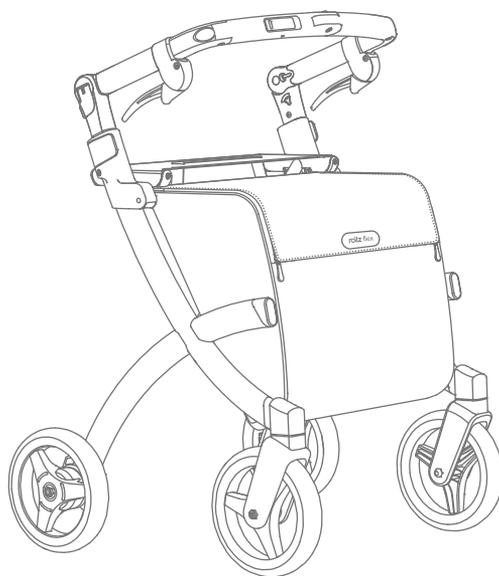


# rollz®

## Rollz Flex

**EN - User manual**  
**NL - Gebruikshandleiding**  
**FR - Manuel d'utilisation**  
**DE - Bedienungsanleitung**



# CE

English

# USER MANUAL

## Rollz Flex

EN

## **Rollz® International BV – Rollz Flex**

© Copyright 2021 Rollz® International BV

In this manual Rollz International explains and illustrates the safe use and maintenance of the Rollz Flex as well as possible. The purchased product may differ slightly from the product described in this user guide.

Information contained in this document may be changed without prior notice. You can request the latest manual from Rollz International BV or download it from [www.rollz.com](http://www.rollz.com).

Rollz International BV cannot be held liable for technical faults or defects.

### **CE-conformity**

The Rollz Flex meets the requirements of the “REGULATION (EU) 2017/745 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 April 2017 on medical devices”. Based on the classification rules in Attachment IX of this directive the Rollz Flex is classified into class I.

The declaration of conformity has been issued under the own responsibility of Rollz International BV based on the Attachment VII of this directive.

### **Certified rollator**

In rollator mode, the Rollz Flex is a fully SGS-certified rollator, tested and approved in accordance with ISO 11199-2.

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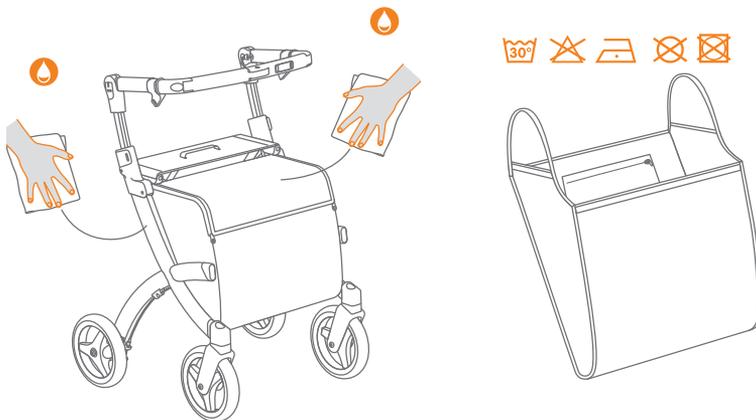
## BEFORE YOU BEGIN

Congratulations on the purchase of your Rollz Flex. With this manual Rollz wants to help you to use the Rollz Flex in the safest and most convenient way. Please have your purchase registered on [www.rollz.com](http://www.rollz.com).

We hope you will enjoy the use of your Rollz Flex!

### Important information

- This manual is written for the Rollz Flex.
- The Rollz Flex is a walking aid and rollator, suitable for persons up to 125 kg with a height between 1.55 m and 1.95 m.
- The Rollz Flex Small is a walking aid and rollator, suitable for persons up to 125 kg with a height between 1.40 m and 1.60 m.
- Please read this manual carefully before using your rollator. Keep the instructions safe and at your disposal to consult them at your convenience.
- Do not jeopardize your safety and that of others due to misuse or incorrect use of this product.
- To keep the Rollz Flex in optimal condition, regular cleaning is necessary **(Figure 1)**.



**Figure 1: Cleaning / disinfecting**



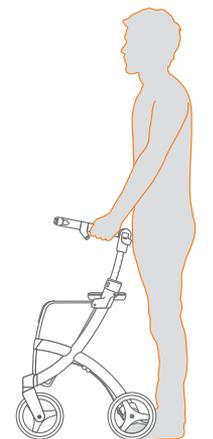
**Clean the frame and bag with a damp cloth  
Wash inside bag at max 30°C**

- The Rollz Flex bag is suitable for use of loads up to 20 kg.
- Use original Rollz accessories only.
- Only store the Rollz Flex in a dry place, indoors.
- Parts of the Rollz Flex may discolour or fade slightly when exposed to sunlight.
- Avoid exposure to extreme temperatures.
- Only use original parts approved by Rollz International BV for replacement of parts or repair.
- The warranty is void if the product is damaged by improper use such as overloading, incorrect folding or unfolding, the use of parts not approved by Rollz or use of non-original accessories. The warranty conditions are described in chapter Warranty of this manual.
- You will find the serial number and article number on the product sticker of your Rollz Flex. It is located on the backside of the right hinge tube.
- The Rollz Flex has been patented and the brand name and model are protected.

