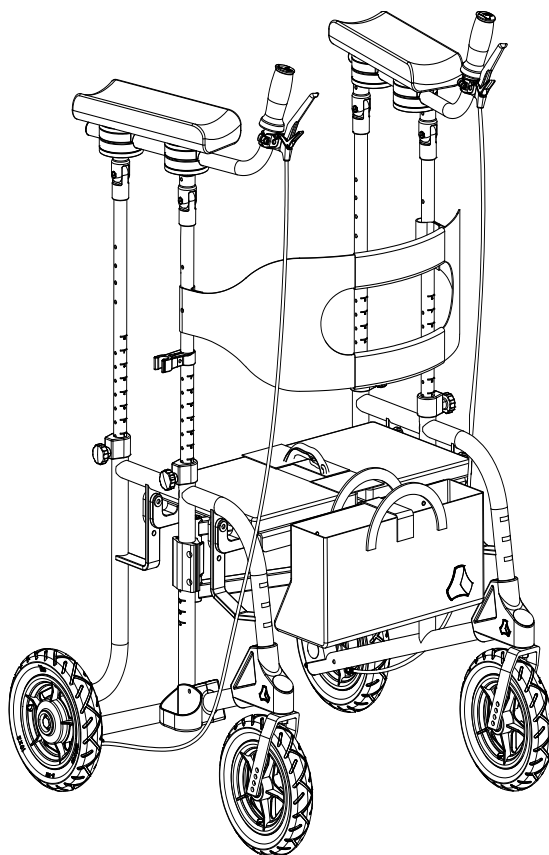



# tauron|rfa<sup>®</sup>

XXL Rollator  
User Manual Version 1.1



**Record of product identification data:**

Enter your product's identification data from the type label in the following lines so that they are available in case of any queries in connection with the product (see Chapter 5.5).\*

<b>TYP</b> Model:	
<b>REF</b> Article number:	
<b>SN</b> Serial number (21):	
 Date of manufacture:	
Other information / notes:	

\* Identification data or type labels of custom-made devices may deviate.

Thank you very much for choosing a DIETZ product.

This product is a medical aid.

Read this user manual carefully before using your product. Please keep this user manual as long as you use the product and, if applicable, pass it on along with the product or store it for later reuse of the product. This helps avoid injuries and product damage. Furthermore, it will provide you with information on how to keep your product in safe working order and how to preserve its value.

Please contact your medical retailer for more information.

Please contact DIETZ in writing or by telephone for information or queries concerning product safety and in case of recalls. You can find our contact information at the end of this user manual.



## NOTICE

A large-print version of this user manual for visually impaired persons is available in PDF format at **[www.shop.dietz-group.de](http://www.shop.dietz-group.de)**.



The current version of the user manual and additional information on your product are available on our website.

<b>1 Important information</b>	
1.1 Intended use .....	6
1.2 Environment of use .....	6
1.3 Storage conditions .....	6
1.4 Service life .....	7
1.5 Safety instructions and warnings .....	7
1.6 Indications / intended use .....	7
1.7 Contraindications .....	7
<b>2 Product description</b>	
2.1 Scope of delivery .....	8
2.2 Options .....	8
2.3 Design of the product .....	9
<b>3 Preparing the product for use</b>	
3.1 Setup information .....	10
3.2 Tools .....	10
3.3 Installing and adjusting forearm pads and handle pipes .....	10
3.3.1 Installing forearm pads and handle pipes .....	11
3.3.2 Adjusting the handle pipes .....	12
3.3.3 Adjusting the forearm pad depth .....	12
3.3.4 Rotating the forearm pads horizontally .....	13
3.4 Unfolding the rollator .....	14
3.5 Adjusting the forearm support height .....	15
3.6 Adjusting the back support belt .....	16
3.6.1 Adjusting the back support belt height .....	16
3.6.2 Adjusting the back support belt depth .....	17
3.7 Using the seat cushion .....	18
3.7.1 Attaching the seat cushion .....	18
3.7.2 Removing the seat cushion .....	19
3.8 Adjusting the seat .....	19
3.8.1 Adjusting the sitting position .....	19
3.8.2 Adjusting the sitting height .....	20
<b>4 Using the product</b>	
4.1 Using the rollator .....	22
4.2 Walking with the rollator .....	22
4.3 Operating and adjusting the brakes .....	23
4.3.1 Operating the service brakes .....	23
4.3.2 Operating the parking brakes .....	24
4.3.3 Adjusting the brakes .....	25
4.4 Sitting on the rollator .....	26
4.5 Unfolding and folding the rollator .....	26
4.5.1 Unfolding .....	27
4.5.2 Folding .....	27
4.6 Suspending and removing the rollator bag .....	28
4.7 Carrying the rollator .....	29
4.8 Transporting the rollator .....	30
4.9 Partial folding (optional) .....	30

4.9.1 Unfolding .....	31
4.9.2 Folding .....	32
4.9.3 Partial folding .....	32
4.10 Cane holder (optional) .....	33
4.11 One-handed brake (optional) .....	34
4.12 Accessories, add-ons, and conversions by third-party suppliers .....	34

## 5 Technical specifications

5.1 Dimensions and technical information . . . .	35
5.2 Product tests .....	35
5.3 Other information .....	36
5.4 Materials / colours .....	36
5.5 Product labelling .....	37

## 6 Safety instructions

6.1 Safety instructions .....	38
-------------------------------	----

## 7 Care and maintenance

7.1 Maintenance / servicing .....	40
7.2 Servicing schedule .....	41
7.3 Troubleshooting .....	43
7.4 Cleaning .....	45
7.5 Disinfection .....	45
7.6 Passing on the product and reuse .....	46
7.7 Disposal .....	46

## 8 Manufacturer's declarations

8.1 Warranty .....	47
8.2 Liability .....	47

## 1.1 INTENDED USE

---

The foldable tauron|rfa has been designed specifically to help care for obese persons. It can be used both indoors and outdoors. The rollator walking aid is suitable for daily use by obese persons with a restricted ability to move. It is intended to compensate, or at least improve, reduced walking performance in order to help users expand their range or improve their mobility. The rollator supports users when walking and can also be used as a temporary seat to take breaks. The aid is intended to be used by teenagers and adults with a maximum weight of up to

250 kg. A rollator bag attached in front of the seat surface enables users to transport items such as groceries up to a load of 5 kg. Using the rollator for other purposes such as climbing stairs or transporting heavy loads is impermissible or contrary to the intended use and dangerous.

The intended use of products made and labelled as custom-made devices may differ. The documentation supplied with the product applies in such cases.

## 1.2 ENVIRONMENT OF USE

---

The rollator can be flexibly used on any firm and level surface, and its folding mechanism facilitates transport. The tauron|rfa is commonly used in retirement and nursing homes, hospitals,

rehabilitation facilities, day care centres, and private homes. The operational ambient temperature is -10 °C to +50 °C.

## 1.3 STORAGE CONDITIONS

---



### WARNING

Do not store the product near a heat source and do not place any objects on the product during storage.

To store the rollator, ensure that it is kept in a dry place protected against strong sunlight, at a temperature of 0 °C to +45 °C, and at a relative humidity

between 20 % and 75 %. Secure the rollator against any unintended rolling motion. However, do not engage the parking brakes as this may cause damage to the tyres over an extended period of time. To protect the seat cushion and the bag in the folded state, DIETZ recommends removing them before folding. After prolonged periods of storage (> 4 months), please check all inspection points on the rollator as listed in the servicing schedule before using / reusing it.

## 1.4 SERVICE LIFE

---

The product has an expected service life of 5 years when used daily and in line with the intended use. This requires compliance with the

servicing, cleaning, and safety instructions in this user manual. The indicated service life does not constitute any additional warranty.

## 1.5 SAFETY INSTRUCTIONS AND WARNINGS

---

Any improper use, i.e. any use of the product other than the intended use, can be hazardous. Observe the safety instructions in this user manual. They are identified as follows:



### WARNING

Designates a medium risk of severe injuries.



### CAUTION

Designates a low risk of minor injuries.



### NOTICE

Designates a risk of potential property damage. Provides tips and suggestions.

## 1.6 INDICATIONS / INTENDED USE

---

The product may be used in the following scenarios:

- impaired mobility due to a restriction of the active or passive musculoskeletal system
- obesity and its pathological sequelae
- coordination issues while walking
- reduced strength
- rheumatism or arthritis

## 1.7 CONTRAINDICATIONS

---

The product must not be used:

- by children or persons with a height of < 146 cm and / or a body weight of < 40 kg (BMI < 17)
- as a climbing aid, to transport heavy loads / persons, or similar purposes
- by persons with perception deficiencies
- by persons with severe balance impairments
- when the indicated load bearing capacity of 250 kg is exceeded
- by persons unable to stand unaided
- by persons with reduced or insufficient vision

## 2.1 SCOPE OF DELIVERY

---



### WARNING

**Risk of poisoning:** Burning packaging films may release toxic gases.

**Risk of suffocation:** Keep plastic bags out of reach of children.



### NOTICE

- The product features described and the scope of delivery may vary in specific countries and markets depending on the individual indication and pathology.
- Keep the original box in case you want to ship or store the product.

The product is supplied in a partly assembled state and packed in a cardboard box. Check the contents for completeness and proper condition upon receipt. Please inform the supplier in case of any visible product damage.

The box contains the following items:

- 1 rollator tauron|rfa
- 1 user manual
- 1 back support belt, installed
- 2 forearm pads with 2 handle pipes, not installed on the product
- 4 bolts for installing the forearm pads and handle pipes
- Accessories not installed on the product: bag, transport safety strap, and seat cushion

## 2.2 OPTIONS

---

- Partial folding  
(To facilitate moving through constricted spaces encountered in situations such as shopping as well as passing through room or elevator doors (see Chapter 4.9).)
- Cane holder left / right
- One-handed brake left / right

## 2.3 DESIGN OF THE PRODUCT



## NOTICE

This user manual may contain depictions and descriptions of components not included in the actual scope of delivery.

