

# journey UPWalker®

## PRODUCT MANUAL



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TO ENSURE YOUR SAFETY IN USING THE UPWALKER® THE FOLLOWING SAFETY INFORMATION AND ALL INSTRUCTION MUST BE FOLLOWED.

- DO NOT use this product without first reading and understanding the instructions contained in this manual.
- For H200 DO NOT exceed 300lb (136kg) weight limit. And for H200-L, DO NOT exceed 350lb (159kg) weight limit.
- User assistance is recommended for customers with fall risk.
- DO NOT use the UpWalker Neuro if there is apparent damage or if any parts (other than accessories) are missing.
- Care should be taken to ensure that all height adjustment locks, handles, brakes or any other functional or moving parts are in good working order before operation.
- Periodically check all screws and fasteners, and re-tighten if necessary.
- DO NOT use with rear wheels in unlocked position.
- DO NOT ride the UpWalker when seated or when standing with all your weight on the armrests; do not lean disproportionately on one of the armrests.
- DO NOT use on stairs, escalators, moving sidewalks, or uneven surfaces.
- DO NOT go up or down inclines greater than 15% or diagonally across inclines greater than 5%.
- Be careful to avoid pinching your fingers while raising and lowering the armrests and opening and closing the UpWalker frame.
- ALL WHEELS must be in contact with the floor at ALL TIMES. This will ensure that the UpWalker Neuro is properly balanced.

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAN LEAD TO SERIOUS INJURY OR DEATH. FOR SAFETY AND WARRANTY COMPLIANCE, THE UPWALKER IS ONLY TO BE USED BY A CONSUMER IN A MANNER AS DEMONSTRATED FOR INTENDED USE AS A MOBILITY ASSISTANCE DEVICE. MISUSE OF THE UPWALKER MAY VOID WARRANTY.**

1. Unbox the UpWalker on a level floor. Carefully remove the UpWalker from the box and remove protective plastic and all cardboard pieces. Retain shipping materials in the event of customer return of product.
2. Stand the UpWalker up on all four wheels (see Fig A1 on page 6).
3. Push the front wheel gray lock tabs down to release the front wheels from locked position (see “Locking and Unlocking Wheels” on page 13).
4. The rear wheels will automatically lock in place when turned backward (see “Locking and Unlocking Wheels” on page 13).
5. Open the UpWalker (refer to “Opening the UpWalker” on page 6).
6. Adjustment armrest height to your desired user height (refer to “Setting Desired Armrest Height” on page 7).
7. Set handgrip orientation to your desired angle (refer to “Setting Handgrip Angle” on page 8).
8. Set handgrip extension to your desired length, or leave in current position if comfortable (refer to “Setting Length of Handgrip Arm” on page 9).
9. Check the brakes for normal function, including the parking brake function (refer to “How to Adjust Brakes” on page 10).
10. With parking brake off (see “How to Use Parking Brakes” on page 10), ensure that all four wheels spin freely.
11. Follow instructions on page 6 for securing seat in forward position, with seat rails pushed firmly inside support brackets on frame, before using the UpWalker.
12. Examine all other parts for shipping damage. DO NOT use the UpWalker if there is apparent damage or if any parts (other than accessories) are missing. If there are missing or damaged parts, please contact Journey Health & Lifestyle Customer Service



1. To open the UpWalker, begin by standing the UpWalker on all four wheels on a level floor (Fig A1).
2. Open the Velcro strap on front legs of frame to enable opening of the UpWalker (Fig A2). Stow the strap by wrapping around attached frame and securing with Velcro.
3. Standing behind the UpWalker, lift up slightly on the sit-to-stand assist handles while pulling outward in opposite directions to open frame (Fig A3).
4. Continue opening the UpWalker by pushing slightly inward simultaneously on the sit-to-stand assist handles to align and connect seat rails with frame (Fig A4).
5. To complete opening of the UpWalker, move seat to most forward position (Fig G1) and push downward on the seat where marked "Push Down To Secure" until seat rails sit securely inside the support brackets on frame (Fig A5).

