

TOMTAR®

FAKTO+

Standard rollator

User manual Version 3.0.0 EN

EN



Capture identification data

We recommend to write down your product identification data below, so that you have these on hand, when you require any further information about your product. You'll find these data on the label attached to your product. (see chapter product labeling)

TYP Typ / model:	
REF Item nr. / REF:	
UDI Serial number (21):	
 Date of manufacture:	
Other information:	

Thank you for purchasing a FAKTO+ rollator from DIETZ.

This product is a medical aid. In order to use it properly and avoid possible risks due to unintended use, you must become thoroughly familiar with its operation.

Read this user manual carefully before you begin to use your new product. It contains important safety instructions and valuable tips on correctly using the product.

In addition, you will receive information that will aid operational and traffic safety and the preservation of your investment in your product.

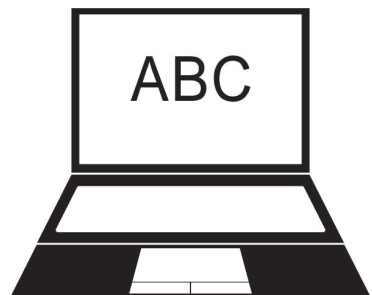
If you have any questions or require additional information, please contact the specialist retailer which supplied the medical aid to you.

You can always find the latest information on your product on our homepage. For information or queries concerning product safety and on recalls, please contact DIETZ. You will find our contact information on the back of this user manual.



NOTE

A large-print version of the operating instructions is available for visually impaired persons at **www.dietz-group.de** in PDF format. _____



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1.1 GENERAL INFORMATION

This user manual is intended provide all users and support staff with a basis for ensuring the safe use of the FAKTO+.

The manual contains information on the preparation, use, maintenance and servicing of your rollator. In order to make the most of the device in a sensible manner and to maintain handling reliability, you should always comply with the specified handling instructions. Make sure that the user manual can always be accessed by the user.

This user manual is included in the scope of delivery. We reserve the right to make changes to the versions shown in this manual as a result of technical further development. Reprints, translations and reproductions of this manual in any form, in whole or in part, require the written approval of DIETZ GmbH.

The copyright is owned by the manufacturer. This user manual is not subject to an updating service. You can find out the latest status by contacting DIETZ GmbH.

1.2 INTENDED USE

The FAKTO+ is designed for persons with restricted mobility with a maximum body weight of 130 kg for use as a walking aid and, to a limited extent, as a seating device for temporary rest.

It is used both in private as well as stationary areas and is designed exclusively for use on solid and level surfaces. It can be used indoor and outdoor.

The intended purpose may differ for products which were manufactured as custom-made devices and which have been labelled as such. In this case, please refer to the documentation supplied with the product.

1.3 INDICATION

The use of the FAKTO+ is indicated for:

- ▼ Restricted mobility due to a restriction of the active or passive musculoskeletal system
- ▼ Coordination problems when walking
- ▼ Reduced load-bearing capacity

1.4 CONTRAINDICATION

The use of the FAKTO+ is not indicated for:

- ▼ False sensations
- ▼ Severe disequilibrium
- ▼ User weights of above 130 kg

The rollator FAKTO+ must not be used as a climbing aid, a transport aid for large loads or for any similar purposes.

1.5 SIGNS AND SYMBOLS

These symbols indicate passages of text that are helpful for using and operating the product in every day life.



WARNING

It is mandatory to observe and comply with warnings.

They inform you of circumstances that could result in injury and/or damage to the rollator or surroundings if the warnings are not observed.



NOTE

Tips and advice to simplify using the functions. _

2.1 SCOPE OF DELIVERY

On receipt of the rollator, please immediately check to make sure that the contents are complete and undamaged. If the contents are noticeably damaged, inform the freight company immediately.

The scope of delivery of the FAKTO+ includes the following components and accessories:

- ▼ FAKTO+ rollator
- ▼ User manual
- ▼ Basket
- ▼ Tray
- ▼ Cane holder
- ▼ Plastic rack
- ▼ Curb climber

Optional accessories:

- ▼ Single hand brake
- ▼ Umbrella
- ▼ Backstrap

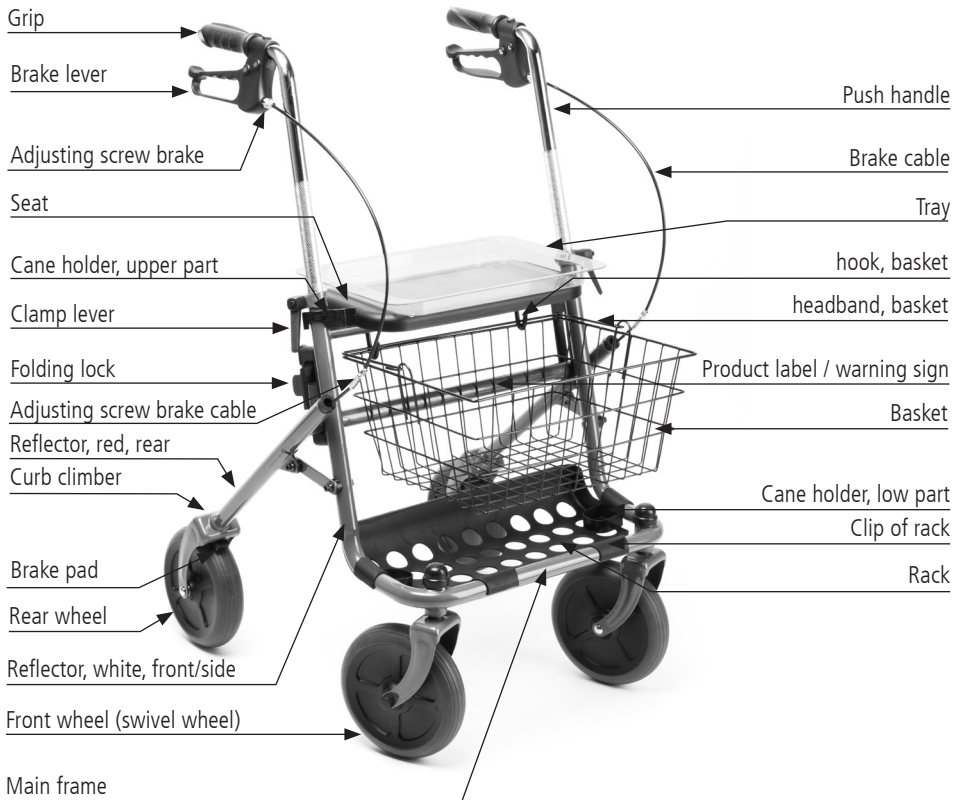


WARNING

Choking hazard: Keep packaging and protective films away from children, there is danger of suffocation!

Risk of poisoning: Do not burn transparencies! Burning can produce toxic gases. _____

2.2 SET UP ROLLATOR



NOTE

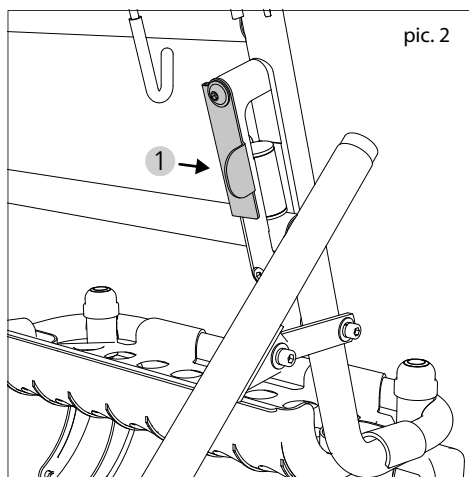
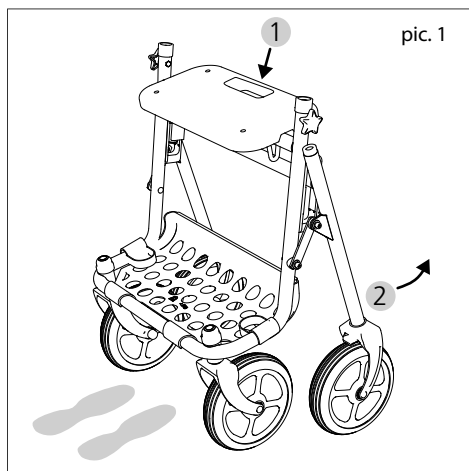
The image above is designed to help you clearly identify the individual components of your FAKTO+. Therefore, please always refer to it when reading the user manual. _____

3.1 ASSEMBLY INSTRUCTION

Place the individual parts of your rollator on the floor. The handlebars are already connected to the main frame by the brake cables. Place them to the right and left of the main frame.

3.2 Unfolding the rollator

1. Hold the main frame by the seat's grip hole (1, pic. 1) and position it on the floor with the front wheels (swivel wheels). The grip hole must be on the side facing away from you.
2. Bend over the main frame and grip the part of the frame that faces away from you to unfold the frame (2, pic. 1).
3. Now you can place the rollator with all four wheels on the floor and fully unfold it by pressing on the seating surface.
4. To lock the folding mechanism, fold down the lever until it engages firmly in the guide (1, pic. 2).