- |  |  |
|--|--|
| 1. forearm pad                             | 10. rear reflector stickers                            |
| 2. handle pipe                             | 11. rear wheel   |
| 3. rotary disc                             | 12. drum brake   |
| 4. height-adjustable forearm supports      | 13. front wheel (swivelling)                           |
| 5. folding strap (black)                   | 14. side reflector stickers                            |
| 6. unlocking strap (grey)                  | 15. rollator bag                                       |
| 7. foldable seat surface with seat cushion | 16. cross brace height adjustment                      |
| 8. partial folding lock pin                | 17. front reflector stickers                           |
| 9. cross brace                             | 18. seat surface height adjustment                     |
|  | 19. star knob for adjusting the forearm support height |
|  | 20. Bowden cable                                       |
|  | 21. back support belt                                  |
|  | 22. brake lever  |
|  | 23. handle   |

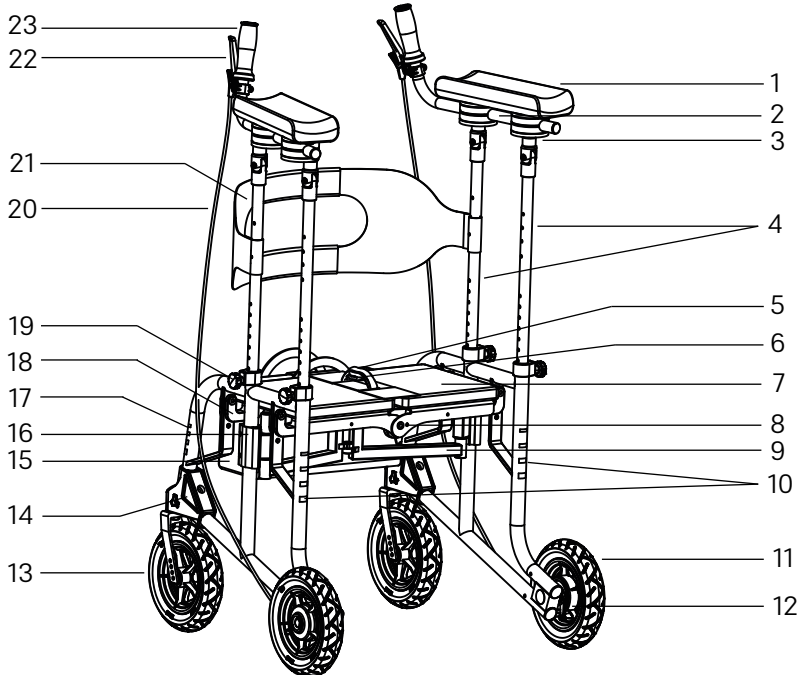


Fig. 1

### 3.1 SETUP INFORMATION

---

The rollator is supplied in a partly assembled state. The 2 forearm pads with handle pipes are not installed on the rollator, and accessories are not installed on the product. The following chapters contain information on how to set up the rollator and how to adjust it to your needs to ensure comfortable use of the rollator. The functional check and adjustment of the product to the individual user is carried out by a medical

retailer.

Medical retail employees:

- are able to perform the required tasks based on their technical training, expertise, and experience,
- can recognize potential risks associated with the overall process and avoid hazards.

### 3.2 TOOLS

---

- Torque wrench
- Hexagon socket key (3 mm, 4 mm, 5 mm)
- Spanner (8 mm, 10 mm, 13 mm)
- Socket spanner (13 mm)

### 3.3 INSTALLING AND ADJUSTING FOREARM PADS AND HANDLE PIPES

---



#### WARNING

**Risk of burns:** Keep the pads away from ignition sources to avoid fire.

**Risk of falling:** Tighten the locking screws by hand before using the rollator.



#### CAUTION

**Risk of crushing:** Mind your hands when installing and adjusting the forearm pads and handle pipes.



#### NOTICE

- DIETZ recommends having the installation and adjustment work described in this chapter performed by competent medical retail employees only.
- The forearm pads and handle pipes are not supplied in installed condition. However, they are connected to the rollator via the Bowden cables. See Chapter 3.3.1 for installation.
- In their supplied state, the handle pipes are adjusted in such a way that the handles face up. For instructions on adjusting the handle pipes for use, see Chapter 3.3.2.

### 3.3.1 Installing forearm pads and handle pipes



#### WARNING

**Risk of falling:** The 2 rear forearm supports are not locked in place.



#### NOTICE

- For detailed unfolding instructions, see Chapter 3.4 or Chapter 4.9.
  - For detailed instructions on forearm support height adjustment, see Chapter 3.5.
1. Place the rollator in front of you and face it in the direction of travel.
  2. To slightly unfold the rollator, pull its 2 front forearm supports (in the direction of travel) apart (1).

#### Rollator without partial folding option

- 3.1 Push the seat surface down until it is horizontal.

#### Rollator with partial folding option

- 3.1 To disengage the partial folding lock pin, pull the grey unlocking strap up.
- 3.2 Hold the grey unlocking strap in the pulled position and press one side of the seat surface down to a horizontal position with the other hand.
- 3.3 Release the grey unlocking strap.
  - The partial folding lock pin does not click into place.

4. Pull the rear forearm support up (2) and position it at the same increment as the front forearm support (in the direction of travel). Use the level indicator as a guide.
5. Tighten the star knob with your hand in a clockwise direction (3).
6. Repeat steps 4 to 5 with the other rear forearm support.

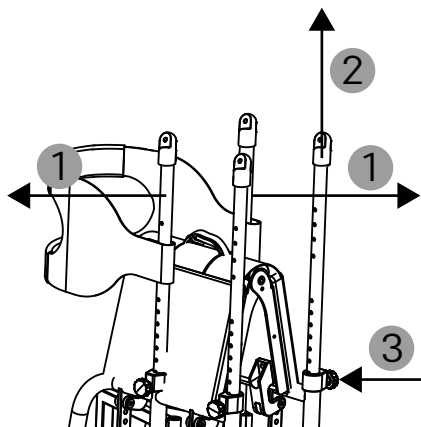


Fig. 2

7. Place the forearm pad with handle pipe and rotary discs onto the forearm supports (4). The handles must point in the direction of travel (front).
8. Place the nuts in the recesses provided for this purpose.
9. Insert the bolts with one washer each.
10. Tighten the bolts with a hexagon socket key (4 mm).
11. Repeat steps 7 to 10 on the other side.

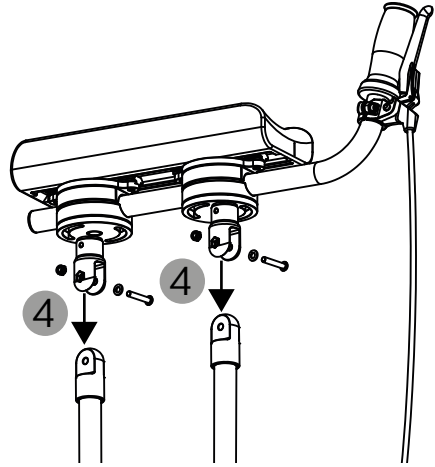


Fig. 3

### 3.3.2 Adjusting the handle pipes

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. Loosen the 4 bolts on the underside of the rotary discs using a hexagon socket key (4 mm) (1).
4. Push the handle pipe to the desired continuous insertion depth (2). As you do so, make sure not to push the handle pipe forward beyond the point where it is flush with the rotary disc in the rear (3).
5. Make sure that the handles point up (4).
6. Tighten the 4 bolts with your hands (1).

7. Repeat steps 3 to 6 with the other forearm pad.

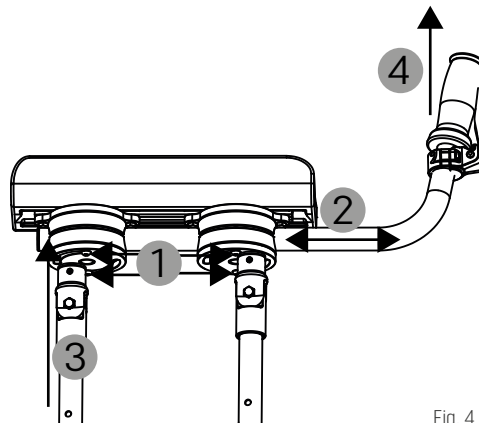


Fig. 4

### 3.3.3 Adjusting the forearm pad depth

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.

3. Loosen the 4 bolts on the underside of the forearm pad using a spanner (10 mm) **(1)**.
4. Push the forearm pad to the desired continuous insertion depth **(2)**.
5. Tighten the 4 bolts with your hands **(1)**.
6. Repeat steps 3 to 5 with the other forearm pad.

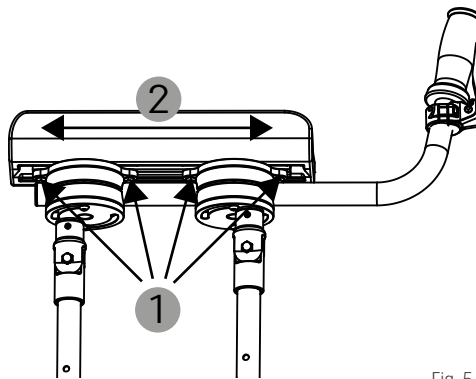


Fig. 5

### 3.3.4 Rotating the forearm pads horizontally

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. Loosen the 2 threaded pins on the forearm supports using a hexagon socket key (3 mm) **(1)**.
4. Loosen the 4 bolts on the underside of the rotary discs using a hexagon socket key (4 mm) **(2)**.
5. Rotate the rotary discs to the desired continuous position **(3)**.
6. Make sure that the handles point up **(4)**.
7. Tighten the 4 bolts with your hands **(2)**.
8. Tighten the 2 threaded pins with your hands **(1)**.
9. Repeat steps 3 to 8 with the other forearm pad.

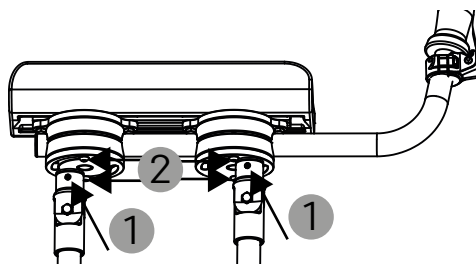


Fig. 6

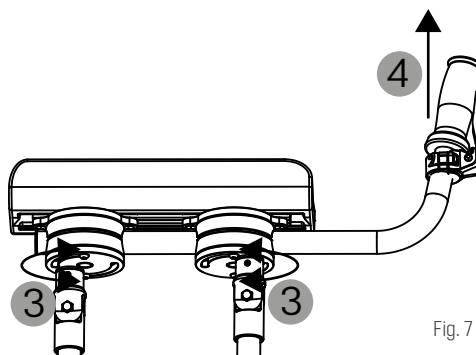


Fig. 7

## 3.4 UNFOLDING THE ROLLATOR

**WARNING**

**Risk of injury:** Only use the rollator as a seat in its fully unfolded state.

**Risk of crushing:** Mind your hands when folding the rollator.

**NOTICE**

To unfold a rollator with a partial folding option, see Chapter 4.9.

