



Rollator User Guide

NOVA Model: 4328

Safety and Warning Instructions

- DO NOT exceed 300 lb. weight capacity.
- DO NOT use as a wheelchair or to transport someone.
- DO NOT self-propel or scoot around while seated.
- Care should be taken to ensure that all moving parts are in good working order before operation.
- Check handle push buttons and attachment screws with knobs to make sure they are secure.
- Always contact your physician or therapist before using to determine proper adjustment and usage.
- Brakes must be in locked position before using the seat. Do not attempt to push yourself or ambulate in any way.
- Both feet should rest flat on the ground when sitting.
- DO NOT push back on the backrest or extend your body over the backrest. It is not designed to support the entire weight of the user. Backrest must always be attached when rollator is in use.
- DO NOT use on stairs, escalators, moving sidewalks, or any uneven surfaces.
- DO NOT attempt to reach for items while seated on the rollator. This motion may cause a change in weight distribution and cause the rollator to tip or become unstable.
- The rollator bag/basket has a weight capacity of 10 lb. Items should not hang over the top or front of the basket.
- Make sure rollator frame is fully opened and in a locked position before use.
- DO NOT sit on the rollator on an incline.
- DO NOT support your full body weight on the handles when attempting to sit down.
- DO NOT remove warning stickers.

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAN LEAD TO SERIOUS INJURY OR RESULT IN DEATH.
MISUSE OF THE ROLLATOR MAY VOID WARRANTY.**



**Read this user guide
before operating or using
your NOVA rollator.**



User guide and video available online at www.novajoy.com

Assembly Instructions

Attaching the rear wheel assembly



Figure 1

1. Carefully remove the rollator from the NOVA box and remove all protective packaging.
2. Insert the left rear wheel assembly marked (L) into the left side of the frame until the hole on the frame is align with the hole on the wheel assembly (see Figure 1).

