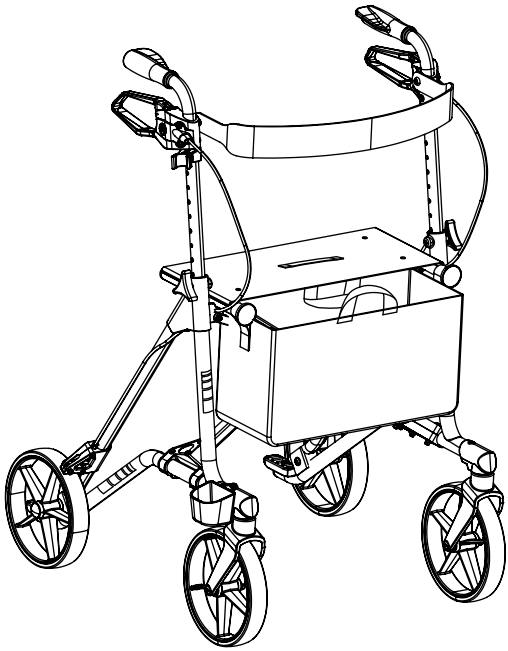
DIETZ GROUP

EN

TAiMA ME

Lightweight 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 it is available in case of any queries in connection with the product (see chapter 2.3). Identification data or type labels of custom-made devices may deviate.

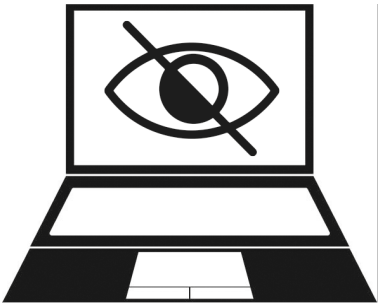
 Model	
 Article number	
 Serial number	
 Date of manufacture	
Other information and notes	

Introduction

This product is a medical aid. Read this user manual 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. 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 any additional healthcare information.

Please contact DIETZ in writing or by telephone for information or queries concerning product safety and in case of recalls. The current version of the user manual and additional information on your product are available on our website. You can find our contact information at the end of this user manual.



A large-print version of this user manual for visually impaired persons is available in PDF format at **www.shop.dietz-group.de**.

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1 Intended use

1.1 Intended purpose

The rollator has been specifically designed as a walking aid and temporary seat for use by persons with restricted mobility (max. user weight incl. additional loads 150 kg). The purpose of the rollator is to compensate for an impaired ability to walk or at least improve the situation (greater activity radius and / or mobility). The rollator provides stability, support, and safety while walking. A shopping bag to be suspended in front of the seat surface allows using the rollator to transport items such as groceries up to a load of 5 kg.

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

1.2 Target group

The target group comprises teenagers and adults with restricted mobility and a maximum user weight of 150 kg.

The product must not be used by children or persons with a height less than 146 cm and / or a weight of less than 40 kg (BMI less than 17).

1.3 Environment of use

The product can be used on solid, level ground both indoors and outdoors. It is commonly used in private homes and inpatient facilities such as retirement and nursing homes, hospitals, and rehabilitation facilities. The product is not suitable for extended sitting and must not be used to sit on for extended periods of time.

Ambient temperature: -10 °C to +50 °C.

1.4 Storage conditions

Observe the following instructions for storing the product:

- Storage temperature: 0 °C to +45 °C
- Relative humidity: 20 % to 75 %
- Store the product in a place that is dry and protected from strong sunlight.
- Do not store the product close to any heat source.
- Do not store any other objects on top of the product.

- Store the product in its original box.
- Do not engage the parking brake during storage. Secure the product against any unintended rolling motion.
- After prolonged periods of storage (longer than 4 months), please check all inspection points on the product as listed in the maintenance schedule before using/reusing the product.

1.5 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 maintenance, cleaning, and safety instructions. The indicated service life does not constitute any additional warranty.

1.6 Indications

The product may be used in the following scenarios:

- impaired mobility due to a restriction of the active or passive musculoskeletal system
- coordination issues while walking
- reduced strength

1.7 Contraindications

The product must not be used:

- by children or persons with a body height less than 146 cm and / or a body weight of less than 40 kg (BMI less than 17)
- by persons with perception deficiencies
- by persons with severe balance impairments
- when the indicated load bearing capacity of 150 kg is exceeded
- by persons unable to stand unaided
- by persons with reduced or insufficient vision

2 Safety

2.1 Layout of safety instructions

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.

INFO

Provides tips and suggestions.

