

# CARBON XTRAIL NG

WATCH NOW

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



## USER MANUAL

PRODUCT CODE: WA02010048

For more products visit [careco.co.uk](https://www.careco.co.uk)

CareCo



## **INTRODUCING THE CARBON X TRAIL NG ROLLATOR**

The next generation rollator, re-imagined, refined, and more comfortable than ever.

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.

We are not liable for any indirect, incidental, or consequential losses arising from the use or inability to use the rollator.

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.



CareCo (UK) Limited, 1 Turing Court,  
Great Notley, Braintree, CM77 7AT

Tel: 0333 015 5000  
[www.CareCo.co.uk](http://www.CareCo.co.uk)

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

This user manual contains all of the necessary information you need to safely operate and care for your Carbon X Trail NG, ensuring you'll be able to enjoy all of its features for years to come. Before attempting to use the rollator, complete the following:

- 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:



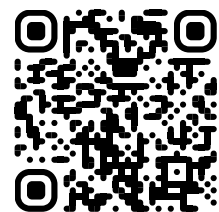
**WARNING!** Highlights a potentially hazardous condition/situation for the user and/or product.



**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.



## **CONTENTS**

<b>GETTING STARTED</b> _____	6
CARTON CONTENTS	
PRODUCT COMPONENTS	
SETTING UP YOUR CARBON X TRAIL NG ROLLATOR	
<b>HOW TO USE YOUR ROLLATOR</b> _____	9
USER INSTRUCTIONS	
APPLYING THE BRAKES	
FOLDING/UNFOLDING INSTRUCTIONS	
<b>COMFORT ADJUSTMENTS</b> _____	12
HANDLE HEIGHT ADJUSTMENT	
BACKREST HEIGHT ADJUSTMENT	
<b>ACCESSORIES</b> _____	14
STORAGE BAG	
CUP HOLDER	
CANE/STICK HOLDER	
<b>TRANSPORTATION &amp; STORAGE</b> _____	15
TRANSPORTATION	
STORAGE	



---

<b>LOOKING AFTER YOUR ROLLATOR</b>	16
CLEANING	
MAINTENANCE	
MAINTENANCE SCHEDULE	
REPAIRS	
<b>WARNINGS &amp; TECHNICAL INFORMATION</b>	18
SPECIFICATIONS	
PRODUCT REISSUING	
RECYCLING & DISPOSAL	
MATERIALS	
INTENDED USE	
INTENDED USER	
INTENDED ENVIRONMENT	
PRODUCT IDENTIFICATION	
GENERAL WARNINGS	
<b>EXPECTED LIFETIME</b>	22
<b>WARRANTY</b>	23
<b>NOTES</b>	24

## GETTING STARTED

### CARTON CONTENTS

ITEM NUMBER	DESCRIPTION	QUANTITY
1	Carbon X Trail NG Rollator	1
2	Cup Holder	1
3	Cane/Stick Holder	1



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

### PRODUCT COMPONENTS



1. Handle
2. Brake Lever
3. Backrest Pad
4. Height Adjustment Mechanism
5. Cup Holder
6. Seat
7. Storage Bag
8. Front Wheel
9. Rear Wheel

## SETTING UP YOUR CARBON X TRAIL NG ROLLATOR



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

2. Separate the handles, then push downwards on the seat tubes to open the rollator.

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



3. Attach the cup holder to the rollator frame.

4. Attach the cane/stick holder to the rollator frame.



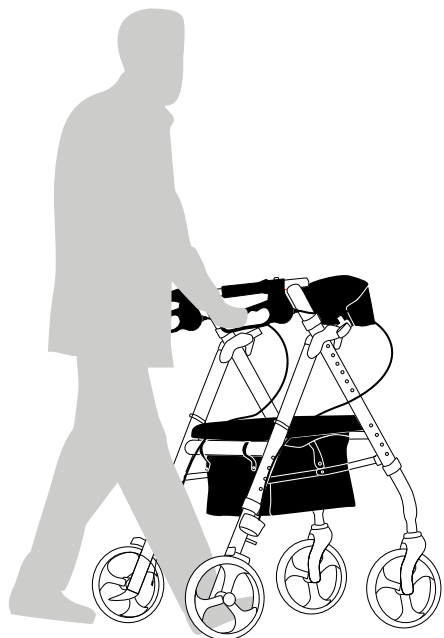
**SUGGESTION** Test the rollator brakes before use to ensure they function correctly.

Ensure both handles are level and secure before use.

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

## **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 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.**

### **LIFTING & CARRYING**

Grasp the handles or areas of the frame that are clear from pinch points. Take care when lifting, ensuring your knees are bent, and your back is straight.

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.

## UNFOLDING INSTRUCTIONS



1. Place the folded rollator upright.



2. Separate the handles, then push downwards on the seat tubes to open the rollator.

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



3. 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. Lift/lower the handgrips until they are level with your wrists.



1. Open the handle clasp.

2. Press and hold the height adjustment button whilst lifting/lowering the handle.

Release the button when the handle is at the desired height.



3. Close the handle clasp.




**WARNING!** Ensure both handles are at the same height and are secure before use. Do not hang bags or other items from the handles, as this may cause imbalance.

