are used in the automobile and aircraft industries.

**Q. What colors are available?**

Graphite gray.

**Q. Are other colors available by special order?**

No, not now.

## **Product Function**

### **Q. Does the UPWalker come with brakes?**

Yes, with comfortable ergonomic handles. Brakes stop rear wheels. Brakes also function as parking brake for sitting or standing from seated position.

### **Q. Does one brake stop both wheels?**

No, they function independently and brake only one wheel each.

### **Q. Does the UPWalker come with reverse brakes?**

No.

### **Q. Does the UPWalker include parking brakes?**

Yes.

### **Q. Is the UPWalker one size fits all, or is it adjustable?**

The UPWalker has easily adjustable-height armrests, handholds that easily pivot for optimal wrist position, and armrests that extend or shorten for the length of your forearm. You only set these preferences once to personalize the unit just for you. The adjustable height armrests come with a “height memory stop” feature so you only set your armrest height once.

### **Q. Does the height of the armrests adjust independently of each other?**

Yes.

### **Q. What are the height ranges for UPWalker users?**

- Standard UPWalker (H200): 4 feet 7 inches to 5 feet 10 inches.
- Small UPWalker (H200-S): 4 feet 4 inches to 5 feet 5 inches.
- Large UPWalker (H200-L): 4 feet 10 inches to 6 feet 5 inches.

### **Q. What is the maximum / minimum height of the armrests?**

- Standard UPWalker (H200): 43.5 inches maximum / 32.5 inches minimum.
- Small UPWalker (H200-S): 40.5 inches maximum / 31.5 inches minimum.
- Large UPWalker (H200-L): 49.5 inches maximum / 36 inches minimum.

**Q. How much can a user of the UPWalker weigh?**

- Standard UPWalker (H200): Up to 300 pounds.
- Small UPWalker (H200-S): Up to 300 pounds.
- Large UPWalker (H200-L): Up to 350 pounds.

**Q. How high off the ground are the sit-to-stand assist handles?**

- Standard UPWalker (H200): 30 inches.
- Small UPWalker (H200-S): 28 inches.
- Large UPWalker (H200-L): 32 inches.

**Q. Do the wheels lock in place?**

The rear wheels lock in place. The front wheels may be locked in place to keep the UPWalker going in a straight line.

**Q. Does the UPWalker come with safety reflectors so one can be more easily seen at night?**

Yes, and you can order an optional attachable flashlight/taillight if used at night.

## **Product Benefits**

**Q. What are the benefits of the UPWalker?**

The UPWalker enables you to walk with upright posture in a safer, more secure manner than with conventional walkers and rollators. Using the UPWalker gives you greater freedom and independence. The UPWalker has been shown in a research study to reduce back, wrist and lower limb pain and enable the user to walk farther with less effort.

**Q. Is the UPWalker safer than traditional walkers and rollators?**

A research study found that users of the UPWalker felt safer and more secure than they did with a walker or rollator.

**Q. Will the UPWalker relieve my pain?**

The UPWalker has been shown in a research study to unload body weight from the lower limbs and reduce back and lower limb pain as a result. The upright armrests also reduce pain in the wrists and hands that can occur with traditional walkers and rollators, especially if you have arthritis.

**Q. I have (PD/MS/Stroke)...can I use the LifeWalker?**

Yes, we have found that people with disorders that affect their gait or their balance benefit from using the UPWalker. The stable, sturdy platform of the UPWalker provides support and an added sense of security that can carry over to improved mobility. If you are working with a therapist, caregiver or physician, you may want to check with them on their opinion of the potential benefits of the UPWalker.

**Q. Is the UPWalker suitable for rehabilitation after surgery or injury?**

Yes, physical therapists often encourage use of the UPWalker when assisted mobility is needed.

**Q. Which medical institutions use the UPWalker?**

Many hospitals, rehabilitation facilities and physical therapists have found benefits with and use LifeWalker products.

## **Product Specifications**

**Q. How much does the UPWalker weigh?**

- Standard UPWalker (H200): 23 pounds.
- Small UPWalker (H200-S): 21 pounds.
- Large UPWalker (H200-L): 25.5 pounds.

**Q. What are the dimensions of the UPWalker?**

- Standard UPWalker (H200): 33.5 inches long (wheel base) x 23.5 inches wide (outside width).
- Small UPWalker (H200-S): 30.5 inches long (wheel base) x 21.5 inches wide (outside width).
- Large UPWalker (H200-L): 36 inches long (wheel base) x 25.5 inches wide (outside width).