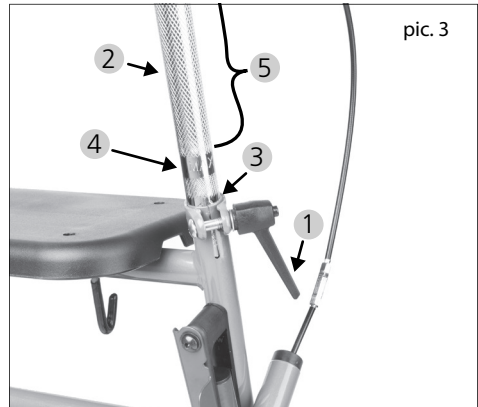
3.3 Assemble the push handles

5. Loosen the clamp levers and insert the push handle (2, pic. 3) into the vertical tubes (3, pic. 3) of the frame (1, pic. 3).
6. The push handles can now be adjusted to the correct height for you.
7. The lowest push tube height is achieved by moving the tubes into the frame until it blocks.
8. Always be aware of the "MAX" marking (4, pic. 3) when adjusting to the highest position. The push tubes must never be fixed in place any further above the marking than at the long main knurling (5, pic. 3).
9. It must also be ensured that the handles are aligned parallel to the direction of travel.



WARNING

Security hazard! Fix the push tubes in place no further than the main knurling (4, pic. 3). This is the only way of ensuring the safe use of the rollator! _____



NOTE

To use FAKTO+ correctly, it must be adjusted to your individual size. You should have an employee of your medical supply store or another trained person do this. _____

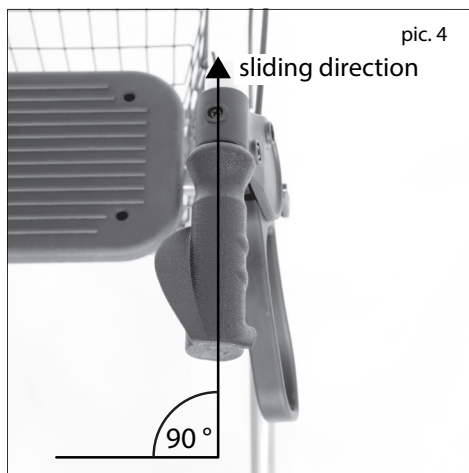
3.4 Adjustment of the push handles

1. The push handles must be aligned parallel to the direction of travel (forwards/straight), as shown in the illustration (pic. 4).
2. Observe the warning information on your rollator when performing this step. (See Product labelling section)



WARNING

Security hazard! Never adjust the push grips exceeding the described range. Upon exceeding this range the stability and safety are compromised.



pic. 4

3.5 Checking for correct assembly

Now check that the rollator has been correctly assembled:

- ▼ The rollator must stand securely on all four wheels.
- ▼ The clamping levers on the push handles must be securely tightened.
- ▼ The push handles must be assembled so that they are not able to rotate.



NOTE

If you are unsure as to whether the rollator is assembled correctly, please contact your medical supply store or an authorised specialist retailer.

USING THE ROLLATOR

Make yourself sufficiently familiar with your FAKTO+ before using it for the first time so that you feel confident when handling it.

It is advisable to be accompanied by a second person.

4.1 Folding mechanism

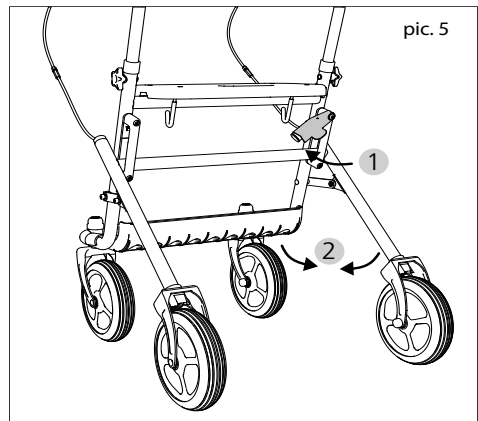
The folding mechanism must be locked after each unfolding. Always ensure that the unlocking lever is properly engaged in the lower position.

1. Before unlocking or folding, firstly lock the parking brakes (see next section).
2. First remove the tray and basket before unlocking and folding.
3. Now press the unlocking lever upwards (1, pic. 5) and push the front and rear parts of the main frame together (2, pic. 5).
4. Please also refer to the "Unfolding the rollator" chapter.