## BACKREST HEIGHT ADJUSTMENT

1. Loosen the backrest thumbscrews by turning them anticlockwise.
2. Lift/lower the backrest strap until it is at the desired height.
3. Tighten the backrest thumbscrews by turning them clockwise.



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

## ACCESSORIES

### STORAGE BAG

Store belongings in the Carbon X Trail NG underseat storage bag.

**MAX CARRY WEIGHT: 5KG**



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

### CUP HOLDER

Keep a drink by your side at all times with the Carbon X Trail NG side cup holder.




**⚠ WARNING!** Ensure the holder is securely attached before use to prevent spills and product damage.

## CANE/STICK HOLDER

Keep a cane/walking stick by your side at all times with the Carbon X Trail NG side holder.



 **WARNING!** Ensure the holder is securely attached before use.

## **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, then position it appropriately within the desired vehicle to prevent excess movement.

### **STORAGE**

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

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

**-20°C / 40°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.

## WARNINGS & TECHNICAL INFORMATION

### SPECIFICATIONS

OVERALL LENGTH (MM)	790
OVERALL WIDTH (MM)	650
OVERALL HEIGHT (MM)	890-980
MAXIMUM/MINIMUM HANDLE HEIGHT (MM)	890-980
FOLDED LENGTH (MM)	795
FOLDED WIDTH (MM)	290
FOLDED HEIGHT (MM)	890-980
FRONT WHEEL DIAMETER (IN)	12
REAR WHEEL DIAMETER (IN)	9.5
CARRY WEIGHT (KG)	8.59
BAG MAX CARRY WEIGHT (KG)	5
WEIGHT CAPACITY (KG)	150
SEAT WIDTH (MM)	460
SEAT DEPTH (MM)	220
SEAT HEIGHT (MM)	590
MAX/MIN OPERATING TEMPERATURE (°C)	40°C / -20°C
MAX/MIN STORAGE TEMPERATURE (°C)	40°C / -20°C
TYRE TYPE	PU

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



---

## **PRODUCT REISSUING**

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.

## **INTENDED USE**

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

## **INTENDED USER**

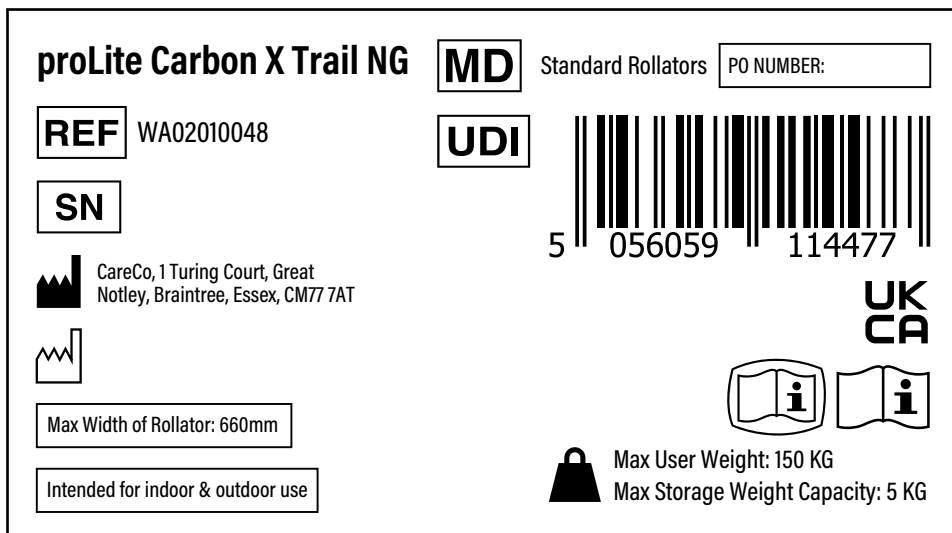
This product is intended for users who experience difficulty in walking and/or have reduced mobility.

## **INTENDED ENVIRONMENT**














This product is designed to be used 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

- Consider flammable substances such as oxygen tanks when using the rollator.
- Do not use or store the rollator near open flame or heaters.
- Do not smoke whilst using the rollator to prevent fire.
- Using the rollator in humid/wet environments can increase the chance of corrosion and affect moving parts which may result in personal injury.
- Do not apply full body weight onto the rollator at any time.
- Do not use the rollator if you have any handicaps, disabilities or medication that could interfere with the safe use of the rollator. Failure to follow the instructions within this user manual may result in product damage or personal injury.
- Do not use the rollator on stairs.
- Ensure all wheels are in contact with the ground at all times to ensure proper balance.
- Ensure the backrest is secure before using the rollator as a seat.
- Avoid leaning forwards and sideways when using the rollator as this may cause imbalance and increase risk of personal injury.

## **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.

- **CARBON FIBRE FRAMEWORK – 5 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)

## **NOTES**



---

## NOTES



CareCo (UK) Limited, 1 Turing Court,  
Great Notley, Braintree, CM77 7AT

2510-02

Tel: 0333 015 5000  
[www.CareCo.co.uk](http://www.CareCo.co.uk)