



TANDEM DUO 2.0

ROLLATOR | WHEELCHAIR

 WATCH NOW

Scan me on your phone camera to watch our assembly video.



USER MANUAL

PRODUCT CODE: WA02020006

INTRODUCING YOUR NEW TANDEM DUO 2.0

The Tandem Duo 2.0 is the ideal partner for users on the go and users who want to stay active.

Its clever wheelchair and rollator / wheelchair combination design means you're ready for any occasion, whether that's walking independently or being accompanied by an attendant.

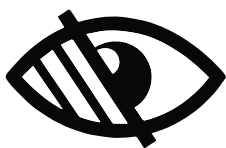
Due to CareCo's commitment to continuous product improvement, product information and designs are subject to change without notice. No claims can be made based on the data or illustrations in this user manual.



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Thank you for choosing CareCo.



This manual can be viewed in PDF format at the following URL: www.careco.co.uk

Need help with assembly?

We've put together a step-by-step assembly guide to help you get your product set up safely and correctly. Just scan the QR code with your phone camera to play the video.



BEFORE USE

Before you begin using your product, please ensure you, and any persons that may assist you in its use, take the time to read, understand and follow the instructions given within this manual carefully.

We recommend that you keep this user manual in a safe place for future reference.

Please note: We are continuously improving the quality and reliability of our products and therefore reserve the right to amend this user manual without notice.

If you have any questions about use, maintenance, or safety, please contact CareCo.

KEY DEFINITIONS

This user manual contains warnings and suggestions marked with the following symbols:



WARNING! Highlights a potentially hazardous condition/situation for the user and/or product.



SUGGESTION General suggestions and advice for operating the product.

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GETTING STARTED

CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Tandem Duo Frame	1
2	Front Wheel Assembly	2
3	LHS Brake/Wheel Assembly	1
4	RHS Brake/Wheel Assembly	1
5	LHS Legrest	1
6	RHS Legrest	1
7	Storage Bag	1

Contact CareCo immediately if any of the listed contents are missing.

We strongly recommend that you keep the box and internal packaging for the duration of your warranty period.

PRODUCT COMPONENTS



1. Handle
2. Backrest Strap
3. Seat
4. Bag
5. Legrest
6. Front Wheel
7. Rear Wheel

SETTING UP YOUR TANDEM DUO 2.0



1. Remove all outer packaging before placing components on a level surface.



2. Insert the handle into the top of the frame. Repeat on the other side.



3. Insert the rear wheel into the rear of the frame. Repeat on the other side.



4. Insert the front wheel into the front of the frame. Repeat on the other side.



5. Place the bag onto the bag hooks.



6. Place the legrest onto the frame at a 90-degree angle and rotate inwards to secure. Repeat on the other side.

HOW TO USE YOUR TANDEM DUO 2.0

The Tandem Duo 2.0 is a unique combination product, capable of being used as a wheelchair and a rollator / wheelchair.

WHEELCHAIR USER INSTRUCTIONS



TRANSFER TO

Position your body as close to the product as possible.

Support your body using the handles, before lowering into the seat.

TRANSFER FROM

Support your body using the handles and place your feet on the ground.

Push upwards to lift out of the seat.



A



B

ASCENDING

Tilt your upper body forward (A) when travelling up gradients for increased stability.

DESCENDING

Tilt your upper body back when travelling down gradients for increased stability.

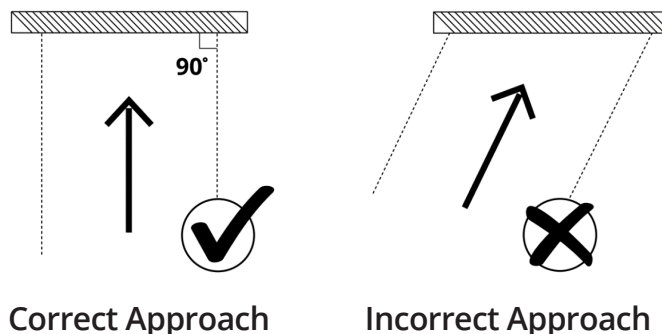
The maximum safe slope of incline is 6°.

ASCENDING & DESCENDING STAIRS

Ascending and descending stairs should only be completed with the help of an attendant.

THRESHOLDS & FIXED OBSTACLES

Approach thresholds vertically to avoid misbalance.



ROLLATOR USER INSTRUCTIONS

WALKING POSITION

Walk with the rollator close to your body, face forwards and ensure your back is straight.

USER CONTROL

Hold the handles with a comfortable grip and allow your arms to sit naturally by your side.

NEGOTIATING THRESHOLDS & FIXED OBSTACLES

Use the rear stepper to tilt the front of the rollator upwards when travelling through doorways and over curbs.

SITTING & RESTING

Use the seat to rest when needed, ensuring the brakes have been applied and the rollator is on a flat, even surface.



WARNING! Only use the product as a transportation device when being pushed by an attendant.

LIFTING & CARRYING

Grasp the handles or areas of the frame that are clear from pinch points, then lift with your legs.