1. Place the rollator in front of you and face it in the direction of travel.
2. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
3. Hold on to the handle with one hand (1).
4. To slightly unfold the rollator, pull it apart by the handle pipe using your free hand. While doing so, slightly lift the rollator using the handle pipe to facilitate the pulling motion (2).

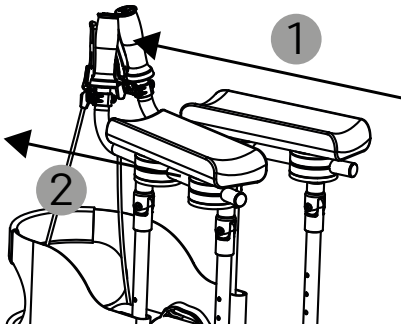


Fig. 8

5. Keep holding on to the handle with one hand (3).
6. Press one side of the seat surface down to a horizontal position with the other hand (4).
7. In case the seat cushion is not located on the seat surface, attach it (see Chapter 3.7).

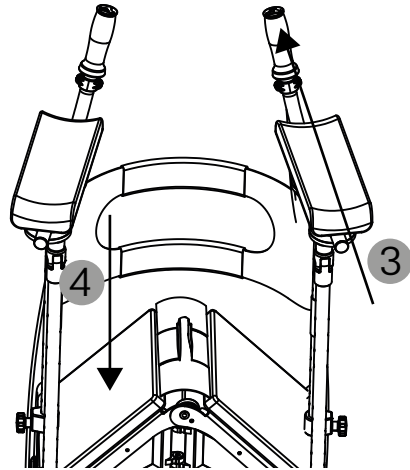


Fig. 9

### 3.5 ADJUSTING THE FOREARM SUPPORT HEIGHT



#### WARNING

**Risk of falling:** Do not position the forearm support in between the snap-in positions of the level indicator, but exactly in one of the available snap-in positions.

**Risk of falling:** Tighten the star knobs by hand before using the rollator.



#### CAUTION

**Risk of crushing:** Mind your hands when adjusting the forearm supports.



#### NOTICE

- DIETZ recommends having the setting options described in this chapter performed by competent medical retail employees.
- The rollator is typically used with bent elbows (90°). To facilitate this, set the forearm support height: Users stand upright between the forearm supports with bent elbows (90°). The supports are adjusted in such a way that users can rest their forearms on the forearm pad while standing upright. The same increment is selected for all forearm supports.
- The back support belt height changes as the forearm support height is adjusted.

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. Hold the handle pipe.
4. Loosen the 2 star knobs on one side of the rollator in a counter-clockwise direction until the forearm supports can be moved (1).
5. Position the 2 forearm supports at the desired height (2). Use the level indicator for guidance as you select the same increment for both forearm supports (3).
6. Tighten the star knobs with your hand in a clockwise direction (1).
7. Repeat steps 3 to 6 with the 2 forearm supports on the other side.

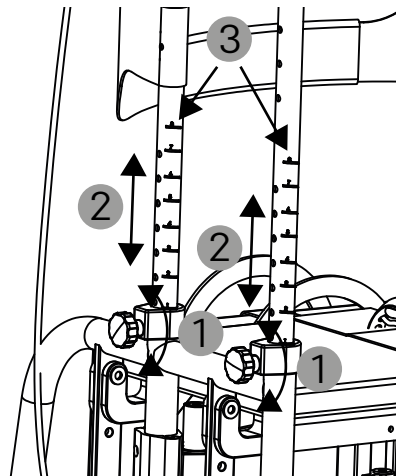


Fig. 10

## 3.6 ADJUSTING THE BACK SUPPORT BELT



### WARNING

**Risk of burns:** Keep the back support belt away from ignition sources to avoid fire.

### 3.6.1 Adjusting the back support belt height



### NOTICE

- DIETZ recommends having the setting options described in this chapter performed by competent medical retail employees only.
  - The upper 4 bores in the 2 front forearm supports (in direction of travel) are intended for the back support belt sleeve bolts.
  - The back support belt must be adjusted to the same increment on both sides.
1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
  2. Unfold the rollator.

**Risk of falling:** The back support belt helps you find the correct position on the seat surface. The back support belt is not a backrest.

3. Loosen the back support belt sleeve bolt from the forearm support using a hexagon socket key **(1)**.
4. Remove the sleeve bolt.
5. Move the back support belt to the desired height increment **(2)**.
6. Insert the sleeve bolt with the washers on both ends **(1)**.
7. Tighten the sleeve bolt with a torque wrench (5 Nm) **(1)**.
8. Repeat steps 3 to 7 on the other side of the back support belt.

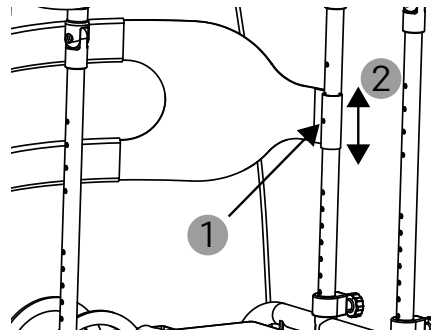


Fig. 11

### 3.6.2 Adjusting the back support belt depth



#### WARNING

**Risk of falling:** Do not remove the slot nut from the guiding slot. There is a risk of the back support belt opening during use in case it is not properly fastened.



#### NOTICE

Please consult a medical retailer if you have any questions regarding the back support belt depth setting.

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. Separate both covers from the back support belt by opening their hook and loop fasteners (1).
4. Open the hook and loop fasteners on the upper and lower part of the back support belt (2).
5. Position the hook and loop fasteners in such a way that the desired depth is achieved. Stay within the limits of the slot nut and the guiding slot (3).

6. Close the hook and loop fasteners on the upper and lower part (2).
7. Install the upper back support belt cover with the lettering facing in the direction of travel (front) and the logo on the left side (1).
8. Install the lower cover in the same way as the upper one (1).

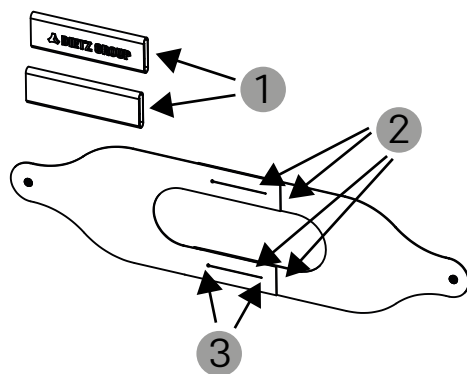


Fig. 12

### 3.7 USING THE SEAT CUSHION



#### WARNING

**Risk of burns:** Keep the seat cushion away from ignition sources to avoid fire.



#### NOTICE

Position and align the hook and loop fasteners on top of one another in such a way that the elastic centre part of the seat cushion neither sags excessively nor has too much tension.

#### 3.7.1 Attaching the seat cushion

Attach the seat cushion to make the rollator a comfortable seat.

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. Pull the seat cushion apart and position it on the seat surface with the hook and loop fastener facing in the direction of travel (front) without attaching the hook and loop fastener to the seat surface **(1)**.
4. Open the hook and loop fastener of the centre part **(2)**.
5. Pull the folding strap (and the unlocking strap) through the opening in the centre part **(3)**.
6. Attach the hook and loop fastener below the strap(s) in such a way that it (they) are located on top of the fastener **(2)**.
7. To reduce the clearance in the centre, push the sides of the seat cushion closer together **(4)**.
8. To attach the seat cushion's hook and loop fastener to the seat surface, press the seat cushion down.

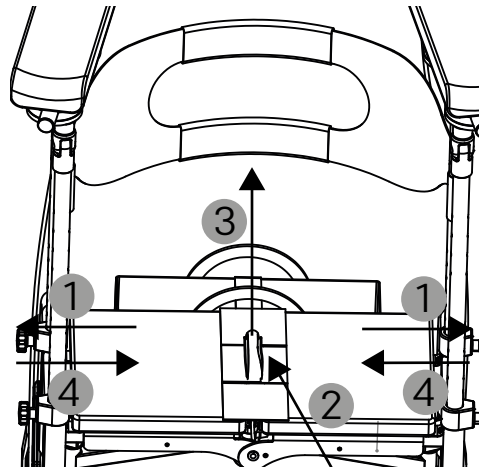


Fig. 13

### 3.7.2 Removing the seat cushion

To fold the rollator smaller and to protect the seat cushion during transport or storage, remove the seat cushion.

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. To loosen the seat cushion's hook and loop fastener, pull the seat cushion off the seat surface (1).
4. Pull the seat cushion apart and position it on the seat surface (2).
5. Open the hook and loop fastener of the centre part (3).

6. Remove the seat cushion from the seat surface.

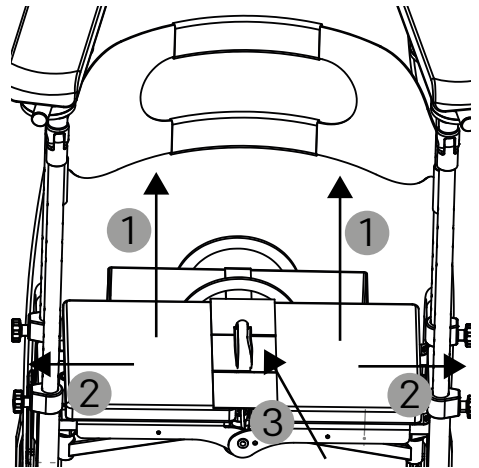


Fig. 14

## 3.8 ADJUSTING THE SEAT

### 3.8.1 Adjusting the sitting position



#### WARNING

**Risk of falling:** Tighten the locking screws by hand before using the rollator.

**Risk of crushing:** Mind your hands when adjusting the seat depth.



#### NOTICE

DIETZ recommends having the settings described in this chapter performed by medical retail employees only.

1. To engage the parking brakes, push the brake levers down (see Chapter 4.3.2).
2. Unfold the rollator.
3. In case the bag is attached, remove it (see Chapter 4.6).
4. If the seat cushion is located on the seat surface, remove it.

