

# iCONNECT

# CASCADE

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## USER MANUAL

PRODUCT CODE: WA02010044

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CareCo

# Experience effortless mobility with sleek style and colour.

## FOLD AND GO

Ready for life's adventures in a matter of seconds.

## WALK WITH CONFIDENCE

Safely glide through your day-to-day, whether that's indoors or outdoors.

## COMPACT & PORTABLE

Your space-saving partner, at home or on-the-go.

# One, two. Freedom.



10 YEAR  
FRAME WARRANTY

CASCADE

## **INTRODUCING THE ICONNECT CASCADE**

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

It's fast-folding aluminium frame and spacious storage bag make this rollator the go-to reliable aid for any occasion.

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.

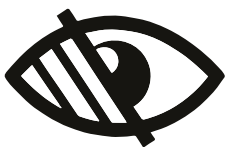
The latest/current version of this user manual is available on our website.



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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

- Read & understand this user manual as well as any additional warnings/leaflets supplied.
- Practice using the rollator in an empty, open area until confident enough to operate in smaller and/or public areas.
- Keep this user manual in a safe place for future reference.

If any additional assembly, disassembly and/or operation assistance is required, 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	iCONNECT Cascade Rollator	1
2	iCONNECT Cascade Carry Bag	1
3	Backrest Strap	1
4	Cup Holder	1
5	Cane/Walking Stick Holder	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
3. Cup Holder
4. Seat
5. Front Storage Bag
6. Front Wheel
7. Rear Wheel
8. Brake Adjuster

## SETTING UP YOUR CASCADE ROLLATOR



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

2. Lift both handles upwards to unfold the rollator.



3. Separate the handles to open the rollator.

4. Push the seat tubes downwards to secure the rollator position.



5. Hook the backrest strap onto rollator handles, ensuring the padded section is facing towards the seat.



6. Place the cup holder onto the top handle hook.



7. Place the cane/walking stick holder onto the side frame hook.



**SUGGESTION** Test the rollator brakes before use to ensure they function correctly. If for any reason the rollator needs to be disassembled, use the set-up instructions as a guide to disassemble the rollator.

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## 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

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.

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

### 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 INSTRUCTIONS



1. Push both brake levers downwards to apply the brake lock.



2. Pull the seat handle upwards to begin folding the rollator.



3. Bring both rollator handles together.



4. Lower both handles to fold the rollator.

## UNFOLDING INSTRUCTIONS



1. Lift both handles upwards to unfold the rollator.



2. Separate the handles to open the rollator.



3. Push the seat tubes downwards to secure the rollator position.



4. 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 your arms by your side, then adjust the height of the handgrips until they are level with your wrists.

1. Press and hold the height adjustment button whilst lifting/lowering the handle.
2. Release the button when the handle is at the desired height.

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

3. Repeat on the other side.



**WARNING!** Ensure both handles are at the same height and are secure before use.

## ACCESSORIES

### BACKREST STRAP


#### ATTACHING

Hook the backrest strap onto the inside of the rollator handles.

#### REMOVING

Unhook the backrest strap from the rollator handles.



 **WARNING!** Ensure the backrest is secure before using the rollator as a seat.

### CARRY BAG

Store/transport the Cascade rollator in the included carry bag.

1. Fold the rollator following the instructions found within this user manual.
2. Place the rollator into the carry bag.
3. Transport/store wherever desired.



 **WARNING!** Ensure the rollator is properly secured before transporting in a vehicle.



## FRONT STORAGE BAG

Carry/transport items using the Cascade's front storage bag.

1. Unzip the front storage bag.
2. Insert items and/or accessories.



**MAX CARRY WEIGHT**  **10 KG**

 **WARNING!** Do not exceed the maximum carry weight of 10KG.


## REAR STORAGE POUCH

Store small items in the Cascade's rear storage pouch.

1. Unzip the rear pouch.
2. Insert items and/or accessories.



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

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

## **TRANSPORTATION & STORAGE**

### **TRANSPORTATION**

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

Fold the rollator following the instructions found within this user manual. Position it appropriately within the carry bag before placing it in the desired vehicle to prevent excess movement.

