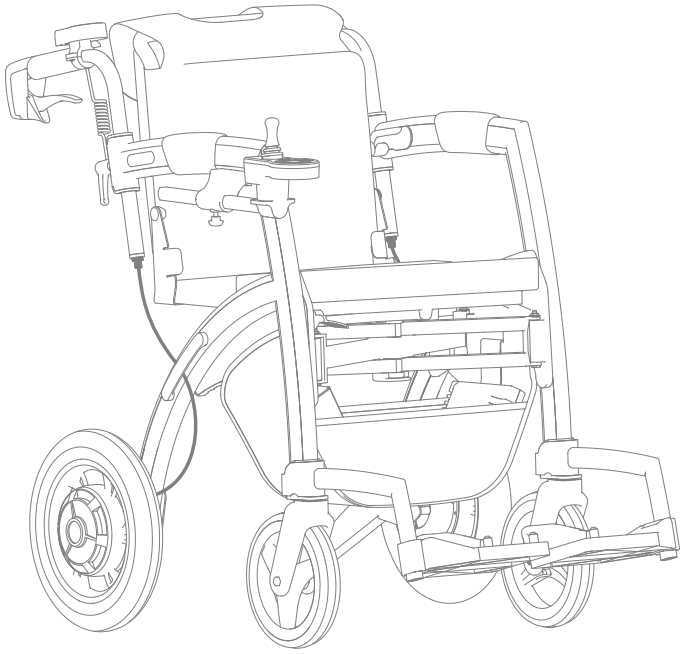
Rollz Motion Electric
Rollz Motion Electric²

EN - User manual



CE

version 2024.01

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English

USER MANUAL

The rollator and electric wheelchair in one

rollz motion electric (2022)
rollz motion electric² (2024)

EN

Rollz® International BV – Rollz Motion Electric & Rollz Motion Electric²

This is the original user manual for the Rollz Motion Electric and Rollz Motion Electric². It is based on the information available at the time of publication. Please note that the information in this document may change over time. The product you purchased may differ slightly from the one described in this manual.

You can download the latest version of this manual at www.rollz.com, where we regularly update the information to keep you informed.

Rollz® International BV cannot be held responsible for technical errors or inaccuracies in this manual.

CE conformity

The product fulfills the requirements of the (EU) 2017/745 Medical Device Regulation (MDR). Based on the classification rules set out in Attachment IX of this regulation, the product is classified as class I. The declaration of conformity has been done under the sole responsibility of Rollz® International BV based on the Attachment VII of this regulation.

International standards

The Rollz Motion Electric is certified as a rollator according to EN standard 11199-2:2005. The Rollz Motion Electric is also certified as a wheelchair in accordance with ISO standard 7176. The Rollz Motion Electric is certified as a class A electric wheelchair in accordance with EN 12184:2014 under European market regulations. This classification applies only within the European Economic Area (EEA) and may not apply outside of this region.

Models

This manual provides information for the Rollz Motion Electric (2022) and Rollz Motion Electric² (2024) models. You can identify the model by checking the name on the product sticker, located under the cushion on the seat (see ***Figure 1*** for a model comparison).

In some instances, the Rollz Motion Electric you purchased may look different from images shown in this manual. However, all instructions apply to both models unless otherwise noted. Model-specific information, specifications, or warnings will reference the applicable model(s) explicitly.

Before using the product, please ensure you know which model you have and review the relevant information in this manual.

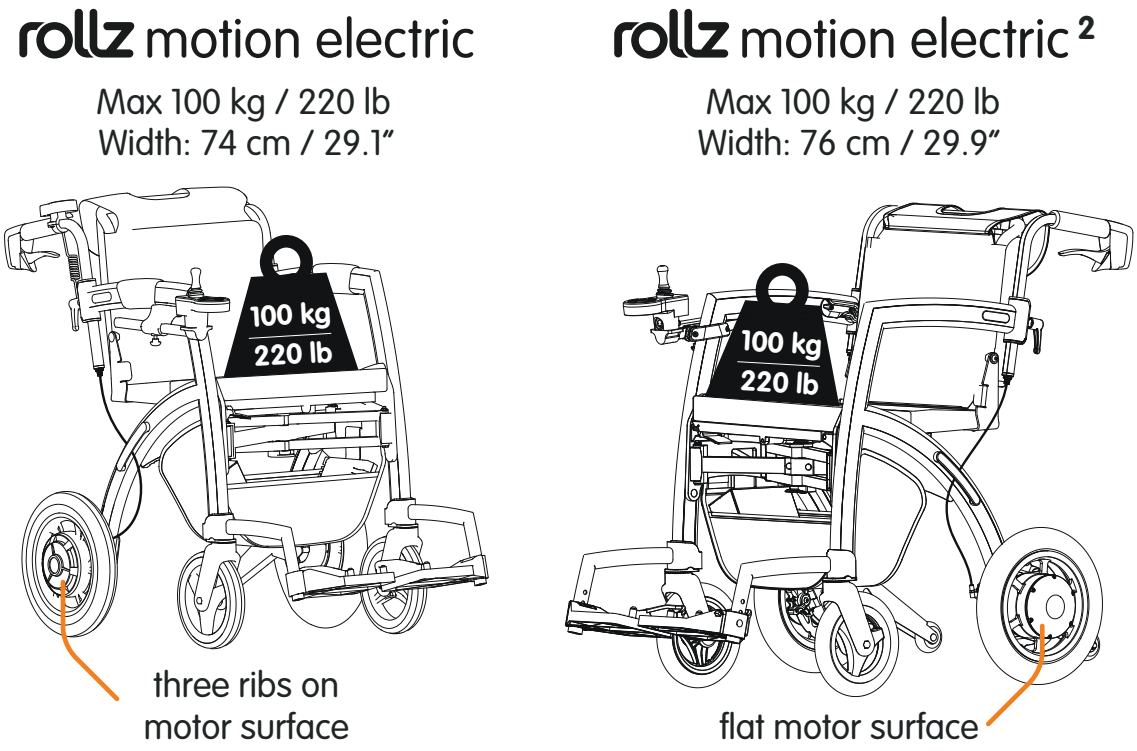
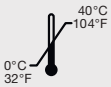


Figure 1: Rollz Motion Electric and Rollz Motion Electric² width and max load.

CONTENTS

English

SYMBOL GLOSSARY		
Symbol	**Symbol Title**	**Description**
	Warning	Warns of potential hazards that could lead to immediate injury or damage if safety instructions are not followed. Users should carefully read the associated warnings and instructions.
	Caution	Indicates a less severe risk that could lead to minor or moderate injuries if proper precautions are not taken.
	Information	Indicates that the following text provides additional information or clarifications about a topic.
	Consult instructions for use	Indicates the need for the user to consult the instructions for use.
	No open flames	Indicates that open flames or any sources of fire, such as lit matches or cigarettes, are strictly prohibited near the product to avoid fire hazards.
	Pinch or trap hazard	Warns of potential pinching or trapping hazards. Users should be cautious when handling parts like the 3-in-1 holder to avoid injury.
	Waste Electrical and Electronic Equipment (WEEE)	Indicates that the item should not be disposed of in regular household waste. Instead, it should be taken to a specialized recycling facility for electronic or hazardous waste. This applies to electronic and electrical equipment, as well as batteries, in accordance with the WEEE Directive in the European Union and similar regulations worldwide.
	CE marking	This certification mark indicates that the product complies with the health, safety, and environmental protection standards required for sale within the European Economic Area (EEA).
	Keep dry	Indicates the packaging needs to be protected from moisture or water exposure.
	Temperature limit	Indicates the temperature limit to which the device can be safely exposed, including during use, charging, and storage.
	Manufacturer	Indicates the manufacturer.
	Production date	Indicates the production date.
	Medical device	Indicates the item is a medical device (under EU Legislation).
	Global Trade Item Number (GTIN)	Indicates the 14-digit number used to identify trade items at various packaging levels. European Article Number (EAN) code is a specific format within the GTIN system for the European market.
	Catalog number, reference number	Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Serial Number	Indicates a unique identification code assigned to an individual product or item, typically for tracking, inventory, and quality control purposes
	Unique Device Identification (UDI)	Indicates that the medical device is labeled with a Unique Device Identification (UDI) as an unique identifier for safety, traceability, and regulatory compliance.
	Stacking	Indicates the direction in which items can be stacked or piled on top of each other in a storage or shipping scenario.
	Maximum Stack Height	Indicates the correct way and the maximum number of items that can be stacked or piled on top of each other in a storage or shipping scenario.
	Wheelchair Tiedown and Occupant Restraint System (WTORS)	Indicates if a vehicle or transportation equipment is equipped with the necessary systems to safely secure both the wheelchair and its occupant during transport.

BEFORE YOU START

Congratulations on your new Rollz Motion Electric! Rollz International BV has created this manual to ensure you use your rollator and electric wheelchair combination in the safest and most convenient way. If you have any questions or uncertainties about the warnings or instructions in this manual, please contact your supplier for clarification.

We hope you enjoy using your Rollz Motion Electric.

Important information

- Please read the manual provided with this product first and ensure you are familiar with all safety instructions.
- This manual is written for the Rollz Motion Electric (2022 model) and the Rollz Motion Electric^2 (2024 model).
- Do not jeopardize your safety or the safety of others by using the product incorrectly.
- This manual covers the electric support system, which includes the joystick-controlled electrical support and the push support, both of which control the motors in the wheels.
- The colours of the Rollz Motion Electric parts may slightly fade when exposed to sunlight.
- Do not expose the product to temperatures below 0°C / 32 °F or above 40 °C / 104 °F as this may damage some components and affect their performance.
- The Rollz Motion Electric contains electronic components. Therefore, avoid getting the rollator wet. Do not use it outside in heavy rain.
- Only use the supplied charger to charge the Rollz Motion Electric.
- Use original Rollz accessories only. Using non-approved accessories can be unsafe and will void the warranty.
- Use only original Rollz International BV approved parts for repairs or replacements made by an authorized dealer. The use of any other parts can be unsafe and will void the warranty.
- Damage due to overloading the product or incorrect folding and unfolding not only voids the warranty but also creates unsafe situations. You will find the warranty provisions in this manual.
- The serial and article numbers of your Rollz Motion Electric can be found on the product sticker located on the seat (under the cushion).
- Any serious incident related to the device must be reported to the manufacturer and the competent authority in your country/state.
- It is important to register your product with Rollz International BV at www.rollz.com.
- Please follow the rules and regulations in your country regarding the use of electric wheelchairs.
- Air traveling with the Rollz Motion Electric is possible, but due to the battery a few safety precautions must be taken into account. A battery qualifies as dangerous goods, which means that it must be handled with care. Disconnect the battery before air travel (see chapter ***Flying with the Rollz Motion Electric***).

Who may benefit from this product

The Rollz Motion Electric is suitable for individuals weighing up to 100 kg / 220 lbs., and between 160 - 190 cm / 5 ft 3" to 6 ft 3" in height (see ***Product Specifications***).

The Rollz Motion Electric provides walking support for people with reduced mobility, primarily for indoor use (joystick controlled and push attendant controlled) and, with some limitations mentioned in this manual, for outdoor use as well (push attendant controlled and joystick controlledl). The Rollz Motion Electric is suitable for walking, driving and pushing on hard, flat surfaces. While in rollator position, the user can rest on the seat. The wheelchair package offers the possibility to transform the rollator into an electric wheelchair easily. The user can sit in the electric wheelchair and use the electric support system, either being pushed (having the push support turned on) or driving themselves independently (using the joystick controller).

Who should not use the Rollz Motion Electric (contraindications)

The Rollz Motion Electric is not suitable for people:

- With perception disorders that make it difficult to see obstacles ahead.
- With severe balance disorders that prevent safe use of a rollator.
- Who experience disorientation or dizziness while walking or sitting.
- Who are unable to stand behind a walker for at least five minutes.
- With seating difficulties that prevent comfortable sitting on the seat or in the electric wheelchair.
- With impaired hand function that limits control of the device.
- Who weigh more than 100 kg / 220 lbs.
- Children are not allowed to use the Rollz Motion Electric.

WARNING

Use of the Rollz Motion Electric by individuals with the listed contraindications can result in serious injury. Conditions such as severe balance or perception disorders, impaired hand function, or dizziness may lead to falls, collisions, or loss of control, posing risks to both the user and others. Additionally, exceeding the weight limit (100 kg / 220 lbs) may lead to device failure, increasing the risk of harm. Only suitable users should operate the device to ensure safety.

Unsuitable circumstances

- The Rollz Motion Electric is not suitable for climbing stairs or navigating rough terrain such as gravel, grass, sand, mud or forest soil.
- Do not use the Rollz Motion Electric on an escalator while seated.
- Do not use or park the Rollz Motion Electric in rain, snow or other wet conditions.
- Do not use the Rollz Motion Electric while showering.
- Do not use the Rollz Motion Electric on roads treated with salt.
- Do not use your Rollz Motion Electric too close to bodies of water (e.g. ditch, pond, river, lake or sea).
- Do not use the Rollz Motion Electric on surfaces with snow, ice, water or oil.
- If you find yourself on a wet or slippery surface, proceed with caution. If one of the driving wheels loses traction, stop the Rollz Motion Electric immediately to prevent loss of control.
- The surface temperature of the product can increase / decrease when exposed to external sources of heat (e.g. sunlight) or cold.
- Not all parts of the Rollz Motion Electric are completely waterproof. A very humid environment may cause rust and corrosion on or inside the Rollz Motion Electric. If you are in an excessively humid environment, you should immediately cover the Rollz Motion Electric to prevent damage.

WARNING

There are inherent risks when the Rollz Motion Electric is used outside its intended parameters. Incorrect use on unsuitable terrain (e.g., steep slopes or rough surfaces) or failure to follow operational guidelines may lead to loss of balance, increased instability, and potential tipping, posing a significant risk of injury to the user. To minimize risks, users must comply with recommended usage guidelines and operate only in environments compatible with the device's design limitations.

Users should take extra precautions in crowded or obstacle-filled environments by adjusting the speed settings to enhance safety and avoid collisions.

Electromagnetic interference

Interference with electronic sources can cause situations in which the Rollz Motion Electric does not respond as usual. Electrical sources such as broadcasting masts, radio stations, television stations and mobile phones can create a magnetic field that may cause permanent damage to the electric system and/or braking capabilities.

The user should observe the following:

- Do not use wireless communication devices while operating the electric support system.
- Avoid proximity to radio sources.
- Turn off the Rollz Motion Electric immediately if you observe uncontrolled movements.

WARNING

The Rollz Motion Electric might interfere with other devices in the area that emit electromagnetic fields (alarm systems, automatic doors, etc.).

Safety instructions

	Read and follow the instructions in this manual.
	This product contains flammable materials. Avoid contact with open flames or sparks. Prevent the battery from coming into contact with flammable materials.

- The Rollz Motion Electric is designed to support and transport only one person at a time.
- Always use the handles in the right position. Read the chapter ***Adjusting the height for correct posture*** for more details.
- Check and/or adjust the brakes regularly to prevent loss of braking power. Instructions can be found in the chapter ***Adjusting the brakes***.
- Before using the Rollz Motion Electric for the first time, check that all power supplies are connected. Ensure that all electrical components, including the battery, are not damaged. Damaged or improperly connected parts may cause dangerous or unsafe situations. For more information refer to the chapter ***Cables and connections (Weekly)***.
- Do not use the joystick controlled electrical support to overcome large or steep outdoor obstacles. While the joystick-controlled electrical support can be used outdoors, it should only be used on surfaces that meet the safety criteria described in this manual.
- When seated in the Rollz Motion Electric and using the joystick controlled electrical support always ensure the handlebars are in rollator position, with the handlebars above the frame, so you can reach the handbrakes in case of emergency.

- You can use the push support controller to assist you when walking outside, but only on surfaces that meet the safety criteria described in this manual.
- When seated in the wheelchair, and using the Rollz Motion Electric with joystick controlled electrical support, only navigate up or down slopes of maximum 6° / 10.5%.
- When walking with the Rollz Motion Electric, only walk downhill on slopes up to 15° / 26.8%, uphill on slopes up to 7° / 12.3% and walk on banked (sideways) slopes not exceeding 3.5° / 6.1%.
- Check the capacity of the battery pack regularly by viewing the screen on the joystick or push support to see if it needs to be recharged. Operating the powered wheelchair with depleted batteries may result in being stranded.
- Keep tools and other metal objects away from the battery pack. Contact with the positive and negative poles can cause a short circuit or a shock.
- Familiarize yourself with the functions of the Rollz Motion Electric before use.
- Ensure that the Rollz Motion Electric is turned off when not in use.
- Store the Rollz Motion Electric in a clean and dry environment and avoid exposure to high or rapidly changing temperatures. If not in use for more than a month, ensure the battery is charged before using it again.
- This product should be kept away from acids, alkalis, and other corrosive chemicals.