Hold the rollator / wheelchair at a comfortable and manageable height when moving from one location to another.

FOLDING & UNFOLDING



UNFOLDING

Position the Tandem Duo upright on its wheels.

Press downwards on the seat tubes to open.

An audible “click” will confirm the product is secure.



FOLDING

Position the Tandem Duo upright on its wheels.

Pull upwards on the seat handle to close.

Push the handles together.



WARNING! Keep hands and body away from cross frame pivot to avoid possible pinch points.

APPLYING THE BRAKES

Stopping

Gradually squeeze both brake levers to stop the rollator / wheelchair. Release the brake levers to start moving again.

Turning

Squeeze the left and right brake levers individually to rotate the rollator / wheelchair.

Release the brake lever to stop rotating.

Locking


Push both brake levers downwards to apply the brake lock. An audible “click” will confirm the brakes are secure.

Unlocking

Pull both brake levers upwards to unlock the brakes.



 **WARNING!** Ensure the product is stationary when locking the brakes.

 **SUGGESTION** Regularly test the brakes to ensure they function correctly.

ATTACHING & REMOVING THE LEGRESTS



ATTACHING

Place the legrest onto the frame at a 90-degree angle and rotate inwards to secure.



REMOVING

Pull the legrest lever and rotate outwards
Lift the legrest upwards to remove it from the frame.

BACKREST STRAP

The Tandem Duo 2.0 backrest strap can be used when the product functions as a rollator or a wheelchair.

- Push the backrest strap forwards when using the product as a rollator.
- Pull the backrest strap backwards when using the product as a wheelchair.

COMFORT ADJUSTMENTS

HANDLE HEIGHT ADJUSTMENT

To set the correct handle height, stand upright behind the rollator / wheelchair with arms by side.

Adjust the height of the handgrips so they are level with the users' wrists.

Press and hold the spring button while pulling the handle upwards. When the handle is at the desired height, release the button. An audible "click" will confirm the handle is secure.



WARNING! Ensure both handles are level and secure before use.

LEGREST HEIGHT ADJUSTMENT

The legrest height can be adjusted to one of three available settings.



Remove the thumbscrew by turning it anticlockwise



Press and hold the spring button whilst pulling the legrest.

Lift or lower to the desired height.

Release the spring button.

Reinsert the thumbscrew.

ACCESSORIES

BAG

ATTACHING

Place the bag onto the bag hooks.

REMOVING

Lift the bag away from the hooks.



WARNING! Do not exceed the maximum carry weight of 5KG.



DISASSEMBLY, TRANSPORTATION AND STORAGE

DISASSEMBLY INSTRUCTIONS



1. Pull the legrest lever and rotate the legrest outwards.

Lift the legrest upwards to remove it from the frame.



2. Lift the bag away from the hooks.



3. Press & hold the spring button while pulling the front wheel assembly to remove it from the frame.



4. Press & hold the spring button while pulling the rear wheel assembly to remove it from the frame.



5. Press & hold the spring button while pulling upwards to remove the handle assembly from the frame.

TRANSPORTATION

Ensure the brakes have been applied and any accessories have been secured before transporting.

Fold the product and lift into the desired vehicle.

Position the product appropriately within the vehicle to prevent excess movement during transit.

STORAGE

Store the product in a cool and dry environment. Do not store in extreme temperatures.



WARNING! Storing the product in extreme temperatures can cause premature rusting & damage.

LOOKING AFTER YOUR TANDEM DUO 2.0

CLEANING

To keep the product in optimal condition, it should be cleaned regularly with a damp cloth and/or mild soap. Do not use abrasive cleaners/materials.

Dry the product after cleaning and after use in inclement weather conditions

MAINTENANCE

The Tandem Duo 2.0 is made up of components which over time will become susceptible to wear and tear. Knowing how to properly care and maintain your product will not only ensure peak performance and safe operation but will also help maintain operation for years to come.

MAINTENANCE SCHEDULE

Carry out regular inspections to keep the walker in optimum condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY	QUARTERLY
Fasteners	Ensure all fasteners are tight and components are not loose.				○
Wheels & Tyres	Ensure tyres have sufficient tread and the wheels are in a good condition.				○
Brakes	Ensure the brakes function as intended.	○			
Upholstery	Check for wear and tear.		○		
Overall	Overall check for wear and residue build-up. Cleaning if required			○	

OTHER ADJUSTMENTS

BRAKE CABLE ADJUSTMENT

Difficulty Level



Tools Required

- 8mm Spanner x1
- 10mm Spanner x1

The user can adjust the brake cable using simple household tools.

Loosen the lock nut (A) by rotating it anticlockwise.

Adjust the brake cable tension by rotating the brake adjuster (B).

Tighten the lock nut (A) by rotating it clockwise.