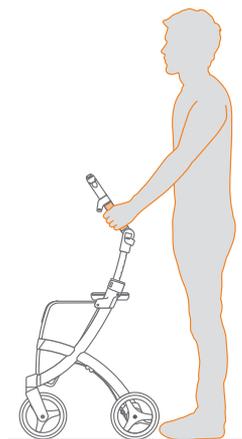
### Safe use of the Rollz Flex

- The Rollz Flex is designed to offer support when walking outdoors and indoors.
- Make sure you walk as close as possible to the Rollz Flex for proper support and safety.
- The Rollz Flex offers the most support with the handlebar positioned completely forward, away from you. That is the rollator mode position. In this position you can lean on the handlebar with your full weight (**Figure 2**).
- Only use the Rollz Flex as a rollator when the handlebar is fully positioned forwards, which is the rollator mode position. You will find the adjustment options in (**Figure 3**).
- Do not use the Rollz Flex as a rollator when the handlebar is positioned in the shopper position (up) or in the tilt position (all the way directed towards you). The Rollz Flex in shopper mode position offers just a slight amount of support.
- Always position your hands in the middle of the rubber handles. You can recognize the correct location on the grooves on the handles (**Figure 4**).

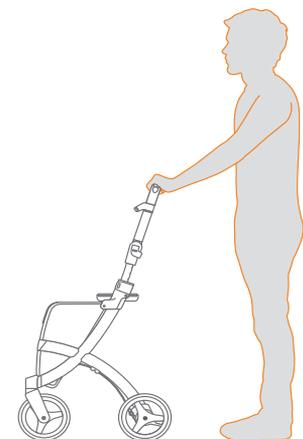
**Figure 2: Positions of the handlebar**