Warnings

- The Rollz Motion Electric is certified as a Class A wheelchair, which means that outdoor use while seated in the Rollz Motion Electric with joystick-controlled electrical support, is limited to: a maximum safe slope of 6° / 10.5%, a maximum obstacle height of 15 mm / 0.6 inches, and a maximum ground unevenness of 15 mm / 0.6 inches (see chapter ***Specifications***). Exceeding these limits can lead to dangerous situations. Safe outdoor use can only be guaranteed in areas where these conditions are respected.
- It is essential that the user has the physical and mental ability to independently perform all operations in this manual. If not, they should always have someone to assist them.
- Do not use the Rollz Motion Electric if any part has been damaged, broken, missing or cracked, or if the displays show an error code. For solutions to these error codes, see chapter ***Error codes and solutions***.
- Make sure all components are locked in place before use.
- Keep the Rollz Motion Electric away from open flames and other heat sources, such as cigarettes and electrical or gas heaters.
- The user cannot remain seated in the Rollz Motion Electric wheelchair during transport in a taxi, bus, car or other motor vehicles. It is not meant for this type of usage. The Rollz Motion Electric does not have the necessary safety features and certifications to be used as a passenger seat in a vehicle. Doing so may result in serious injury or damage to the product in case of an accident or sudden stop.
- Always switch off the power before sitting or standing up from the Rollz Motion Electric.
- Always apply handbrakes (see chapter ***Operating the brakes***) before switching the power off.
- The width of the wheelchair is greater than what is recommended for Class A wheelchairs. Access to emergency escape routes might be limited.
- When using the joystick controlled electrical support or the push support of the Rollz Motion Electric, the continuous driving range is 29.6 kilometres / 18.4 miles (2022 model) and 19.3 kilometres / 12 miles (2024 model). The driving range will decrease when the Rollz Motion Electric is used on slopes, rough terrain or when used to climb kerbs. User weight, terrain, battery status and driving behaviour can also affect the range.
- The Rollz Motion Electric is not designed or recommended for use on sandy surfaces, such as those found at the beach.
- We advise using the seatbelt accessory while you are seated in the Rollz Motion Electric.

UNPACKING

The Rollz Motion Electric is delivered complete for use. You only have to attach the push support and joystick controller (see ***Attaching the push support and joystick controller***), attach the battery (see chapter ***Reconnecting the battery***) and adjust the handles to the correct height.

Tools and setup

This section provides a list of necessary tools, and recommended installation location to confirm that the device is in optimal working condition.

- **Allen Key (size 5):** For adjusting footrests only.
- **Pump:** For inflating pneumatic tires (if applicable).
- **User Manual:** Keep this manual on hand for detailed instructions and troubleshooting.

CAUTION

Place the Rollz Motion Electric on a flat, stable surface (e.g., a floor or bench) during setup. This ensures stability and easy access to all parts. Ensure that the setup area is free from any liquids, oils, or obstructions that may cause slipping or rolling. In case of any issues or questions during setup or operation, please contact Rollz International BV.

What fits where?

Identify all parts before using the Rollz Motion Electric.

***(Figure 2, Figure 3, Figure 4, Figure 5, Figure 6 & Figure 7)*:**

1. Handles
2. Frame
3. Rear wheels with disk brakes
4. Red release handle for folding up the rollator
5. Front wheels
6. Front side of Rollz Motion Electric
7. Handbrakes
8. Parking brake levers
9. Height indicator
10. Adjustment handles
11. Adjustment screws for adjusting the brakes
12. Anti-tipping aids
13. Seat cushion
14. Freewheel levers (model Rollz Motion Electric^2)
15. Upper guide rails on the frame
16. Notch behind the seat
17. Wheelchair package with reflector stickers
18. Footrest holders
19. Wheelchair package handle
20. Red handle for locking the wheelchair package
21. Locking bolts
22. Backrest
23. Armrests (x2)
24. Adjustable footrests (x2)
25. Push support controller
26. Motor controller
27. Rear wheel motor assembly (x2)
28. Li-ion battery pack
29. Joystick controller

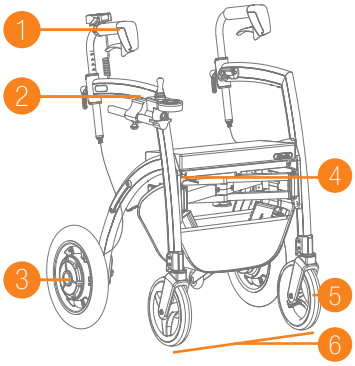


Figure 2: Rollz Motion Electric parts.

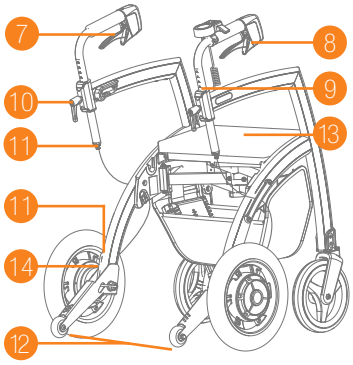


Figure 3: Rollz Motion Electric parts.

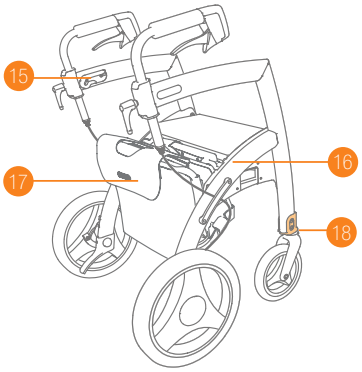


Figure 4: Rollz Motion Electric parts.

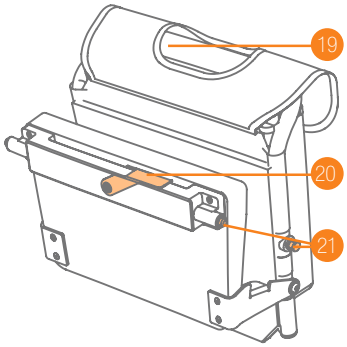


Figure 5: Wheelchair package.

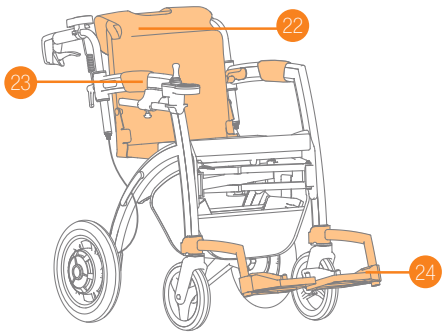


Figure 6: Rollz Motion Electric parts.

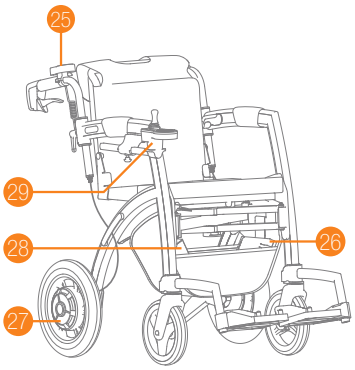


Figure 7: Rollz Motion Electric parts.

Check if your delivery is complete

The Rollz Motion Electric comes packed. Check if all the parts listed below have been supplied according to ***Figure 8*** and ***Figure 9***:

1. Push support controller
2. Wheelchair package
3. Armrests (x2)
4. Seat cushion
5. Motor controller
6. Adjustable footrests (x2)
7. Rear wheel motor assembly (x2)
8. Lithium-ion battery pack
9. Joystick controller
10. Adjustment handles
11. Underseat basket
12. 3-in-1 holder
13. Pump for the pneumatic tires
14. Locking hook
15. Charger

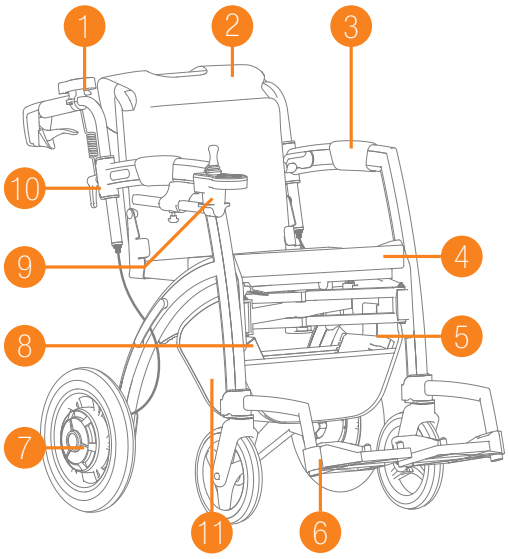


Figure 8: Rollz Motion Electric parts.

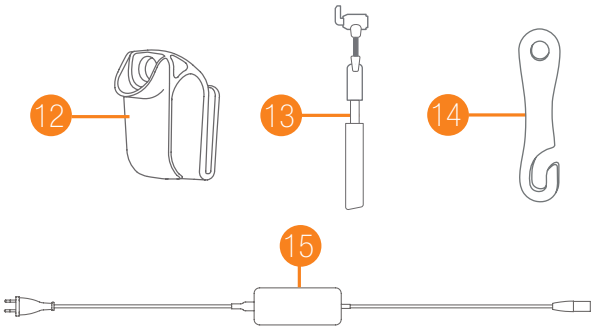


Figure 9: Included accessories.

Attaching the push support and joystick controller

Before using the Rollz Motion Electric, the two controllers need to be attached. Improperly attached controllers may cause the Rollz Motion Electric to function unpredictably, potentially creating unsafe conditions. Ensure all connections, including the battery cable inside the underseat basket, are properly secured (see chapter ***Connecting the battery cable***).

Attaching the push support

Attach the push support controller ***(Figure 10)***. You should hear a click when the correct position is reached.

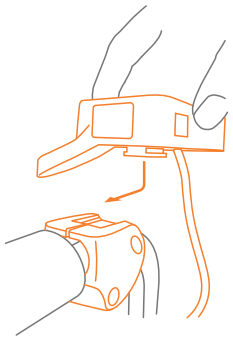


Figure 10: Attach the push support controller.

Attaching the joystick controller

a. Before attaching the joystick controller to the frame, ensure that the cable is disconnected. Disconnect the cable by loosening the metal rings (1). Slide the joystick controller through the hole in the holder (2). Ensure that the cable runs between the frame and the controller as shown in ***Figure 11***.

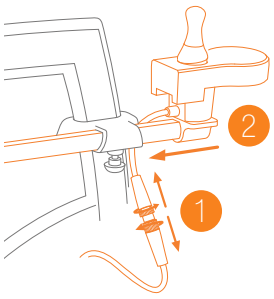


Figure 11: Disconnect the cable (1) and slide the joystick controller into the holder (2).

b. Reconnect the cable (1)(2), and tighten the controller by rotating the knob clockwise (3) ***(Figure 12)***.

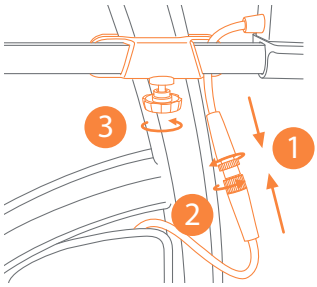


Figure 12: Connect (1&2) and tighten (3) the knob.

English

Connecting the battery cable

Connect the loose power cable to the battery cable ***(Figure 13)*** located inside the underseat basket.

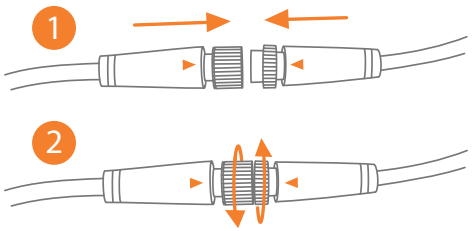


Figure 13: Make sure that the connectors are aligned properly and tightened if applicable.

Unfolding & folding

When folded, the Rollz Motion Electric fits in most cars. Unfolding goes as follows:

a. Pull the frame sides of the Rollz Motion Electric apart until almost completely unfolded ***(Figure 14)***.

b. Push the seat down until it clicks into place. Important: the seat is not secured until you have clearly heard it 'click' ***(Figure 15)***.

c. Attach the cushion flat on the seat ***(Figure 16)***.

WARNING

Double check if the seat is locked in. Carefully lift the seat in the middle to ensure that it is properly locked in place. Only then the Rollz Motion Electric can be safely used.

Folding goes as follows:

a. Before you fold the frame, empty the underseat basket - cables, battery pack and motor controller must stay in the underseat basket.

b. Remove the wheelchair package if it is placed on the rollator. Read ***Removing the wheelchair package*** for instructions.

c. Pull the seat cushion away, turn it 90 degrees and place it horizontally on the side of the red handle ***(Figure 17)***.

d. Push the red release handle under the seat ***(Figure 18)*** and lift the seat partially ***(Figure 19)***.

e. Push the sides of the frame towards each other until the rollator is completely folded ***(Figure 20)***.

NOTE

When you fold the frame, the underseat basket should only contain the cables, battery pack and motor controller, and the wheelchair package should be detached.

Adjusting the height for correct posture

Setting the correct height is crucial for an optimal use of the Rollz Motion Electric. The height can be adjusted between the minimum and maximum positions. This way the Rollz Motion Electric can easily be adapted to individual needs.

a. To determine the correct height, stand between the Rollz Motion Electric handles with your arms hanging near the body. The handles should be at the same height as your wrists ***(Figure 21)***.

b. Loosen the adjustment handles counterclockwise ***(Figure 22)*** and ***(Figure 23)***.

c. Slide the handles to the correct height ***(Figure 24)***.

d. Check whether both handles are at the same height using the height indicator.

e. Make sure the handles are positioned in a straight line above the frame of the Rollz Motion Electric, pointing forward.

f. Turn the adjustment handles clockwise to tighten them ***(Figure 25)*** and ***(Figure 26)***.

g. Place the adjustment handles vertically so that they point straight down. Gently pull the adjustment handle outwards and turn it to the correct position ***(Figure 27)***.

h. A correct height adjustment allows for an upright walking position ***(Figure 28)***.

WARNING

Always set both handles at the same height to maintain stability. When height is incorrectly set, it may cause imbalance that increases the risk of injury. When the rollator is not adjusted to the correct height, it can lead to neck or back pain.

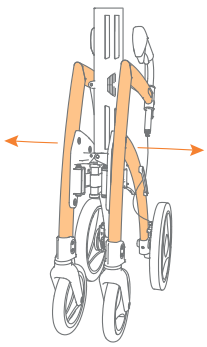


Figure 14: Unfold by pulling the frame outwards.

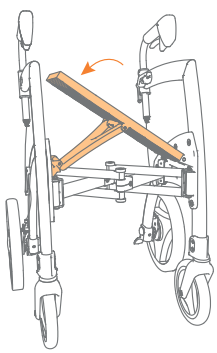


Figure 15: Push the seat down till you hear a 'click'.

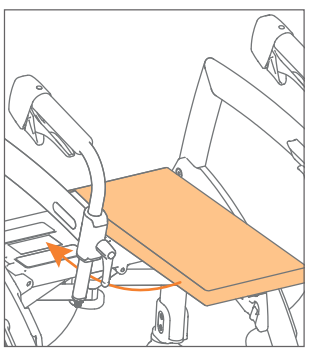


Figure 16: Cushion placed on the seat.

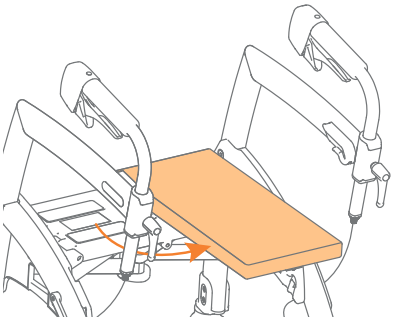


Figure 17: Place the seat cushion crosswise.

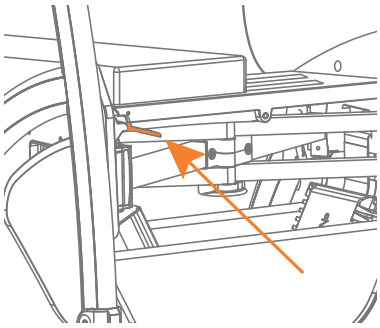


Figure 18: Push the red handle while lifting the seat.

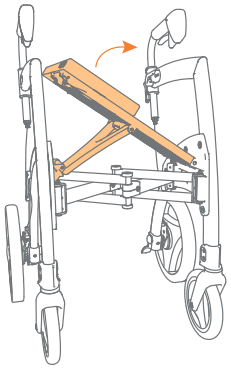


Figure 19: Lift the seat partially.

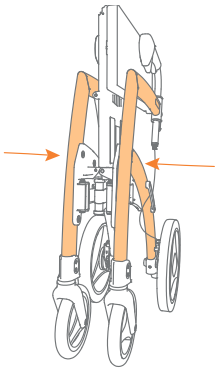


Figure 20: Push the frame further inside.

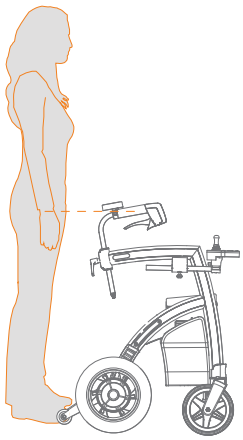


Figure 21: Determine the correct height.

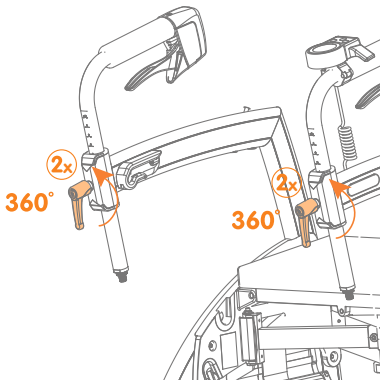


Figure 22: Loosen the adjustment handles.

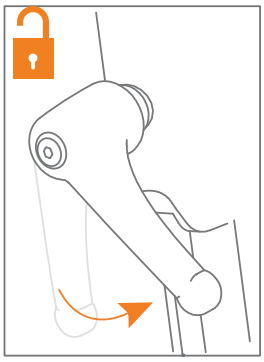


Figure 23: Rotate counterclockwise.