3. Fully insert the screw into the hexagon hole from the inside of the frame (see Figure 2).

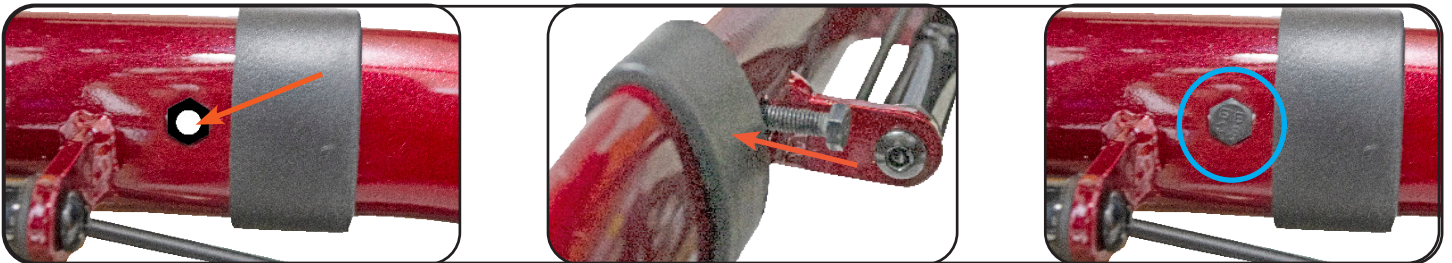


Figure 2

4. Insert the washer at the end of the screw (see Figure 3).



Figure 3

5. Turn the knob clockwise until the wheel assembly is secure to the frame (see Figure 4).

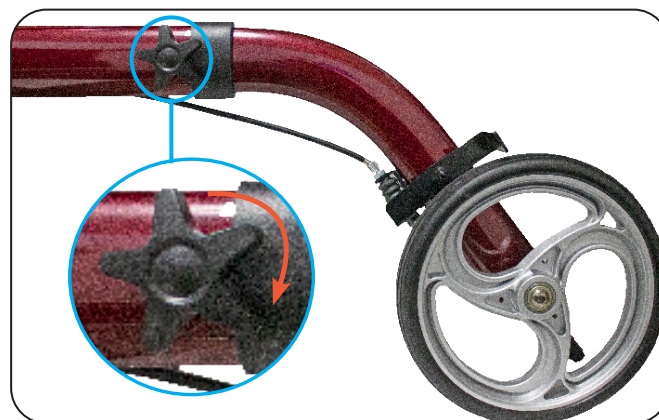


Figure 4

6. Do the same for the right side.

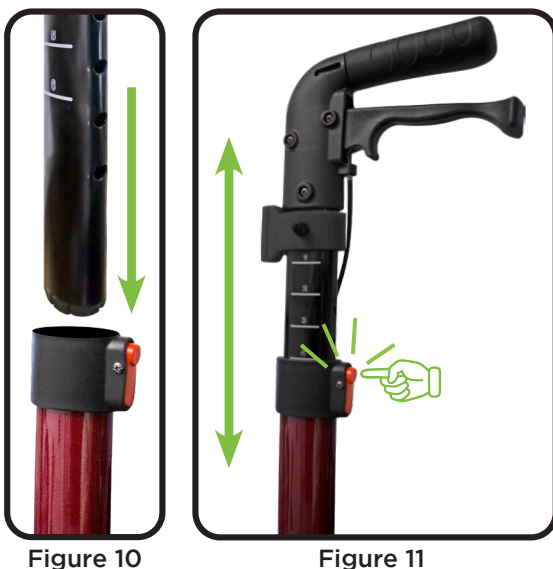
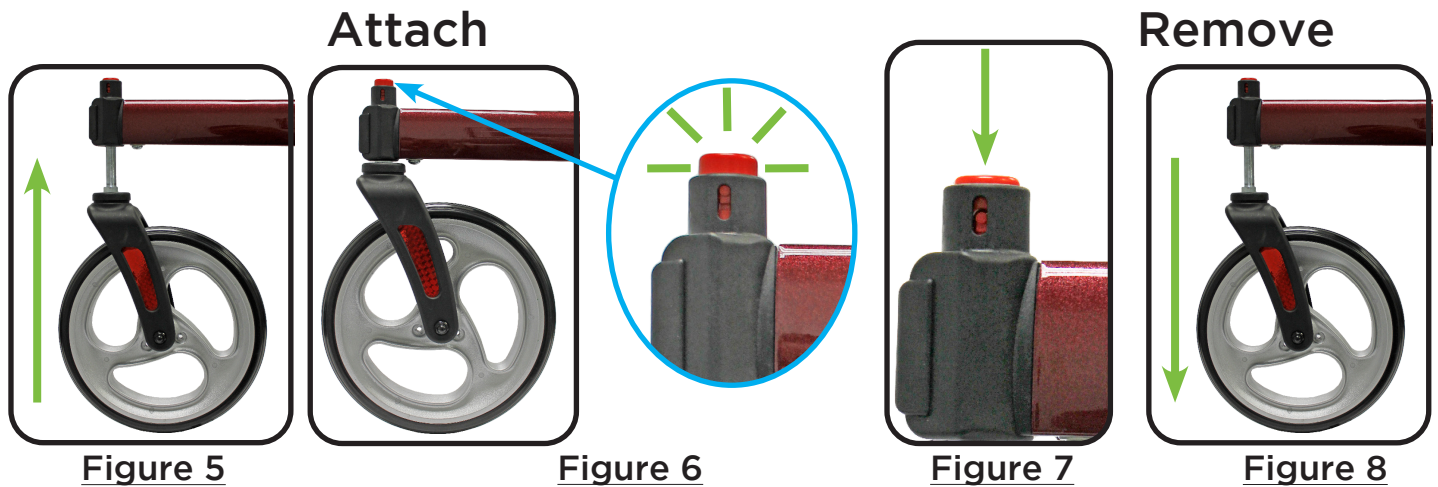
To attach/remove the front fork

To Attach:

1. Align the fork with the fork attachment (see Figure 5).
2. Push the fork in until you hear an audible click and the red push button is fully out (see Figure 6).

To Remove:

1. Press on the red button to release the front fork (see Figure 7).
2. Pull the fork off the fork attachment (see Figure 8).



Handle adjustment

Press the orange release button and push the handle downward until desired height (see Figure 10 & 11). There should be an audible click to signal that the orange release button is fully engaged. Repeat on the other side.

 **CAUTION**

Prior to each use, please ensure the following:

1. Both adjustment buttons are engaged with the handles are in a locked position.
2. Both handles are set at the same adjustment.

Warning: Failure to follow safety instruction may cause serious injury or death.



To Unfold/Fold & Bag attachment

1. Push down and out on the seat support tubes until they are secured in the frame cradles, you should hear the seat lock lever “click” when engaged.
2. Press on the push button from the handles and adjust handles to your desired height. Please refer to bottom of page “Determining the Correct Handle Height”.