5. Remove the 8 bolts of the seat surface using a hexagon socket key (5 mm) and a socket spanner (13 mm) **(1)**.
6. Remove the 8 bolts.
7. Position the seat surface in such a way that the desired depth is achieved **(2)**.
8. Insert the 8 bolts with one washer each on the threaded end **(1)**.
9. Tighten the 8 bolts.

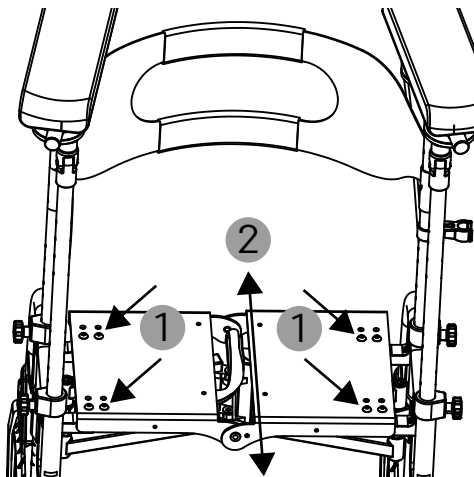


Fig. 15

### 3.8.2 Adjusting the sitting height



#### WARNING

**Risk of falling:** Adjust the seat and the cross brace uniformly and use the same height increment on both sides. To ensure the rollator's stability, the seat must rest on the cross brace when the rollator is unfolded.

**Risk of falling:** Tighten the locking screws with a torque wrench.

**Risk of crushing:** Mind your hands when adjusting the sitting height.



#### NOTICE

- The setting options described in this chapter must be performed by competent medical retail employees.
- The users' feet must touch the ground when seated.

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. In case the bag is attached, remove it (see Chapter 4.6).
4. If the seat cushion is located on the seat surface, remove it.
5. To make the cross brace movable, loosen the 4 bolts of the 2 clamps with a hexagon socket key (4 mm) **(1)**.
6. To adjust the seat surface on one side of the rollator, loosen the 2 bolts for seat surface height adjustments with a hexagon socket key (5 mm) and a spanner (13 mm) **(2)**.
7. Remove the 2 bolts.
8. Position the seat at the desired increment.

9. Insert the 2 bolts and their washers in the following sequence: the plastic washer on the head end, the plastic washer on the threaded end, then the metal washer, then the nut.
10. Tighten the 2 bolts with a torque wrench (15 Nm) (2).
11. Repeat steps 6 to 10 on the other side.

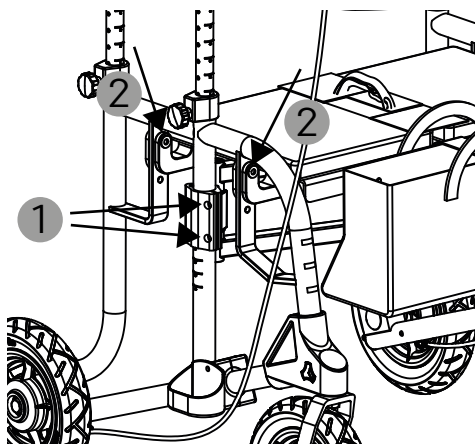


Fig. 16

12. To prevent soiling or damage to the rollator, place padding material on the floor.
13. Position the rollator on its back so that it rests on the forearm pads and rear wheels.
14. Push the cross brace towards the seat surface until the seat surface touches the crossbar. Ensure that the seat surface is level.
15. Pull the cross brace up to form a 'V' until you feel resistance (3).

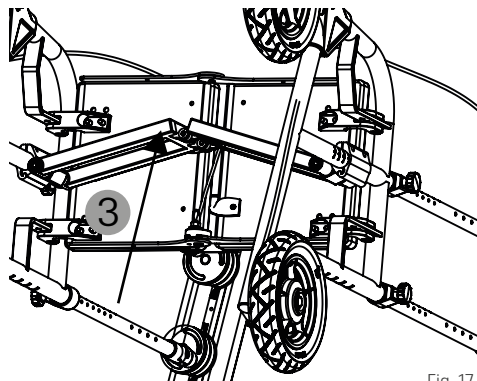


Fig. 17

16. Use the cross brace level indicator to check whether the crossbar is set to the same increment as the seat surface (4).
17. To ensure correct cross brace adjustment, check whether the clamps are centred on and run parallel to the pipe as depicted (5).
18. Tighten the 4 bolts with a torque wrench (8 Nm) (6).
19. Put the rollator back on its wheels.
20. Check whether the seat rests on the cross brace.

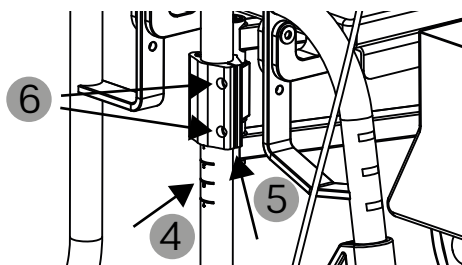


Fig. 18

## 4.1 USING THE ROLLATOR

---

Thoroughly familiarise yourself with your rollator before using it for the first time so that you feel confident handling it. Take the help of an accompanying person as you do so.

Before using the rollator, check whether:

- the rollator is fully unfolded
- the rollator stands on all 4 wheels
- all attached parts are properly installed
- all bolts are properly tightened
- the wheels properly turn when pushing the rollator
- the brakes work (see Chapter 4.3)
- the bag is properly suspended from the

magnetic bag suspension (see Chapter 4.6)

For safety in public road traffic, DIETZ recommends:

- observing road traffic regulations
- not using the rollator while under the influence of alcohol or other substances that may have adverse effects on your attentiveness and ability to react
- ensuring that the reflector stickers are visible and in good condition
- wearing bright, noticeable clothing to improve one's own visibility

## 4.2 WALKING WITH THE ROLLATOR

---



### WARNING

**Risk of falling:** To provide adequate support, the rollator must be used in immediate proximity to the body. Do not push the rollator too far in front of you.

**Risk of falling:** Do not use the rollator to walk backwards.

**Risk of falling:** To prevent the rollator from rolling away from you while walking, e.g. as you use the rollator to walk down an incline, use the service brakes. To do so, pull the brake levers towards you (see Chapter 4.3.1).

**Risk of falling:** Do not walk on excessive inclines.

**Risk of falling:** Use the service brake with caution as you walk. Pulling the brake levers abruptly

may cause you to stumble or lose your balance (see Chapter 4.3.1).



### NOTICE

In order to recognise obstacles early and to go around them, walk upright and look ahead.

1. To engage the parking brakes, pull the locking levers towards you (see Chapter 4.3.2).
2. Unfold the rollator.
3. Stand behind the rollator.
4. Place your forearms on the forearm pads and grip the handles with both hands.
5. Once you have a secure footing, disengage the parking brakes by pulling the brake levers towards you (see Chapter 4.3.2).
6. Start walking.

## 4.3 OPERATING AND ADJUSTING THE BRAKES

### 4.3.1 Operating the service brakes



#### WARNING

**Risk of falling:** Use the service brakes with caution as you walk. Pulling the brake levers abruptly may cause you to stumble or lose your balance.

**Risk of falling:** Do not walk on excessive inclines.

To prevent the rollator from rolling away from you while walking, e.g. as you use the rollator to walk down an incline, use the service brakes.

1. To brake the rollator in a controlled manner while walking, lightly and evenly pull both brake levers towards you **(1)**.
2. To release the brakes, let the brake levers go back to their neutral position **(1)**.

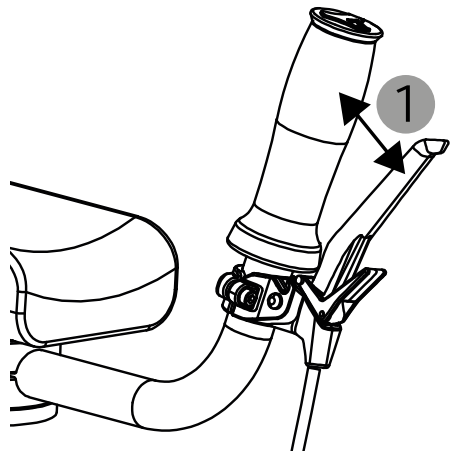


Fig. 19

### 4.3.2 Operating the parking brakes



#### WARNING

**Risk of burns:** Keep the rollator away from ignition sources to avoid fire.

**Risk of falling:** To prevent any uncontrolled movements of the rollator, engage the parking brakes when parking the rollator and before sitting down on the rollator.



#### CAUTION

**Risk of crushing:** Mind your fingers when operating the parking brake.

To park the rollator, use the parking brakes.

1. To engage the parking brakes, pull the locking levers towards you (1).  
→ The locking levers audibly engage.

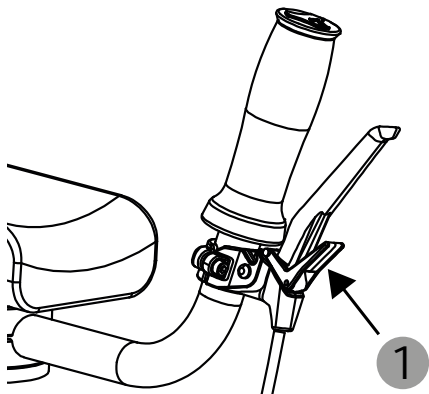


Fig. 20

2. To disengage the parking brakes, pull the brake levers towards you (2).  
→ The locking levers audibly disengage.
3. Let the brake levers go back to their neutral position (3).

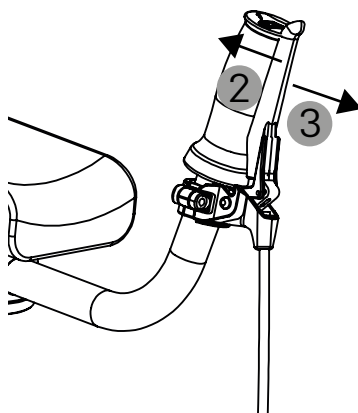


Fig. 21

### 4.3.3 Adjusting the brakes



#### WARNING

**Risk of injury:** Do not fully unscrew the adjustment bolts as this will render the brakes inoperable.

**Risk of injury:** Please consult a medical retailer if adjustments do not lead to an improvement in brake performance or if you encounter any issues during brake adjustment. This is necessary to ensure safe use of the rollator.

**Risk of injury:** The brakes must be re-adjusted after replacing the Bowden cables or rear wheels. This must be done by a medical retailer.