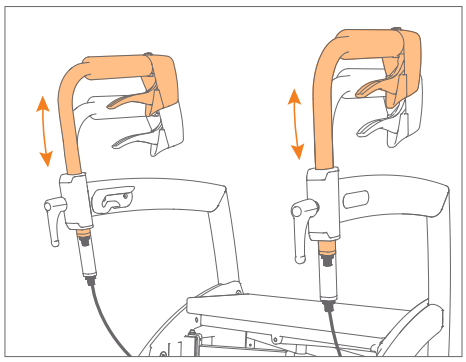


Figure 24: Set the correct height.

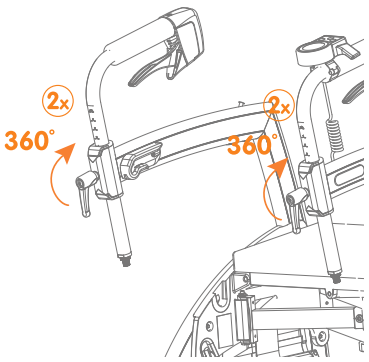


Figure 25: Tighten the adjustment handles.

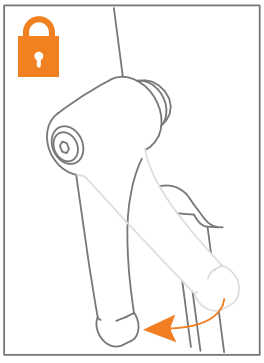


Figure 26: Tighten.

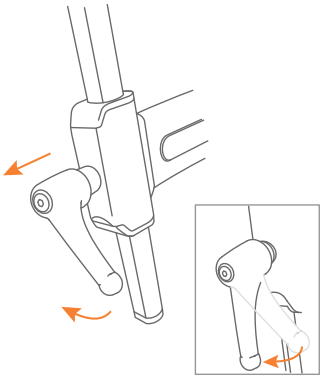


Figure 27: Set the adjustment handle in the right position.

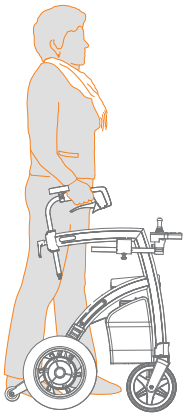


Figure 28: Walk upright close to the rollator.

FROM ROLLATOR TO ELECTRIC WHEELCHAIR

The Rollz Motion Electric is delivered with the wheelchair package included. This package can be attached to the Rollz Motion Electric prior use. This allows the rollator to be transformed into an electric wheelchair on the road, in less than a minute. Simply pull up the wheelchair package, place the footrests on the frame and turn the handles. Then you can sit in the electric wheelchair. With the electric support system you can either sit in the chair and drive yourself by using the joystick, or have someone use the push support controller while pushing the wheelchair. The electric wheelchair can be easily turned into a rollator again.

CAUTION

The Rollz Motion Electric wheelchair can support a maximum weight of 100 kg / 220 lbs. This electric wheelchair is designed for single-person use only. Seating multiple people on the electric wheelchair or rollator may cause damage to the Rollz Motion Electric.

Attaching the Rollz wheelchair package

a. Hold the Rollz wheelchair package with the bag facing you ***(Figure 29)***.

b. Lift the red handle with your other hand to retract the locking bolts ***(Figure 30)***.

c. Place the Rollz wheelchair package into the two notches behind the seat ***(Figure 31)***.

d. Push the red handle down gently to lock the wheelchair package. The locking bolts will extend securing the package in place ***(Figure 32)***. You can now use the Rollz Motion Electric as a rollator, carrying the wheelchair package with you.

e. If the red handle does not go down easily, remove the wheelchair package from the notches and try again. Contact your supplier if the issue persists after multiple attempts.

NOTE

Forcing down the red handle can damage the frame of the Rollz Motion Electric.

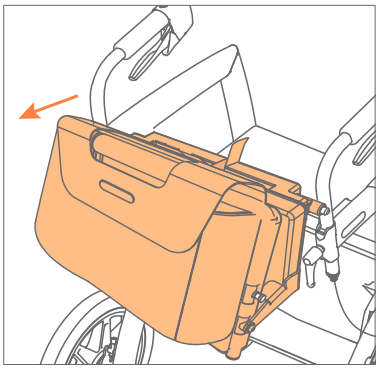


Figure 29: The wheelchair package with the bag facing you.

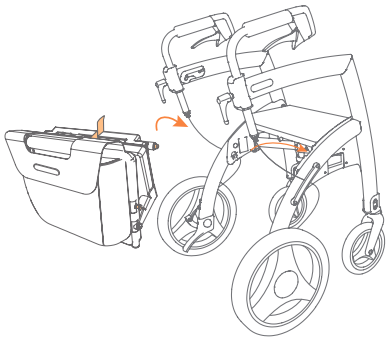


Figure 30: Attaching the wheelchair package.

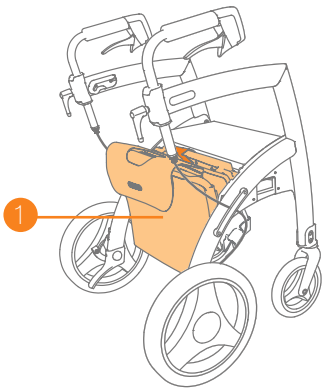


Figure 31: Wheelchair package attached.

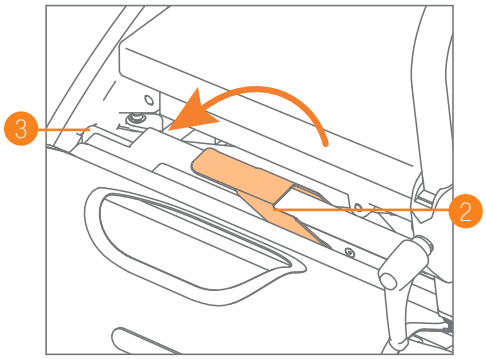


Figure 32: Locking the wheelchair package.

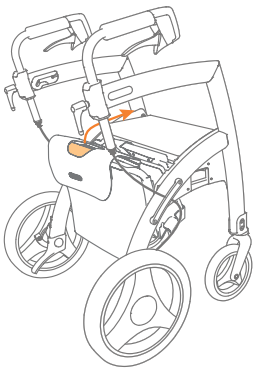


Figure 33: Pull the wheelchair backrest upwards and forwards.

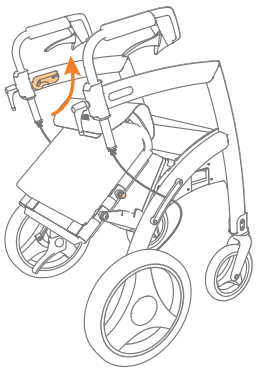


Figure 34: Pull the wheelchair backrest further up.

Using the Rollz wheelchair package

a. Attach the wheelchair package to the Rollz Motion Electric before you go out.

b. To convert the rollator to an electric wheelchair, the wheelchair package needs to be pulled up. Take the handle of the wheelchair package and pull slightly up and towards the front until halfway up the frame ***(Figure 33)***.

c. Pull the backrest further up and then back ***(Figure 34)*** so that the locking bolts click into the upper guide rails on the frame ***(Figure 35)***. If the upper locking pins do not slide smoothly into the upper guide rails on the frame, push the wheelchair backrest forward until halfway up the frame and try again.

NOTE

If the wheelchair package does not pull up smoothly, do not apply force. This can damage the wheelchair package. Contact your supplier if the problem remains after several attempts.

d. Loosen the adjustment handles anticlockwise ***(Figure 36)*** and turn the handles around via the outside, until they are pointing towards the back ***(Figure 37)***. Adjust the height for the person pushing the electric wheelchair and turn the adjustment handles clockwise to tighten ***(Figure 38)***. See ***Adjusting the height for correct posture***.

e. Place the footrests at the front of the Rollz Motion Electric, into the footrest holders on the frame. Slide them down from the top of the footrest holders ***(Figure 39)***.

Do not apply force if the footrests do not slide smoothly over the footrest holders. Take them out and try again.

f. The electric wheelchair is now ready for use ***(Figure 40)***.

WARNING

Before you sit down, always check that the locking bolts are correctly secured in the guide rails. Do not sit down if one of the locking bolts is not secured. Instead, try to place the seat again.

Setting the footrests (once only)

The Rollz Motion Electric is supplied with two height-adjustable footrests. You can adjust them to the desired height with the supplied size 5 Allen key ***(Figure 43)***.

The correct height depends on the length of the lower leg and the way the user sits. If the footrests are set too high, there will be too much pressure on the buttocks. If the footrests are set too low, the pressure on the upper legs is too high. In a correct position, the user sits with their lower legs at an angle of about 90 degrees ***(Figure 44)***. The heel can rest against the fabric ***(Figure 41)***.

NOTE

Remember to fold up the footrests before sitting down or standing up, as this gives you more space to position yourself and lowers the risk of tripping or entangling your feet in the footrests ***(Figure 42)***.

English

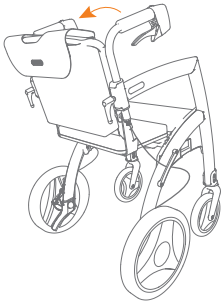


Figure 35: Click wheelchair backrest into the guide rails.

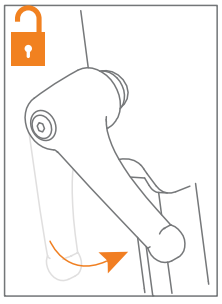


Figure 36: Loosen the adjustment handles.

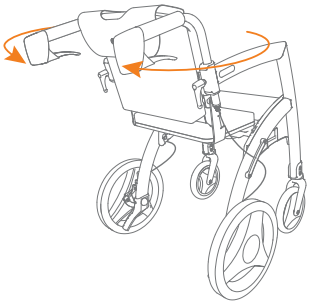


Figure 37: Turn handles.

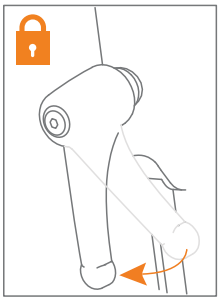


Figure 38: Tighten the adjustment handles.

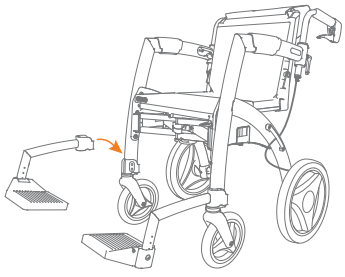


Figure 39: Place the footrests.

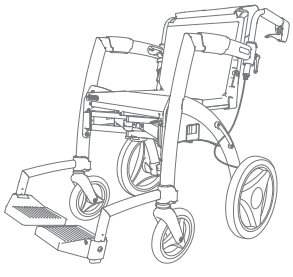


Figure 40: The electric wheelchair is ready to use.

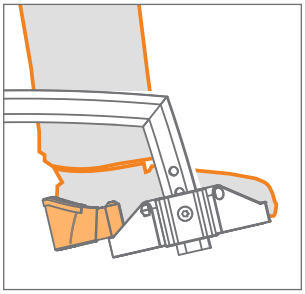


Figure 41: Place each foot on the footrest with the strap secured around the heel.

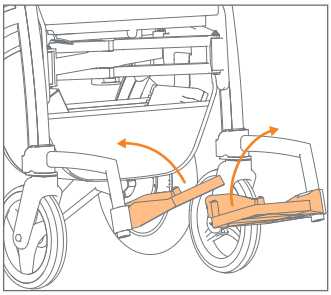


Figure 42: Fold up the footrests before sitting down or standing up.

Setting the backrest (once only)

Adjustment straps are attached to the backrest of the Rollz wheelchair package. For optimal seating comfort, it is important to adjust these adjustment straps to fit the user. It is only necessary to do this for the first use - or if the user has undergone major changes in weight.

a. Turn the Rollz Motion Electric into an electric wheelchair and remove the footrests from the wheelchair package bag.

b. Pull up the bag of the wheelchair package and the backrest cover from the bottom ***(Figure 45)***. The adjustment straps are now clearly visible ***(Figure 46)***.

c. Adjust the straps by pulling off the Velcro and fastening them again to the desired setting ***(Figure 47)***.

d. In most cases, the lower straps will be adjusted looser than the upper two straps ***(Figure 48)***. Attach the Velcro so that the user's pelvis is properly upright, and the backrest supports the back.

e. Put down the backrest cover and the wheelchair package bag.

f. Check if the user is comfortably in a correct sitting position ***(Figure 49)***.

CAUTION

Ensure the straps in the backrest are properly adjusted. If the seat depth is large enough, the user's weight should be positioned as far back in the seat as possible. This ensures safety for the user and also makes it easier for the pusher to move the wheelchair.

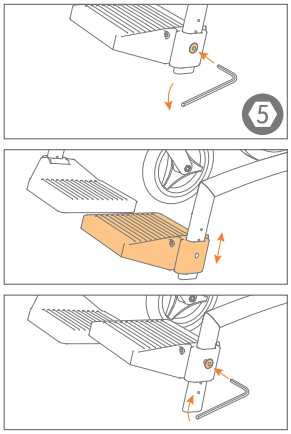


Figure 43: Adjusting the height of the footrests.

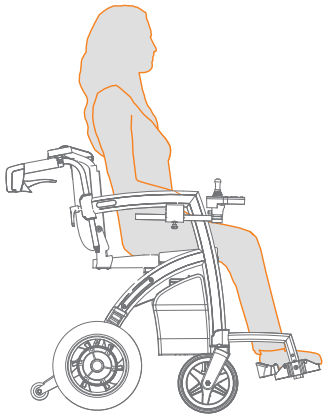


Figure 44: Good sitting position in the wheelchair.

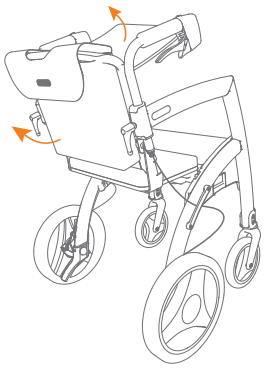


Figure 45: Clear adjustment straps.

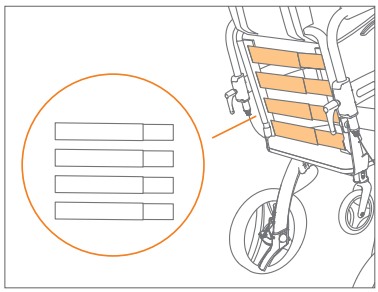


Figure 46: Four adjustable straps.

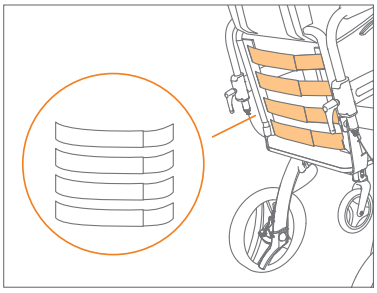


Figure 47: Loosen for more seat depth.

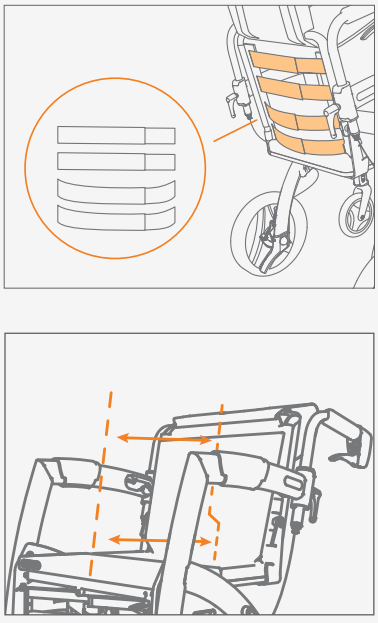


Figure 48: Lower two back straps loosened.

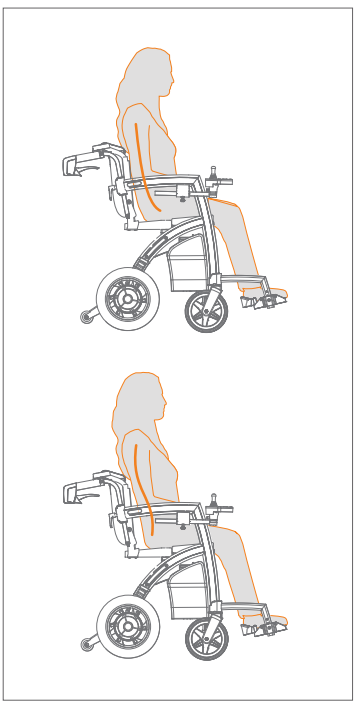


Figure 49: Before (top) and after (bottom) adjusting the back straps to the correct position.

Folding down the wheelchair package

Follow these steps to turn the electric wheelchair into a rollator:

a. Remove the footrests from the frame. Slide the footrests up until they are released from the footrest holders. Place them back into the bag of the Rollz wheelchair package, mirroring them to each other ***(Figure 50)***.

b. Grasp the handle of the wheelchair package and push the wheelchair backrest forward until halfway up the frame. Then lower it down until it folds behind the seat.

c. Loosen the adjustment handles counterclockwise and turn the handles outwards until they point straight forward. Adjust the correct height for you and tighten the adjustment handles clockwise. See ***Adjusting the height for correct posture***.

d. The wheelchair package stays in place when folded and the rollator can be used for walking.

Removing the wheelchair package

a. Pull up the red handle without force. This will unlock the wheelchair package and retract the locking bolts ***(Figure 51)***.

b. Hold the handle of the wheelchair package and lift it up gently.

c. Then push down the red handle to extend the locking bolts.

d. The package can now be stored, such as when transporting the Rollz Motion Electric in a car. The footrests remain inside the package.