2.2 Safety instructions

When using the product, observe the following safety instructions to prevent falls, hazardous situations, and damage to the product.

⚠ WARNING

Risk of injury

▷ Observe the safety instructions.

▷ Carefully read the user manual before using the product.

▷ Use the product for its intended purpose only.

▷ The product is not suitable for children. Do not give unsupervised children access to the product.

▷ Do not expose the product 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 (more than 41 °C) or cold (less than 0 °C). This may cause injuries to the skin.

⚠ WARNING

Risk of burns

▷ Keep the product away from ignition sources to avoid fire and damage.

⚠ WARNING

Risk of falling

▷ Do not climb onto the rollator.

▷ Do not use the rollator to transport persons or heavy loads.

⚠ CAUTION

Risk of injury

▷ 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 (according to MDR) linked to the product.

2.3 Product labelling

Type and warning labels on the product must remain legible. Illegible or missing labels as well as missing reflector stickers must be replaced by a medical retailer. 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, where required, different intended purposes 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.

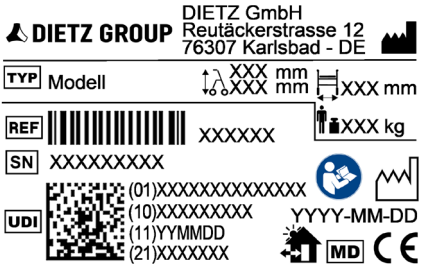

DIETZ GROUP
DIETZ GmbH
Reutäckerstrasse 12
76307 Karlsbad - DE
TYP Modell
XXX mm
XXX mm
XXX mm
XXX kg
REF
XXXXXX
SN XXXXXXXXX
UDI
(01)XXXXXXXXXXXXXX
(10)XXXXXXXXX
(11)YYMMDD
(21)XXXXXXX
YYYY-MM-DD
MD

Fig. 1

TYP	TYP = Model
REF	REF = Article number
SN	SN = Serial number
UDI	UDI = Unique Device Identifier (01) UDI-DI / GTIN (10) Batch number (11) Date of manufacture (YYMMDD) (21) Serial number
	Manufacturer
	Maximum user 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 the user manual
MD	Medical device
CE	The product conforms to Regulation (EU) 2017/745 on medical devices.

3 Product description

3.1 Scope of delivery

⚠ WARNING

Risk of suffocation

▷ Keep plastic bags out of reach of children.

⚠ WARNING

Risk of poisoning

▷ Do not burn the packaging films.

INFO

The product features described and the scope of delivery may vary in specific countries and markets depending on the individual indication and pathology.

INFO

Keep the original box in case you want to ship or store the product.

The product is supplied in a fully assembled state and packed in a cardboard box. Check the contents for completeness and proper condition. In case the contents are incomplete or visibly damaged, contact the supplier company.

The box contains the following items:

- Rollator
- User manual
- Cane holder (installed)
- Accessory: shopping bag

3.2 Optional accessories

- Standard or comfort back support belt
- Rollator bag
- Tray
- One-handed brake, left or right