WARNING

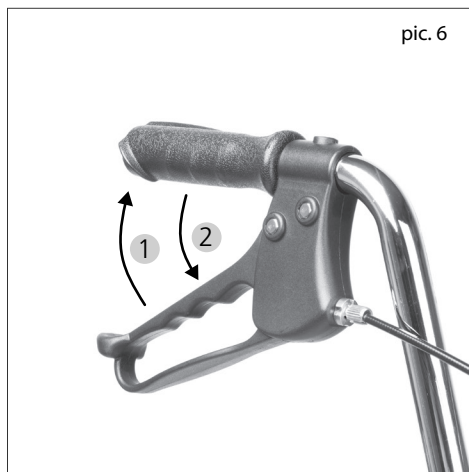
Risk of clamping! Take care of your hands, fingers clothes and when operating the folding lock and when unfolding or folding up the rollator! Risk of clamping!



4.2 Brake and parking brake

The brakes are operated using the brake handles mounted on the handles.

1. To brake while moving, pull the two brake handles towards you evenly (1, pic. 6).
2. To brake the rollator safely and indefinitely when stationary, for example to sit, push the brake handle firmly down (2, pic. 6).
3. The brake handle engages securely and audibly in this position. Pull the brake handle towards you to release it. You can clearly notice that the brake is released.



4.3 Readjusting the brakes

The brakes can be readjusted at the brake levers or the cable.

Readjusting at the brake levers

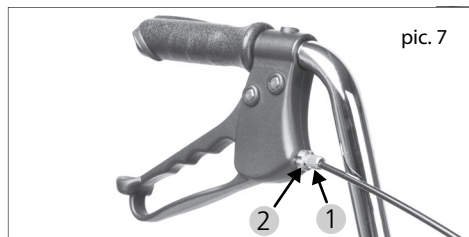
1. The adjusting screw for the brake cables can be found on the brake handles. Unscrew (counter-clockwise) to increase the tension and reduce the actuation travel of the brake lever (1, pic. 7).
2. The screw is counter-locked with a nut (2, pic. 7). You must always tighten this counter nut after adjustment to prevent the brake cables from loosening unintentionally.



WARNING

Security hazard! Never adjust the push grips exceeding the described range. Upon exceeding this range the stability and safety are compromised.

Security hazard! If problems occur when adjusting the brakes, please contact an authorised specialist retailer! This is the only way of ensuring the safe use of the rollator. _____



3.

Readjusting at the brake cable

The brakes can also be readjusted using the cable. This can be useful if the brake lever adjustment described in the previous paragraph is no longer effective.

When doing so, observe the illustration in the "Structure of the FAKTO+" section.

1. Unscrew the adjusting screw (long element on the brake cable) until the brake works again. Thereby the thread of the adjusting screw gets visible.
2. Here, too, you have to tighten the counter nut firmly after the setting so that the setting screw is fixed. A



WARNING

Security hazard! Never fully unscrew the screw, otherwise the brake will no longer work. _____



WARNING

Security hazard! If problems occur when adjusting the brakes, please contact an authorised specialist retailer! This is the only way of ensuring the safe use of the rollator. _____

4.4 Basket

The wire basket suspended underneath the seat is designed for the storage and transportation of larger goods or items up to a maximum of 5 kg.

1. To remove the basket, lift it off the hooks underneath the seat.
2. The hook can now be folded upwards so that you can pick up the basket.
3. To attach the basket to the rollator, simply fit it back onto the hooks.
4. Make sure that the basket is securely attached before placing items inside.

4.5 Rack

The plastic rack underneath the basket is designed for the storage and transportation of larger items such as shopping bags, up to a maximum of 7 kg.

1. If you wish to clean the rack, you can remove it upwards by detaching the retaining clips that grip around the frame tube.
2. To re-attach the rack, push the clips back onto the frame tube and check that the rack is securely in place.

4.6 Cane holder

The cane holder is fitted to the right-hand side of your rollator at the factory.

1. To insert your cane, firstly place the rubber bottom of the cane into the bottom part of the cane holder (part of the rack).
2. Then click the cane into the clip at the top of the cane holder with a gentle pressure. See illustration in the "Structure of the FAKTO+" section.

If it is more practical for you to have the cane holder on the left-hand side, the sleeve (top part of the cane holder) can be removed and re-attached on the left-hand side.

1. After re-attaching on the left-hand side, make sure that the sleeve is closed and that the clip on the cane holder is facing forwards.
2. Check that the cane can be inserted without colliding with the brake cables or the handle-bars.



NOTE

You do not need to re-attach the bottom part of the cane holder as there is already the option of fitting a cane on either side of the rack.

Please contact your specialist retailer if you need any help with assembly.

4.7 Tray

The tray is designed for the transportation of small items up to a maximum of 5 kg.