The brakes are adjusted correctly if the following conditions are fulfilled:

- The brake levers and Bowden cables must not be loose as this would reduce the braking efficiency.
- The wheels must not produce any friction noise when rotated without pulling the brake levers.

In case of insufficient braking efficiency, adjust the rear wheel brakes using the Bowden cable adjustment bolts:

1. Unfold the rollator.
2. If the lower part of the adjustment bolt is too tight, loosen it with a spanner (8 mm) in an anti-clockwise motion **(1)**.
3. To shorten the Bowden cables and, thus, increase the tension, turn the upper part of the adjustment bolts in an anti-clockwise direction **(2)**.
4. To prevent the Bowden cables from becoming loose unintentionally, turn the lower part of the adjustment bolt in an anti-clockwise direction with your hand **(1)**.

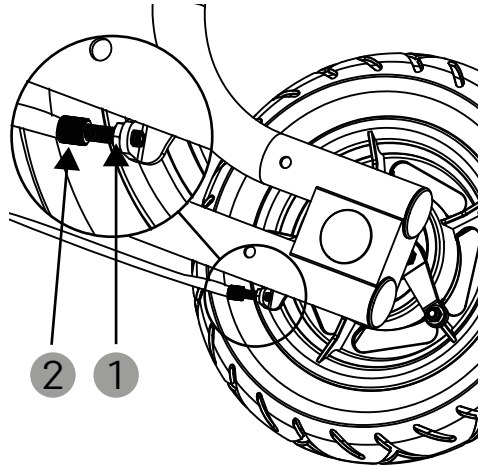


Fig. 22

#### 4.4 SITTING ON THE ROLLATOR

---



##### WARNING

**Risk of burns:** Keep the rollator away from ignition sources to avoid fire.

**Risk of injury:** Only use the rollator as a seat in its fully unfolded state.

**Risk of falling:** Before sitting on the rollator, engage the parking brakes to prevent the rollator from rolling away.

**Risk of falling:** The back support belt helps you find the correct position on the seat surface. The back support belt is not a backrest.

**Risk of falling:** The seat surface is only intended as a temporary seat. Please use a conventional seat for longer breaks.

**Risk of injury:** You must neither toddle nor have other persons push the rollator when you sit on it.

**Risk of falling:** Do not sit on the rollator in vehicles such as public transport buses.

1. Park the rollator on firm, level ground.
2. To engage the parking brakes, pull the locking levers towards you.
3. Unfold the rollator.
4. Make sure the rollator stands on all 4 wheels.
5. In case the seat cushion is not located on the seat surface, attach the seat cushion.
6. To have a short break, sit down on the seat surface.

#### 4.5 UNFOLDING AND FOLDING THE ROLLATOR

---



##### WARNING

**Risk of crushing:** Mind your hands when folding the rollator.

**Risk of injury:** Only use the rollator as a seat in its fully unfolded state.



##### CAUTION

**Risk of injury:** Make sure to step out of the rollator when folding it.



##### NOTICE

- To fold a rollator with a partial folding option, see Chapter 4.9.
- You can fold the rollator together with the empty bag. If the bag contains items, you must remove or empty it before folding the rollator (see Chapter 4.6).

### 4.5.1 Unfolding

1. Place the rollator in front of you and face it in the direction of travel.
2. To engage the parking brakes, pull the locking levers towards you.
3. Hold on to the handle with one hand (1).
4. To slightly unfold the rollator, pull it apart by the handle pipe using your free hand. While doing so, slightly lift the rollator using the handle pipe to facilitate the pulling motion (2).
5. Keep holding on to the handle with one hand (3).
6. Press one side of the seat surface down to a horizontal position with the other hand (4).
7. In case the seat cushion is not located on the seat surface, attach it.

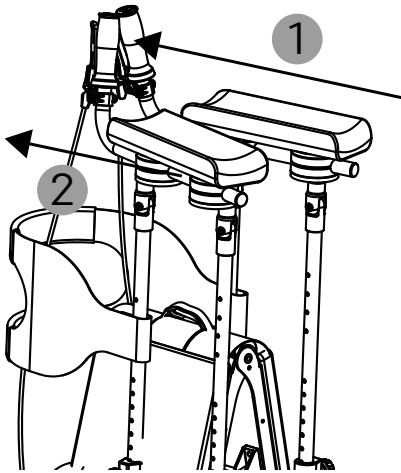


Fig. 23

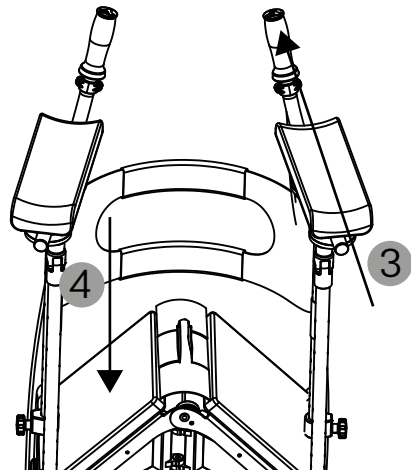


Fig. 24

### 4.5.2 Folding

1. Place the rollator in front of you and face it in the direction of travel.
2. To engage the parking brakes, pull the locking levers towards you.
3. If you want to fold the rollator as small as possible, remove the seat cushion.

4. Hold on to the handle with one hand (1).
5. Pull up the black folding strap until the rollator is folded (2).
6. If the rollator is not fully folded, push it together. To do so, hold on to the handle with one hand (1) and use your other hand to collapse the rollator by the forearm pad (3).

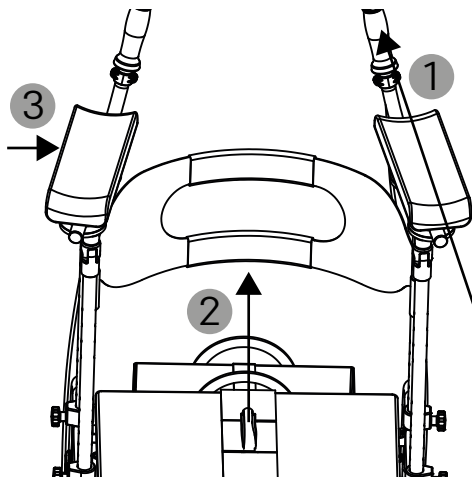


Fig. 25

#### 4.6 SUSPENDING AND REMOVING THE ROLLATOR BAG



##### WARNING

**Risk of burns:** Keep the bag away from ignition sources to avoid fire.

**Risk of injury:** Do not load the bag beyond the permissible maximum weight of 5 kg. There is a risk of the bag falling on your feet, you stumbling over the bag, or the rollator falling over.

**Magnetic bag suspension:** For users with cardiac pacemakers using the rollator bag, the same rules as for using conventional bags with magnetic catches apply. Follow the user manual and safety information for your cardiac pacemaker.



##### CAUTION

**Risk of crushing:** Make sure not to reach between the magnets when suspending or removing the bag.



##### NOTICE

Sudden movements can easily make the bag swing from side to side, which is no reason for concern.

1. To engage the parking brakes, pull the locking levers towards you.
2. Unfold the rollator.

3. To suspend the bag, hold it by its handle loops (1).
4. Hold the bag with the logo facing in the direction of travel (front).
5. To make the magnets engage, guide the bag along the bag suspension and towards the magnets (2).  
→ The magnets audibly engage.
6. Before loading the bag, make sure by way of inspection that the magnets are properly engaged.
7. To remove the bag from the suspension, hold it by its two handle loops (1).
8. Pull the bag up to remove it from the bag suspension (3).

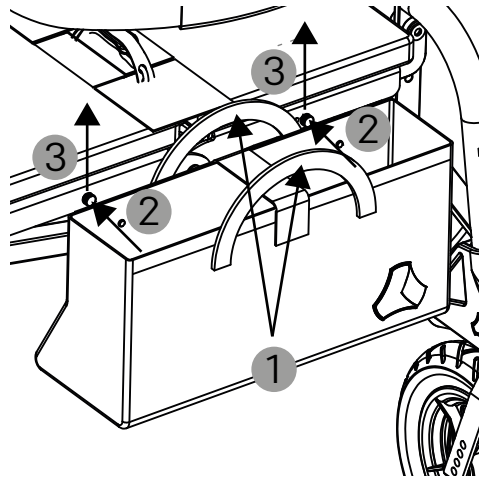


Fig. 26

#### 4.7 CARRYING THE ROLLATOR



#### WARNING

**Risk of falling:** Get a second person to help you. Lift the rollator with two persons only if both of you have a secure footing and you are capable of carrying the rollator's weight.

**Risk of falling:** Only carry the rollator in its fully folded state and when it is not heavily loaded.

**Risk of crushing:** Mind your hands when carrying the rollator. Only hold the rollator by the designated points when carrying it (1).

1. To engage the parking brakes, pull the locking levers towards you.
2. Fold the rollator.
3. Hold the rollator by the frame in the front and rear together with another

person (1).

4. Lift the rollator and carry it to the desired location.

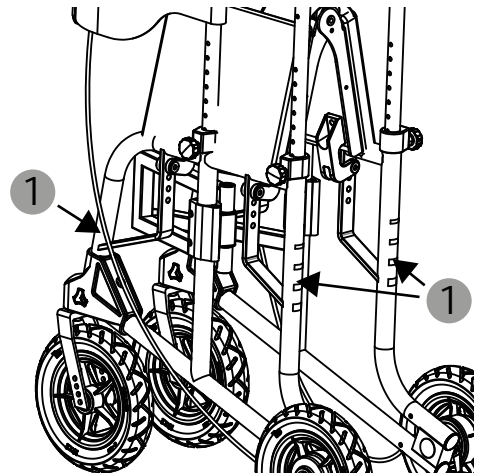


Fig. 27

## 4.8 TRANSPORTING THE ROLLATOR



### NOTICE

- To fold the rollator smaller and to protect the seat cushion, remove the seat cushion.
- To protect the bag, remove it.
- For air or railway transport, get informed about the transport company's transport conditions prior to traveling.
- In case of a rollator with partial folding option, the partial folding lock pin must not be engaged as this can cause damage to the product.