- Extended grip handles
- Umbrella
- Dust cover

3.3 Design of the product

INFO

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

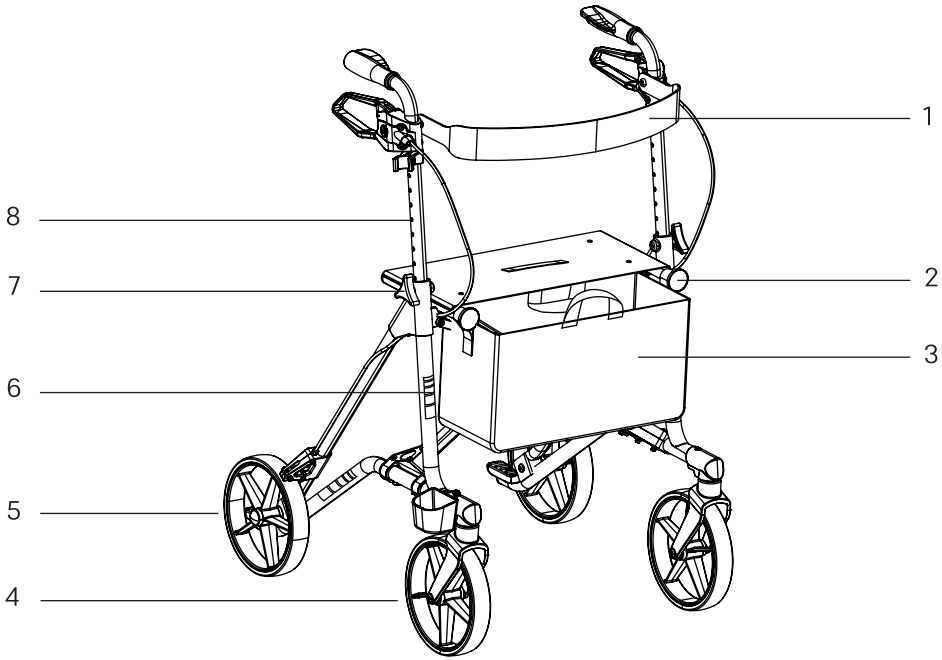


Fig. 2

1. Back support belt
2. Bag suspension
3. Shopping bag or rollator bag
4. Front wheel (swivelling)
5. Rear wheel

6. Reflector sticker (front)
7. Star knob screw for adjusting the grip handle height
8. Height-adjustable grip handle

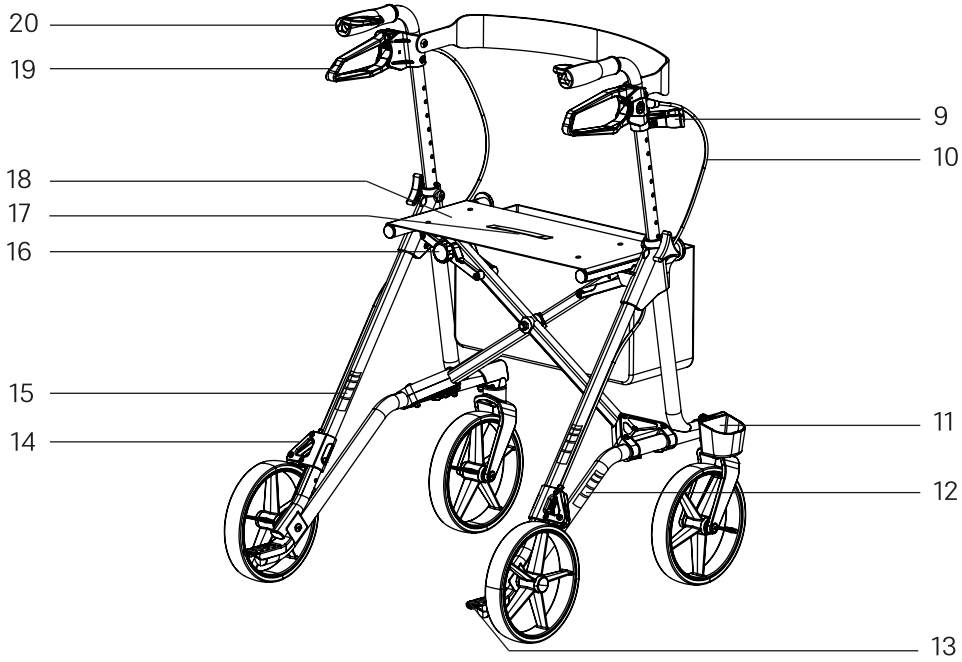


Fig. 3

9. Cane holder (upper part)
10. Bowden cable
11. Cane holder (lower part)
12. Reflector sticker (side)
13. Tilting aid
14. Brake
15. Reflector sticker (rear)
16. Folding lock (red)
17. Strap

18. Seat surface
19. Brake lever
20. Ergonomic handle

4 Preparing the product for use

4.1 Setup information

The rollator is supplied in a fully assembled state. The following chapters contain information on how to set up the rollator and how to adjust it to user needs to ensure their 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.

4.2 Unfolding the rollator

⚠ WARNING

Risk of injury

▷ Use the rollator only when the folding lock is engaged.

⚠ WARNING

Risk of crushing

▷ Mind your hands when folding the product.

1. Place the rollator in front of you and face it in the direction of travel.
2. Engage the parking brakes.
3. To slightly unfold the rollator, lightly pull it apart by the handles.
4. Push the lateral pipes of the seat surface apart and downwards until the rollator is fully unfolded **(1)**.
   → The folding lock (red) engages audibly **(2)**.

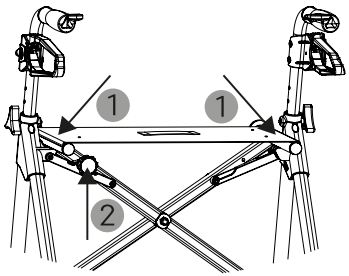


Fig. 4

4.3 Adjusting the grip handle height

⚠ WARNING

Risk of falling

▷ Do not secure the grip handles between the bores but precisely in one of the bores.