ACCESSORIES

The functionality of the Rollz Motion Electric can be expanded by using accessories such as a travel cover, umbrella, belt, cup holder and back support. Use only original or Rollz International BV approved accessories. New accessories are regularly released. Visit www.rollz.com or ask your supplier for information about new accessories.

Attaching the 3-in-1 holder

The 3-in-1 holder can be attached without any tools:

a. Slide the armrests as far back as possible, ensuring the two holders are placed in front of the armrests, with the shopping hooks facing outward.

b. Attach the holders by pressing them down onto the frame ***(Figure 52)***.

c. The 3-in-1 holder can hold the wheelchair package (above the seat), a cane and a shopping bag simultaneously.

d. Follow the instructions on the manual that comes with the 3-in-1 holder for guidance on how to place the wheelchair package, cane and bags into the holders.

e. The Rollz Motion Electric can also be used without the 3-in-1 holder.

NOTE

Do not place more than 2.5 kg / 5.5 lbs in each bag or overload it.

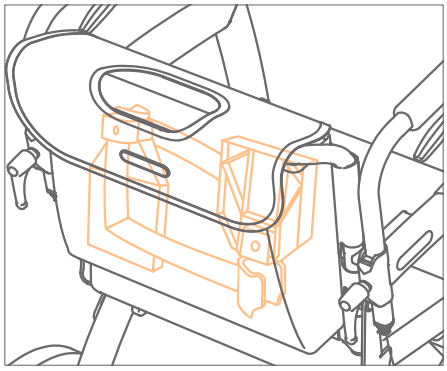


Figure 50: Storing footrests mirrored.

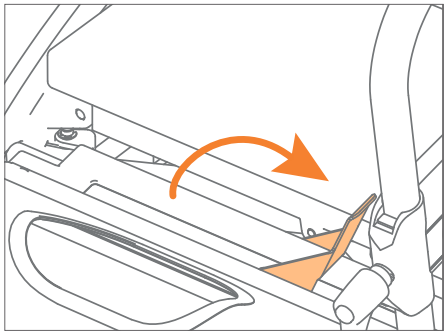


Figure 51: Unlocking the wheelchair package.

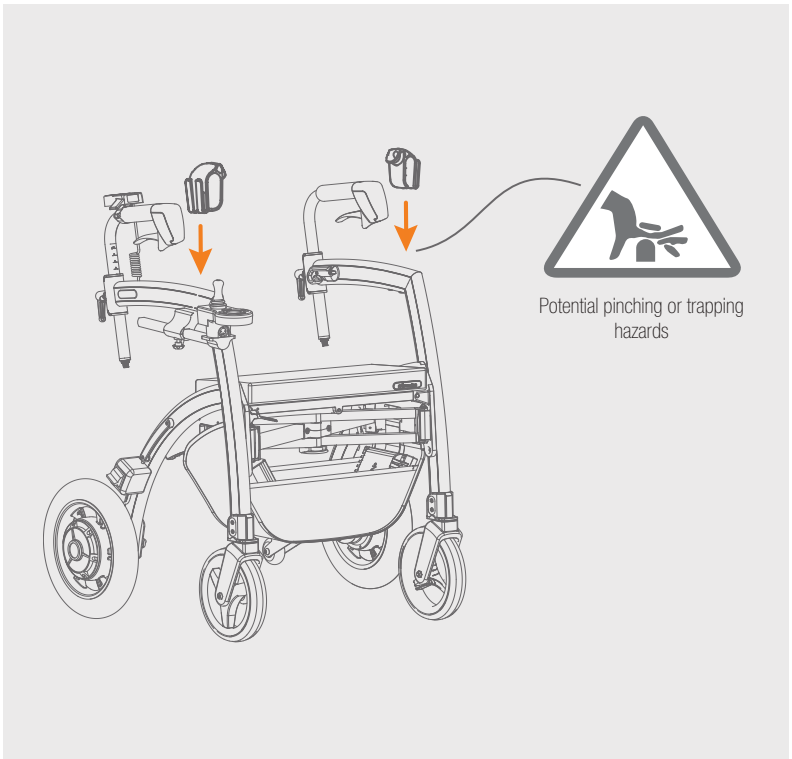


Figure 52: Attach the 3-in-1 holder.

USE

Before using your Rollz Motion Electric in public spaces, first practice in a safe area and get familiar with all (electrical) functions. Review local laws, safety guidelines, including emergency stop procedures and general rules before operating the Rollz Motion Electric.

Learning how to operate the Rollz Motion Electric:

a. Place the Rollz Motion Electric on a flat area without pedestrian crossings. Clear the area of any obstacles or hazards that may pose a risk to the user or the surroundings.

b. Turn on the joystick controller and set it to the lowest speed. Begin practicing with low-speed movements and in a straight line.

c. Once you are comfortable driving straight, start practicing turns by making gentle and wide-radius maneuvers. Navigate around (virtual) obstacles to simulate real scenarios.

d. When driving at low speed feels safe, gradually increase the speed settings and obstacle difficulty.

e. Repeat these steps for the push support controller.

CAUTION

- Make sure to comply with local regulations before accessing public roads.
- Remain vigilant and observe your surroundings while operating the wheelchair.
- Always be prepared for potential hazards such as uneven terrain, pedestrians or other moving objects, and adjust the speed and direction accordingly.
- Begin practicing with the push support controller without anyone seated in the Rollz Motion Electric.
- Ensure that you are easily visible to other road users. Reflectors, bright clothing and/or lights will help improve your visibility.
- In low-light conditions or heavy rainfall, visibility on the road can be limited. Look for the best and safest walking route, as good visibility is essential.

TILTING HAZARD

Check road conditions carefully as the Rollz Motion Electric cannot navigate large or steep obstacles.

Transfers (getting in or out of the wheelchair)

Practice getting in and out of the wheelchair with your practitioner (physiotherapist or occupational therapist) if possible. When getting in and out of the electric wheelchair, use the armrests as support points and not the joystick.

Follow these points to avoid potential damage:

- Bring the Rollz Motion Electric as close as possible to the transfer location.
- Ensure the Rollz Motion Electric is switched off before getting in or out.
- Do not use the footrests to stand up when getting in or out.
- Apply the parking brake before attempting to get in or out.
- Take care that your feet do not get caught behind the footrests or frame components.

Seating position

To prevent tipping over while driving, it is important to consider several factors that can affect the stability and balance of the Rollz Motion Electric. The following points affect the projection of the center of gravity:

- Height and angle of the seat.
- The sitting position of the user.
- Sloping surfaces.
- Height and weight of the user.
- Do not make any adjustments to the Rollz Motion Electric yourself.
- Extending or moving your arms to reach objects from the Rollz Motion Electric will affect the tipping point.
- When repositioning, support yourself only by using the armrests.
- Reposition yourself only while the Rollz Motion Electric is stationary.
- Do not lean on the ffootrests when repositioning or reaching for items.
- Do not pick up objects from the floor if they require you to reach beyond your knees.
- Never lean over the backrest as this can cause the Rollz Motion Electric to tip over.
- Do not lift the Rollz Motion Electric while the occupant is seated.

Slopes

The electric wheelchair is designed for use on a hard, level surfaces. It is more difficult to maintain direction on roads that are slightly banked. For dynamic movement,the slope should not exceed 6° / 10.5% ***(Figure 53)***.

WARNING

- The lateral slope must not exceed 6° / 10.5%. If the lateral angle is bigger there is a risk of tipping over with the electric wheelchair.
- When driving up a slope, pushing may be difficult. If the pusher wants to pause, they should apply the parking brake.

- Be very cautious when walking down a slope. The pusher must brake gently to prevent it from going too fast.
- Do not drive on steep slopes.
- The use of the Rollz Motion Electric on escalators is prohibited.

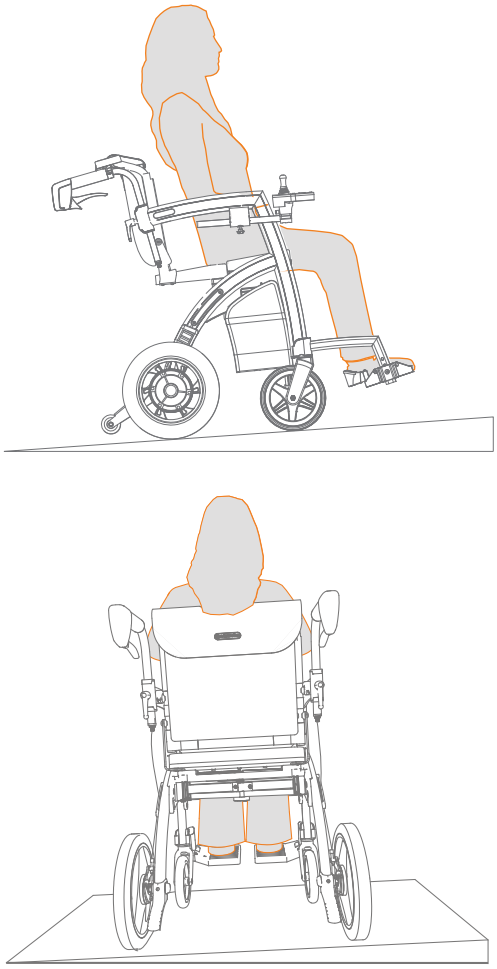


Figure 53: The maximum slope angle is 6° / 10.5% (top) and the maximum lateral angle is 6° / 10.5% (bottom).

FREEWHEEL LEVERS

The Rollz Motion Electric^2 offers both electric assistance and freewheel (manual) modes for flexible use.

If you want to use the Rollz Motion Electric^2 manually without the electric assistance, you must disengage the automatic brake by switching the freewheel levers.

CAUTION

When activating the freewheel mode, the electrical system must first be switched off to prevent triggering the safety functions (which may cause the motors to latch and result in high push resistance), along with related error codes displayed on the Rollz Motion Electric^2. Long press the power buttons to switch both controllers off ***(Figure 54)***.

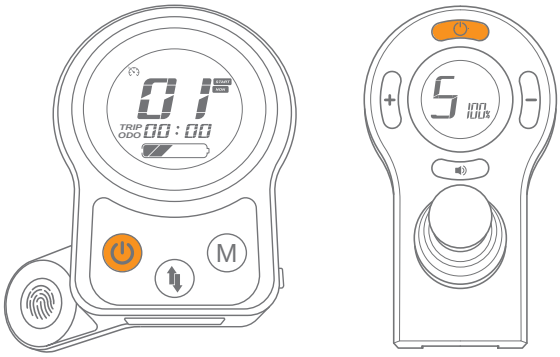


Figure 54: Turn off both controllers by long pressing the power buttons.

Follow the setup procedure to prevent the safety system of the Rollz Motion Electric^2 from being activated unintentionally.

To set into freewheel mode

1. Turn both controllers (joystick and push support) off.
2. Move both levers at the back of the rollator to the backward position ***(Figure 55)***.
3. The Rollz Motion Electric^2 can now be pushed like a traditional rollator.

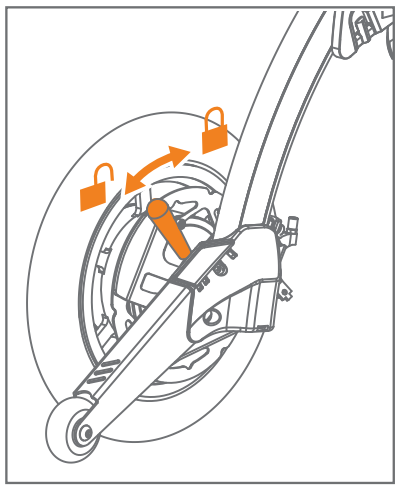


Figure 55: To set into freewheel mode.

WARNING

Engage the freewheel mode only on flat and even surfaces, or apply the handbrakes if there's a risk that the Rollz Motion Electric^2 could move unexpectedly due to uneven terrain. To apply the parking brake, first squeeze the hand brakes (1) and simultaneously squeeze the parking brake levers (2) ***(Figure 56)***.

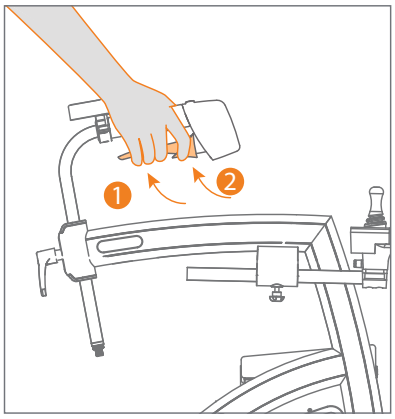


Figure 56: Apply the parking brakes.

To set into electric assistance mode

1. Move both levers at the back of the rollator forward ***(Figure 57)***.
2. Switch on the Rollz Motion Electric[2].
3. The Rollz Motion Electric [2] is now ready for power assisted use.

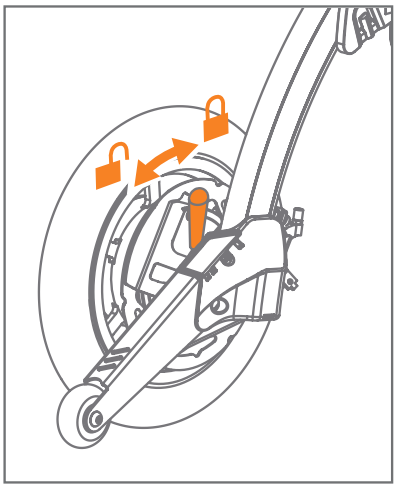


Figure 57: To set into electric assistance mode.

WARNING

When the electrical system (joystick or push support) is turned on, the wheelchair is automatically on the automatic brake at a standstill.

Power cut and failures

In the event of a power cut or failure for the Rollz Motion Electric[2] wheelchair, the following safety features are in place:

- **Automatic Braking System:** The automatic braking system is activated if the Rollz Motion Electric[2] loses power. This brings the wheelchair to an immediate stop to prevent accidents.
- **Freewheel Mode:** In case of a power failure, you can manually move the Rollz Motion Electric[2] by activating the freewheel mode with the freewheel levers as shown in this guide.

WARNING

Be aware of conditions that may affect the stability and handling of your wheelchair. The Rollz Motion Electric[2] is not designed to overcome large or steep obstacles and is not suitable for use on escalators, stairs, unpaved, uneven, and/or slippery surfaces (such as sandy beaches and snowy roads).

Pay close attention and adjust your speed in crowded areas or near obstacles to avoid accidents.

CAUTION

The Rollz Motion Electric[2] displays error codes on the controllers to inform you of possible problems (see chapter ***Error Codes and Solutions***).

Freewheel feature for Rollz Motion Electric 2022

The 2022 model does not include freewheel levers, but provides automatic safety features.

POWER OFF HAZARD

When power is switched off on a slope, the automatic brake will stop working. When the power button is pressed while driving or pausing on a slope the following safety features will come into effect:

1. Voice prompt: “Press again to power off”
2. When pressing the power button again, the wheelchair will hold for 6 seconds
3. After 6 seconds the wheelchair will start rolling slowly for 60 seconds
4. After 60 seconds the wheelchair will switch to freewheel mode

POWER FAILURE HAZARD

In the event of a power failure on a slope, either due to a flat battery or to accidental disconnection of the battery, the following safety feature will come into effect:

The wheelchair will roll down slowly for an indefinite period of time until the wheelchair is powered on and switched on again.

USING AS ELECTRIC WHEELCHAIR - with a person pushing

Matching your pace

Whoever sits in the electric wheelchair and is being pushed for the first time, will need time to get used to it. Same goes for the person pushing the wheelchair. The person pushing and the person sitting in the electric wheelchair should communicate about the pace and route before moving. This way, both will get used to using the Rollz Motion Electric wheelchair. Walk slowly at first, allowing time to learn how to use the wheelchair with confidence.

Use of the electric push support system - with a person pushing

While seated in the chair, the person pushing can use the electric push support controller ***(Figure 58)*** on the Rollz Motion Electric.

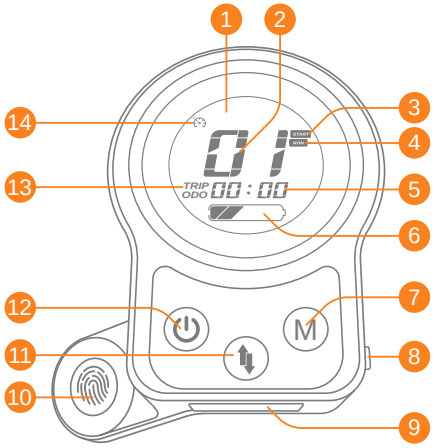


Figure 58: Push support controller buttons and components.

1. Push support controller display
2. Speed mode
3. Start indicator
4. Non indicator
5. Trip duration / trip distance / total distance / device angle
6. Remaining battery capacity
7. Speed mode select button
8. Charge port (not used)
9. Hand detection sensor
10. Constant power assist button
11. Reverse button
12. On/Off button
13. Trip duration / trip distance / total distance / device angle select indicator
14. Reverse mode indicator icon

Follow these steps for activating and using the controller.

1. Turning on the device

Power on: Press and hold the On/Off button (12) for 3 seconds. The display (1) will activate, and the electrical support system will be ready for use.

Automatic detection: Once powered on, the system automatically detects push force and provides support as needed. No additional buttons are required to activate support.

2. Adjusting the level of support

Speed mode selection: To adjust the support level, press the speed mode select button (7). The speed mode indicator (2) on the display will switch between 01 (3.0 km/h / 1.9 mph), 02 (4.3 km/h / 2.7 mph), and 03 (5.5 km/h / 3.4 mph), each representing different levels of maximum speed and acceleration.