**CAUTION: THE UPWALKER IS NOT SECURE FOR USE IF SEAT RAILS ARE NOT PUSHED FIRMLY INTO THE FRAME BRACKETS AS DEMONSTRATED IN FIG A6. DO NOT USE THE UPWALKER IF SEAT RAILS ARE OUT OF FRAME BRACKETS (FIG A7).**



Fig A1



Fig A2



Fig A3



Fig A4



Fig A5



Fig A6



Fig A7



1. The armrests on the UpWalker are raised and lowered independently of each other. It is recommended that the armrests be set at the same height. Should the user have a physical condition that requires offsetting the height of the armrests, the armrests can be set accordingly for comfort.
2. To raise and lower the armrests, first push in the light gray height adjustment tab (Fig B1) and, while keeping the tab depressed with one hand, use your other hand centered over armrest pad to raise or lower the armrest to the desired height (Fig B2). When the armrest is at the desired height, release the height adjustable tab to automatically engage the tab's pin in the tube hole. You will hear a "click" when the tab is engaged. Avoid pinching your fingers between the armrest and the top of the height adjustment tube while raising or lowering the armrests.

**CHECK THAT THE HEIGHT ADJUSTMENT TABS ARE SECURELY IN PLACE BEFORE PLACING WEIGHT ON THE ARMRESTS AND WALKING IN THE UPWALKER.**

3. The armrest should be set at height that is high enough that you feel support under your forearms when standing upright inside the UpWalker but not so high as to cause your shoulders to "hunch". Put equal weight on each forearm while using the UpWalker. You may find it beneficial to displace some of your body weight on your forearms while walking.
4. Each setting is marked with a number on the height adjustment tube for future reference. Note and remember the setting you prefer.
5. The UpWalker includes a convenient height adjustment memory stop on the bottom of each height adjustment tube (Fig B3). After you have established your preferred height setting, unlock the height adjustment memory stop using the gray knob, turning it in a counterclockwise direction. Slide the memory stop to the frame and re-lock in place by turning the gray knob in a clockwise direction until tight. Once set you may raise an armrest from a lowered position until the memory stop is reached. The memory stop does not to be moved again unless a different armrest height is required.



Fig B1



Fig B2



Fig B3

## C. SETTING HANDGRIP ANGLE

1. To set the handgrip at the desired angle, open the chrome cam lever under the armrest pad and swivel the handgrip to the preferred position (Fig C1).
2. There are three suggested handgrip positions — horizontal (Fig C2), vertical (Fig C3) or 45 degrees (Fig C4) (where you will feel a slight “stop” as you swivel the handgrips). The handgrip angles can be set at other angles, if that suits the user.
3. Once the preferred angle is established, close the chrome cam lever firmly to secure the handgrip in place (Fig C6). The tightness of the cam lever can be adjusted by turning the cam lever nut on the outer side of the armrest.
4. To close the UpWalker to its most compact size for storage or transport, point handgrips directly downward or upward in a vertical position so they don’t conflict when folding (Fig C5 or C3).