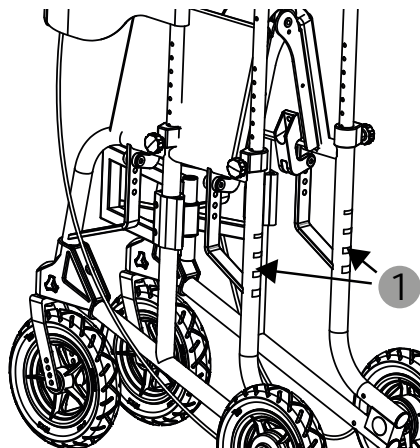


Fig. 28

1. To engage the parking brakes, pull the locking levers towards you.
2. Fold the rollator.
3. Secure the rollator from unfolding during transport by attaching the transport safety strap to the rear frame (1).
4. To transport the rollator, pack it in its original box.
5. After packaging the rollator for shipping, observe the proper box orientation indicated on the box.
6. Transport the rollator in such a way that it reliably remains upright and sudden movements of the means of transport do not give rise to any hazards.

## 4.9 PARTIAL FOLDING (OPTIONAL)



### WARNING

**Risk of crushing:** Mind your hands when folding the rollator.

**Risk of injury:** Only use the rollator as a seat in its fully unfolded state.



### CAUTION

**Risk of injury:** Make sure to step out of the rollator when fully or partially folding it.



## NOTICE

- If your rollator does not have a partial folding option, it can be modified to include this option. DIETZ recommends to have any modifications done by a

### 4.9.1 Unfolding

1. Place the rollator in front of you and face it in the direction of travel.
2. To engage the parking brakes, pull the locking levers towards you.
3. Hold on to the handle with one hand **(1)**.
4. To slightly unfold the rollator, pull it apart by the handle pipe using your free hand. While doing so, slightly lift the rollator using the handle pipe to facilitate the pulling motion **(2)**.

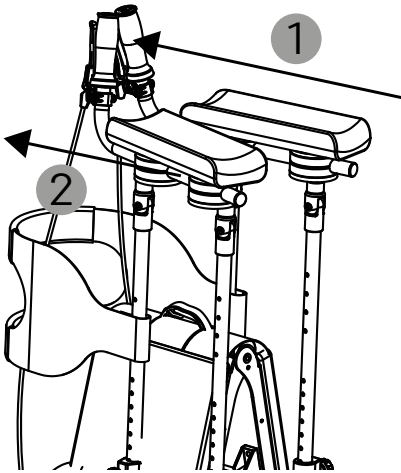


Fig. 29

medical retailer.

- You can fold the rollator together with the empty bag. You must remove or empty the bag prior to folding the rollator if the bag has items in it.
5. To disengage the partial folding lock pin, pull the grey unlocking strap up **(3)**.
  6. Hold the grey unlocking strap in the pulled position and press one side of the seat surface down to a horizontal position with the other hand **(4)**.
  7. Release the grey unlocking strap.
    - The partial folding lock pin does not click into place.
  8. In case the seat cushion is not located on the seat surface, attach it.

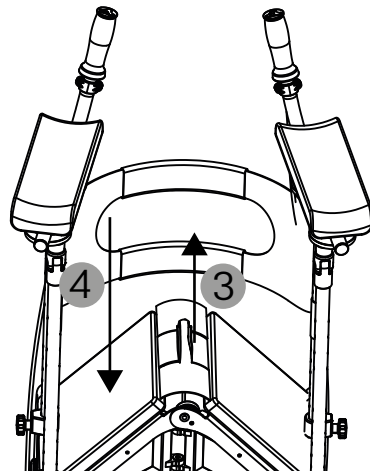


Fig. 30

### 4.9.2 Folding

1. Place the rollator in front of you and face it in the direction of travel.
2. To engage the parking brakes, pull the locking levers towards you.
3. If you want to fold the rollator as small as possible, remove the seat cushion.
4. Hold on to the handle with one hand (1).
5. To disengage the partial folding lock pin, pull the grey unlocking strap up. To fold the rollator, simultaneously pull up the black folding strap until the rollator is folded (2).
6. Release both the unlocking strap and the folding strap.
  - The partial folding lock pin does not click into place.

7. If the rollator is not fully folded, push it together. To do so, hold on to the handle with one hand (1) and use your other hand to collapse the rollator by the forearm pad (3).

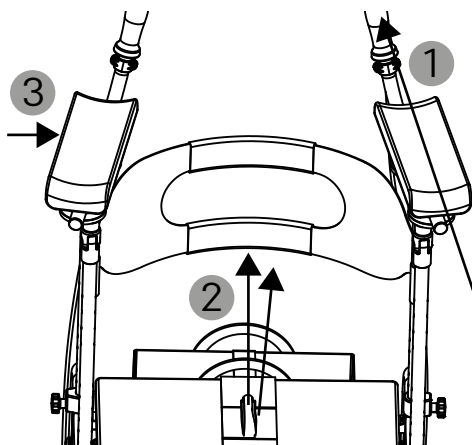


Fig. 31

### 4.9.3 Partial folding



#### WARNING

**Risk of injury:** There is an increased risk of tipping when the rollator is partially folded. Use the partial folding option on firm and level surfaces only.



#### NOTICE

- Only use the partially folded rollator to pass constricted spaces.
- Do not put pressure on the seat surface when the rollator is partially folded.

1. Place the unfolded rollator in front of you and face it in the direction of travel.
2. To engage the parking brakes, pull the locking levers towards you.
3. Hold on to the handle with one hand (1).
4. To fold the rollator, pull up the black folding strap until the partial folding lock pin engages in the partial folding increment (2).
  - The partial folding lock pin audibly clicks into place.

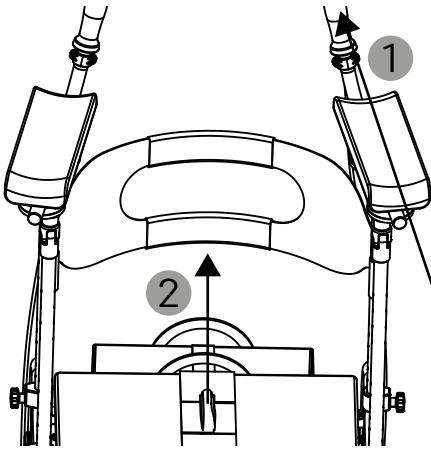


Fig. 32

- To prevent the rollator from unfolding unexpectedly, make sure by way of inspection that the partial folding lock pin is properly engaged in the partial folding increment (3).

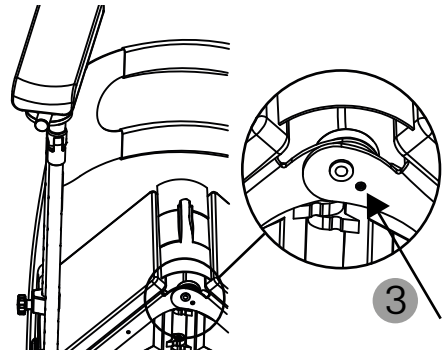


Fig. 33

#### 4.10 CANE HOLDER (OPTIONAL)



#### WARNING

**Risk of falling:** Make sure that the walking cane is correctly placed in the cane holder and that it cannot become loose while walking.



#### NOTICE

If your rollator does not have a cane holder, it can be fitted at any time. DIETZ recommends to have this done by a medical retailer.

- To engage the parking brakes, push the brake levers down (see Chapter 4.3.2).
- To keep your walking cane in the cane holder, position the rubber foot of the walking cane in the lower part of the cane holder (1).

- Click the cane into the upper bracket of the cane holder by applying light pressure (2).
- To remove the walking cane, pull it out of the upper bracket of the cane holder (2).

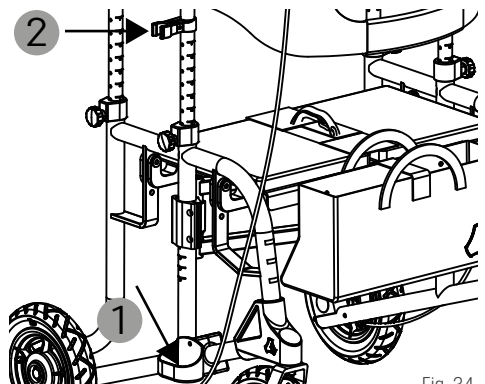


Fig. 34

#### 4.11 ONE-HANDED BRAKE (OPTIONAL)

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##### WARNING

**Risk of falling:** A precondition for fitting your rollator with a one-handed brake is that your hand operating the brake lever is sufficiently strong. This is necessary to ensure safe handling of the rollator.

If one of your hands is not strong enough to safely operate the brake, the rollator can be converted to feature a one-handed brake system. This conversion must be performed by a medical retailer.

The instructions regarding the use, maintenance, and safety of the version with two brake levers apply to this version as well.

#### 4.12 ACCESSORIES, ADD-ONS, AND CONVERSIONS BY THIRD-PARTY SUPPLIERS

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##### WARNING

**Risk of injury:** The safety of the product cannot be guaranteed in case add-ons or accessories are used without prior approval by DIETZ.

**Risk of injury:** In case accessories or add-ons are fitted to the product, the safety instructions in the user manual for such accessories or add-ons must be observed.

If you combine a DIETZ product with accessories not supplied by us, you make changes to the product.

If third-party products are installed on a DIETZ product, the responsibility for the safety of the product passes on to the person installing the accessory or add-on.

We recommend the exclusive use of original accessories by DIETZ GmbH and the exclusive use of combinations that have been tested for efficacy and safety based on a combination agreement in line with Annex I, No. 14.1 of the EU Regulation 2017 / 745 (MDR).

Our Service will be happy to provide you with more detailed information on approved accessories and combination agreements.

## 5.1 DIMENSIONS AND TECHNICAL INFORMATION

Specifications		Unit	tauron rfa		
Effective seat width <sup>1</sup>		mm	580	630	680
Total width		mm	785	835	880
Width when partially folded		mm	650	680	710
Internal dimensions when partially folded		mm	460	480	508
Length / width / height when folded		mm	809/367/1255	809/382/1255	809/390/1255
Weight without / with accessories		kg	21/22.5	21.5/23	22/24
Total length		mm	809		
Total height min. / max.		mm	1255 / 1430		
Forearm support height, adjustable		mm	8 increments of 25		
Forearm support height min. / max.		mm	1100 / 1275		
Seat height		mm	515 / 535 / 555 / 575		
Seat depth		mm	300		
Wheel dimensions		mm	250 x 50		
Turning width min. / max.		mm	1080 / 1200		
Tipping stability acc. to EN ISO 11199-3	forward	°	> 15		
	backward	°	> 7		
	lateral	°	> 4.5		
Max. body weight incl. additional loads		kg	250		
Rollator bag max. load capacity		kg	5		
Recommended body height		m	1.50 - 1.90		

<sup>1</sup>Measured between the lateral frame elements.