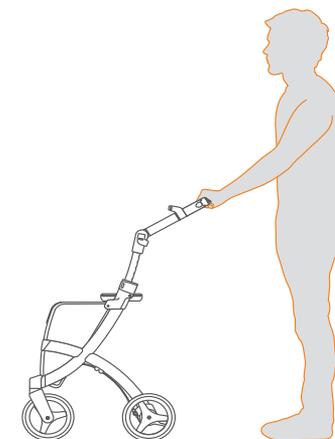
**Rollator position – maximal support**



**Semi-rollator position – strong support**

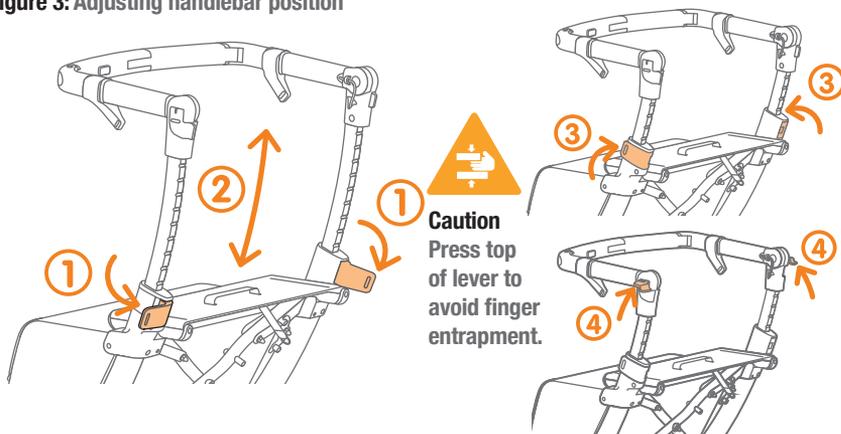


**Shopper position – light support**



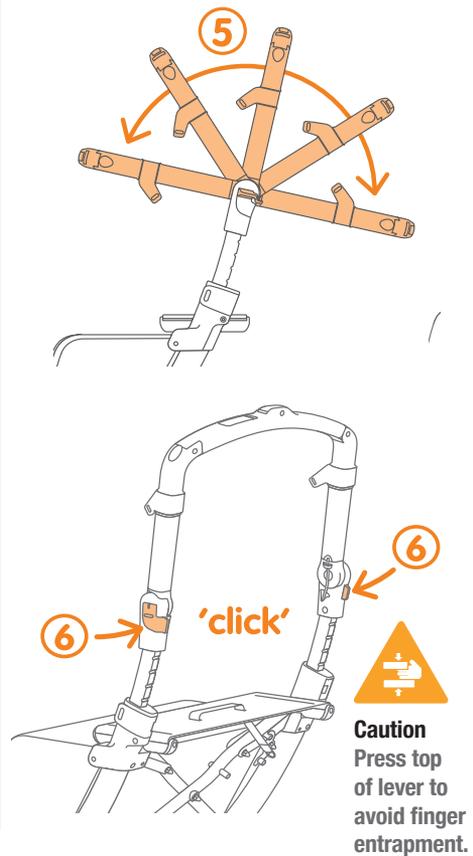
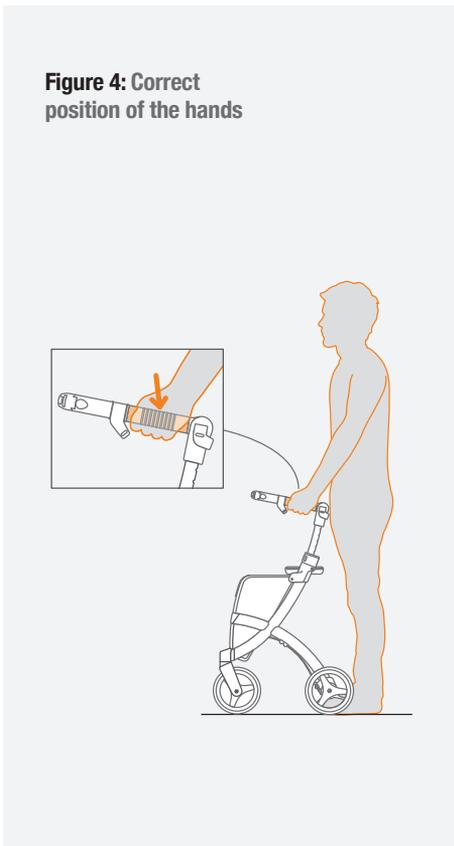
**Tilt position – no support**

Figure 3: Adjusting handlebar position



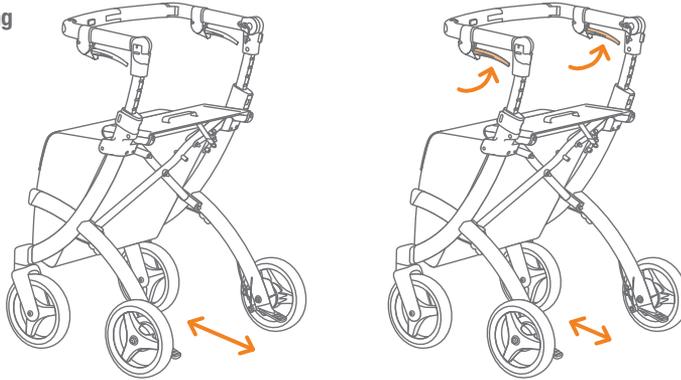
English

Figure 4: Correct position of the hands

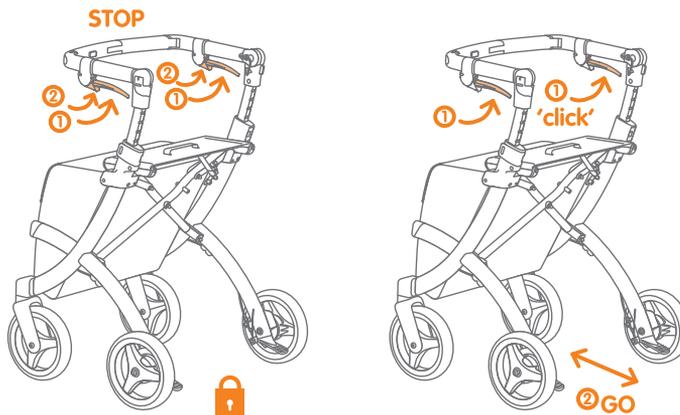


- When you're not walking with the Rollz Flex, always use the parking brakes on both sides.
- Always check the brakes before use. If the brakes are not working properly, have the brakes readjusted, e.g. by your supplier, to prevent loss of braking and unsafe situations.
- The brakes may be slightly squeezed to reduce speed, but may not brake continuously while walking.
- Would you like to sit on the seat of the Rollz Flex? Make sure that both brakes are on the parking brake, both when sitting down and when standing up again (**Figure 5 and Figure 6**).