To unfold:

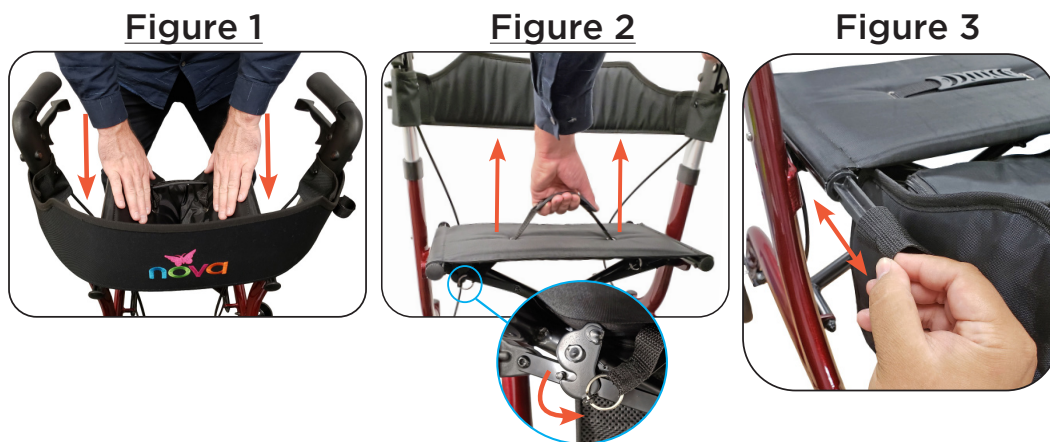
Push down and out on the seat support tubes until they are secured in the frame cradles. You should hear the seat click when properly engaged (see **Figure 1**).

To fold:

1. Pull the seat strap up to disengage the lever from the cradle under the seat.
2. Press down on the sling seat and then inward on the handles (see **Figure 2**).

To remove/attach the bag

Slip the nylon loop over the end of the seat support plug. Remove one side at a time (see **Figure 3**).



Attaching The Cane Holder

1. Take out the cane holder from the bag (see **Figure 1**).



2. Find the cane holder attachment piece below the right side of the frame (see **Figure 2**).
3. Snap the cane holder all the way until its secured (see **Figure 3**).

Figure 2



Figure 3



4. Secure the top of the cane with the velcro strap on the right side of the backrest (see **Figure 4 & 5**).

Figure 4



Figure 5



How to Properly Fit Your Rollator

Rollators are not One Size Fits All, and it is very important to choose a rollator that fits your height. Two things to consider are 1) handle height for proper walking posture and 2) seat height - which should allow you to sit safely and comfortably on the rollator with your back resting on the backrest, your feet flat on the ground and your legs at a 90 degree angle.

How to sit with a rollator

1. Lock the brakes by pushing down on the brake handles until it locks in the downward position. Brakes must be on the lock position for the remainder of the sitting
2. Test the rollator before sitting down to make sure that it will not roll.
3. Use the handles to stabilize your body as you turn around.
4. Before sitting, touch the back of your legs to the edge of the seat to ensure proper positioning of the rollator.
5. Holding the handles, slowly lower your body onto the seat.

DO NOT support your full body weight on the handles when attempting to sit down.

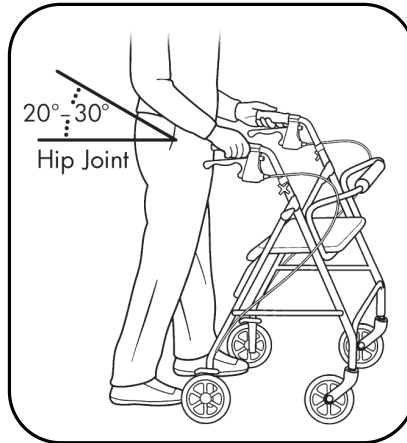
The rollator is intended for stationary seating only. If someone sits then pushes with their feet, the walker could easily tip and cause a fall. The walker should not be used as a wheelchair and it should never be pushed or rolled when someone is sitting on it.

How to stand with a rollator

1. Make sure the brakes are engaged in the downward position
2. Sit as comfortably on the edge of your seat
3. Keep your toes in line with the edge of your seat
4. Place both hands on the chair or one hand on the chair and one hand on the rollator
5. Never put all of your weight on the rollator, as it could make the rollator move
6. Lean forward until some of your body weight is on your feet
7. Use your legs to stand, your arms should only be lifting the weight your legs cannot
8. Do not move forward until you are certain about your balance
9. Unlock brakes and walk.

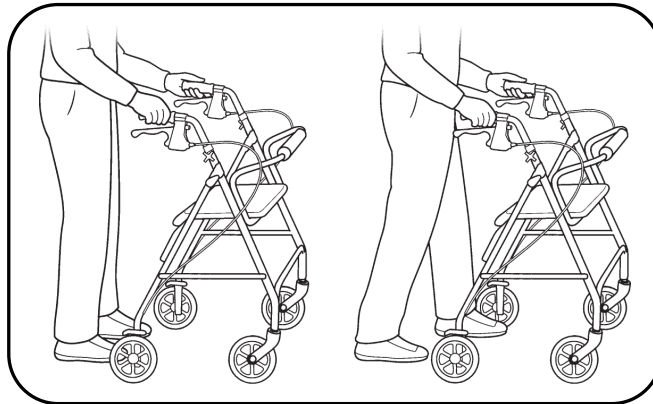
Determining the Correct Handle Height

Stand upright behind the rollator with your arms hanging at your side and both feet in line with the rear wheels. Adjust the height of the rollator legs so that the rollator handles are even with your wrists. This should create a 20 to 30 degree bend in the elbow when using the rollator.