## 5.2 PRODUCT TESTS

Standard	tested
EN ISO 11199-3	tested according to the standards for walking aids manipulated by both arms, walking tables
ISO 10993-5	tested for material toxicity
ISO 8191-2	tested for resistance against ignition of upholstery materials and plastic components

## 5.3 OTHER INFORMATION

Specifications	tauron rfa
REF	730001
Ambient temperature during operation (entire rollator and DIETZ options)	-10 °C to +50 °C
Ambient storage conditions (entire rollator and DIETZ options)	0 °C to +45 °C // 20 % to 75 % relative humidity

## 5.4 MATERIALS / COLOURS



## NOTICE

All metals used are resistant to corrosion

Component	Colour	Material
Frame	manganese grey, citrine	aluminium (Al), powder-coated
Seat	grey	aluminium (Al), powder-coated
cross brace	black	steel
Forearm supports	black	steel
Wheels	black	polyurethane (PUR)
Brake lever	black	polyamide (PA) + 30 % fibreglass (FRP)
Handles	black	thermoplastic elastomers (TPE)
Seat cushion	black	polyester, PUR foam
Rollator bag	black	polyester
Back support belt	black	polyester, PE-HD
Forearm pad	black	PUR foam

## 5.5 PRODUCT LABELLING

Type and warning labels on the product must remain legible. Have your medical retailer replace any illegible or missing labels as well as any missing reflector stickers. The serial number that unambiguously identifies a product is indicated on the type label affixed to the cross brace. The type label must not be removed.

Products that carry any of the labels below are custom-made devices.

SONDERANFERTIGUNG  
CUSTOM-MADE DEVICE

Custom-made devices that have been made specifically for a particular user have different type labels and, possibly, different intended uses and warnings. The additional documentation must be observed.



For reuse on an individual patient.



Unique patient number  
(corresponds to the product serial number)

Hereafter, the symbols and information on the type label are explained in detail. The depicted type label serves as an example.

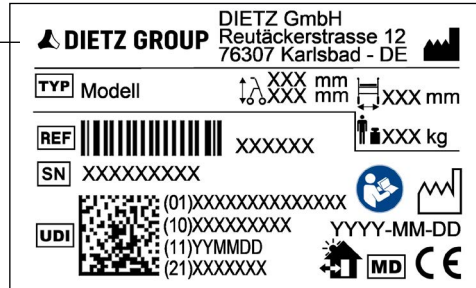


Fig. 35

	TYP = Model
	REF = Article number
	SN = Serial number
	UDI = Unique device identifier (01) UDI-DI/GTIN (10) Batch number (11) Date of manufacture (YYMMDD) (21) Serial number
	Manufacturer/manufacturer's identification mark/contact address
	Maximum body weight incl. additional loads
	Date of manufacture (YYYY-MM-DD)
	Total rollator width
	Total rollator height (min. - max.)
	The rollator can be used both indoors and outdoors.
	Observe user manual
	Medical device
	The product conforms to Regulation (EU) 2017/745 on medical devices.

## 6.1 SAFETY INSTRUCTIONS

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When using your product, observe the following safety instructions at all times to prevent falls, hazardous situations, and damage to the product:



### WARNING

**Safety instructions:** Observe all safety instructions. Failure to do so may give rise to a risk of injury!

- Carefully read the user manual before using the rollator!
- The rollator may only be used on firm, level ground!
- Use the service brake when walking on inclines (pull the brake levers towards you in a controlled manner).
- The rollator must be securely and evenly supported by all 4 wheels.
- Before every use of the rollator, check whether all attached parts are properly fixed, whether the brakes are functional, and whether the rollator is fully unfolded.
- Engage both parking brakes before sitting down on the rollator's seat surface.
- The seat surface is only intended as a temporary seat. Please use a conventional seat for longer breaks.
- The back support belt helps you find the correct position on the seat surface. The back support belt is not a backrest.
- Shifts in balance caused by body movements may increase the risk of tipping the rollator over. Therefore, always ensure even loading of the rollator.
- Never suspend any bags from the handles or other parts of the rollator as this increases the risk of tipping. Suspend the supplied rollator bag only from the bag suspension intended for this purpose.
- Mind your hands when folding the rollator. There is a risk of crushing.
- Do not exceed the max. load limit of 250 kg for users incl. additional loads.
- Do not expose the rollator to direct sunlight, heat sources, or low temperatures for prolonged periods of time as this could cause parts of the product (e.g. frame or handles) to become very hot ( $> 41\text{ }^{\circ}\text{C}$ ) or cold ( $< 0\text{ }^{\circ}\text{C}$ ), potentially causing injuries to the skin.
- Make sure that the rollator is not parked in the immediate vicinity of emergency exits or escape routes so as not to block them.
- Do not use the rollator while under the influence of alcohol or other substances that may have adverse effects on your attentiveness and ability to react.
- Use the rollator for its intended purpose only.

- Do not let the rollator collide with obstacles such as steps or edges uncontrolledly.
- Children must not be allowed to play with the rollator.
- You must neither toddle nor have other persons push the rollator when you sit on it. This involves a risk of injury and may cause damage to the product.
- Observe road traffic regulations when using public roads.
- Wear bright, noticeable clothing whenever possible to improve your own visibility, and make sure that the reflector stickers are visible and in good condition.
- Do not sit on the rollator in vehicles such as public transport buses.
- Do not use the rollator on escalators.
- When there is no elevator or ramp, you must take the help of an accompanying person to climb stairs.
- In case crossing railway tracks or similar obstacles cannot be avoided by going around, they are to be crossed at right angles (90°).
- The rollator must not be used to help transport heavy loads or for similar purposes.
- The rollator bag may be used to transport items up to a max. weight of 5 kg.
- Never climb onto the rollator and never use it as a climbing aid.
- If you notice any functional issues with your rollator, please have your medical retailer repair it immediately.
- Following storage periods of more than 4 months, all inspections stipulated in the servicing schedule should be performed.
- Do not sit on the rollator without clothes for hygiene reasons.
- Keep the rollator away from any potential heat and ignition sources.
- In case of any redness or irritation of the skin associated with using the product, seek medical advice immediately.
- The manufacturer and the competent authority must be informed of any serious events linked to the product.

## 7.1 MAINTENANCE / SERVICING

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### WARNING

**Safety hazard:** To maintain the operational safety of the product, repairs may only be performed by medical retailers using original DIETZ spare parts. The relevant spare parts catalogue is available on our website as part of the information on the product concerned.

**Risk of crushing:** Mind your hands when performing maintenance on the rollator.



### NOTICE

Users are the first to notice any possible damage. If you notice a fault described in the servicing schedule, or any other defects or functional impairments, please contact a competent medical retail employee.



### NOTICE

Unless otherwise stated, the inspections and measures stipulated in the servicing schedule must be performed by the users or their care assistants.




### NOTICE FOR MEDICAL RETAILERS


If users report any product abnormalities, please check all the inspection points listed in the servicing schedule. The same checks must be performed before reusing the product and following prolonged periods of storage (> 4 months).


To ensure safe use of the product, DIETZ recommends performing the inspections listed in the servicing schedule at regular intervals.

Improper or insufficient product care and servicing will result in limited liability. The servicing schedule does not provide any information on the actually required scope of work on the product.

## 7.2 SERVICING SCHEDULE

What to check	Description	monthly prior to use	
<b>Brakes / parking brakes / service brakes:</b> function	 <b>Risk of injury:</b> The brakes must be re-adjusted after replacing the Bowden cables or rear wheels. This must be done by a medical retailer. <ul style="list-style-type: none"> <li>• The rear wheels must not turn when the parking brake levers are locked or when the service brake levers are in the fully pulled position.</li> <li>• It must be possible to turn the wheels without any resistance or noise when the brake levers are in the neutral position.</li> <li>• The brake levers must not be damaged.</li> <li>• The lower part of the adjustment bolts at the rear wheel Bowden cable terminations must be tight at all times.</li> <li>• Each Bowden cable must be secured with a guide strap.</li> </ul>	x	
<b>Forearm supports:</b> stability	<ul style="list-style-type: none"> <li>• The star knobs for height adjustment and securing the forearm supports against undesired play must be present on both sides and it must be possible to tighten them by hand.</li> <li>• The forearm supports must not be loose.</li> <li>• The handles and brake levers must be properly fixed.</li> </ul>	x	
<b>Forearm pads, rotary discs, and handle pipes:</b> stability, soiling, and damage	<ul style="list-style-type: none"> <li>• If the forearm pads are dirty, clean them in line with the cleaning instructions.</li> <li>• The forearm pads must not be damaged.</li> <li>• The forearm pads must not be loose.</li> <li>• Rotary discs and handle pipes must not have any external damage / deformation.</li> <li>• Forearm pads, rotary discs, and handle pipes must be securely bolted.</li> </ul>	x	
<b>Folding mechanism:</b> function, safety, and damage	With or without partial folding option: <ul style="list-style-type: none"> <li>• It must be possible to fold the rollator.</li> <li>• The folding strap must not have any external damage.</li> </ul> With partial folding option: <ul style="list-style-type: none"> <li>• The partial folding lock pin must not be damaged.</li> <li>• The unlocking strap must not have any external damage.</li> <li>• It must be possible to engage and disengage the partial folding lock pin using the unlocking strap.</li> </ul>	x	
<b>Swivelling and rigid wheels:</b> ease of rotation, function, and damage	<ul style="list-style-type: none"> <li>• The wheels must run in a straight line and must not wobble.</li> <li>• The wheels must rotate easily and quietly during travel.</li> <li>• The wheels must not be damaged.</li> <li>• If the wheel bearings are dirty, clean them in line with the cleaning instructions.</li> <li>• The rear wheel hub caps must be present.</li> <li>• Have damaged and heavily worn wheels replaced.</li> </ul>	x	