**Figure 5: Using the classical brakes**



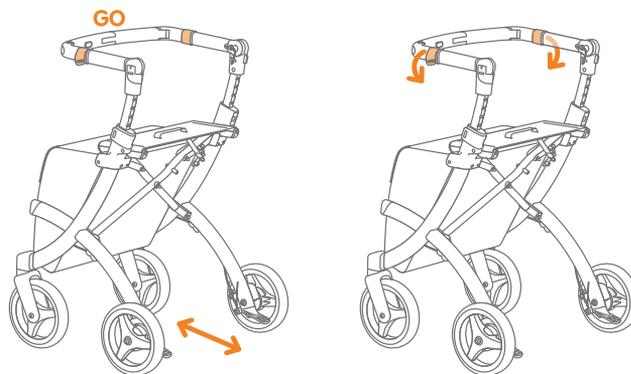
**Braking**



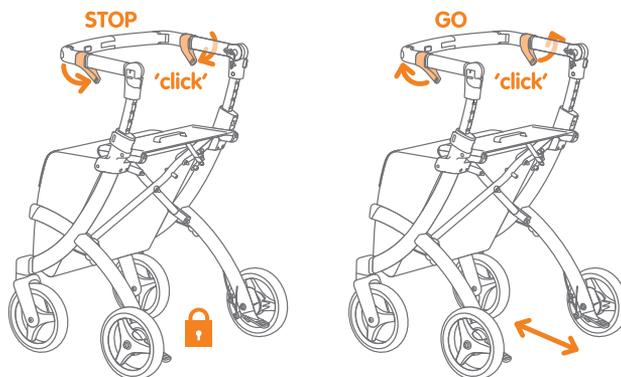
**Engaging parking brakes**

**Releasing the parking brakes**

**Figure 6:**  
Using the  
flip brakes



**Parking  
position and  
releasing the  
brakes**



- You can only sit safely on the Rollz Flex if your feet can rest on the floor while sitting.
- Do you want to lift the Rollz Flex, for example to store it in the car or elsewhere? If there are items in the bag, first take the inner bag with its contents from the Rollz Flex. Then fold in the Rollz Flex. Lift the product by the metal frame, not by the handlebar.
- Avoid walking on extremely bumpy and rough terrain with holes in the pavement. In that case you may fall over.
- The Rollz Flex is a walking aid and a rollator, assisting one person at a time and cannot be used as a wheelchair.
- The Rollz Flex is not a buggy or pram and is not intended to carry or transport children, people, pets or livestock.



## Warnings

- Be careful when folding or unfolding the Rollz Flex, make sure at all times that you will not get pinched, cut or harmed in any way.
- Make sure that all clasps are locked before using the Rollz Flex.
- Are you traveling, and has a flight attendant or driver put your rollator away, e.g. in the hold of the plane or in the cargo hold of a coach or in the back of a taxi? Then check your rollator for possible damage.
- The Rollz Flex has been developed to operate with ease. It is essential to regularly check whether you as a user are able to perform all actions independently or need support from other people. Keep the Rollz Flex away from open flames and other heat sources, including but not limited to electric or gas heaters.
- Cleaning with a disinfectant should be done by authorized persons.
- Do not use the Rollz Flex if a part is broken, torn, defective, incomplete, or if any part is missing.

## Indication for use of the Rollz Flex

The Rollz Flex is a mobility aid that can be used both as a rollator (only in rollator position), as well as a shopping trolley. In rollator position the Rollz Flex provides support while walking, to people with limited mobility, both inside and outside the house. The seat allows you to take a short rest. In case your support need is currently low, you can tilt the handle bar to suit your current needs (**Figure 2 and Figure 3**). In the fixed handlebar version this only can be adjusted using an Allen key.

## Conditions when the Rollz Flex is not suitable

The Rollz Flex is not suitable for:

- People with visual perception disorders;
- People with strong balance disorders, which means that the user is not able to operate the Rollz Flex independently;
- People with a body weight exceeding 125 kg.

PRODUCT SPECIFICATIONS		
	Rollz Flex	Rollz Flex Small
Rollator weight	7,7 kg	6,8 kg
User height	1,55-1,95m	1,40-1,60m
Seat height	62 cm	52,5 cm
Seat width	44 cm	44 cm
Weight capacity	125 kg	125 kg
Overall width	62,3 cm	62,3 cm
Overall length	60 cm	60 cm
Depth folded	33 cm	33 cm
Height	80-100 cm	70-81 cm
Bag capacity	25 litre/20 kg	14 litre /20 kg
Wheel diameter	8 inch	8 inch

### Check if your delivery is complete

The Rollz Flex comes packed and ready for use. Check that all parts have been supplied. The Rollz Flex comes with:

- 1 inner bag
- 1 user manual.



#### **WARNING!**

Keep the plastic packaging materials away from children due to the risk of suffocation.

### Reuse

- The Rollz Flex is suitable for reuse.
- For safe handling, pass this Rollz Flex manual on to the new user.
- Before you pass the Rollz Flex to another person, it must first be cleaned and technically checked and disinfected by authorized persons.

