

# METRO

ROLLATOR

 WATCH NOW

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



**USER MANUAL**

PRODUCT CODE: WA02010040

## **INTRODUCING YOUR METRO ROLLATOR**

Whether you're navigating busy supermarkets, shopping centres, or simply moving around the home, you can feel at ease knowing you're supported by the Metro Rollator.

Capable of carrying up to 15kg, this rollator is the ideal aid for transporting groceries and belongings from A to B.

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 and illustrations in this user manual.

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



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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](http://www.careco.co.uk)**

## BEFORE USE

Before you begin using your rollator, 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.

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.

## 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.



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## GETTING STARTED

### CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Metro Rollator	1
2	LHS Handle Assembly	1
3	RHS Handle Assembly	1
4	Upper Tray	1
5	Basket	1
6	Lower Tray	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. Handgrip
2. Brake
3. Upper Tray
4. Basket
5. Hand Bolt
6. Lower Tray
7. Front Wheel
8. Rear Wheel

## SETTING UP YOUR METRO ROLLATOR



1. Remove all rollator components from the outer packaging and place them onto a level surface.



2. Separate the rollator frame to open it.



3. Insert the handle(s) into the top of the rollator frame, then secure using the hand bolt(s).



4. Place the lower tray onto the base of the rollator.



5. Place the basket onto the basket hooks.

6. Place the upper tray onto the rollator seat.



**SUGGESTION** If for any reason the rollator needs to be disassembled, use the set-up instructions as a guide to disassemble the rollator.

Test the brakes before use to ensure they function correctly.

## HOW TO USE YOUR 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 & OBSTACLES

Tilt the front of the rollator upwards when travelling over thresholds and small obstacles.

### SITTING & RESTING

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

**Do not use the product as a transportation device.**

**Ensure the upper tray has been removed before using the rollator as a seat.**

### LIFTING & CARRYING

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

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

## APPLYING THE BRAKES

### STOPPING

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



### TURNING

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

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 rollator is stationary when locking the brakes.



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

## FOLDING & UNFOLDING



### FOLDING

Push both brake levers downwards to apply the brake lock.

Press and hold the red lever, then lift the rollator to begin folding.

Release the red lever to secure the position.



### UNFOLDING

Press and hold the red lever, then lower the rollator to begin unfolding.

Separate the front and rear halves of the frame.

Pull both brake levers upwards to unlock the brakes.



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

## COMFORT ADJUSTMENTS

### HANDLE HEIGHT ADJUSTMENT

**To set the correct handle height, stand upright behind the rollator with arms by side. Adjust the height of the handgrips so they are level with the users' wrists.**

1. Loosen the hand bolt to release the handle.
2. Raise or lower the handle until it is at the desired height.
3. Tighten the hand bolt to secure the position.

Repeat on the other side.



 **WARNING!** Ensure the handles are level before using the rollator.

## ACCESSORIES

Ideal for groceries and other small accessories, the Metro Rollator is capable of holding up to 15kg, perfect for small trips to the supermarket or moving items around the home.

### UPPER TRAY

#### ATTACHING

Place the upper tray onto the rollator seat.

#### REMOVING

Lift the upper tray away from the rollator seat.

MAX CARRY WEIGHT  5 KG



### BASKET

#### ATTACHING

Place the basket onto basket hooks.

#### REMOVING

Lift the basket away from the rollator.

MAX CARRY WEIGHT  5 KG



## LOWER TRAY

### ATTACHING

Place the lower tray onto the base of the rollator.

### REMOVING

Lift the lower tray away from the rollator.



**MAX CARRY WEIGHT**  **5 KG**

## TRANSPORTATION & STORAGE

### TRANSPORTATION

Ensure the brakes have been applied and any adjustable parts have been properly secured to avoid transit damage.

Fold the rollator then position it appropriately within the desired vehicle to prevent excess movement.

### 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.

Do not place heavy objects on top of the rollator.

## LOOKING AFTER YOUR ROLLATOR

### CLEANING

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

Dry the rollator after cleaning and after use in bad weather conditions.

### MAINTENANCE

The rollator 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 rollator in optimum condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY	QUARTERLY
Tyres	Ensure tyres have sufficient tread and the wheels are in a good condition.				○
Framework	Ensure the framework is clear from debris, damage, and disassembles without issue.	○			
Fasteners	Ensure all fasteners are tight and components are not loose.				○
Upholstery	Check for wear and tear.		○		
Overall	Overall check for wear and residue build-up. Cleaning if required.			○	

### REPAIRS

Certain rollator components can be repaired by the user with guidance provided by CareCo. Other components can only be repaired/replaced by a service technician.

If for any reason the rollator requires repair due to a defect, contact CareCo immediately.

## WARNINGS & TECHNICAL INFORMATION

### SPECIFICATIONS

OVERALL LENGTH (MM)	590
OVERALL WIDTH (MM)	637
OVERALL HEIGHT (MM)	774-974
MAXIMUM/MINIMUM HANDLE HEIGHT (MM)	774-974
FOLDED LENGTH (MM)	590
FOLDED WIDTH (MM)	260
FOLDED HEIGHT (MM)	900-970
FRONT WHEEL DIAMETER (IN)	7.5
REAR WHEEL DIAMETER (IN)	7.5
CARRY WEIGHT (KG)	10.2
WEIGHT CAPACITY (KG)	120
BASKET/TRAY WEIGHT CAPACITY (KG)	5
SEAT WIDTH (MM)	380
SEAT DEPTH (MM)	19.5
SEAT HEIGHT (MM)	175
EXPECTED SERVICE LIFE (YEARS)	5

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

## PRODUCT RE-ISSUING

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

## RECYCLING & DISPOSAL

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

Alternatively, contact CareCo for advice on disposal.

## MATERIAL INFORMATION

### UPHOLSTERY

Foam, nylon fabric, sponge with PVC coating.

### PLASTIC

Hand grip, star knob, brake housing, brake lever, wheel castor, front fork, tube plugs, cane holder, basket.

### PACKAGING

Cardboard box, low-density polythene bag, pe foam.

### STEEL

Bearings, brake pad, brake cable, cross bar, mainframes, push handle, detachable leg tube.

## INTENDED USE

This product is intended for users who experience difficulty in walking and/or have reduced mobility.

## 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.



## DEFINITIONS

	Model number		Refer to instruction manual
	Batch code		Caution
	Date of manufacturer		Indicates electrical / electronic equipment must be disposed of in accordance with the WEEE regulation.
	Manufacturer's address		Keep away from rain
	Product expiry date		Keep away from sunlight
	UK responsible person		
	UKCA Mark		
	Non sterile		

## GENERAL WARNINGS

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

- Only use the rollator for its intended use, incorrect use can lead to hazardous situations.
- Only use the rollator on even and solid surfaces.
- Do not overfill the rollator's storage compartments. (Maximum load 5kg each)
- Prolonged exposure to hot or cold temperatures can cause parts of the rollator to become hot or cold.
- Do not use the rollator as a transportation device.
- Replace damaged or significantly worn parts if and when required.
- Periodically test the brakes to ensure safe use.
- Do not sit on the rollator when on an incline or uneven ground.

## **EXPECTED LIFETIME**

The Expected Lifetime is the estimated period of time for which the rollator 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 rollators expected lifetime.

### **USER BEHAVIOUR:**

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

### **EXTERNAL CONDITIONS:**

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

### **USAGE:**

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

The expected lifetime for the rollator 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 rollator 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 rollator'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 rollator 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](http://www.CareCo.co.uk)



# CareCo



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