3. Forward and reverse motion

Automatic support: The system automatically provides support in both forward and reverse motion based on the push force.

Constant power assist: To accelerate to maximum speed, press and hold the constant power assist button (10). This overrides the push-force sensor, providing full acceleration.

Direction indicator: The reverse mode indicator (14) will appear if the device is set to move in reverse. To change direction, press the reverse button (11).

4. Hand detection and locking system

Hand sensor activation: The hand detection sensor (9) ensures the system only engages when a hand is on the handle. When a hand is detected, the 'start ' indicator (3) will appear on the display, signaling the motors are ready to enhance the pushing force.

Inactive mode: If no hand is detected, the 'non' indicator (4) will display, and the motors will not activate.

Automatic braking and locking: If the sensor detects no hand for more than 5 seconds, the device will automatically brake, and the speed mode display (2) will show 'LL', indicating the movement is locked. To unlock, place a hand on the handle and press any button (7, 10, 11, or 12).

5. Display information

Trip and distance information: The display provides details about trip duration and distance (5 &13):

- Current Trip Duration (displayed in minutes)
- Trip Distance (TRIP indicator lit)
- Total Distance (ODO indicator lit)
- Push Controller Angle (both TRIP and ODO indicators lit)

A short press of the On/Off button (12) cycles through these display modes.

English

Battery capacity: The remaining battery life (6) is shown at the bottom of the display. Each segment represents 20% of the total charge. When the battery is low, charge the device to maintain functionality.

Anti-fall: if the speed of the wheelchair becomes too fast while pushing, the wheelchair automatically brakes. In this case the display screen shows "EE". To resolve this and continue pushing the wheelchair, release your hands from the handgrip; "EE" disappears and the anti-fall mode will ease (see chapter ***Error Codes and Solutions***).

NOTE

Please note that the anti-fall feature may no longer be active in newer versions of the Rollz Motion Electric^2, as it might have been removed or disabled. However, it could still be present in the firmware of older versions.

WARNING

- Do not drive into holes or over uneven terrain. The electric wheelchair might tip over with the person sitting in it.
- Do not collide hard against ledges or elevations. The person sitting in the electric wheelchair might be launched out of it.
- While walking with the electric wheelchair, look carefully ahead to determine a safe route.
- ATTENTION: do not push the electric wheelchair off a curb or any uneven surface facing forward. This can be dangerous because the person in the electric wheelchair might topple over. Instead, turn the electric wheelchair around and descend backwards off the curb.

Going up a curb

It is often easier to use the dropped curb of the pavement (if available).

For curbs up to 15 mm / 0.6 inch:

a. Place the front wheels of the wheelchair against the curb.

b. Slowly push the wheelchair forward.

c. When the front wheels are on the curb, keep pushing the wheelchair forward, so that the rear wheels also get on the curb ***(Figure 59)***.

For curbs higher than 15 mm / 0.6 inches and lower than the maximum curb height of 50 mm / 2 inches:

a. Turn the wheelchair around, turn off the push support, and place the wheels of the anti-tipping aids against the curb.

b. Slowly pull the wheelchair backward so the wheels of the anti-tipping aids go up the curb. Reverse until all the wheels have climbed the curb.

c. Turn the wheelchair around and activate the push support.

Getting off the pavement safely

To go down a curb from the pavement ***(Figure 60)***:

a. Look carefully ahead to choose the smoothest route possible.

b. Be cautious when approaching curbs, height differences or uneven terrain.

c. The pusher turns the wheelchair and slowly drives backward off the curb.

d. The person sitting leans against the backrest until the movement is complete.

WARNING

If the pusher suddenly moves forward with the electric wheelchair from a curb or ledge that is higher than about 15 mm / 0.6 inch, the person in the electric wheelchair can be launched forward and even fall out. This can also happen if the pusher hits a ridge

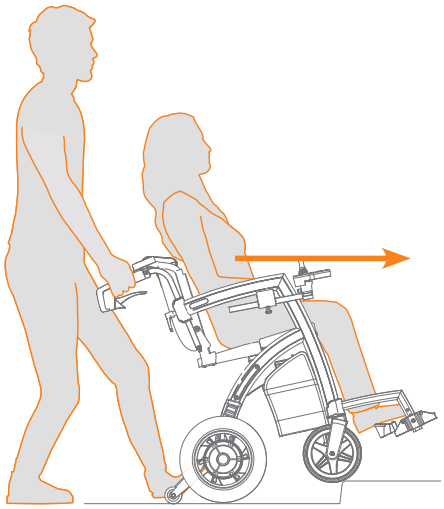


Figure 59: Going up a curb.

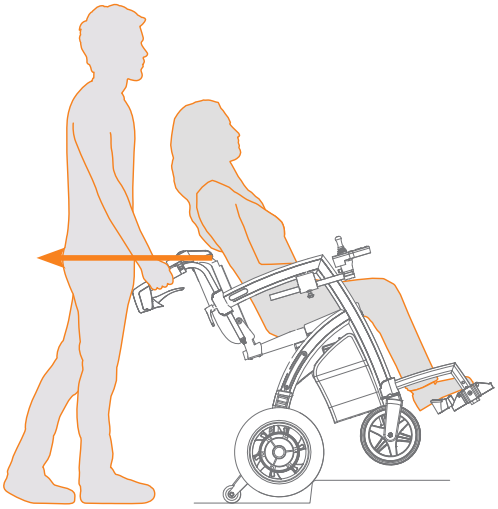


Figure 60: Getting off a curb.

at pace. Therefore, avoid driving or crashing into an obstruction. Avoid ditches, holes or potholes. One of the front wheels can end up abruptly in a hole that causes the wheelchair to unexpectedly tip over. The excessive amount of force on one of the front wheels might also damage the suspension. Therefore, be careful and choose a safe route.

USE OF THE JOYSTICK - while sitting in the electric wheelchair

While seated in the chair, with the handlebars in rollator position above the frame, so you can always use the handbrakes in case of emergency, you can activate the electric support system ***(Figure 61)*** by pushing on the On/Off button on the front control.

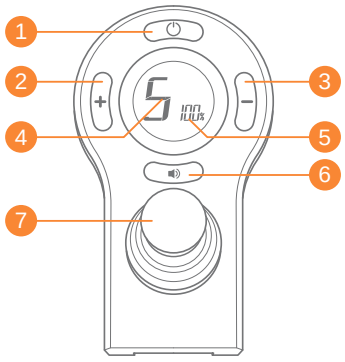


Figure 61: Joystick controller display and buttons.

1. On/Off button
2. Gear button (increase)
3. Gear button (decrease)
4. Gear indicator
5. Battery capacity (100% is full, 0% is empty)
6. Horn
7. Joystick

NOTE

This is no longer necessary for the Rollz Motion Electric^2 due to the addition of electromagnetic brakes, which automatically engage for added safety.

By pushing the gear buttons, | – | and/or | + | you can shift through the different gears. The higher the gear, the higher the speed (1.2 – 6 km/h / 0.8 - 3.7 mph). The maximum reverse speed range is between 1.0 and 2.2 km/h / 0.6 and 1.4 mph.

By using the joystick, you can change the direction. By letting go of the joystick or moving it to the middle position, the Rollz Motion Electric will brake. You can also pull the joystick towards you, which will brake the wheelchair quicker, but this also moves the wheelchair backwards.

When using the joystick while sitting in the wheelchair for the first time, set the Rollz Motion Electric to the lowest speed. This helps you to become familiar with the control system. When you feel comfortable enough, you can choose to increase the maximum speed.

WARNING

- Do not use the joystick controller without having the wheelchair package attached.
- Be careful not to take abrupt turns at high speed. Know that the turning circle is 75 cm / 29.5 inches.

Horn

By pressing the | | button a horn will sound. Use this to warn others of your approach or presence.

Reversing

By pulling the joystick towards you, you'll drive backwards. Please always drive carefully. Make sure the road is as free of obstacles as possible. Do not reverse from a slope.

WARNING

- Do not drive into a hole or uneven terrain.
- Do not collide hard against ledges or elevations.
- Look carefully to determine a safe route.
- ATTENTION: do not drive off the pavement or any unevenness higher than 15 mm / 0.6 inch.

Going up a curb

To go up a curb onto a pavement:

a. Place the front wheels of the wheelchair against the curb.

b. Move the joystick forward. You can drive on curbs up to 15 mm / 0.6 inch high.

c. When the front wheels are on the curb, keep pushing the joystick forwards, so that the rear wheels also get on the curb.

It is often easier to use a dropped curb (if any).

Getting off the pavement safely

To go down a curb from the pavement:

a. Look carefully ahead to choose the smoothest route possible.

b. Be careful when approaching curbs, height differences or uneven terrain.

c. When going down a curb, slowly drive the wheelchair off the curb. The curb must be less than 15 mm / 0.6 inch.

d. It is often easier to use a dropped curb (if any).

WALKING WITH THE ROLLZ MOTION ELECTRIC - as a rollator

Thanks to the ergonomic design, you can walk upright, steadily, and comfortably with the Rollz Motion Electric.

a. First make sure the handles are adjusted to the correct height. See above in ***Adjusting the height for correct posture***.

b. Stand in between the handles while walking. This way you walk as close as possible to the walker, which offers the most support ***(Figure 28)***. You may lean on the Rollz Motion Electric if necessary.

c. Try to keep your arms and hands as relaxed as possible; this will help prevent too much tension on body parts.

d. Keep an eye on your surroundings. Do not focus your eyes on the ground, but forwards, which also improves balance.

CAUTION

While you walk with the rollator, keep looking in front of you to determine a safe route. Please note that you shouldn't use the Rollz Motion Electric as a rollator with the electric support turned on.

WARNING

Avoid from driving one or all the wheels into a hole or uneven terrain. The rollator could tilt diagonally and you might fall. The rollator could get damaged as well.

Resting on the Rollz Motion Electric

The Rollz Motion Electric rollator gives support when walking. If you want to take a break, you can also sit on it.

a. Always apply the parking brake before attempting to sit (see ***Operating the brakes***), otherwise the Rollz Motion Electric can roll away while attempting to sit on it or while sitting on it.

b. Sit down on the rollator seat from the rear ***(Figure 62)***. Always ensure that the Rollz Motion Electric walker is in the parking position.

WARNING

Only sit and move yourself around on the Rollz Motion Electric when the wheelchair package is attached. If the wheelchair package is not attached, the walker is not suitable for moving yourself around while sitting. It is not designed for this purpose. You could fall with all the associated risks.

Using the bag

a. You can reach into the bag under the seat from the rear of the Rollz Motion Electric.

b. The bag can carry a maximum weight of 6 kg / 13 lbs.

c. When the bag is empty, except for the cables, battery pack and motor controller, it can remain attached when folding the frame.

NOTE

Do not overload the bag.

Going over thresholds and curbs

To easily get on pavements up to a height of around 12 cm / 4.7 inches, or over thresholds, the Rollz Motion Electric has two anti-tipping aids.

a. Place the Rollz Motion Electric rollator with the front wheels against the threshold or curb.

b. Push the left or right anti-tipping aids ***(Figure 63)*** down with your left or right foot, while tilting the Rollz Motion Electric towards you with your hands. This way, the front wheels lift off the ground. Now push the Rollz Motion Electric forward until you are clearly on the curb or over the threshold with the front wheels ***(Figure 64)***.

c. Place the front wheels onto the sidewalk or ground.

d. Then push the walker further forward until the rear wheels are also completely on the pavement or over the threshold.

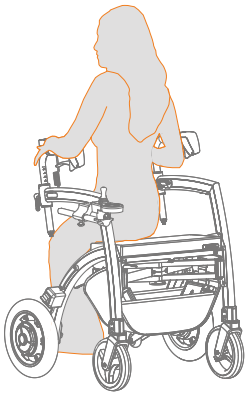


Figure 62: Sitting on the rollator seat.

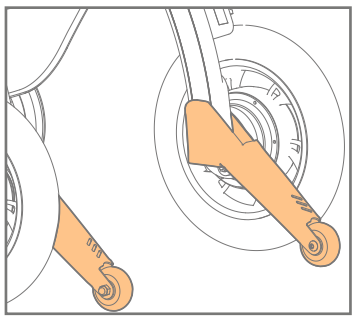


Figure 63: Use the anti-tipping aids.

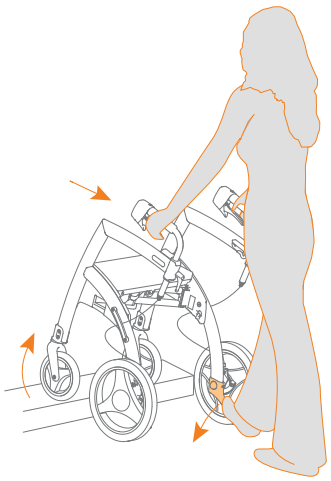


Figure 64: Getting on the curb or pavement or go over a threshold.

Operating the brakes

The Rollz Motion Electric (2022) features advanced drum brakes, while the Rollz Motion Electric² (2024) has disk brakes; both function effectively in all weather conditions. The brakes are easy to operate and can provide varied braking power. The harder you squeeze the brake handles, the more you brake. The brakes can be locked when you park the Rollz Motion Electric so that it does not roll away. Test the braking power regularly, especially before the first use, to experience how they work.

a. While walking, keep the fingers loosely around the foam handgrips ***(Figure 65)***. You can also keep them around the brake handles, with your thumb on the inside of the handle.

b. Squeeze the brake handles for braking ***(Figure 66)***.

c. Do you want to use the parking brake to ensure the rollator does not roll away? First squeeze the brake handles and simultaneously squeeze the parking brake levers. Then release the brakes. Your walker is now in the parking position ***(Figure 67)***.

d. To remove the walker from the parking position, squeeze the brake handles again and release them ***(Figure 68)***. The rollator is no longer in the parking position.

CAUTION

When you walk and you squeeze the brake handles too hard, the Rollz Motion Electric can stop too quickly.

MAINTENANCE

Regular maintenance extends the life and increases the safety of your Rollz Motion Electric. Only let authorized Rollz dealers replace or fix parts that are worn, damaged or broken. Contact your distributor for service and/or maintenance. We advise annual service by qualified personnel.

WARNING

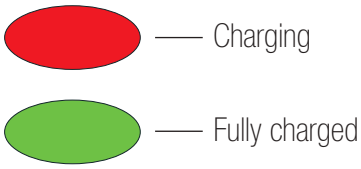
Do not use the Rollz Motion Electric if any part is worn, damaged or broken.

Charging the Rollz Motion Electric

The battery is charged via the charging port under the joystick controller ***(Figure 69)***. Plug the connector of the delivered charger into the charging port. Plug the charger into a wall socket.

NOTE

The Rollz Motion Electric is charging when the indicator light on the charging adapter turns red. The battery is completely charged when the indicator light turns green. Charging will take 4-5 hours.



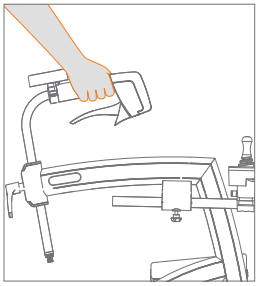


Figure 65: Driving.

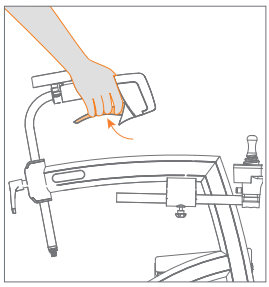


Figure 66: Braking.

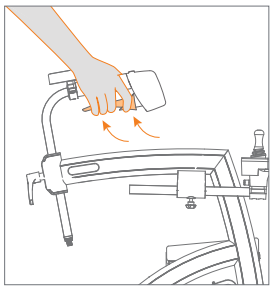


Figure 67: Apply the parking brake.

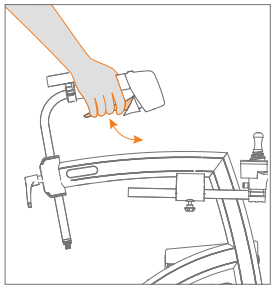


Figure 68: Release the parking brake.

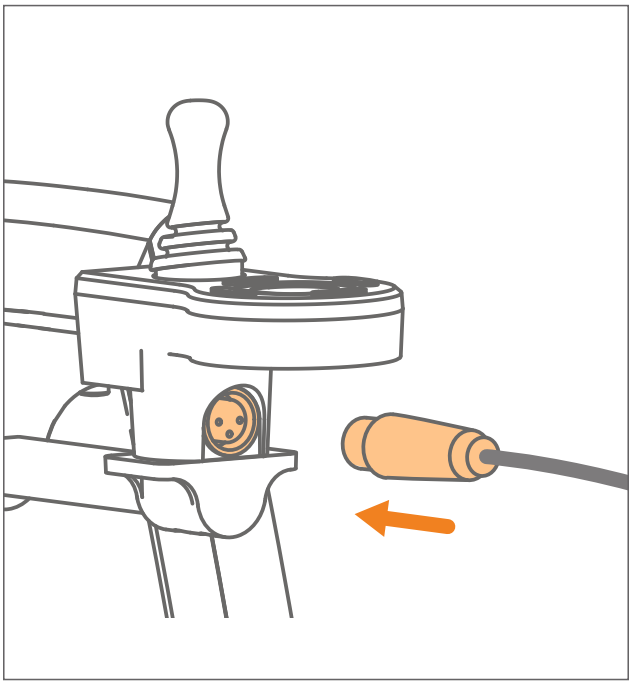


Figure 69: Plug the connecter into the charging port.