### Use

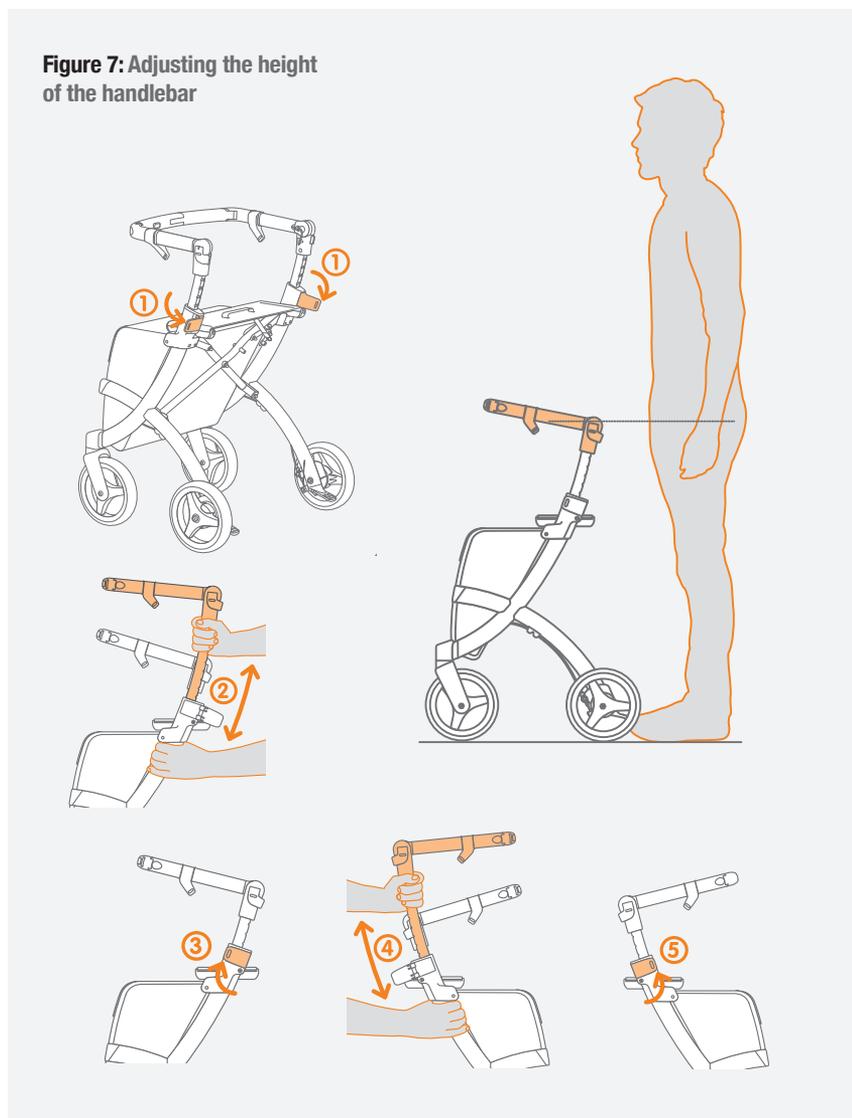
The Rollz Flex comes fully assembled and ready for use. However, the Rollz Flex should be adjusted to meet your personal preferences before use.

Put the handle bar in the correct position (**Figure 2**) and at the height that suits you (**Figure 3**). Study all instructions in this manual carefully before you put the Rollz Flex into operation. Adjust the brakes if necessary.

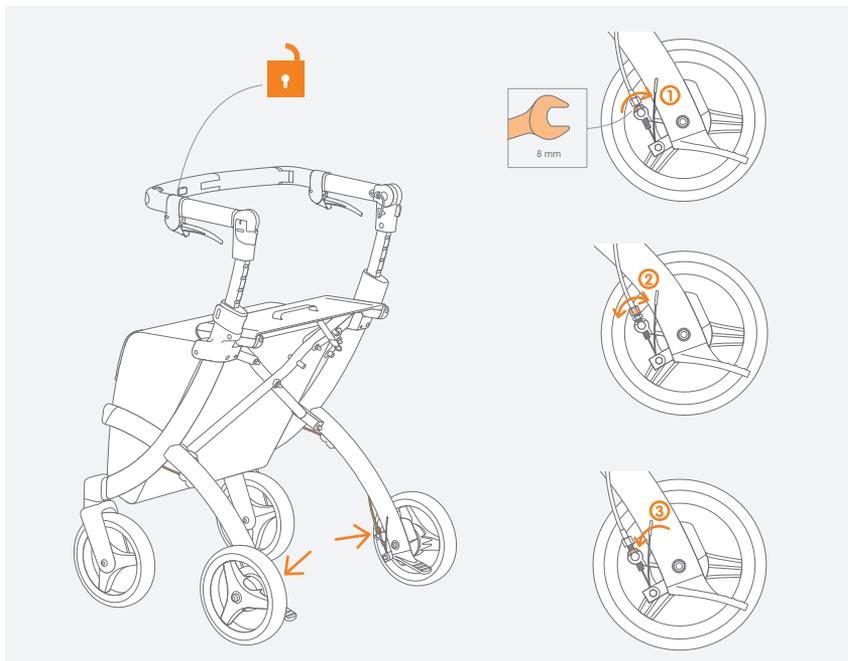
**NOTE**

The bag of the Rollz Flex is made of durable and water-repellent material (PVC 70%, Polyester 30%). Rollz Flex is equipped with soft tyres made from PU foam.

Adjust the handlebar to user's height (**Figure 7**).



## Brake Adjustment



## DIFFERENT VERSIONS

The Rollz Flex is available in four different versions. This manual applies to all these versions.

Various accessories are available for the Rollz Flex, such as a cane holder and bag holders for extra bags. Please see [www.rollz.com](http://www.rollz.com) for more information or ask your supplier.

### Rollz Flex equipped with classic brakes

The Rollz Flex is available with classic brakes as standard (**Figure 8**). This version is designed for people who often use their brakes while walking. These classic brakes are best used when the handlebar is in the rollator position. This way you can easily brake while walking, even if you have less power in your hands. You can also use the classic brakes as parking brakes, for example if you want to sit down (**Figure 5**).

### **Rollz Flex equipped with flip brakes (custom)**

This version (**Figure 9**) is intended for people who seldom use their brakes while walking. This type of flip brake makes the handlebar look streamlined. You can use the flip brakes to brake in all positions of the push bar. You can also put your Rollz Flex on the parking brake with the flip brake (**Figure 6**).

### **Rollz Flex Small equipped with classic brakes (available in limited countries)**

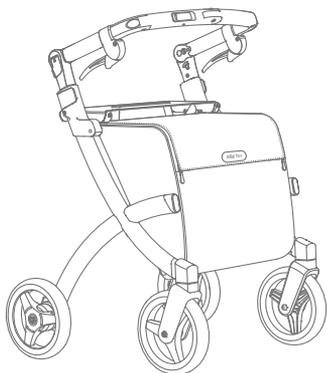
The Rollz Flex Small (**Figure 10**) is designed for everyone for whom the standard Rollz Flex is too large, with a height of 1.40 m to 1.60 m (4' 7" – 5' 3") as a guideline. It is a smaller version, only supplied with classic brakes. The frame and the seat height is 10 cm (3,9") lower than the regular Rollz Flex. The maximum load is equal: 125 kg (275 lb).

The main differences with the standard Rollz Flex are:

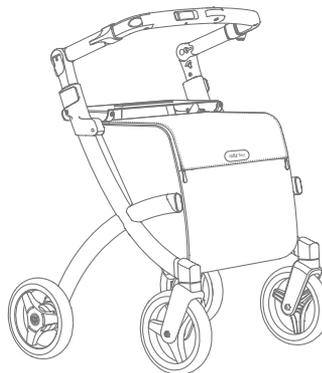
- The handlebar is 10 cm (3,9") lower in the lowest position.
- The bag is smaller, the content is 14 litres (3.1 UK gal) compared to 25 litres (5.5 UK gal).

### **Rollz Flex and Rollz Flex Small, handlebar fixed in rollator position**

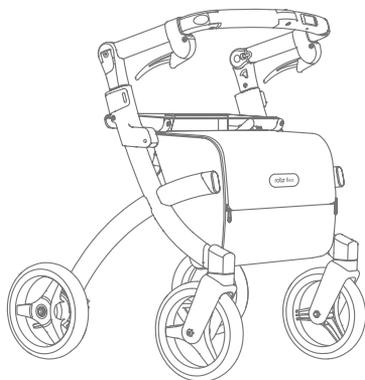
These versions are only available in the US, Canada and Japan. On delivery the handlebar of this Rollz Flex is fixed in the rollator position (**Figure 11**). This particular version is equipped with classic brakes and available in the standard as well as in the small version.



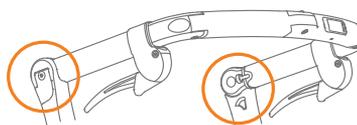
**Figure 8: Rollz Flex with classical brakes**



**Figure 9: Rollz Flex with flipbrakes**



**Figure 10: Rollz Flex Small with classical brakes**



**Figure 11: Rollz Flex, pushbar fixed in rollator position**

## ROLLZ WARRANTY

Please register your Rollz product by completing the registration form at [www.rollz.com](http://www.rollz.com). Please make sure to enter the serial number of your Rollz Flex, which is located on the backside of the right hinge tube.

In the unlikely event that something is wrong with your Rollz Flex, please contact your supplier first and show your purchase receipt. In some cases, your supplier will be able to repair the defect. In other cases, your supplier will contact your local Rollz distributor to find a solution as quickly as possible, in accordance with the following warranty conditions.

### What does the manufacturer's warranty mean?

As a manufacturer, Rollz International BV (hereafter "Rollz") gives a guarantee on the Rollz Flex produced by it (hereinafter "the product") under the following conditions:

1. Rollz gives a 5-year warranty on material and construction faults on the frame during normal use and maintenance.
2. All other parts are subject to a general warranty period of 24 months, with the exception of normal wear and tear due to use.
3. The guarantee period applies from the date of purchase as stated on the proof of purchase.

4. The warranty gives the right to repair, expressly not on exchange or return of a product.
5. The warranty period is never extended, even in case of repairs.
6. The Rollz distributor in your country is responsible for transport to and from the shop where the product was purchased (“the supplier”) at its own risk, but only if it concerns a repair covered by the warranty. The method of shipment is determined in consultation with the supplier.
7. The warranty can only be invoked if you provide the following to the Rollz distributor in your country, together with the defective product: the purchase receipt with the purchase date and a clear description of the complaints.
8. The warranty is not transferable and can therefore only be invoked by the first owner.
9. The warranty does not affect other legal rights you may have by law.

### **What is not covered by the manufacturer’s warranty?**

The manufacturer’s warranty does not apply in the following situations:

1. If you have made changes, modifications or repairs yourself (or if these have been carried out by others) without prior written permission from the Rollz distributor in your country or the supplier.
2. Incorrect assembly or installation of parts of third parties that are not suitable for the product.
3. If defects are caused by neglect or an accident and / or use or maintenance deviating from what is advised in the manual.
4. Unintentional damage, abnormal use, incorrect storage or inadequate care.
5. If the serial number is damaged or removed.
6. Customer dissatisfaction with the product in terms of dimensions, weight, functionality, colour or design.
7. Damage to the product as a result of normal wear and tear.
8. Any discoloration of the frame or parts under the influence of direct or indirect sunlight.
9. Damage caused by improper use or as a result of non-compliance with the instructions in the manual.
10. Costs of shipping the rollator and / or parts to the Rollz distributor in your country if the warranty period has expired.

### *Submitting a warranty claim*

Keep the purchase receipt and make a copy for yourself. In the event of a defect or if you wish to submit a claim covered by this manufacturer's warranty, please contact your supplier first. Your supplier will then contact the Rollz distributor in your country if necessary. If the supplier is no longer available, you can ask the Rollz distributor in your country to refer you to the nearest supplier.

### *Repair when the warranty period has expired*

Have you had your Rollz product for more than two years and is it necessary to repair something?

Please contact your supplier first. Your supplier will coordinate with the Rollz distributor in your country what is the best approach for you, so that your rollator will be back in optimal condition as quickly as possible. You will be notified in advance of the costs of the repair.

### **Contact Rollz**

Rollz International is always keen to improve its products, and therefore we highly appreciate your opinion. Please do contact Rollz International for any other questions or comments you may have regarding use of products, this manual or anything else.

### **Rollz® International bv**

Rotterdamseweg 402M  
2629HH Delft  
The Netherlands

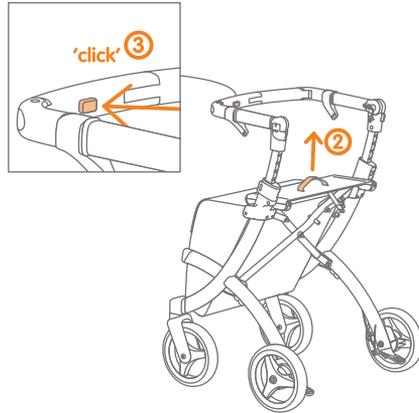
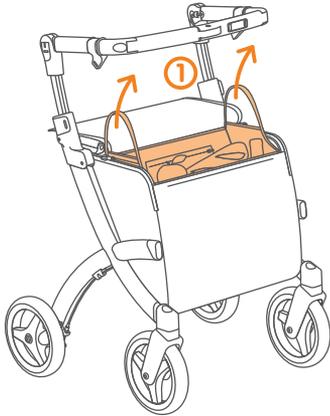
+31 (0)20 362 20 10