What to check	Description	monthly	prior to use
<b>Bolted joints:</b> tightness	 <b>Risk of injury:</b> Self-locking nuts and bolts become ineffective after multiple loosening and tightening cycles. Therefore, any loose self-locking nuts and bolts must be replaced by a medical retailer. <ul style="list-style-type: none"> <li>All bolted joints must be tight.</li> </ul>	x	
<b>Seat surface and seat cushion:</b> stability, soiling, and damage	<ul style="list-style-type: none"> <li>If the seat surface / seat cushion is dirty, clean them in line with the cleaning instructions.</li> <li>Have the seat surface / seat cushion replaced in case of any damage.</li> <li>The seat surface must be supported by the cross brace when the rollator is fully unfolded.</li> </ul>	x	
<b>Back support belt:</b> soiling & damage	<ul style="list-style-type: none"> <li>The back support belt must be securely bolted to the forearm supports.</li> <li>The back support belt must not be damaged.</li> <li>If the back support belt is dirty, clean it in line with the cleaning instructions.</li> </ul>	x	
<b>Rollator bag and bag suspension:</b> function, soiling, and damage	<ul style="list-style-type: none"> <li>If the bag or the bag suspension is damaged, have it replaced.</li> <li>If the seat bag or bag suspension is dirty, clean them in line with the cleaning instructions.</li> <li>The components of the magnetic bag suspension on both the bag and the rollator must be properly attached and function without any issues.</li> </ul>	x	
<b>Cane holder:</b> soiling & damage	<ul style="list-style-type: none"> <li>Both the upper and lower part of the cane holder must be free of damage.</li> <li>The cane holder must be securely attached to the rollator in the designated location.</li> <li>It must be easily possible to position the walking cane in the cane holder.</li> <li>If the cane holder is dirty, clean it in line with the cleaning instructions.</li> </ul>	x	
<b>Reflector stickers:</b> damage	<ul style="list-style-type: none"> <li>All reflector stickers must be present and in good condition.</li> </ul>	x	
<b>Forearm supports:</b> stability, function, and damage	<ul style="list-style-type: none"> <li>The star knobs for height adjustment and securing the forearm supports against undesired play must be present on both sides and it must be possible to tighten them by hand.</li> <li>The forearm supports must not be loose.</li> <li>The forearm supports must not have any external damage / deformation.</li> <li>It must be easily possible to adjust the forearm support height and the supports must engage in one of the level indicator positions.</li> <li>The handles and brake levers must be properly fixed.</li> <li>The handles and brake levers must not be damaged or cracked.</li> </ul>		x

What to check	Description	monthly	prior to use
<b>Entire frame incl. cross brace:</b> function & damage	<ul style="list-style-type: none"> <li>The frame and cross brace must not be damaged or cracked.</li> <li>Functional damage or surface damage must be rectified.</li> </ul>		X
<b>Type label:</b> damage	<ul style="list-style-type: none"> <li>All information on the type label must be clearly legible.</li> </ul>		X
<b>Visual inspection:</b> loose parts, fractures, corrosion, or other damage	 <b>Risk of injury:</b> In case any such damage is detected, the rollator must no longer be used as safe operation is no longer ensured.		X
<b>Entire product:</b> dirt	<ul style="list-style-type: none"> <li>The entire rollator must be cleaned based on how dirty it is, however, it must be cleaned at least once a month (see Chapter 7.4).</li> </ul>		X

### 7.3 TROUBLESHOOTING

What	Possible causes	Measures
The product does not roll in a straight line.	<ul style="list-style-type: none"> <li>The wheel bearings are defective or the wheel suspension is no longer correctly attached.</li> </ul>	Consult medical retailer.
The product is hard to push.	<ul style="list-style-type: none"> <li>Dirt has accumulated on the wheel bearings.</li> </ul>	Remove dirt.
	<ul style="list-style-type: none"> <li>The brakes are incorrectly adjusted.</li> <li>The wheel bearings are defective or the wheel suspension is no longer correctly attached.</li> </ul>	Consult medical retailer.
The brake function is insufficient or not uniform.	<ul style="list-style-type: none"> <li>The brakes are incorrectly adjusted or the brake pads are worn out.</li> </ul>	Consult medical retailer.
The seat surface is not horizontal or not securely attached to the rollator.	<ul style="list-style-type: none"> <li>The rollator is not fully unfolded (e.g. partial folding).</li> </ul>	Fully unfold the rollator.
	<ul style="list-style-type: none"> <li>The seat surface is not properly attached to the lateral suspensions or it is defective.</li> <li>The cross brace or the folding mechanism is defective.</li> </ul>	Consult medical retailer.

What	Possible causes	Measures
The product cannot be folded.	<ul style="list-style-type: none"> <li>The cross brace, the seat surface, or the folding mechanism is defective.</li> </ul>	Consult medical retailer.
The rollator does not provide proper support or does not stand safely.	<ul style="list-style-type: none"> <li>The forearm supports are not fixed in place properly or have been incorrectly adjusted to the user.</li> </ul>	Check whether the star knobs on the forearm supports are properly tightened by hand. Check the forearm support height and consult a medical retailer if required.
	<ul style="list-style-type: none"> <li>The rollator has not been fully unfolded.</li> </ul>	Fully unfold the rollator.
	<ul style="list-style-type: none"> <li>The rollator frame or the forearm supports are damaged.</li> </ul>	Consult medical retailer.
	<ul style="list-style-type: none"> <li>The forearm pads are not fixed in place properly or have been incorrectly adjusted to the user.</li> </ul>	Check whether the bolts are properly tightened by hand. Check the positioning and consult a medical retailer if required.
The bag cannot be suspended.	<ul style="list-style-type: none"> <li>The magnetic bag suspension is defective or has become loose.</li> </ul>	Consult medical retailer.
	<ul style="list-style-type: none"> <li>A part of the magnetic bag suspension has been lost.</li> </ul>	
The seat cushion cannot be attached.	<ul style="list-style-type: none"> <li>The hook and loop fastener is dirty.</li> </ul>	Remove dirt.
	<ul style="list-style-type: none"> <li>A part of the hook and loop fastener has become loose.</li> </ul>	Consult medical retailer.
The back support belt opens without intention.	<ul style="list-style-type: none"> <li>The hook and loop fastener is dirty.</li> </ul>	Remove dirt.
	<ul style="list-style-type: none"> <li>A part of the hook and loop fastener has become loose.</li> </ul>	Consult medical retailer.
	<ul style="list-style-type: none"> <li>The slot nut is not located in the guiding slot.</li> </ul>	Position slot nut in the guiding slot, consult medical retailer if required.
	<ul style="list-style-type: none"> <li>The hook and loop fastener of the back support belt and / or cover is not properly fastened.</li> </ul>	Fasten hook and loop fastener
Squeaking or friction noise	<ul style="list-style-type: none"> <li>Various causes</li> </ul>	Consult medical retailer.

## 7.4 CLEANING

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### NOTICE

- Do not use high-pressure cleaners, strong, corrosive chemicals, or abrasive additives for cleaning purposes.
- In order to prevent corrosion, ensure that all materials are completely dry after cleaning.
- Sand and sea water (or gritting salt) can damage moving parts and the wheel bearings. Thoroughly clean the product after it has been exposed to such conditions.

To clean the product and its non-textile components, you can regularly wipe it down with a moist cloth. In case of heavy soiling, use lukewarm water with added mild detergent. Finish cleaning by wiping the product with clear water and drying it with a cloth.

You can clean the wheels using a moist brush with soft plastic bristles. Do not use a wire brush! The textiles are hand-washable with a mild detergent at up to 40 °C. Machine-washable textiles are labelled accordingly.

## 7.5 DISINFECTION

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### WARNING

**Risk of infection:** The product must be disinfected before it is given to another person.

Safe disinfection cannot be ensured in textiles with seams. DIETZ recommends having such textiles replaced.



### NOTICE

- When disinfecting, observe any instructions provided by the manufacturer of the cleaning or disinfection agents used.
- Observe the washing instructions for any removable textiles where available.

Thoroughly spray all components with a commercially available surface disinfectant or wet a cloth with disinfectant and use it to wipe all components. Take particular care to thoroughly disinfect surfaces that come into frequent contact with hands/skin, e.g. seat surface, handles. Please refer to the most recent list published by the Robert-Koch-Institut ([www.rki.de/en](http://www.rki.de/en)) to select a disinfectant compatible with the materials to be disinfected.

The following disinfectants are compatible with the materials used:

- aldehyde-free, alcohol-based disinfectants (max. 70 % propyl alcohol content)
- water-based disinfectants (alcohol-free, aldehyde-free, solvent-free, and perfume-free)

## 7.6 PASSING ON THE PRODUCT AND REUSE

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### WARNING

**Risk of infection:** The product must be disinfected before it is given to another person. This is an important measure to avoid cross-contamination.



### NOTICE

If the product is labelled as a custom-made device, it must not be passed on or reused.

Your product is suitable for passing it on and reusing it. The number of times it can be reused depends on the material wear condition and the functional condition of the respective product. When passing on the product to new users or a medical retailer, please remember to hand over all technical documents necessary for safe use along with it.

The product must be cleaned, disinfected, checked for damage, and approved by a medical retailer prior to reuse.

All product inspection points listed in the servicing schedule must be checked in this context.

## 7.7 DISPOSAL

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The product is made of aluminium and plastic materials that can be recycled. The packaging material (cardboard) can be recycled as well. If you no longer need the product, please contact your medical retailer. They will then pick up the product and either dispose of it properly or make further use of it. Otherwise, please take the product to your local recycling facility.

## 8.1 WARRANTY

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Warranties cover all defects of the product, which are verifiably attributable to flaws in the material or manufacturing processes. The warranty period is 24 months from receipt of the dispatch note, or, if not received, from the date of delivery. Any damage that has occurred as a

result of wear and tear, deliberate damage, or negligent or improper operation, use, or cleaning is not covered under statutory warranty obligations. This also applies to the use of unsuitable care products and lubricating oil or grease.

## 8.2 LIABILITY

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DIETZ GmbH can only be held liable if the products are used under the specified conditions and for the specified purposes. DIETZ recommends proper handling and care of the products as per the instructions. DIETZ GmbH cannot be held liable for any damage caused by components and spare parts that have not been approved by DIETZ GmbH. Repairs must be carried out exclusively by medical retailers or the manufacturer.



**Product group: rollators**

**Product: tauron|rfa**

User Manual Version 1.1 EN

Dated 2025-05 (NHA)

REF EN BDA: 911366

**DIETZ GmbH**

Reutäckerstraße 12

76307 Karlsbad

Germany

Tel.: +49 7248.9186-0

Fax: +49 7248.9186-86

[info@dietz-group.de](mailto:info@dietz-group.de)

[www.dietz-group.de](http://www.dietz-group.de)

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