English

Warnings

- Do not use metal objects or tools to connect the battery to the charger.
- When the battery is being charged, do not move the Rollz Motion Electric.
- Do not use unapproved parts on the Rollz Motion Electric (such as motor and charger).
- Do not pinch or twist the charger cord.
- Smoking and flames near a charging battery are prohibited.
- Keep the charger away from children and pets.
- When a fault occurs in the electronic circuit, inform your supplier as soon as possible.
- Place the battery and charger in an open space during charging. Put no objects on the charger, battery or cord. Do not place near heat sources during charging.
- Do not use the battery and charger in temperatures below 0°C / 32 °F and above 40 °C / 104 °F.
- Keep tools and other metal objects away from the battery. Contact with metal objects can cause shock and short circuit.
- Keep the battery away from flammable materials. Avoid exposure to open flames and sparks.
- There are corrosive substances in the battery. Never open the battery.
- Use the Rollz Motion Electric charger only to charge the battery of the Rollz Motion Electric. Do not charge other devices with it.

Storing the Rollz Motion Electric

Always store your Rollz Motion Electric in a clean, dry and dust-free environment. Do not store your Rollz Motion Electric in an environment where it may come into direct contact with water and very high humidity. Follow the steps below for safe storage:

a. Store the device indoors, avoiding areas with high humidity, freezing point or fluctuating temperatures.

b. Keep the storage temperature between 0°C / 32 °F and above 40 °C / 104 °F. A comfortable indoor temperature around 18°C to 25°C / 64°F to 77°F is advised to ensure battery stability.

c. Ensure that all electrical connections and sensitive parts are clean and dry before storage. Cover the device if necessary to keep it free from dust and debris.

Proper storage of the Rollz Motion Electric helps to protect the sensitive components, particularly the battery and electronic systems, from damage. Correct storage conditions prevent deterioration, such as rust on metal parts or damage to the battery and wiring.

CAUTION

Storing the device in extremely cold temperatures, such as below 0°C / 32°F, can lead to battery damage or reduced battery life. Prolonged exposure to humidity or direct contact with water may also damage electronic components and compromise the Rollz Motion Electric's functionality and safety.

Disconnecting the battery *(Figures 70-72)*

Turn off the system, apply the parking brake, do not have a person seated in the wheelchair and position the Rollz Motion Electric on a flat surface before removing the battery.
Find the battery cable and disconnect the battery cable by turning the metal ring on the connector anticlockwise. You can find the battery cable in the basket under the seat. After disconnecting the cable you can unwrap the Velcro strips to take out the battery.

Reconnecting the battery *(Figure 73)*

Place the battery in the bag with the cable pointing downwards. Wrap the Velcro strips around and tighten these firmly. Find the battery cable and connect it to the battery by turning the metal ring on the connector clockwise. You can find the battery cable in the basket under the seat. After checking the cable connection you can power the system back on and test the functionalities.

Battery maintenance (Daily)

Check the remaining battery capacity. If the battery reaches the end of its service life and should be replaced, please contact the supplier or an authorised Rollz dealer.

Battery life and performance depend on temperature, battery status and user weight. As the battery ages, a loss of capacity can occur (if there's a significant loss of range or charging the product takes significantly longer). In this case we recommend replacing the battery by contacting the dealer.

NOTE

Before use, check that the battery is fully charged. The normal charging time of the battery is around 5 hours. When the battery is completely empty, the charging time can be up to 6 hours.

If you do not use the battery for a longer period of time, make sure that it is charged at least every 2 months. Failure to charge the battery for an extended period of time may cause internal damage.

Cables and connections (Weekly)

Check the electrical parts and connecting wires for proper connections and for any damage. Even the smallest damage can lead to dangerous situations (e.g. short circuit) and will need to be fixed immediately. If damaged, please contact the supplier or have an authorised Rollz dealer repair it. Do not repair it by yourself.

Check if the connections have been fixed according to ***Figure 74***. Do not remove or disconnect components while having the electric support system turned on.

Motors (Every month)

Inspect the motors in the rear wheels for visible cracks or deformations, check if the wheels can rotate freely and check for increased noise during use.
Verify that the nuts and other fasteners that attach the motors to the frame are tightened properly and have no slack.

CAUTION

Do not use the Rollz Motion Electric if any of these issues have been noticed. Contact the supplier or an authorised Rollz distributor.

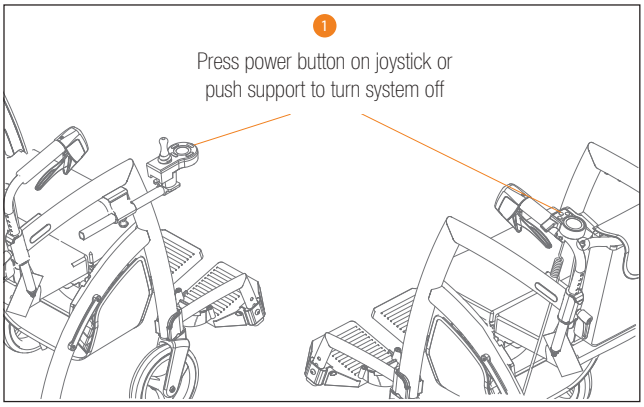


Figure 70: Turn the system off before removing the battery.

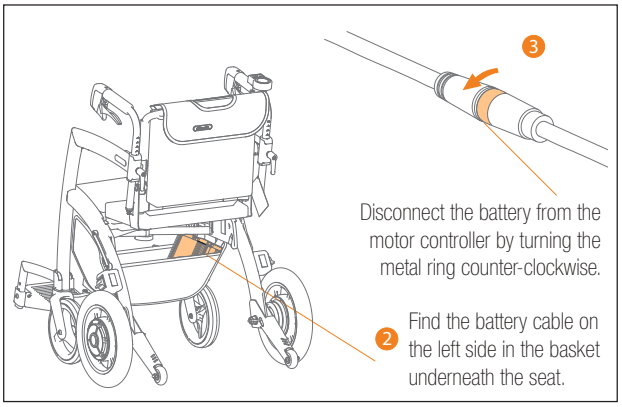


Figure 71: Locate and disconnect the battery.

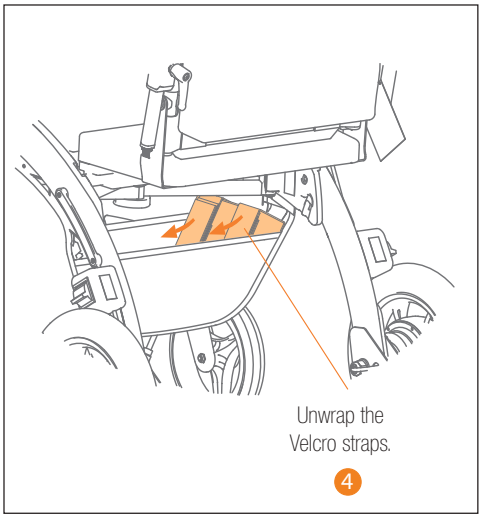


Figure 72: Unwrap the battery.

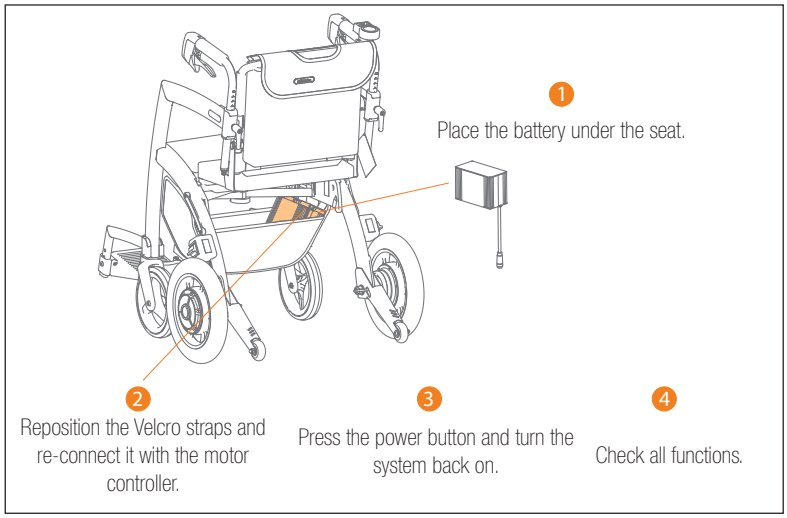


Figure 73: Reconnect the battery.

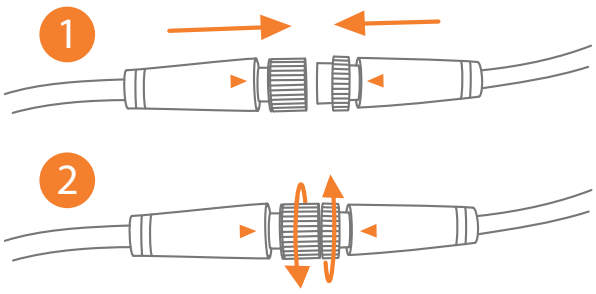


Figure 74: Make sure that the connectors are aligned properly and tightened if applicable.

Cleaning/disinfecting

Clean your Rollz Motion Electric frequently to keep it in optimal condition.

a. Clean the frame and handgrips using lukewarm water and a cloth. Thoroughly dry your Rollz Motion Electric after cleaning. For more resistant stains you can use a mild detergent.

b. Avoid excessive water contact with moving parts, such as axles and hinge points.

c. The handles of the rollator, the handle of the wheelchair package and the armrests may not be disinfected with an alcohol-based disinfectant. This will damage the material. Clean these parts with warm soapy water. Make sure to dry everything to prevent corrosion.

d. The wheels can be cleaned using lukewarm water and a brush with plastic bristles. Do not use a wire brush because it can damage your Rollz Motion Electric.

e. Before passing the Rollz Motion Electric on to a new user, it must be disinfected.

f. Do not rinse the electrical parts with water or leave the device soaking wet. NOTE: When the battery has come in contact with water, turn the product completely off before removing the battery, and don't use the Rollz Motion Electric before drying the battery. After the Rollz Motion Electric is completely dry, you can replace the battery.

NOTE

Do not use an alcohol-based disinfectant as they can damage the material of the handgrips and other components. Instead, opt for mild detergents; only use non-abrasive, pH-neutral cleaners that are safe for plastic and fabric surfaces.

Push support controller and joystick controller (Every 3 months)

Clean the controller and joystick with a cloth dampened with a neutral diluted cleaner carefully. Never use abrasive materials or alcoholic detergents for cleaning. Protect the controllers from damage during transportation of the wheelchair. Always prevent liquids ingress in openings of the controllers.

Recommended cleaning frequency

To maintain the Rollz Motion Electric in optimal condition, it is essential to follow a regular cleaning schedule. Daily cleaning involves wiping down the frame and handgrips after each use to ensure hygiene. Weekly inspection should include checking for accumulated dirt or debris in moving parts and around the wheels. A monthly deep cleaning is recommended to thoroughly clean all components, including the seat cover and wheels, which helps in maintaining performance.

Regular cleaning of the Rollz Motion Electric serves several important purposes.

- Reduces hazards by removing dirt, dust, and debris, thereby preventing slipping and improving overall safety while using the device.
- Extends lifespan; keeping components free from grime reduces wear and tear, which in turn prolongs the device's life.

- Ensures hygiene by maintaining a sanitary environment for users, especially for surfaces that come into direct contact with skin.

WARNING

Neglecting to clean the Rollz Motion Electric can have serious repercussions. It can Increase the Risk of Accidents since dirt and debris may cause the device to function improperly, leading to potential falls or loss of control. There can be a decreased performance, as build-up on wheels and braking systems can impair functionality, making it harder to maneuver or stop the device. Hygiene issues can arise from a lack of cleaning, resulting in the growth of bacteria or mold that pose health risks to users.

Consequences of using inadequate cleaning solutions

Using inappropriate cleaning solutions or methods can lead to various issues. Material damage can occur, as harsh chemicals can degrade or discolor the materials, reducing both the aesthetic and structural integrity of the device. There is also the risk of Functional impairment; residue from improper cleaning agents can interfere with the functioning of moving parts and electronic systems, potentially leading to malfunctions. Lastly, there are Health risks; residual cleaning chemicals may cause skin irritation or allergic reactions for some users.

Disposal instructions for cleaning agents

Proper disposal of cleaning agents is crucial. Always dispose of cleaning agents properly by following local regulations for disposal; many cleaning products should not be poured down the drain and must be taken to designated hazardous waste facilities.

If the cleaning agent comes in a recyclable container, ensure it is rinsed out and placed in the appropriate recycling bin. Never combine different cleaning agents, as this can produce harmful fumes or reactions. Always follow the manufacturer's disposal instructions for each product.

Washing the seat cover

The seat cushion cover is washable. Be sure to remove the inner cushion before washing.

a. Pull up the cushion to detach the Velcro straps securing it to the seat ***(Figure 75)***.

b. Unzip the cover and remove the inner cushion.

c. The cover is machine washable at a maximum temperature of 30 °C / 86 °F.

d. Air-dry the cover; do not use a dryer.

e. Place the inner cushion back in the cover and zip it up.

f. Reattach the cushion to the seat.

NOTE

Never bleach, dry-clean, or iron the cover.

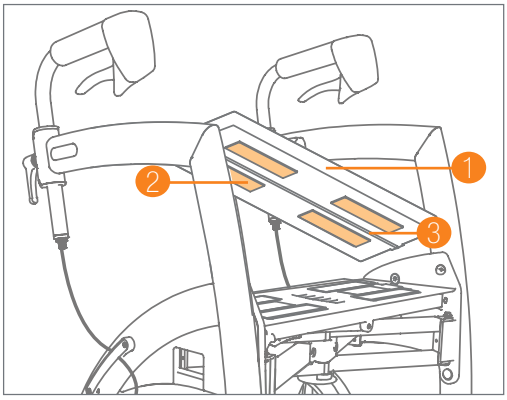


Figure 75: Removing the seat cushion from the rollator.

What is where?

1. Seat cushion
2. Velcro
3. Zipper

Brake performance (Daily)

Check the braking performance daily. When the brakes are engaged, the wheels of the Rollz Motion Electric should come to a full stop. If the wheels do not stop when using the brake: immediately turn off the system, inspect for any visible damage, and attempt to adjust the brakes as explained below. If the brakes appear damaged or if braking performance remains insufficient after adjustment, contact the supplier. Do not attempt to repair the brakes yourself.

Adjusting the brakes

With regular use, the brakes on the Rollz Motion Electric may experience wear, requiring occasional readjustment. Proper brake adjustment ensures optimal performance and safety. Inspect the brakes regularly, ideally before each use. When the parking brake is applied, the wheels should remain stationary, and when the hand brakes are released, the Rollz Motion Electric should move freely without drag.

If the brakes do not work properly, they can be adjusted in two places on the brake cable ***(Figure 76)***.

a. Top Adjustment (located just below the height adjustment handle): This is used for fine-tuning the brake, allowing for a slight tightening of brake performance.

b. Bottom Adjustment (near the rear wheels): This adjustment is for a more significant change to braking performance.

Ensure both the left and right brakes are properly adjusted.

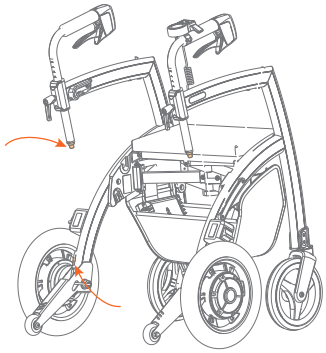


Figure 76: Brake adjustment via the adjustment screws at the top and bottom of the brake cable.

Brake adjustments at the top of the brake cable

You can tighten the brakes using the brake adjustment at the top.

a. Ensure that the Rollz Motion Electric is not in the parking brake position while adjusting the brakes.

b. First loosen the locking ring (pull the cable down to make it easier). This gives you room to adjust the screw below it ***(Figure 77)***.

c. After making adjustments, tighten the locking ring again and check if the brake provides the desired braking force.

d. Repeat this process on the other side and ensure that both brakes provide equal resistance.

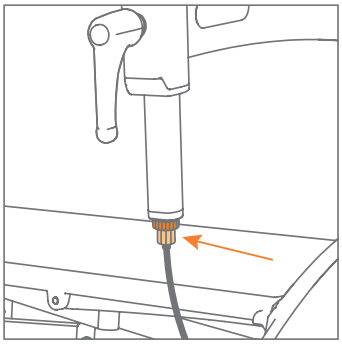


Figure 77: Brake adjustment via the adjustment screw, just below the locking ring.

English

Brake adjustments at the bottom of the brake cable

If you need to tighten the brakes further than what the top adjustment allows, you can use the adjustment at the bottom of the brake cable.

a. Ensure that the Rollz Motion Electric is not in the parking brake position while adjusting the brakes.

b. Stay at the rear of the Rollz Motion Electric when adjusting the brakes. Loosen the locking ring (1) at the bottom of the brake cable (pull the cable up to make it easier). Turn the adjustment screw (2) above it to shorten or extend the brake cable ***Figure 78***. Turn clockwise to increase braking power, and anticlockwise to reduce it.

c. Once the brake has the desired force, retighten the locking ring.

d. Repeat this on the other side.

e. Check that the braking force is evenly distributed on both sides.