Fig C1



Fig C2

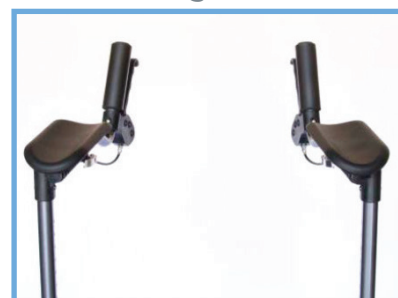


Fig C3



Fig C4



Fig C5



Fig C6



1. The UpWalker is shipped with the handgrips set in the extended length position relative to the armrest pads. This default should fit most users.
2. Should the user want to shorten the reach from the armrest pads to the handgrips, first release the chrome cam lever under the armrest pad (Fig D1).
3. Swivel the handgrip arm inward to access the brass pin (Fig D2) in the slot under the armrest pad, depress the pin and pull the handgrip backward until the second (originally unexposed) pin looks in the slot (Fig D3). Return handgrip to desired angle and close the cam lever (Fig C6).
4. Repeat on both sides so the reach is uniform left and right. To lengthen the reach of the handgrip, release the cam lever and swivel the handgrip arm, push in the brass pins one at a time and pull the handgrip forward until the rear brass pin engages in the slot. Return handgrip to desired angle and close cam lever (Fig C6).



Fig D1



Fig D2



Fig D3

### E. How to Use Parking Brakes

1. To set parking brake, push the brake handle forward until it clicks in locked position. Some users may want to hold the hand-grip with one hand while using the other hand to push the brake handle forward. (Fig E1).
2. To unlock brakes, simply pull brake handles back toward you.
3. It is strongly recommended that the parking brake be set in the locked position when the user is sitting down in UpWalker or standing from a seated position and when the user is making adjustments to the UpWalker's settings.
4. When using brakes while walking, both brakes should be applied with equal pressure.



Fig E1

### F. How to Adjust Brakes

The following information is intended to assist you with the adjustment of your brakes.

**Note:** The brakes on your new UpWalker have been preset from the factory. Due to normal use over time you may need to make adjustment to maintain this setting. You can adjust the brakes by making the following adjustments at either the brake handle position (Fig F1) or above the rear wheel (Fig F2). Before attempting to adjust the brakes, ensure that the parking brake is disengaged (see "How to Use Parking Brakes" above).



Fig F1

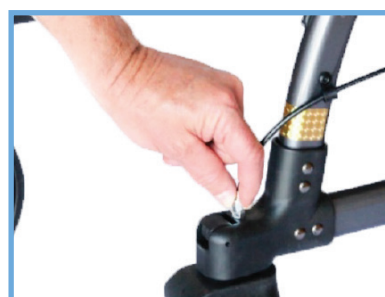


Fig F2

### Brake is Too Loose

Use fingers or pliers to turn the barrel adjuster nut counterclockwise a half rotation (Fig F3). Try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut a half rotation at a time until the brake functions as expected. Then turn the larger locking nut clockwise using fingers or a 10 mm or 13/32 wrench until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.



Fig F3

### Brake is Too Tight

User fingers or a 10 mm or 13/32 wrench to turn the larger locking nut counterclockwise until loosened. Then use fingers or pliers to turn barrel adjuster nut clockwise a half rotation (Fig F3) and try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut a half rotation at a time until the brake functions as expected. Then turn the locking nut clockwise until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.

### Resetting the Brakes

**NOTE: DO NOT ATTEMPT TO PERFORM THIS TASK IF YOU ARE NOT MECHANICALLY INCLINED.**

If you cannot achieve the desired adjustment by means of the above, you may use a 4 mm or 5/32" Allen wrench to reset the brakes using the brake cable nut attached to the brake pad at each rear wheel (Fig F4). First loosen the nut by turning Allen wrench counterclockwise.

Once loosened, you may pull the brake cable out of the nut to tighten the brake, or push the brake cable into the nut to loosen the brake. After achieving desired cable length, tighten the nut by turning clockwise. You may have to repeat adjustment a few times to get it right.



Fig F4

If you are not comfortable with adjusting your brakes please consult a local Durable Medical Equipment dealer or contact Journey Health & Lifestyle

Please note, Journey Health & Lifestyle does not reimburse customers for maintenance charges on the UpWalker, including brake adjustments.

#### G. Positioning the Seat

1. To walk in the UpWalker, pull the seat to the most forward position by lifting up and pulling forward the tab on the front of the seat (Fig G1).
2. To sit on the seat, set the parking brake, pull the seat fully backward using the rear pull tab (Fig G2), and sit with legs facing the rear. Sitting on the seat with armrests in their raised position is often preferred.
3. Use the sit-to-stand assist handles as needed when sitting and standing (Fig G3).