**Q. What is the inside width of the UPWalker?**

- Standard UPWalker (H200): 17 inches.
- Small UPWalker (H200-S): 15 inches.
- Large UPWalker (H200-L): 19 inches.

**Q. What is the narrowest door opening that the UPWalker can pass through?**

The Small UPWalker is 21.5 inches wide and the Standard UPWalker is 23.5 inches wide and will go through most doorways. The Large UPWalker is 25.5 inches wide and will require wider doorways than the Standard or Small units.

**Q. What are the dimensions of the UPWalker when folded for storage?**

- Standard UPWalker (H200): 33.5 inches long x 10.5 inches wide x 37.5 inches high.
- Small UPWalker (H200-S): 30.5 inches long x 10.5 inches wide x 35 inches high.
- Large UPWalker (H200-L): 36 inches long x 10.5 inches wide x 40 inches high.

**Q. What are the dimensions of the seat?**

- Standard UPWalker (H200): 18 inches wide x 11 inches deep.
- Small UPWalker (H200-S): 16 inches wide x 10 inches deep.
- Large UPWalker (H200-L): 20 inches wide x 13 inches deep.

**Q. What is the height of the seat from the ground?**

- Standard UPWalker (H200): 20 inches from the ground.
- Small UPWalker (H200-S): 20 inches from the ground.
- Large UPWalker (H200-L): 21 inches from the ground.

**Q. How large are the wheels?**

8 inch diameter.

**Q. What material are the wheels made of?**

Soft high-quality TPR rubber (not inflated).

**Q. What material are the armrests and handles made of?**

A comfortable foam polyurethane material that is easy to clean.

**Q. What are the dimensions of the box?**

- Standard UPWalker (H200): The box measures 30 inches long x 9.5 inches wide x 40 inches high.
- Small UPWalker (H200-S): The box measures 27.5 inches long x 10.0 inches wide x 38 inches high.
- Large UPWalker (H200-L): The box measures 32 inches long x 10.0 inches wide x 42.5 inches high.

**Q. What is the shipping weight?**

- Standard UPWalker (H200): The shipping weight is 33 pounds.
- Small UPWalker (H200-S): The shipping weight is 31 pounds.
- Large UPWalker (H200-L): The shipping weight is 36 pounds.

## **Product Use and Convenience**

**Q. Can I transport the UPWalker in my car?**

Yes, the UPWalker folds easily for storage and transport. It fits in the trunk or back seat of most cars.

**Q. Will it fit in my car?**

We have found that the UPWalker fits in most cars, unless it is a very small compact car trunk. You can measure the inside of your trunk to be certain. Some people find it easier to place the UPWalker in the back seat of their four door car.

### **Q. Can I use the UPWalker in my home?**

The UPWalker is designed for everyday use in the home or living facility. It will go through standard sized doorways and is easy to maneuver on a variety of surfaces. The UPWalker includes numerous features that make its use indoors comfortable, convenient and safe. The Regular (H200) and Large (H200-L) UPWalkers are longer and heavier than traditional rollators, however, and may not be suitable for use in some multi-level homes, small living quarters such as mobile homes and apartments.

### **Q. Can I use the UPWalker outdoors?**

The UPWalker works very well outdoors. With 8 inch wheels, a sturdy frame and reliable handbrakes, the UPWalker can be used safely on a variety of walking surfaces. The UPWalker includes a seat with backrest, personal item bag and beverage holder that will make your outdoor walking experience convenient and comfortable.

### **Q. Is the UPWalker designed for user comfort?**

The UPWalker is ergonomically designed for user comfort. The UPWalker can be adjusted in several ways to personalize it to the user's size and preferences. Soft materials are used in the armrests and handholds for user comfort.

## **Accessories**

### **Q. What accessories come standard with the UPWalker?**

The current offer includes a personal item bag, a beverage holder and a backrest support.

### **Q. What optional accessories are available on the UPWalker?**

Optional items include:

- Luxury personal item bag.
- Shopping bag.
- Cane/umbrella holder.
- Smartphone holder.
- Safety flashlight/tail light.



## **Warranty Information**

### **Q. What is the Warranty on the UPWalker?**

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, handgrips, 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.

### **Q. 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.

Problems arising from:

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

### **Q. Do you warranty your accessories?**

Yes, against manufacturing defects for 6 months. Does not cover wear and tear use.