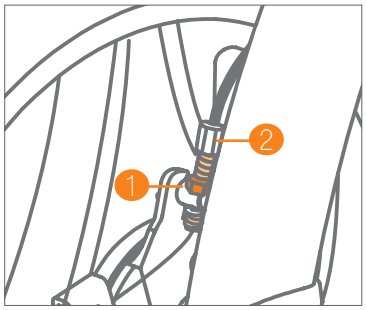


Figure 78: Brake adjustment via the circlip (dark orange) and the adjusting screw.

WARNING

If the brakes do not function properly after adjusting them, contact your supplier immediately and do not use the Rollz Motion Electric.

Inflating the pneumatic tires (approximately every month)

The Rollz Motion Electric has pneumatic rear wheels. These pneumatic tires need to be provided with extra air regularly for optimal usage ***(Figure 79)***. The inner tubes are equipped with Schrader valves, also known as car valves. Always bring the included pump with you on the road to use it if necessary. It fits in the bag of the wheelchair package.

About two pumps per tire are usually enough to get the recommended pressure. The rear tires must have a maximum pressure of 2.5 bar (≈ 2.5 atmospheres or 36.3 PSI / or 250 kPa).

WARNING

Do not inflate the tires above the advised pressure as they could explode under high pressure.

NOTE

Frequently check if the tires are inflated to the recommended pressure. If the tires are too soft, the Rollz Motion Electric will be harder to push.

Flat tires

Immediately turn the system off and do not use the Rollz Motion Electric if a tire is flat, punctured or broken. Contact the supplier or authorised Rollz dealers to replace the tire.

Replacing parts

Wearable parts, like foam handles, tires, wheels, brake cables and the seat cushion, are subject to wear and tear. Please contact your supplier for the replacement of parts if necessary.

NOTE

Only use original or Rollz International BV approved parts.

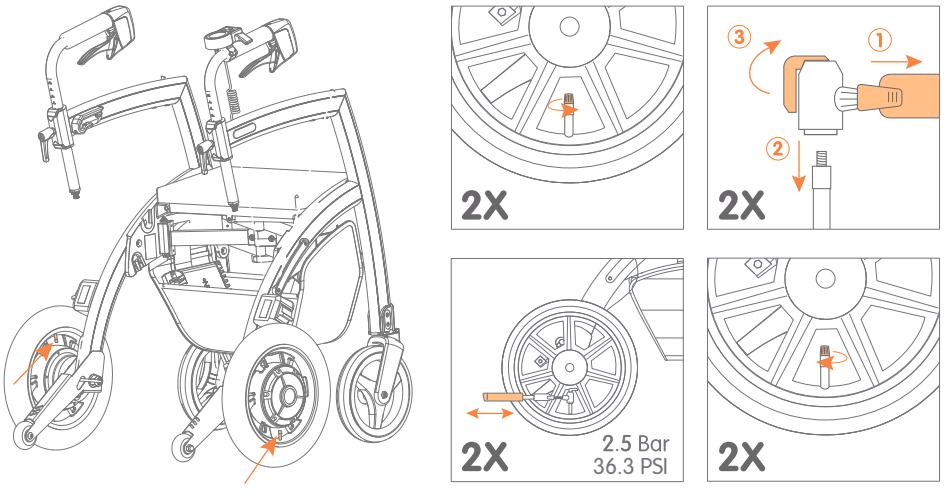


Figure 79: Inflating the pneumatic tires.

Reuse

- The Rollz Motion Electric is suitable for reuse.
- For safe reuse, ensure all technical documentation is passed on to the new user. The latest version of the manual can be found on www.rollz.com.
- When lending your Rollz Motion Electric, make sure the user reads the manual thoroughly before use.
- Before passing the Rollz Motion Electric to a new user, it should be cleaned, disinfected and inspected by the dealer for any damage to ensure it can be used safely.

Calibrate the push support controller

If you hear a voice prompt "Device error" after switching the push support controller on, and/or see error code E024, or if you experience a lack of push support when driving, or if the wheelchair brakes unexpectedly or behaves strangely in any other way, a misaligned angle could be the cause.

To check the angle, short press the power button three times to change the display mode. In this mode, the real-time measured angle is displayed. The measured angle on the calibration surface should be between -1° / -1.75% and 1° / 1.75% ***(Figure 80)***. If the angle deviates more than this, the push support controller needs to be calibrated.

Calibration of the push support controller needs to be done accurately as incorrect calibration can affect driving characteristics severely. Inflate the tires before calibration.

Please follow these steps carefully:

1. Place the Rollz Motion Electric on a level surface, meaning the surface angle must be 0°/ 0%.
2. Rotate the handle with the push support controller to wheelchair position. The handgrip should be pointing backward.
3. Check if the mounting clip for the push support controller is properly mounted on the handgrip tube. There should be minimal movement.
4. Check if the push support controller is mounted in the correct direction (the fingerprint boost button should be on the thumb side).
5. Make sure that the controller is securely mounted into the socket of the holder.
6. Turn the system off and wait for 5 seconds.
7. Pinch grip the power button to turn the system back on and keep the power button pressed until you hear the voice prompt: "Welcome captain" or "Calibrating" (in later versions). Then immediately release the pinch grip to avoid any movement during the calibration process.
8. Use pinch grip to press the power button, because down pressing the power button can already alter the angle of the controller.
9. Do not move or touch the Rollz Motion Electric during the calibration process.
10. When calibration is finished, you will hear two droplet sounds and the display will stop blinking.
11. Turn the system off and on again.
12. Short press the power button three times to change the display mode to check the real-time measured angle. If the measured angle on the calibration surface is not in between -1° / -1.75% and 1° / 1.75% ***(Figure 80)***, please repeat the calibration process.

Figure 80: Push support controller buttons and components.

NOTE

If the push support controller has been replaced and turned on for the first time, it first needs to be calibrated.

DISPOSAL AND RECYCLING INFORMATION

Your Rollz Motion Electric and its electrical components should not be disposed of with household waste as part of the Waste Electrical and Electronic Equipment (WEEE) Directive. Please dispose of them in accordance with local environmental laws and guidelines.

END OF LIFE

- Used batteries are treated as hazardous and need to be disposed of as electronic waste.
- Please dispose of any other parts of the assistive product according to your local regulations.
- The Rollz Motion Electric has an expected lifetime of five years. Incorrect use or inadequate maintenance can drastically reduce this expected lifetime.
- The expected service life of the Rollz Motion Electric is five years.

English

Recycling packaging material

All the packaging material can be recycled. The cardboard boxes can be recycled as paper. The protective foam blocks are made of plastic. These and the plastic bags can be recycled with plastic.

TIP

Keeping the box will assist in sending the Rollz Motion Electric via post if needed.

WARNING

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

TRANSPORT

It's mandatory to switch off your Rollz Motion Electric during transport and it is strongly recommended that you apply the parking brake.

During transport, make sure that your Rollz Motion Electric is placed in the designated storage space, such as the trunk/boot. Make sure that the Rollz Motion Electric rests securely during transport and cannot move freely. This prevents any damage to you or your Rollz Motion Electric. Also be sure to disconnect and transport the joystick and push controller separately.

Only lift the Rollz Motion Electric by its frame.

WARNING

During transport in a wheelchair accessible taxi, bus, train or other vehicle, the user cannot remain seated in the Rollz Motion Electric. The electric wheelchair is not intended for this use. The Rollz Motion Electric cannot be transported by plane, unless the battery is removed.

Flying with Rollz Motion Electric

This guide is based on the information available at the time it was created. It is possible that the information in this document will be changed. The Rollz Motion Electric can be slightly different from the one described in this guide and the flight regulations could change over time.

Rollz International BV cannot be held responsible for technical errors or imperfections in this guide.

Flight regulations for electrical aids

Traveling with the Rollz Motion Electric is possible, but due to the battery of the Rollz Motion Electric you must take a few safety precautions into account. A battery qualifies as dangerous goods, which means that it must be handled with care. This guide describes a step by step process for traveling with the Rollz Motion Electric by air.

NOTE

It is important to mention that within the European Union; airlines, tour operators and airports are required by law to assist people with reduced mobility to make normal use of the air travel systems, provided this can be done safely.

The battery pack

The main reason for the stricter flight procedures is because of the battery system. The Rollz Motion Electric makes use of Lithium-Ion batteries with a capacity of 288 watt-hour ***(Figure 81)***. The battery used in the Rollz Motion Electric is UN38.3 certified, meaning that they are safe to be transported by passenger airplanes.

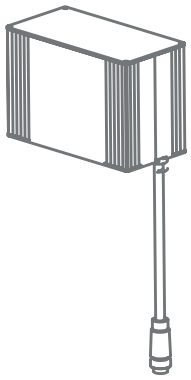


Figure 81: Rollz Motion Electric battery

WARNING

Before flying, always remove the battery from the Rollz Motion Electric (see chapter ***Disconnecting the battery***). Transporting the wheelchair with the battery still attached is prohibited due to airline safety regulations. Ensure the battery is properly stored in accordance with the airline's guidelines to prevent any risk during the flight.

Register the Rollz Motion Electric - with airline company/travel agency

To go on a flight with an electrical aid, you must always first contact the company through which you booked the trip. This concerns the airline, the tour operator, or the travel agency. Together you will walk through the registration process, and they will take the necessary steps to inform the airport authorities of your request.

NOTE

Make sure to have the correct information about the Rollz Motion Electric and the certificate for safe transport ready (see table for reference).

It is mandatory to register traveling with your Rollz Motion Electric at least 48 hours before the flight. If you fail to do so and report it after the 48 hour deadline, there is little chance that the Rollz Motion Electric will be accepted on the flight.

IMPORTANT INFORMATION ABOUT TRAVELLING WITH THE ROLLZ MOTION ELECTRIC

Required data	Rollz Motion Electric Specifications
Manufacturer	Rollz International BV
Model version	Rollz Motion Electric (2022 and 2024 model)
Special Service Request code	WCLB
Contains a battery	Yes
Battery type	Lithium-Ion
Battery designed for disconnection	Yes
Total weight mobility aid (excluding battery and accessories)	23.8 kg / 52.4 lbs (2022) / 25.9 kg / 57 lbs (2024)
Battery weight	2.3 kg / 5 lbs
Foldable	Yes
Removable or adjustable parts	Yes; footrests, joystick, push support controller, seat, battery & possible purchased accessories.
UN38.3 certificate - Lithium metal and lithium ion batteries	Scan the QR code to view the full UN38.3 certificate for safe transport ready.

English

CAUTION

Please note that only a limited amount of (electrical) aids can be taken on each flight. The earlier you register, the higher the chances for a place for your Rollz Motion Electric.

The specific procedures differ by airlines. To be fully prepared for your trip, always consult their website. When registering the Rollz Motion Electric by phone, always ask what is expected of you upon arrival at the airport.

Preparations before leaving to the airport

Before departing to the airport, it is important to have several products and documents ready. If you are traveling with the Rollz Motion Electric for the first time, you may need to purchase some parts in advance, so make sure to allow enough time for this. The necessary products and documents include:

- Information or documents you received when registering your device. This differs per airline.
- Rollz Motion Electric Manual (either online or physical).
- Rollz Motion Electric Travel Guidance (either online or physical).
- UN 38.3 certificate (either online or physical).

Depending on the airline, you may need to bring the following accessories (check beforehand):

- Travel cover or any other protective cover.
- Connector caps or non-conductive tape.
- Travel bag to store loose parts.
- Lithium-ion battery safety bag.

Airport procedure

You may need to arrive at the airport earlier than usual due to special procedure. This provides the staff at the check-in counter enough time to assist you in the process. Check the website of your airline or contact the company where you booked the trip. Upon arrival at the airport, you will need to hand in the Rollz Motion Electric at the check-in desk of the airline.

NOTE

Depending on the flight you may be asked to either check-in the Rollz Motion Electric or take it with you to the airplane. You may be asked to prepare your Rollz Motion Electric for travel yourself, or to assist airport staff in getting it ready for travel.

Checking in the Rollz Motion Electric

Check in the Rollz Motion Electric at the check-in counter of the airline. You can then use the airport's special aid facilities.

TIP

Arrange your airport transportation in advance through the contact centre. They will discuss the options with you. Are you specifically dependent on the Rollz Motion Electric to get to the gate? This is possible with some airlines, so please contact the airport for the possibilities.

CAUTION

It is important to note that in most cases you will be asked to bring the bag of loose parts and battery to the gate yourself. If in a specific case your Rollz Motion Electric is transported in the cabin, you could also be held responsible for transporting it to the gate. So keep in mind that you may need to take more carry-on baggage. The rules can vary per flight.

ERROR CODES AND SOLUTIONS

An error code can appear when an error occurs. This is indicated when 'EE' is displayed on the LCD screen. Below 'EE', the specific error code will be shown. Find the error code below to read the recommended solution.

ERROR CODE LIST		
Error code	**Failure cause**	**Solution**
E0002	Left motor malfunction or freewheel switch toggled	Check whether the freewheel switch(es) is/are toggled, or the left/right motor cable and connector is/are damaged. If damaged, contact the dealer to replace broken parts. If the outlet or cable is not damaged, check whether the motor cable(s) is/are securely inserted. If this is/ these are correctly inserted, contact the dealer to look into this error code further.
E0003	Left and right motor malfunction or both freewheel switches toggled	
E0004	Right motor malfunction or freewheel switch toggled	
E0008	Left motor current detection error	Motor failure. Contact manufacturer to replace the broken parts.
E0010	Right motor current detection error	
E0020	Battery power detection is incorrect	Battery failure. Contact manufacturer to replace the broken parts.
E0040	15V voltage malfunction	Motor controller failure. Contact manufacturer to replace the broken parts.
E0800	Front control communication failure	Check if the cables and connections are correctly connected, see ***Cables and connections (Weekly)***. If connected correctly, contact manufacturer to replace the broken parts.
E-021	Rear control communication failure	
E-023	Attitude sensor abnormal	Contact manufacturer to replace the push support controller.
E-024	Vehicle attitude calibration	See ***Calibrate the push support controller***.
E-025	Grip detection sensor error	Contact manufacturer to replace the broken parts.
E-026	Grip detection sensor error	Contact manufacturer to replace the broken parts.
E-027	The touch panel is abnormal	Contact manufacturer to replace the broken parts.

SPECIFICATIONS

Product specifications (Figure 82) - (Figure 83)

Information about the material

Frame: welded aluminium with coating.

Handles: polyurethane (PU) foam.

Seat cushion cover and wheelchair package cover: 100% polyester.

Inner cushion seat and wheelchair package seat: filling of polyurethane (PU) foam.

Joystick and controller push buttons: synthetic rubber.

Front wheels of the Rollz Motion Electric: PU rubber tires.

Rear wheels of the Rollz Motion Electric: aluminium rims with pneumatic tires. The tire is made of synthetic rubber, the inner tube of synthetic rubber with a so-called car valve.

Armrests: an elastic fibre fabric of neoprene and synthetic rubber (Styrol Butadiene Rubber) filled with EVA foam rubber.

Footrests: aluminium frame with plastic footrests.

Battery case: aluminium alloy.

Anti-tip device: steel.

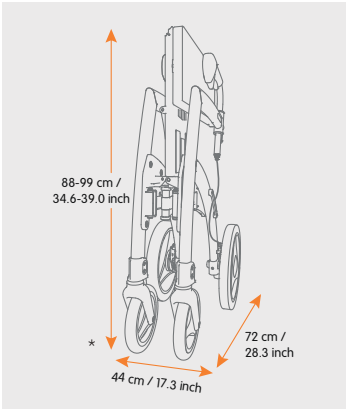


Figure 82: This is how compact the folded Rollz Motion Electric (2022) is. *46 cm / 18.1 inch for the Rollz Motion Electric² (2024) model.

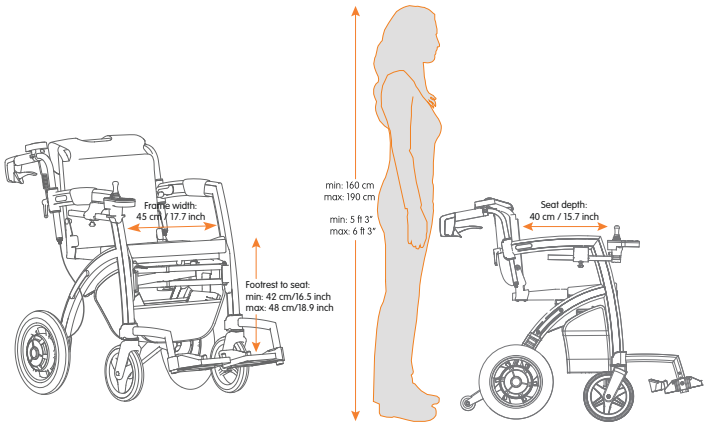


Figure 83: Ergonomic dimensions of the Rollz Motion Electric as an electric wheelchair.