1. Grasp the tray by the reinforced handle area.
2. There are four pins on the bottom of the tray that can be positioned into the four holes in the seat.
3. You can now place and transport smaller objects on the tray.

4.8 Curb climber

The FAKTO+ is equipped with a curb climber on the right-hand side. This is attached to the inside of the wheel suspension on the right-hand side and consists of 8-mm-thick metal wire bent into a loop.

1. Pressing on the metal loop with the toes makes it easier to lift the wheels and tackle curbs and other obstacles.
2. Before using the curb climber make sure that you are standing securely on the other leg.



WARNING

Security hazard! Do not use the tray to transport hot items or hot drinks!

Security hazard! Be especially careful when transporting objects with the tray so that they do not tip over when driving or stopping. _____



WARNING

Danger of tipping over! Always be aware that pressing the curb climber may impair your balance. _____

4.9 Single hand brake (optional)

If one of your hands does not have enough strength to safely apply the brake, the FAKTO+ can be equipped with a single hand brake.

This will need to be attached to the rollator by an authorised specialist retailer.

4.10 Umbrella (optional)

Your FAKTO+ can be equipped with an umbrella, which can also be used as a sunshade.

The installation of this optional accessory is described in a separate user manual supplied with the product.

Have the umbrella fitted by an authorised specialist retailer, who will hand over the user manual to you.



NOTE

Attaching a single hand brake to your rollator requires you to have sufficient strength in the hand that applies the brake so as to ensure safe handling.

The same usage and maintenance instructions apply as for the version with brakes on both handlebars. _____



WARNING

Danger of tipping over! Fitting an umbrella may affect the tilt stability of your rollator! _____



NOTE

Please observe all of the usage and safety instructions in the separate user manual for the umbrella! _____

4.11 Backstrap (optional)

An optional backstrap is available for your FAKTO+. Have this fitted by an authorised specialist retailer.

The backstrap allows you to adopt a safe position and helps you to find the correct position on the seat of your FAKTO+.



WARNING

Danger of tipping over! Make sure that the brakes are locked before you sit down, and be aware that leaning against the backstrap will reduce the tilt stability.



NOTE

The seat is only designed to be used for short periods, such as when taking a short break when walking. For longer breaks, use conventional seating!

4.12 Accessories and add-ons from external suppliers

In general, only original accessories from DIETZ GmbH may be used. If third-party products are installed on the rollator, responsibility for the safety of the product passes to the person who installs the accessories or carries out the installation. The compliance of the combination of accessories or add-on and product is then new, and must be declared by the person who attaches it. The compliance declared by DIETZ according to MDR 2017/745, Annex II expires.



WARNING

Product safety! If accessories or add-ons are added to the rollator, then the safety instructions in the operating instructions for the accessories or add-ons must be observed.

Product safety! Should add-ons or accessories that are not sold by DIETZ be used, the safety of the product can not be guaranteed.

5.1 SPECIFICATIONS

Description	Unit	FAKTO+
Item number		346NPU
Length / width / hight	mm	640 / 580 / 810
Seat: width x hight x depth	mm	380 x 595 x 190
Dimensions folded, lying (L / W / H)	mm	910 / 580 / 230
Total hight min. / max.	mm	810 / 950
Turning width	mm	790
Weight rollator without / with accessories	kg	8.3 / 9.1
Maximum user weight incl. payload and add-ons	kg	130
Max. load accessories	kg	basket: 5 / tray: 5 / rack: 7
recomendet body height	m	1.55 - 1.85
Static stability forward	°	15 (according EN ISO 11199-3:2005)
Static stability backwards	°	7 (according EN ISO 11199-3:2005)
Static stability sideways	°	3.5 (according to EN ISO 11199-3:2005)
Adjustability push handles		stepless

5.2 MATERIALS

Description	FAKTO+
Frame: material / color	steel tube, powder coated, weldet / mangan grey
Wheels: material / color / size	PU, non marking / dark grey / 200/50 mm
Rack, brake lever: material / color	nylon glass fiber reinforced / black
Grips: material / color	PVC / black
Seat // tray: material / color	PP / black
Tray: material / color	acrylic / transparent
Basket: material / color	steel, powder coated / grey

5.3 PRODUCT TESTS

Complete test according rollator norm	EN ISO 11199-2
Biocompatibility	ISO 10993

5.4 ENVIRONMENTAL CONDITIONS

Ambient temperature during operation	-10 C° bis +50 C°
Environmental conditions storage	0 C° to 45 C° 20% to 75% relative humidity

5.5 PRODUCT LABELLING

Type plates and warning signs must always remain legible. These are attached to the horizontal connecting rod on the main frame of the FAKTO+.