Fig G1



Fig G2



Fig G3

#### H. Using Sit-to-Stand Assist Handles

1. Move rear wheels of the UpWalker under the chair in which you are seated, aligned with your feet.
2. Set parking brakes (see “How to Use Parking Brakes” on page 10).
3. Place hands on left and right sit-to-stand assist handles.
4. Bend over to where your nose is over your toes and push down on the sit-to-stand assist handles to stand up into the UpWalker (Fig H1).
5. Release parking brakes (see “How to Use Parking Brakes” on page 10).



Fig H1

### I. Locking and Unlocking the Wheels

1. For most users the front wheels should be set to pivot freely and allow the UpWalker to turn left and right. This is achieved by placing the light gray tab above each front wheel in down position (Fig I 1). However, the front wheels can be locked to roll only in a straight line by flipping the gray wheel lock tabs to the up position (Fig I 2).
2. The rear wheels should be kept in the locked position when using the UpWalker. If you need to unlock the rear wheels to reduce the size of the unit for shipping, storage or transport, lift up the black wheel lock tabs above the rear wheels (Fig I 3) and pivot the wheels inward. Push wheel lock tabs down to closed position after turning wheels under the UpWalker.



Fig I 1



Fig I 2



Fig I 3

### J. Closing UpWalker

1. Lower the armrests to the lower setting (see "Setting Desired Armrest Height" on page 7). Lift the seat up lift handle (Fig J1) and allow UpWalker to fold in (Fig J2). Stand the UpWalker on all four wheels to roll or stow. Use the Velcro strap on front of the UpWalker to secure folded unit for storage or transport.
2. When folding for storage or transport, it is recommended that the handgrips be turned either vertically upward (Fig C3) or fully downward toward the ground (Fig C5), and the armrests should be returned to their lowest height position (Fig A1).
3. Luxury Personal Item Bag must be removed to avoid damage to bag.



Fig K1



Fig K2

### K. Using Your UpWalker

1. Once standing in the UpWalker move forward so your body is between the armrest pads, standing in a upright position with good posture.
2. Put equal arm pressure on the left and right armrest pads. Put hands on handgrips with fingers around the brake handles. Take full-stride steps with constant gait.
3. Pull on brake handles while going down hills to control speed.
4. Walk regularly for exercise to maintain good health.

### L. Maintenance

1. Check your UpWalker periodically to make sure that the brakes are working correctly and that all of the nuts and bolts are secure. Do not use the UpWalker if the brakes are not working correctly.
2. If hand-grips are loose, do not use the UpWalker.
3. Periodically inspect the wheels for tightness, wear and damage. Before use, make sure that the wheels are free of hair, lint, dirt and other debris.
4. Regular inspection of parts including hardware, brackets and plastics for deformation, corrosion, breakage, wear, dents, or compression is highly recommended.
5. Regular cleaning of the UpWalker is recommended. Wipe all surfaces with a damp cloth and allow the surfaces to dry before use.
6. UpWalker rubber handles and pads are made of closed cell materials so they can be sanitized with antiseptic cleansers.
7. Teflon or silicon lubricant may be applied to a rag and run over the armrest height adjustment tubes and seat rail slide, resistance dampers, after cleaning, to assure smooth operation.



## M. Accessories

**The UpWalker is shipped to customers with the following standard accessories:**

**Backrest Support** (Fig M1) is attached by sliding each end over the sit-to-stand assist handles (Fig M2) with mesh material facing the rear end of the UpWalker. Backrest may be left permanently on the UpWalker or removed when not in use.

**Personal Item Bag** (Fig M3) has Velcro straps which go over the hand-grips tubes at the bent sections (located below hand-grips and attach to the opposite-side Velcro (Fig M4). The UpWalker logo is designed to be on the front side of the bag facing away from you when using the UpWalker.