PRODUCT MEASUREMENTS		
Model	**Rollz Motion Electric (2022)**	**Rollz Motion Electric² (2024)**
Class	A	A
Weight rollator	20.4 kg / 45 lb (excluding battery) or 22.7 kg / 50 lb (including battery)	22.5 kg / 49 lb 10 oz (excluding battery) or 24.8 kg / 54 lb 11 oz (including battery)
Weight wheelchair package	3.4 kg / 7 lb 8 oz	3.4 kg / 7 lb 8 oz
Weight electric wheelchair	23.8 kg / 52 lb 7 oz (excluding battery) or 26.1 kg / 57 lb 8 oz (including battery)	25.9 kg / 57 lb 2 oz (excluding battery) or 28.2 kg / 62 lb 3 oz (including battery)
Rollator unfolded with joystick and push support attached (H x D x W)	88 - 99 x 72 x 73 cm / 34 5/8 - 39 x 28 1/3 x 28 3/4 inch	88 - 99 x 72 x 75 cm / 34 5/8 - 39 x 28 1/3 x 29 1/2 inch
Electric wheelchair unfolded,with handlebars above the frame (H x D x W)	91 - 99 x 100 x 73 cm / 35 7/8 - 39 x 39 3/8 x 28 3/4 inch	91 - 99 x 100 x 75 cm / 35 7/8 - 39 x 39 3/8 x 29 1/2 inch
Measurement rollator folded (H x D x W)	90 x 72 x 44 cm / 35 3/8 x 28 1/3 x 17 1/3 inch	90 x 72 x 46 cm / 35 3/8 x 28 1/3 x 18 1/8 inch
Electric wheelchair unfolded (H x D x W)	91 - 96 x 115 x 73 cm / 35 7/8 - 37 3/4 x 45 1/4 x 28 3/4 inch	91 - 96 x 115 x 75 cm / 35 7/8 - 37 3/4 x 45 1/4 x 29 1/2 inch
Rear wheels diameter	31.75 cm / 12 1/2 inch (air tire)	31.75 cm / 12 1/2 inch (air tire)
Rear wheels width	5.08 cm / 2 inch	5.08 cm / 2 inch
Front wheels diameter	20.32 cm / 8 inch (air tire)	20.32 cm / 8 inch (air tire)
Front wheels width	2.54 cm / 1 inch	2.54 cm / 1 inch
Reversing width	110 cm / 43 1/3 inch	110 cm / 43 1/3 inch
Range	15 km / 9.3 mi	15 km / 9.3 mi
Max speed	6 km/h / 3.7 mph	6 km/h / 3.7 mph
Stopping distance	<100cm / <3 ft 3 inch	<100cm / <3 ft 3 inch
Sound level	<65 dB	<65 dB

ERGONOMIC DIMENSIONS	
	Rollz Motion Electric (2022 & 2024 model)
Maximum weight of user	100 kg / 220 lbs
Minimum and maximum height of the user and pusher	Ca 1.60 m till 1.90 m / 5 ft 3 inch till 6 ft 3 inch
Seat of rollator (H x D x W)	53 x 20 x 48 cm / 20 7/8 x 7 7/8 x 18 7/8 inch
Seat of electric wheelchair (H x D x W)	53 x 40 x 48 cm / 20 7/8 x 15 3/4 x 18 7/8 inch
Height handles rollator	88-99 cm / 34 2/3 - 39 inch
Height handles electric wheelchair	84-96 cm / 33 - 37 3/4 inch
Distance between handles	45 cm / 17 3/4 inch

TECHNICAL DETAILS		
	Rollz Motion Electric (2022)	**Rollz Motion Electric² (2024)**
Motor	DC24V250W2	DC24V120W
Motor power	2 x 250 W	2 x 120 W
Battery type	Li-ion	Li-ion
Battery capacity	12,5 Ah	12,5 Ah
Battery nominal voltage	24 V	24 V
Charger and maximum output current	AC100-240 V 50-60 Hz and 2 A output	AC100-240 V 50-60 Hz and 2 A output
Controller maximum output current	40 A, running current 2-3 A	40 A, running current 2-3 A

ROLLZ MOTION ELECTRIC (2022) - DISCLOSURE INFORMATION (ISO)

	Min.	Max.		Min.	Max.
Overall length with legrest	1150 mm / 45 1/4 inch	1150 mm / 45 1/4 inch	Seat plane angle.	6° / 10.5%	6° / 10.5%
Overall width	730 mm / 28 3/4 inch	730 mm / 28 3/4 inch	Effective seat depth	400 mm / 15 3/4 inch	400 mm / 15 3/4 inch
Folded length	720 mm / 28 1/3 inch	720 mm / 28 1/3 inch	Effectice seat width	480 mm / 18 7/8 inch	480 mm / 18 7/8 inch
Folded width	440 mm / 17 1/3 inch	440 mm / 17 1/3 inch	Seat surface height at front seat	530 mm / 20 7/8 inch	530 mm / 20 7/8 inch
Folded height	901 mm / 35 1/2 inch	901 mm / 35 1/2 inch	Backrest angle	12° / 21.3%	12° / 21.3%
Total mass	26 kg / 57 lb 5 oz	26 kg / 57 lb 5 oz	Backrest height	400 mm / 15 3/4 inch	400 mm / 15 3/4 inch
Mass of heaviest part	20 kg / 44 lb 1 oz	20 kg / 44 lb 1 oz	Footrest to seat distance	--	480 mm / 18 7/8 inch
Static stability downhill	--	17° / 30.6%	Leg to seat surface angle	103° / -433.2%	103° / -433.2%
Static stability uphill	--	17°/ 30.6%	Armrest to seat distance	230 mm / 9 inch	230 mm / 9 inch
Static stability sideways	--	22° / 40.4%	Front location of armrest structure	340 mm / 13 1/3 inch	340 mm / 13 1/3 inch
Range	29.6 km / 18.4 mi	29.6 km / 18.4 mi	Handrim diameter	--	--
Dynamic stability uphill	--	6° / 10.5%	Horizontal location of axle	60 mm / 2 1/3 inch	60 mm / 2 1/3 inch
Obstacle climbing	--	15 mm / 2/3 inch	Minimum turning radius	750 mm / 29 1/2 inch	750 mm / 29 1/2 inch
Maximum speed forward	--	5.62 km/h / 3.5m/h	Minimum braking distance from max. speed	--	<1000 mm / <3 ft 3 inch

ROLLZ MOTION ELECTRIC² (2024) - DISCLOSURE INFORMATION (ISO)

	Min.	Max.		Min.	Max.
Overall length with legrest	1150 mm / 45 1/4 inch	1150 mm / 45 1/4 inch	Seat plane angle.	6° / 10.5%	6° / 10.5%
Overall width	754 mm / 29 2/4 inch	754 mm / 29 2/4 inch	Effective seat depth	400 mm / 15 3/4 inch	400 mm / 15 3/4 inch
Folded length	720 mm / 28 1/3 inch	720 mm / 28 1/3 inch	Effectice seat width	480 mm / 18 7/8 inch	480 mm / 18 7/8 inch
Folded width	464 mm / 18 1/4 inch	464 mm / 18 1/4 inch	Seat surface height at front seat	530 mm / 20 7/8 inch	530 mm / 20 7/8 inch
Folded height	901 mm / 35 1/2 inch	901 mm / 35 1/2 inch	Backrest angle	12° / 21.3%	12° / 21.3%
Total mass	28 kg / 61 lb 12 oz	28 kg / 61 lb 12 oz	Backrest height	400 mm / 15 3/4 inch	400 mm / 15 3/4 inch
Mass of heaviest part	22 kg / 48 lb 8 oz	22 kg / 48 lb 8 oz	Footrest to seat distance	--	480 mm / 18 7/8 inch
Static stability downhill	--	17° / 30.6%	Leg to seat surface angle	103° / -433.2%	103° / -433.2%
Static stability uphill	--	17° / 30.6%	Armrest to seat distance	230 mm / 9 inch	230 mm / 9 inch
Static stability sideways	--	22° / 40.4%	Front location of armrest structure	340 mm / 13 1/3 inch	340 mm / 13 1/3 inch
Range	19.3 km / 12 mi	19.3 km / 12 mi	Handrim diameter	--	--
Dynamic stability uphill	--	6° / 10.5%	Horizontal location of axle	60 mm / 2 1/3 inch	60 mm / 2 1/3 inch
Obstacle climbing	--	15 mm / 2/3 inch	Minimum turning radius	750 mm / 29 1/2 inch	750 mm / 29 1/2 inch
Maximum speed forward	--	5.62 km/h / 3.5m/h	Minimum braking distance from max. speed	--	<1000 mm / <3 ft 3 inch

The distance range will be reduced if the wheelchair is used frequently on slopes, rough terrain or to climb kerbs. The stopping distance on slopes can be significantly greater than on level ground. The maximum widths of 730 mm / 28 3/4 inch (2022 model) and 754 mm / 29 2/3 inch (2024 model) are larger than the maximum width recommended in a.1.1 of EN 12184:2014 of 700 mm / 27 1/2 inch. Access to escape routes can be limited.

The Rollz Motion Electric and Rollz Motion Electric² (both class A, occupant mass group II) conform to the following standards:

- Requirements and test methods for static, impact and fatigue strengths (ISO 7176-8).
- Power and control systems for electric wheelchairs - requirements and test methods (ISO 7176-14).
- Climatic tests in accordance with ISO 7176-9.
- Requirements for resistance to ignition in accordance with ISO 7176-16.

The mass of the test dummy during the ISO 7176 tests: 100 kg / 220 lbs (matching the maximum user weight of 100 kg / 220 lbs).

EMC STATEMENT

The Rollz Motion Electric is intended to be used in a home and healthcare facility environment.

CAUTION

Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

WARNING

Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

CAUTION

Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm / 12 inches to any part of the ME equipment, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

DECLARATION OF ELECTROMAGNETIC EMISSION	
Emission test	**Compliance level**
CISPR 11 RF emissions	100 kg / 220 lbs
CISPR 11 RF emissions	Ca 1.60 m till 1.90 m / 5.25 ft till 6.25 ft
IEC 61000-3-2 Harmonic emissions	53 x 20 x 48 cm / 20.9 x 7.9 x 18.9 inch
IEC 61000-3-3 Voltage fluctuations/flicker emissions	53 x 40 x 48 cm / 20.9 x 15.7 x 18.9 inch

DECLARATION OF ELECTROMAGNETIC IMMUNITY		
Immunity test	**IEC 60601 test level**	**Compliance level**
IEC 61000-4-2 Electrostatic discharge (ESD)	Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV Contact: ±8 kV	Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV Contact: ±8 kV
IEC 61000-4-3 Radiated RF	10 V/m, 80 MHz to 2700 MHz 20 V/m, 26 MHz to 2700 MHz	10 V/m (for battery charger) 20 V/m (for wheelchair)
IEC 61000-4-4 Electrical fast transient/burst	Power supply input lines: ±2 kV Signal input/output lines: ±1 kV	Power supply input lines: ±2 kV Signal input/output lines: ±1 kV
IEC 61000-4-5 Surge	Line(s) to line(s): ± 0.5 kV, ± 1 kV Line(s) to earth: ±0.5 kV, ±1 kV, ±2 kV	Line(s) to line(s): ± 0.5 kV, ± 1 kV Line(s) to earth: ±0.5 kV, ±1 kV, ±2 kV
IEC 61000-4-6 Conducted RF	3 V 150 kHz to 80 MHz 6 V in ISM bands between 150 kHz and 80 MHz	3 V 150 kHz to 80 MHz 6 V in ISM bands between 150kHz and 80 MHz
IEC 61000-4-8 Power frequency (50/60 Hz) magnetic field	30 A/m	30 A/m
IEC 61000-4-11 Voltage dips, short interruptions and voltage variations on power supply input lines	<5% UT*; 0.5 cycle at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° <5% UT; 1 cycle at 0° 70% UT; 25/30 cycles at 0° <5% UT; 250/300 cycles at 0°	<5% UT; 0.5 cycle at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° <5% UT; 1 cycle at 0° 70% UT; 25/30 cycles at 0° <5% UT; 250/300 cycles at 0°
*NOTE: UT is the AC main voltage prior to the application of the test level		

DECLARATION OF IMMUNITY TO PROXIMITY FIELDS FROM RF WIRELESS COMMUNICATIONS EQUIPMENT				
Immunity test	**IEC60601 test level**			**Compliance level**
	Test frequency	**Modulation**	**Immunity level**	
IEC 61000-4-3 Radiated RF	385 MHz	Pulse Modulation: 18 Hz	27 V/m	27 V/m
	450 MHz	FM ±5 Hz deviation: 1 kHz sine	28 V/m	28 V/m
	710 MHz, 745 MHz, 780 MHz	Pulse Modulation: 217Hz	9 V/m	9 V/m
	810 MHz, 870 MHz, 930 MHz	Pulse Modulation: 18Hz	28 V/m	28 V/m
	1720 MHz, 1845 MHz, 1970 MHz	Pulse Modulation: 217Hz	28 V/m	28 V/m
	2450 MHz	Pulse Modulation: 217Hz	28 V/m	28 V/m
	5240 MHz, 5500 MHz, 5785 MHz	Pulse Modulation: 217Hz	9 V/m	9 V/m

WARRANTY

If there is something wrong with your Rollz Motion Electric within two years of purchase, then contact your supplier immediately. They will look for a solution as quickly as possible in consultation with Rollz International. The warranty provisions below apply.

Repairs are also possible after the warranty period has expired, against reimbursement of costs incurred. Please contact your dealer directly for this.

Warranty provisions

Rollz® International BV, established in Delft in the Netherlands (hereinafter "Rollz"), in its capacity as manufacturer, guarantees that the Rollz Motion Electric and Rollz Motion Electric[2] (hereafter "product") is produced under the following provisions:

1. The general warranty period for the first owner (hereinafter "customer") is 24 months from the date of purchase.
2. Rollz offers a five-year guarantee from the date of purchase on material and construction defects of the frame during normal use and maintenance.
3. The battery is covered by an 18-month warranty period.
4. The electric support system, excluding the battery, has a warranty period of 24 months.
5. The warranty covers repair only, not replacement or return of a product.
6. In case of repair, the customer is responsible for the transport of the product to and from the store where it was purchased (the "supplier"). The supplier will arrange the repair in consultation with Rollz.
7. The warranty can only be invoked if the customer provides the supplier with a copy of the purchase receipt showing the purchase date, along with a clear description of the complaint and the defective product.
8. If necessary, Rollz will cover the transport of the product from the supplier to Rollz and vice versa for its own costs and risk, but only if the repair is covered by the warranty.
9. The warranty period is never extended, even in the case of repairs.
10. The warranty is not transferable and can therefore only be invoked by the first owner.
11. The warranty does not affect the rights that the customer has under the law.
12. Ensure that the Rollz Motion Electric displays the product label and stickers for safe operation and regulatory compliance ***(Figure 84, Figure 85, Figure 86)***.

This label provides essential information about the device's use, safety instructions, and technical specifications.

The warranty does not apply in the following situations:

a. if the customer has made or ordered changes or repairs without prior written permission from Rollz or the supplier;

b. when defects have been caused by neglect or an accident and / or use or maintenance, other than what is stated in the manual;

c. if the serial number is damaged or removed;

d. if the damage to the product is the result of normal wear and tear.

WARNING

Do not remove, cover, or obstruct any labels or stickers on the device and battery, as these contain vital information that users and maintenance personnel rely on to operate the device safely ***(Figure 84*** and ***Figure 85)***. Altering or obscuring labels may result in misuse, increased risk of malfunction, or voiding of warranties and regulatory standards.

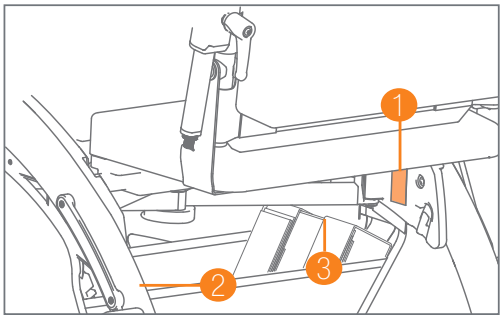


Figure 84: Location of the labels and stickers on Rollz Motion Electric

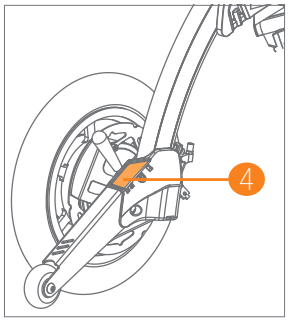


Figure 85: Freewheel stickers on the anti-tipping aids.

1. WTORS restriction sticker
2. Max. weight sticker

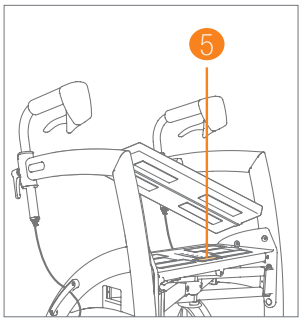


Figure 86: Remove the cushion to view the product label on the seat.

3. Battery manufacturer labels
4. Freewheel sticker
5. Product label

Register your Rollz Motion Electric

Register your product with Rollz International by filling out the online form on www.rollz.com. Make sure to enter the serial number of your Rollz Motion Electric. This number can be found on the sticker on the seat ***(Figure 86)***. When registering, you can also sign up for an e-mail newsletter to stay informed about Rollz product news.

Reporting incidents

If you encounter any significant incidents involving the device, please promptly notify Rollz by sending an email to info@rollz.com.

Customer support and complaints procedure

If you experience any problems with your device, please submit a complaint by sending an email to info@rollz.com. When submitting a complaint, please include essential details available on your device or packaging, such as the device name (Rollz Motion Electric 2022/2024 model), the date of your complaint, any unique device identifier (UDI) or product code, your contact information (name, address, and phone number), and a description of the issue.

Each complaint is carefully reviewed and evaluated to determine whether it requires further investigation or reporting. If the issue affects the safety or effectiveness of the device, our team will escalate it for immediate investigation. You will receive updates regarding the complaint resolution process, ensuring transparency and prompt action.

CONTACT

Rollz International is always keen to further improve its products, so therefore we are interested in your opinion. This could be about the use of the product, the manuals or any other aspects.

Please send your tips or experiences to: info@rollz.com.
Or contact us for any other questions or comments you may have.

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