### **STORAGE**

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

#### **MIN/MAX STORAGE TEMPERATURE**

5°C - 30°C



**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/Wheels	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.

## OTHER ADJUSTMENTS

### BRAKE ADJUSTMENT

#### Difficulty Level

**LOW**

Moderate

High

1. Adjust the brake tension by rotating the hand knob clockwise/anti-clockwise.
2. Repeat on the opposite side.



**SUGGESTION** Test the rollator brakes before use to ensure they function correctly.



## WARNINGS & TECHNICAL INFORMATION

### SPECIFICATIONS

OVERALL LENGTH (MM)	680
OVERALL WIDTH (MM)	680
OVERALL HEIGHT (MM)	910
MINIMUM/MAXIMUM HANDLE HEIGHT (MM)	860-910
FOLDED LENGTH (MM)	760
FOLDED WIDTH (MM)	250
FOLDED HEIGHT (MM)	450
FRONT WHEEL DIAMETER (IN)	10
REAR WHEEL DIAMETER (IN)	8
CARRY WEIGHT (KG)	8.5
FRONT STORAGE BAG MAX CARRY WEIGHT (KG)	10
WEIGHT CAPACITY (KG)	150
SEAT WIDTH (MM)	460
SEAT DEPTH (MM)	245
SEAT HEIGHT (MM)	555
MIN/MAX OPERATING TEMPERATURE (°C)	-25°C - 50°C
MIN/MAX STORAGE TEMPERATURE (°C)	5°C - 30°C
TYRE TYPE	PU
EXPECTED SERVICE LIFE	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**

Backrest padding, Seat fabric, seat pocket, carry bag.

### **PLASTIC**

Cross link, pulley, rear stepper, brake knob, brake rubber, reflective fork covers, brake handle, front wheel, rear wheel, crutch buckle, cup holder.

### **PACKAGING**

Cardboard Box, Low-density polythene bag, PE foam.

## **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

### **ALUMINIUM**

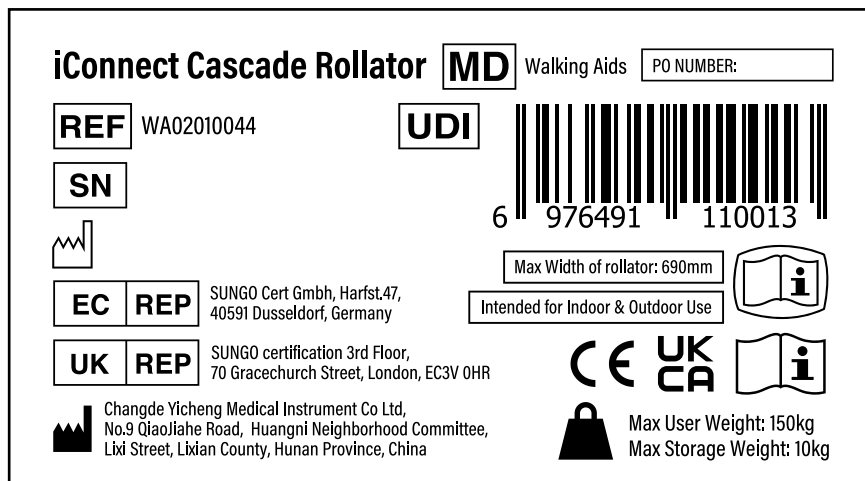
Telescopic handle tube, Handle tube, Underframe tube, Rear foot tube aluminum sheet.

### **STEEL**

Rivets, pop rivets, screw, nut, locking bolt, fixing pin, washer, spring, steel sheet, hex key bolt, hex key nut, steel ball, brake wire, bearings.

## 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.
- 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.



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## 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 rollator's 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.

- **METAL FRAME: 10-YEAR WARRANTY**
- **NON-CONSUMABLE COMPONENTS: 1-YEAR 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)



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## NOTES



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