How to walk with a rollator

1. Hold the handles with your fingers resting around the handbrake in the squeezing position. This position will allow you to quickly stop the rollator or control your speed if necessary by squeezing the handbrake.
2. Roll your rollator slowly forward so that the rear wheels are a few inches ahead of your body.
3. Step forward and place one foot in line with the rear wheels.
4. Maintaining a steady roll forward, place your other foot in line with the rear wheels.
5. Determine a pace that is comfortable and allows you to place each step in line with the rear wheels.



Using & adjusting the handbrakes

To use:

1. Squeeze handbrake to stop the rollator or control your walking speed.

To lock/unlock:

1. Push down on the brake handles.
2. The handles will lock into a downward position when properly engaged.
3. Pull up on brake handles to unlock.

How to adjust the brakes

The following information is designed to assist you with the adjustment of your NOVA Feather Touch Handbrake System. **Note:** The braking system on your new NOVA rollator has been preset from the factory. To maintain this preset position, be sure that the tension adjustment screw locking nuts are tight against the housing and the rear wheels. If you are still having difficulty with your brakes, you can adjust them by doing the following:

To Tighten the Brakes

Turn the tension adjustment screw counter clockwise, this will allow the brake shoe to get closer to the wheel. Continue until you reach the desired tension.

To Loosen the Brakes

Turn the tension adjustment screw clockwise, this will allow the brake shoe to rise away from the wheel. Continue until you reach the desired tension. Tighten the nut back down so that it is tight against the top of the brake pad after you have achieved the desired tension.



Tighten the Brake



Loosen the Brake

To Prevent Tipping Over when Sitting

Distribute weight evenly on the seat. **DO NOT** lean on one side of the rollator. Both feet should rest flat on the ground.

DO NOT support your full body weight on the handles when attempting to sit down.

Maintenance

Check your rollator periodically to make sure that the brakes are working correctly and that all of the nuts and bolts are secure. DO NOT use the rollator if the brakes are not working correctly.

Warranty Information

NOVA stands firm on our commitment to providing the highest quality products, as well as exceptional service. This product was built to precise standards and thoroughly inspected prior to shipment. This warranty represents our confidence in the materials and workmanship of our product. NOVA extends this warranty only to the original purchaser of this product. The warranty does not extend to any subsequent purchaser or owner. The warranty is void upon any sale or transfer of ownership or use by other person. NOVA warrants its products are free from defects in material and workmanship under NORMAL use for the period commencing upon the date of purchase and continuing for the following specified period of time after that date:

Metal frame: Limited Lifetime Warranty
Brakes: 5 Years
Non-Metal/Metal parts: 1 Year Limited Warranty
(Wheels, Hand Grips, Padding, Cables, Upholstery, Bag, Screws, Plastic Parts)

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This warranty does not cover problems due to user negligence, misuse of the product, failure to adhere to product instructions, or normal wear and tear. Items that have been subject to negligent abuse, modified without prior written authorization are not covered within this warranty. For warranty service, please contact the dealer from whom you purchased your NOVA product. In the event that you do not receive satisfactory service, please call us directly at the number below. Be prepared to indicate, the nature of the defect, the product serial number, and the name and location of where you purchased the product. You will also be required to provide a receipt of your purchase. DO NOT return any products to our office without prior consent. Repair or replacement is the only remedy under this limited warranty. This warranty does not include any labor or shipping charges incurred in replacement part installation or repair of product.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS WARRANTIES, IMPLIED WARRANTIES, IF ANY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NOVA SHALL NOT BE LIABLE FOR ANY SEQUENTIAL OR INCIDENTAL DAMAGES WHATSOEVER.

*****Remember to keep the product's serial number and the date of purchase*****



SINCE 1993

NOVA believes in the power of joy. We are guided by joy, and inspired by our customers who **choose joy** everyday and every step of the way.

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⚠ WARNING:
This product can expose you to chemicals including Bisphenol A (BPA), which is known to the State of California to cause harm to the female reproductive system. For more information, go to www.P65Warnings.ca.gov

CONTACT US!
We're here to help

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