⚠ WARNING

Risk of falling

▷ Properly tighten both star knob screws before using the rollator.

⚠ CAUTION

Risk of crushing

▷ Mind your hands when adjusting the grip handles.

INFO

DIETZ recommends having the setting options described in this chapter performed by competent medical retail employees only.

INFO

The rollator is normally used with slightly bent elbows. To facilitate this, set the grip handle height: The user stands upright between the grip handles with relaxed arms. The handles of the rollator are set to wrist height. The same setting is selected for both grip handles.

1. Engage the parking brakes.
2. Unfold the rollator.
3. Hold the grip handle.
4. Turn the star knob screw counter-clockwise and remove it entirely **(1)**.
5. Position the grip handle at the desired height **(2)**.
6. Insert the star knob screw and tighten it in a clockwise direction **(1)**.
7. Repeat steps 3 to 6 with the other grip handle.

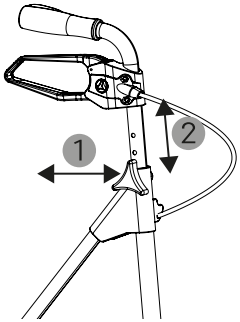


Fig. 5

5 Using the product

5.1 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 accessories are properly attached
- the wheels properly turn when pushing the rollator
- the brakes are functional

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

5.2 Walking with the rollator

⚠ WARNING

Risk of falling

- ▷ Use the rollator on solid, level ground only.
- ▷ 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.
- ▷ Shifts in balance caused by body movements may increase the risk of tipping the rollator over. Always ensure even loading of the rollator.
- ▷ Do not hold the handles with wet hands as this may cause you to slip off the handles.
- ▷ Do not use the rollator to walk backwards.
- ▷ 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 prevent falling due to pulling the brake levers abruptly, use the service brakes cautiously when walking.
- ▷ Do not let the rollator collide with obstacles such as steps or edges uncontrolledly.
- ▷ In case crossing railway tracks or similar surfaces cannot be avoided by going around, cross them at right angles (90°).
- ▷ When there is no elevator or ramp, you must take the help of an accompanying person to climb stairs.
- ▷ Do not use the rollator on escalators.

INFO

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

1. Place the rollator in front of you and face it in the direction of travel.
2. Engage the parking brakes.
3. Unfold the rollator.
4. Hold the handles with both hands.
5. When you have a firm footing, disengage the parking brakes.
6. Start walking.

5.3 Operating and adjusting the brakes

5.3.1 Operating the service brakes

⚠ WARNING

Risk of falling

▷ To prevent falling due to pulling the brake levers abruptly, use the service brakes cautiously when walking.

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 up **(1)**.
2. To release the brakes, let the brake levers go back to their neutral position **(1)**.

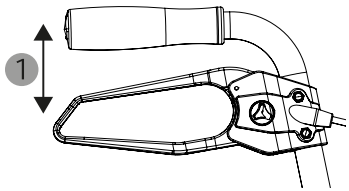


Fig. 6

5.3.2 Operating the parking brakes

⚠ WARNING

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.

To park the rollator, use the parking brakes.

1. To engage the parking brakes, push the brake levers down **(1)**.
   → The brake levers audibly click into place.
2. To disengage the parking brakes, pull the brake levers up **(1)**.

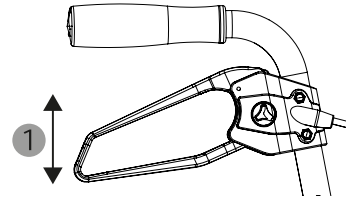


Fig. 7

5.3.3 Adjusting the brakes

⚠ WARNING

Risk of falling

▷ Do not fully unscrew the adjustment bolts as this will render the brakes inoperable.

⚠ WARNING

Risk of falling

▷ If the adjustments described here do not lead to an improvement in brake performance or if you encounter any issues during brake adjustment, consult a medical retailer. This is necessary to ensure safe use of the rollator.

⚠ WARNING

Risk of falling

▷ 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 met:

- The brake levers and Bowden cables **(1)** 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, turn it in an anti-clockwise direction to loosen it **(2)**.
3. To shorten the Bowden cables and, thus, increase the tension, turn the upper part of the adjustment bolts in an anti-clockwise direction **(3)**.
4. To prevent the Bowden cables from becoming loose unintentionally, tighten the lower part of the adjustment bolt in a clockwise direction **(2)**.