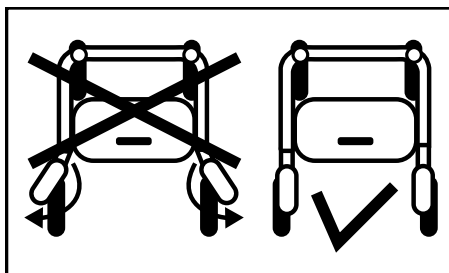
Please have any illegible or missing signs/stickers replaced by your specialist retailer immediately. This includes the reflector stickers.

The information/warning sign shown on pic. 8 is located next to the type plate and indicates that the push handles must always be fitted parallel to the direction of travel. This is the only way of ensuring the safe use of the rollator! See also the sections "Assembling the push handles" and "Adjusting the push handles".

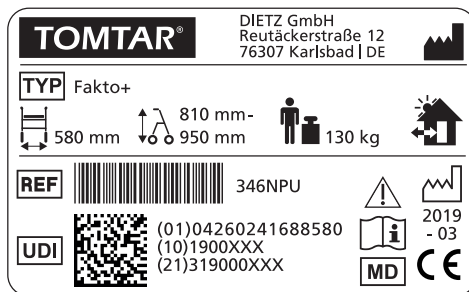
On the next page the symbols and information of the type plate (pic. 9) is explained in detail. The type plate also contains the serial number of your rollator.

Products marked with the label (pic. 10) on the right side are custom-made.

Custom models are products which are customised for a particular user. The type plate, warnings, and where applicable the intended use differ in this case. Please pay attention to the additional documentation!



pic. 8



pic.9

**SONDERANFERTIGUNG
CUSTOM-MADE DEVICE**

pic.10

TOMTAR	Trademark
TYP	TYPE / Modell
REF	REF = Item number
UDI	UDI = Unique Device Identifier (01) UDI-DI (10) Order number (21) Serial number
	Manufacturer/manufacturer's trademark/contact address
	Maximum load capacity/load incl. payload
	Date of manufacture
	Total width of rollator
	Total height of rollator (min. - max.)
	The rollator can be used in- and outside
	Follow the user manual
	Caution - note the safety information in the user manual
MD	Medical Device
CE	CE-Labeling

6.1 SAFETY INSTRUCTIONS

When using the rollator, always observe the following safety instructions in order to avoid falls, dangerous situations and damage to the product:

- ▼ The rollator may only be on level, firm ground.
- ▼ On downhill ways, use the brake (pull the brake levers up).
- ▼ The rollator must be securely upright on all four wheels.
- ▼ Before each use of the rollator, check that all attached parts are properly fastened, that the brakes are working and that the folding mechanism is locked.
- ▼ Always lock both brakes before sitting on the rollator's seat.
- ▼ The rollator's seat is only designed to be used for short periods, such as when taking a break when walking!
- ▼ Attention: Please note that a shift of balance due to body movements may increase the risk of the rollator tipping over. Always make sure the load on the rollator is evenly!
- ▼ Do not hang any bags on the handles or other parts of the rollator, as this will increase the risk of it tipping over!
- ▼ Pay attention to the neighbouring components when operating the folding lock (unlocking lever). There is a risk of entrapment if handled improperly!
- ▼ Never exceed the maximum combined load of 130 kg for user and load!
- ▼ Avoid exposing the rollator to direct sunlight/low temperatures for long periods of time as parts of the product (e.g. frames, footrests, brakes and side panels) may become very hot ($> 41^{\circ}\text{C}$) or very cold ($< 0^{\circ}\text{C}$) and this may cause skin injuries.
- ▼ Ensure that the rollator is not parked in direct vicinity of emergency exits and escape routes and blocks them.
- ▼ Never use the rollator under the influence of alcohol or other substances that can negatively affect your attention and reaction ability!
- ▼ Only ever use the rollator in accordance with its intended use! When using the rollator, never approach obstacles such as steps or curbs without applying the brakes.
- ▼ The rollator must not be left to children to play and must not be subjected to improper use!
- ▼ When sitting on the rollator, you must not walk with your feet or be pushed by other persons! This is an injury risk and may cause damage to the product!

- ▼ Observe the road traffic regulations on public road traffic.
- ▼ Wherever possible, wear light, eye-catching clothing. This will allow you to be seen more easily by other road users.
- ▼ Never use the rollator as a seat in a vehicle or on public transport. This poses an increased risk of falling!
- ▼ Never use escalators. The risk of falling and injury is very high!
- ▼ Stairs must only be negotiated with the help of accompanying persons if no elevators or ramps are present.
- ▼ The wheel bearings can be damaged by sand, seawater and road salt. Clean the rollator thoroughly if it has been exposed to conditions such as these.
- ▼ If they cannot be bypassed, ruts, rails or similar obstacles must always be crossed at right angles (90°).
- ▼ The rollator must not be used to transport heavy loads. Items must only be transported using the rack, basket or tray, as described in the "Accessories" section.
- ▼ Serious incidents that occur in relation to the rollator must be reported to the manufacturer and the responsible authorities!
- ▼ If you notice any limitations in the functioning of your rollator, please take it to your authorised specialist retailer for repair immediately. Vor Wiederinbetriebnahme nach Einlagerung über einem Jahr müssen alle im Instandhaltungsplan erforderlichen Inspektionen durchgeführt werden.
- ▼ If your product is a custom-made product (see chapter "Product labelling"), then in addition to the current user manual, the additional documentation including all safety instructions must be observed.

7.1 SERVICING / MAINTENANCE

We recommend performing the inspections listed in the maintenance schedule at regular intervals to ensure that the rollator is always safe to use.

Defective or neglected care and maintenance of the rollator limits liability.

The maintenance schedule does not give any information concerning the amount of work actually required on the rollator.



NOTE

As the user, you will be the first to notice possible damage. If you notice a fault as described in the maintenance schedule or further defects and functional impairments, contact an authorised specialist dealer immediately. _____



WARNING

Repairs on the rollator must only be performed by specialist shops using DIETZ original spare parts to maintain the operational safety of the rollator. The relevant spare parts catalogue can be found on our website in the information of the product in question. _____



NOTE

The inspections and measures stipulated in the maintenance schedule must be performed by the user or assistant if not otherwise stated. _____



NOTE FOR SPECIALIST DEALERS

If the user indicates abnormalities on the rollator, check all the inspection points listed in the maintenance schedule on the rollator. The checks must also be performed before putting the rollator back into operation and after longer storage periods (> 4 months). _____

7.2 MAINTENANCE SCHEDULE FAKTO+

What	Description	monthly before use	
Brakes/parking brakes: Function	The rear wheels must not turn when the brake handles are pushed downward or locked (parking brake) or when the brake handles are actuated (service brake).  The brakes must be re-adjusted following a replacement of the bowden cables or the rear wheels. This must only be carried out by an authorised specialist retailer.	x	
Push handles: Stability	1. It must be possible to securely lock the clamping levers on the push handles. 2. The push handles must not wobble.	x	
Folding lock and folding mechanism: Function & safety	1. It must be possible to operate the lever on the folding lock without any issues. 2. It must be possible to connect and detach the two parts of the frame without any issues. When doing so, it must be possible to push the horizontal bar on the rear part of the frame into the runners on the front part of the frame without any issues. 3. It must be possible to engage the lever right at the bottom in order to lock it.	x	
Screw connections: Securely fastened	All screw connections must be securely fastened.  Repeated loosening and re-tightening causes self-locking nuts and screws to lose their effectiveness. These must therefore be replaced by a specialist retailer if they have become loose.	x	
Steering and running wheels: Mobility, function & damage	1. The wheels must run in a straight line and must not wobble. 2. The wheels must move easily and quietly during travel. 3. Please clean the wheel hub if it is dirty or if fluff has accumulated. 4. The wheels must not be damaged.	x	
Steering and running wheels: Mobility, function & damage	1. The wheels must not be damaged and must run quietly, in a straight line and without wobbling. 2. Please clean the wheel hub if it is dirty or if fluff has accumulated.	x	
Push handles: Stability & damage	1. The handles and brake handles must be securely in place. 2. The push handles must not have any external damage or distortion, and must not wobble. 3. It must be possible to securely lock the clamping levers.	x	

What	Description		
Seat: Contamination & damage	1. The seat must be securely connected to the frame. 2. If the seat is dirty, clean in accordance with the cleaning instructions. 2. If damaged, have the seat replaced.		x
Frame, complete: Function & damage	1. The two parts of the frame must not be damaged or cracked. 2. Functional or surface damage must be rectified.		x
Visual inspection: Loose parts, fractures, corrosion or other damage	 If this type of damage is detected, the rollator must no longer be used, as safe operation is no longer guaranteed!		x
Contamination: Rollator, complete	The entire rollator must be cleaned in line with the level of contamination, but at least once a month (see "Cleaning" section).		x

7.3 FAULT-FINDING AND RECTIFICATION

What	Possible causes	Measures
The front wheels do not run in a straight line.	The wheel bearings are defective or the wheel suspension is no longer correctly attached.	Consult an authorised specialist retailer.
The rollator is hard to push.	The wheel axles/wheel hubs are dirty.	Remove the dirt.
	The brakes are incorrectly adjusted.	Consult an authorised specialist retailer.
	The wheel bearings are defective or the wheel suspension is no longer correctly attached.	
The brake function is insufficient or uneven.	The brakes are incorrectly adjusted or the brake pad has worn out.	Consult an authorised specialist retailer.

What	Possible causes	Measures
The seat is positioned at an angle or is not securely attached to the rollator.	The rollator is not fully unfolded.	Fully unfold the rollator and engage the folding lock.
	The seat is defective or is incorrectly screwed onto the rollator.	Consult an authorised specialist retailer.
	The hinges on the folding mechanism or the folding lock are defective.	
Squeaking or grinding noises	Various causes	Consult an authorised specialist retailer.
The rollator does not provide secure support or does not stand reliably.	The push handles are not fixed in place properly or have been incorrectly adjusted for the user.	Check the position of the push handles.
		Check whether the clamping levers on the push handles are securely tightened.
	The rollator has not been fully unfolded and the folding lock has not been engaged.	Fully unfold the rollator and engage the folding lock.
	The rollator frame or the push handles are damaged.	Consult an authorised specialist retailer.

7.4 CLEANING

- ▼ Regularly clean the rollator by wiping with a damp cloth.
- ▼ In the event of heavier contamination, use a mild cleaning agent and warm water.
- ▼ The wheels can be cleaned using a damp brush with soft plastic bristles
- ▼ Remove dirt and fluff from the wheel hubs.
- ▼ Only ever use standard mild cleaning and disinfection products to clean the rollator. Detailed information on disinfection can be found in the following section.



WARNING

Material damage! Do not use high-pressure cleaners, strong, corrosive chemicals or scouring agents for cleaning purposes.

Material damage! After cleaning, ensure that all materials are completely dried in order to preserve their quality. _____

7.5 DESINFECTION

When manually reconditioning a used aid for reuse, all of the aid's components must be thoroughly treated/wiped with a disinfectant. Take particular care to disinfect surfaces that come into frequent contact with hands/skin, such as handles.

Please only use the following disinfectant. The use of other chemicals might damage the rollator:

- Aldehyde-free disinfectants based on alcohol (max. 70% propylalcohol)



WARNING

Material damage! Observe the use and processing instructions issued by the cleaning agent/ disinfectant manufacturer. _____

7.6 FORWARDING / REUSING

Your product is suitable for forwarding/re-use, unless it is a custom-made product and marked accordingly.

The number of times the rollator can be reused depends on the material wear conditions and the functional capabilities of the respective product.

If the rollator is passed on to a new user or specialist dealer for reuse, please remember to hand over all technical documents that are necessary for safe usage.

The rollator must be cleaned and disinfected, and must be checked for damage and approved by the specialist retailer. To do so, please check all the inspection points listed in the maintenance schedule on the rollator.

7.7 STORAGE

To store the rollator, ensure that it is stored in a dry place protected against direct, strong sunlight and at a temperature of 0°C to +45°C. Do not activate the locking brakes. Secure the rollator against rolling away unintentionally.

After longer periods of storage (> 4 months), please check all the inspection points on the rollator listed in the maintenance schedule before reusing/redeploying it.



WARNING

Do not store the rollator near a heat source or store objects on it.

7.8 DISPOSAL

If you no longer need the rollator, please contact your specialist dealer. They will then pick up the rollator and either dispose it properly or make further use of it. If this is not possible, please take the rollator to your local recycling facility.

8.1 WARRANTY

Warranty services refer to all product defects which are verifiably attributable to material or manufacturing flaws. The warranty period is 24 months as of receipt of notification of readiness for shipping, but following delivery at the latest.

Damage which has occurred due to natural wear, intent, and negligent or improper operation or usage is excluded from the warranty obligation. This also applies to the use of unsuitable care products, lubricating oils or greases.

8.2 LIFETIME

The expected product service life is five years when used daily and if used as intended. This assumes compliance with the maintenance and safety specifications stipulated in this manual.

The indicated life span does not constitute additional guarantee.

8.3 LIABILITY

The DIETZ GmbH is only liable if the product is used under the specified conditions and for the specified purpose. We recommend that the products be handled appropriately and cared for according to the instructions.

DIETZ GmbH is not liable for damage caused by components and spare parts that have not been approved by DIETZ GmbH. Repairs must only be carried out by authorised specialist retailers or by the manufacturer itself.

TOMTAR®



Product group: rollatoren

Product: FAKTO+ rollator

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