**Beverage Holder** (Fig M5) can be attached to either one of the handgrip tubes. First, unscrew the knob on U-shaped tube clamp and remove the beverage holder from the U-clamp. Then slide "U" over handgrip tube (Fig M6) close to armrest pad with hole on bottom and flat side of "U" facing inward. Make sure rubber sleeve remains inside the "U". Slide the bolt on beverage holder through the hole on "U" with beverage holder positioned on the outside and knob on the inside of the UpWalker (Fig M7). Note that the "U" and holder have a matching positioning key to rotate and lock the holder at the desired angle. Additional adjustments can be made to the positioning of the beverage holder by moving the "U" on the handgrip tube.



Fig M1



Fig M2



Fig M3



Fig M4



Fig M5



Fig M6



Fig M7

**Motion Activated Light** The UpWalker comes with a unique motion-activated LED light used for your safety when dark. The light attaches with a magnet to the UpWalker beneath the seat in the middle of the X-frame (Fig Q8). It can be easily removed by sliding off the magnet to charge the battery.

Lithium-Ion battery inside light periodically needs to be recharged when light stops working:

1. Pull magnetic light off from within metal retainer on your UpWalker.
2. Push the enclosed micro connector (smaller end of USB-C connecting cable) into light as shown in (Fig Q9). Please note connector only slides in with narrow end facing away from front of light.
3. Push the larger end of USB-C connecting cable (Fig Q10) into any USB-C wall charger for 2 hours to achieve full charge (very commonly used with phones and computers).



Fig Q8



Fig Q9



Fig Q10

### Optional Accessories Available From Journey Health & Lifestyle's Website

**Shopping Bag** (Fig M8) sits on the seat when seat is placed in the forward position under hand-grips. Support straps should be placed in the bend in the hand-grip tubes at the base of each hand-grip. Secure support straps using the Velcro material at the ends of the straps (Fig M9). Note that the shopping bag has convenient handles to transport your purchase by hand.

**Luxury Personal Item Bag** (Fig M10) is constructed with premium materials and includes a secure zipper top and side pockets to hold additional personal items. With the UpWalker logo facing forward, place support straps in the bend in the hand-grips tubes at the base of each hand-grip and secure using Velcro at the ends of the straps (Fig M11). Remove bag before folding UpWalker.



Fig M8



Fig M9



Fig M10



Fig M11

**Smartphone Holder** (Fig M12) supports different sizes of phones for hands free operation when you are on the go. To attach the holder, first unscrew the cam lever nut under the right armrest pad opposite the chrome cam lever which secures the hand-grip tube. Mate the hole in the end of the flexible phone holder arm with the cam lever bolt and the plastic base holding that bolt. Reattach and tighten the nut (Fig M13). Close cam lever to secure both hand-grip arm and smart phone holder. It may be necessary to adjust the cam lever tension by turning the cam lever nut clockwise or counterclockwise.

Two round adjuster knobs are located on the back of the smart phone holder (Fig M14). Use the larger knob to adjust the size of the holder to accommodate different sizes of phones. Turn large knob counterclockwise to open and insert phone, then turn knob clockwise to close holder. Secure the phone in place by turning the small knob clockwise. The phone holder is attached to a flexible arm which can be bent to turn phone to desired position (hold arm firmly where it attaches under armrest while bending phone end, so as not to break the attachment mechanism on the UpWalker). The phone holder can be pivoted on the flexible arm to optimize viewing of the phone. Untighten/tighten the adjuster knob at the end of the arm to pivot the phone holder.