info@rollz.com

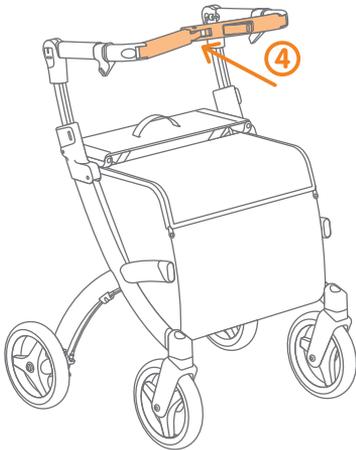
www.rollz.com

# INSTRUCTION DRAWINGS

## Folding



**Caution**  
Keep hands away from mid-section  
to avoid finger entrapment.



## Unfolding



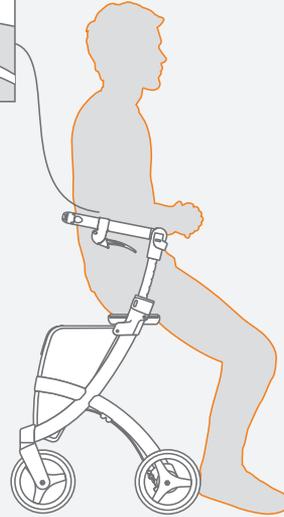
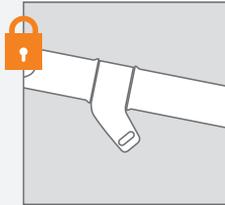
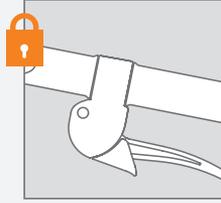
**Caution**  
Press top of seat to avoid  
finger entrapment.



**Caution**  
Press top of lever to avoid  
finger entrapment.

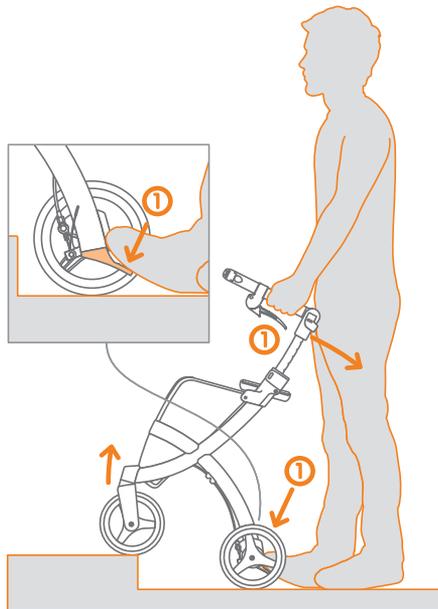
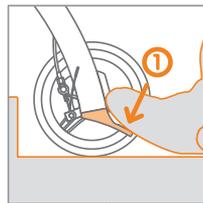


## Taking a seat on the Rollz Flex?

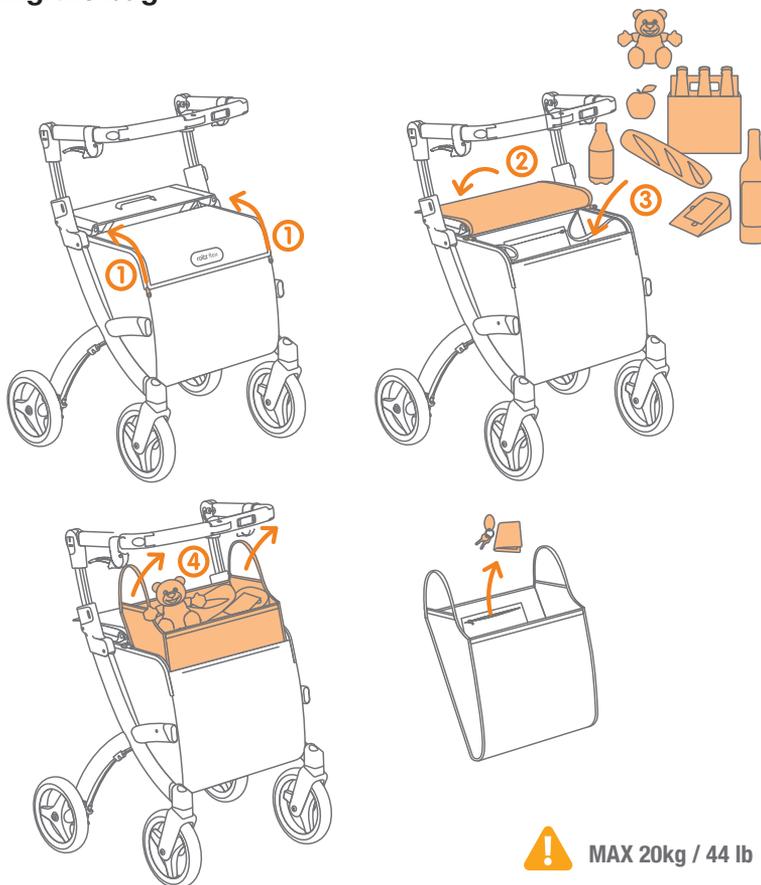


Use the hand brakes before sitting down!

## Crossing thresholds and curbs/curb stones/kerbs



## Using the bag



**!** MAX 20kg / 44 lb

## Removing the inside bag