WARNINGS & TECHNICAL INFORMATION

SPECIFICATIONS

OVERALL LENGTH (MM)	620MM
OVERALL WIDTH (MM)	660MM
MAXIMUM/MINIMUM HANDLE HEIGHT (MM)	830-960MM
FOLDED LENGTH (MM)	620MM
FOLDED WIDTH (MM)	270MM
FOLDED HEIGHT (MM)	830MM
FRONT WHEEL DIAMETER (IN)	8"
REAR WHEEL DIAMETER (IN)	8"
CARRY WEIGHT (KG)	8.7KG
TOTAL WEIGHT (KG)	9.7KG
WEIGHT CAPACITY (KG)	136KG
SEAT DEPTH (MM) (IF APPLICABLE)	312MM
SEAT WIDTH (MM) (IF APPLICABLE)	455MM

PRODUCT REISSUING

Ensure the product is safe and functions as intended before re-issuing.

RECYCLING & DISPOSAL

Disposal or recycling of the product should be completed through an approved distributor or disposal facility. (Local disposal & recycling regulations may apply)

Contact CareCo if further advice is needed regarding recycling & disposal.

COMPONENT

Packaging:

Cardboard Box, Low-density polyethylene bag, PE foam

Upholstery:

Foam, nylon fabric, sponge with nylon fabric coating

Plastic:

Tube plugs, handgrips, brake hose, brake lever, footrest plate, wheels, tipper, front fork cane holder

Aluminium:

Mainframes, push handle, detachable leg tube, leg rest tube, crossbar

Steel:

Bearings, brake pad, brake cable, seat lock.

INTENDED USER

To aid a user with mobility limitations to move around safely.

INTENDED ENVIRONMENT

This product is designed to be used both indoors and outdoors on firm, level ground. Take care when using the product in inclement weather conditions.

PRODUCT IDENTIFICATION

The product identification label is located on the cross-frame underneath the seat.

Unauthorized modifications and/or installation of unapproved 3rd party components and accessories are not permitted.

The maximum weight limit for this product includes both the user and any other accessories fitted.

GENERAL WARNINGS

Read the following carefully to avoid damage and/or injury caused by improper operation.

- Do not exceed the maximum user weight indicated on the frame label.
- Do not stand on the product or the footrests at any time.
- Place the product on a stable, level surface before getting in and out.
- Ensure the products castors face forward before getting in and out.
- Apply the brakes when using the product in an elevator, wheelchair lift and when getting in and out.
- When ascending/descending stairs, ensure the attendant holds on to secured parts only.
- Potholes and unevenness in the ground can cause the product to tip over
- Ensure tyres have sufficient tread
- If the product is exposed to direct sunlight/ cold temperature for a long time, the components can become hot or cold.
- Avoid travelling on roads and use pavements whenever possible.
- Do not use the product if any of the parts are not functioning correctly or are damaged.
- A sudden change of direction may cause the product to tip over
- Do not attach anything to the wheels.
- Do not overfill the product bag.
- Periodically test the brakes to ensure safe use.
- This product is not suitable as a seat in a motor vehicle.



EXPECTED LIFETIME

The Expected Lifetime is the estimated period of time for which the product is expected to function according to its intended use.

Various items such as weight capacity, user behaviour, external conditions and intensity of use can affect the expected lifetime.

WEIGHT CAPACITY:

If the user exceeds the weight limit specified, it may affect the product's expected lifetime.

USER BEHAVIOUR:

Using excessive force, rough handling or dropping components can significantly shorten the product's expected lifetime.

EXTERNAL CONDITIONS:

Extreme temperatures, humidity and exposure to harsh weather conditions can accelerate the deterioration of the product.

USAGE:

A product that is used daily may experience more wear and tear compared to a product that is used occasionally.

The expected lifetime for the Tandem Duo 2.0 is 5 years providing the instructions and information within this user manual are followed.

Regular cleaning, lubrication of moving parts, and tightening of loose fixings will prevent premature wear and damage and extend the product's lifetime.

The expected lifetime is not related to the product warranty.

WARRANTY

If a component requires repair or replacement due to a specific manufacturing or material defect within its warranty period, it will be repaired or replaced free of charge by CareCo.

1-YEAR LIMITED WARRANTY

Consumables are not covered under normal warranty circumstances unless they have clearly suffered excessive wear or damage as a direct result of a manufacturing defect. These items include grips, tyres, and rubber accessories.

The guarantee for the Tandem Duo 2.0 is not transferable.

Parts that have been previously replaced that require subsequent repair or replacement due to manufacturing defects will be honoured for the remainder of the product's warranty period.

Parts that have been purchased by the end user after the original warranty period has expired have a warranty period of 12 months.

CareCo is not responsible if the product requires repair or replacement as a direct result of:

- Changes or modifications made to the product that fall outside of the manufacturer's specifications
- The product not being serviced or maintained according to the manufacturer's recommendations contained in this user manual.
- Negligence, Accidental Damage, and Improper use
- Repairs attempted before CareCo have been notified
- The product being purposely damaged or mistreated

In the unlikely event that this product is recalled, CareCo will notify the user.

Please ensure that your contact information is up to date.

Alternatively, please visit our website for any product alerts: www.CareCo.co.uk

NOTES

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ROLLATOR

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