**Cane/Umbrella Holder** (Fig M15) attaches to the side of the UpWalker for the convenience of holding a cane or umbrella hands free. The cup attaches to the lower horizontal frame tube facing outward near front wheels (Fig M16). To attach the cup, first turn the cup to remove from the cup attachment clamp. Then remove the bolt with light gray knob from the clamp. Spread the “U” clamp over the lower horizontal tube with the knob on the outside and the retaining nut on the inside. Slide bolt with knob back through the holes on clamp and turn the knob clockwise to seat the bolt in the retaining nut and tighten clamp against frame. Re-attach the cup and turn to desired position.



Fig M12



Fig M13

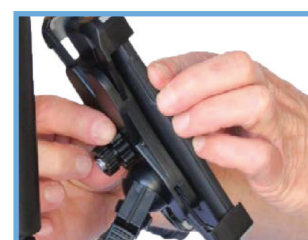


Fig M14



Fig M15

The upper retaining clamp attaches to the curved front leg tube of frame, with clamp and gray knob on the outside of the frame (Fig M17). To attach the clamp, remove bolt with knob from the clamp. Spread the “U” clamp over the frame with the knob on outside of F frame. Slide bolt with knob back through the holes on clamp turning knob clockwise to tighten clamp against frame. After attachment, turn retaining clamp to desired position to secure can or umbrella.

**Safety Flashlight/Taillight** can be attached to the left or right hand-grip tubes (Fig M18) facing forward as a headlight (Fig M19) or backward as a taillight. As with other accessories, there is a “U” clamp which must be spread open so as to place the clamp on the hand-grip tube with the light on the outside and holes for bolt on the inside. Unscrew and remove the bolt and knob to open clamp, attach clamp over tube and replace bolt and knob with bolt sliding in from the top and the knob on the bottom of clamp.

Once attached you may aim the light in a downward position to illuminate area in front of you or turn and aim behind you so others can see you. The light is turned on by depressing the button found on the back. Push once for light to stay on; push a second time to blink like a strobe light; push a third time to turn off. The lens on the front of the light can be moved outward or inward to change the size and shape of the light beam. To insert the three AAA batteries (not included, Fig M19) unscrew the cap on the back of the light, remove battery holder and insert batteries in holder with batteries properly aligned with +/- signs. Insert battery holder back into flashlight and re-secure the cap.



Fig M16



Fig M17



Fig M18



Fig M19



Journey Health & Lifestyle stands firmly behind our commitment to provide premium quality products. Our standard warranties represent our confidence in the materials and workmanship of your new UpWalker.

The frame of the UpWalker is warrantied to be free from defects in materials and workmanship, under NORMAL use, for the lifetime of the original consumer purchaser when purchased from Journey Health & Lifestyle or an authorized Journey Health & Lifestyle dealer. Accessories and non-durable components such as wheels, brakes, seat, hand-grips resistance dampers, and armrests, which are susceptible to normal wear and tear and subject to periodic replacement, are warrantied for six (6) months.

During these warranty periods, our warranties cover all parts, labor and shipping for repairing the UpWalker. Our warranties expire on their respective anniversaries and immediately upon any sale or transfer of ownership or use of the product to another person.

Our warranties do not cover the following:

A product that was modified or repaired without prior written authorization from Journey Health & Lifestyle or an authorized Journey Health & Lifestyle dealer.

Routine brake adjustments.

Problems arising from:

- User negligence.
- Any failure to adhere to the UpWalker user and maintenance instructions.
- Any abuse or misuse of the product for purposes other than those specified in the UpWalker User Guide.

For customer support on the purchase, use, maintenance and repair of your UpWalker, please contact Journey Health & Lifestyle Customer Service at

When contacting us, please have available the following information:

The date of your purchase and form of payment.

The product serial number.

A description of the defect or problem requiring service.

DO NOT return any products to Journey Health & Lifestyle without our prior authorization

If you purchased your UpWalker from an authorized Journey Health & Lifestyle dealer, please contact that dealer. If you do not receive satisfactory service from the dealer, please call Journey Health & Lifestyle.







# journey UPWalker®

If you have any questions, call us at our toll free number: