



Troubleshooting

Condition	Correction
Rollator will not roll straight	<ul style="list-style-type: none">• Verify tightness/placement of front wheel mechanism knob.• Make sure that the two wheels come in contact with the ground at the same time.• Ensure brakes are not engaged
Sluggish turning	<ul style="list-style-type: none">• Make sure that the bolts are tight.• Make sure that the two wheels come in contact with the ground at the same time.• Periodically inspect the casters and caster stems for assembly tightness and verify that the wheels are free of hair, lint and other debris that could interfere with free wheel operation.
The wheels lift	<ul style="list-style-type: none">• Make sure that the bolts are tight.• Make sure that the two wheels come in contact with the ground at the same time.
Noisy or unusual sounds	<ul style="list-style-type: none">• Make sure that the bolts are tight.
Loose or excessive play	<ul style="list-style-type: none">• Make sure that the bolts are tight.

Instruction Manual



Gateway Rollator

Item #501-5012-4100, 501-5012-1110, 501-5012-0200
501-5512-4100, 501-5512-1110, 501-5512-0200

Please read this guidebook
completely before operating this unit.

Manufactured for:
Briggs Healthcare
1931 Norman Drive
Waukegan, IL 60085 USA
Made in China

#91-032-5012 12/11
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Limited Three-Year Warranty

The warrantor guarantees that its Rollator will be free from manufacturing defects under normal use for three years from the original purchase date. This warranty covers only normal use, and does not apply to use in any clinical or commercial applications. This warranty is voided if the Rollator is misused or abused in any manner.

If the Rollator fails to operate during the first three years from the time originally purchased, please call our Customer Care Help Line at 800-622-4714 and we will try to resolve the issue as soon as possible. If the warrantor determines the unit failed to operate due to a manufacturing defect, the unit will be replaced at the option of the warrantor. Replacement is the sole remedy under this limited warranty. This warranty gives you specific legal rights, which vary from state to state.

This warranty constitutes the warrantor’s only responsibility and obligation to replace materials or components. We make no other express or implied warranties, arising by operation of law or otherwise, or any warranty of merchantability or fitness for a particular use or purpose whether or not the use or purpose has been disclosed to the warrantor in specifications, drawings or otherwise, and whether or not the warrantor’s products are specifically designed and/or manufactured by the warrantor for the buyer’s use or purposes, except for the limited warranty stated above. The warrantor will not be responsible for any indirect, incidental, special, consequential, or punitive damages or other loss, including, but not limited to, damage to or loss of other property or equipment and personal injuries, whether to purchaser or others. The warrantor shall in no event be liable to the purchaser for any amount in excess of the cost of repair and/or replacement of the unit.

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1931 Norman Drive • Waukegan, IL 60085
Toll-Free Customer Care Help Line 1-800-622-4714
Monday - Friday 8:00 am - 4:30 pm CST

Specifications

Item #	501-5012-4100, 501-5012-1110, 501-5012-0200 501-5512-4100, 501-5512-1110, 501-5512-0200
Description	Gateway Rollator in Titanium, Purple, Black
Frame	Aluminum
Handle Height	31” to 36”
Width Inside Handgrips	18”
Handle Height Adjusts Increment	1”
Fork	Plastic
Front Wheel	8” / Foldable Design
Rear Wheel	7” / Foldable Design
Product Length	27”
Folding Length	25”
Product Width	24”
Folding Width	16.5”
Product Height	31” to 36”
Folding Height	11.4”
Seat Width	18”
Seat Depth	10”
Seat Height	21”
Seat Height Adjusts Increment	-
Weight Capacity	300 lbs.
Brake	Loop lock brakes
Product Weight	16 lbs.



Use of Your New Rollator

Folding

Remove the accessories and lower down the handles if necessary. Lift up the crossbar locking mechanism release belt on the mesh seat to release the crossbar locks. Fold the frame as shown on right. Push the two push handles together. Release the front and rear wheel folding mechanism knobs and rotate the rear wheel arms inward, replace folding mechanism knobs and attach hook and loop to rear legs.



Braking

Pull the top portion of the brake handles up towards the push handles. Hold the brake handle up to remain stationary or release the brake to continue mobility.



To lock, push down on the bottom portion of the brake handle. To unlock, pull up on the top portion of the brake handle.



Adjusting Handle Height

Press the snap button on the side of vertical frame tube inward. Slide the push handle up or down on the sockets until the desired height. Note: The handgrip is at wrist height when the user's arm is down to their side. Release the snap button outward into one of the adjustment holes. Make sure all the snap buttons have been securely locked before use.



Attaching Your Bag

Install and hang the rings of bag onto the notches of seat tube extensions. Make sure all the rings have been securely locked on the notches before use.



Operating Cautions

DO NOT use this product or any available optional equipment without first completely reading and understanding this user manual. If you are unable to understand the warnings, cautions or instructions, contact a customer care representative at 800-622-4714

Safety Cautions

- Each individual should ALWAYS consult with their physician or therapist to determine proper adjustment and usage.
- DO NOT use the rollator as a wheelchair or transport device.
- Rollators are not intended to be propelled while seated.
- The brakes MUST be in the locked position before using the seat.
- Ask the physician or therapist to assist in the height adjustment of the rollator for maximum support and correct brake activation.
- ALWAYS make sure all hand, height adjustments and attaching hardware are secure or tightened firmly, and that casters and moving objects are in good working order before using this product.
- ALWAYS make sure the rollator is properly balanced by checking all wheels are in contact with the floor at all times during use.
- ALWAYS lock the hand brakes when using the rollator in a stationary position.
- ALWAYS observe the 300 lb. weight capacity of your product.
- The weight limitation of bag is 11 lbs.
- If push handles are exposed to extreme temperature (above 100.4°F or below 32°F), high humidity and/or becomes wet, prior to use, ensure handgrips DO NOT twist on rollator handle - otherwise damage or injury may occur.
- DO NOT hang anything from the frame.
- The backrest should ALWAYS be in place and is NOT designed to support the total body weight of the user.
- ALWAYS take care when reaching for any object. Before attempting to reach objects or pick them up from the floor by reaching down between your knees, place feet securely on the floor.
- DO NOT attempt to reach objects if you have to move forward in the seat. Reaching for these objects will cause a change to the weight distribution of the rollator and may cause the rollator to tip, resulting in injury or damage.

Important Information Before Use

Please inspect your rollator before use.

General

- Make sure the rollator folds and unfolds easily and smoothly.
- Make sure the rollator moves in a straight line (no resistance or deviation).

Manual Brakes (Wheel Locks)

- Make sure the manual brakes do not touch the moving tires.
- Make sure the manual brakes operate easily.
- Make sure the joints are not worn and do not have excessive play.
- Verify operation of the brakes and have them adjusted if necessary.

Folding System

- Check the folding system for worn or distorted parts.

Seat Upholstery

- Make sure that the upholstery is in good condition.

Caster and Wheels

- Make sure that the axle is tight by turning the wheel; the wheel must gradually come to a stop.
- Make sure that the wheel nuts and precision bearings are tight.
- Inspect wheels periodically for wear or damage.
- Periodically inspect the casters and caster stems for assembly tightness and verify that the wheels are free of hair, lint and other debris that could interfere with free wheel operation.

Fork

- Make sure all the fittings are secure.

Handgrip

- DO NOT use the rollator if handgrip is loose.

Maintenance

- Do not use any product to clean parts. If the rollator is wet, make sure you dry it (e.g. after washing it or going out in the rain).
- Upholstery can be washed with soap and water only.
- Avoid riding on wet areas, as well as gravel, grass, snow, etc. (warning: sand and sea water particularly damage ball bearings).
- Do not expose the rollator to a temperature higher than 104°F (e.g. in a vehicle).

Product Identification



Assembly Instructions

1. Undo hook & loop, remove rear wheel folding mechanism knob.
2. Rotate the rear wheel arms backward.
3. Insert and tighten rear wheel folding mechanism knobs firmly, ensuring proper alignment.
4. Remove front wheel folding mechanism knobs.
5. Rotate the front wheel arms forward.
6. Insert and tighten front wheel folding mechanism knobs firmly, ensuring proper alignment.
7. Pull the two push handles apart.
8. Open the frame until the crossbar locking mechanism locked automatically (as shown below), verify seat is locked in place by pushing down on both seat edges.

CAUTION - Make sure the crossbar locking mechanism and rear wheel folding mechanism knobs locked firmly before use.