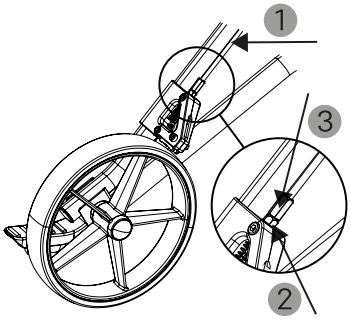


Fig. 8

5.4 Sitting on the rollator

⚠ WARNING

Risk of falling

- ▷ Use the rollator on solid, level ground only.
- ▷ To prevent any uncontrolled movements of the rollator, engage the parking brakes when parking the rollator and before sitting down on the rollator.
- ▷ The seat surface is only intended as a temporary seat. Please use a conventional seat for longer breaks.
- ▷ You must neither toddle nor have other persons push the rollator when you sit on it.
- ▷ Do not sit on the rollator in vehicles such as public transport buses.

⚠ WARNING

Risk of burns

- ▷ Keep the product away from ignition sources to avoid fire and damage.

⚠ WARNING

Risk of injury

- ▷ Only use the rollator as a seat in its fully unfolded state.

⚠ CAUTION

Risk of infection

- ▷ Do not sit on the rollator without clothes for hygiene reasons.

1. Park the rollator on firm, level ground.
2. Engage the parking brakes.
3. Unfold the rollator.
4. Check whether the rollator stands on all 4 wheels.
5. To have a short break, sit down on the seat surface.

5.5 Unfolding and folding the rollator

⚠ WARNING

Risk of injury

- ▷ Use the rollator only when the folding lock is engaged.

⚠ WARNING

Risk of crushing

▷ Mind your hands when folding the product.

INFO

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.

5.5.1 Unfolding

1. Place the rollator in front of you and face it in the direction of travel.
2. Engage the parking brakes.
3. To slightly unfold the rollator, lightly pull it apart by the handles.
4. Push the lateral pipes of the seat surface apart and downwards until the rollator is fully unfolded **(1)**.
   → The folding lock (red) engages audibly **(2)**.

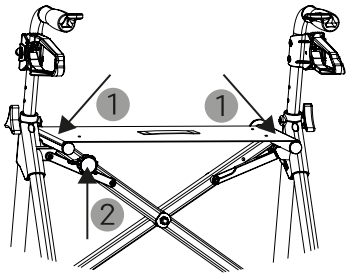


Fig. 9

5.5.2 Folding

1. Place the rollator in front of you and face it in the direction of travel.
2. Engage the parking brakes.
3. To disengage the folding lock (red), pull it towards you **(1)**.
4. Hold the folding lock **(1)** and pull the strap up **(2)** until the rollator is folded.

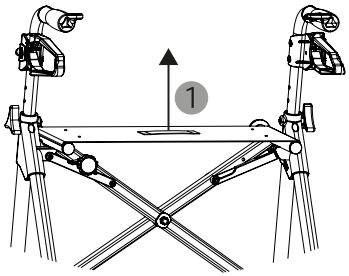


Fig. 10

5.6 Using the tilting aid

⚠ WARNING

Risk of falling

▷ Using the tilting aid may impair your balance. Use it only if have a secure footing and the obstacle is not too high.

To facilitate passing edges and other obstacles, tilt the rollator using the tilting aid.

1. Unfold the rollator.
2. Hold the handles with both hands.
3. Make sure you have a firm footing.
4. To lift the rollator's front wheels, push down on the tilting aid with your foot **(1)**.

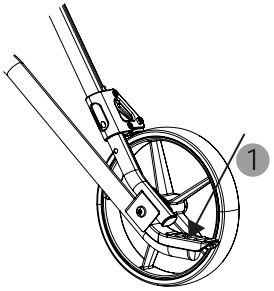


Fig. 11

5.7 Using the cane holder

⚠ 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.

INFO

The cane holder is installed on the right side of the rollator. To position the cane holder on the left side, the lower and upper part of the cane holder can be removed and re-installed on the other side. DIETZ recommends to have this done by a medical retailer.

1. Unfold the rollator.
2. Engage the parking brakes.
3. 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)**.
4. Click the cane into the upper bracket of the cane holder by applying light pressure **(2)**.
5. To remove the walking cane, pull it out of the upper bracket of the cane holder **(2)**.

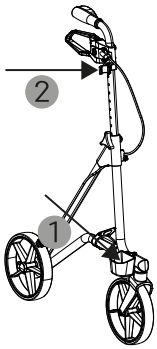


Fig. 12

5.8 Suspending and removing the shopping bag

⚠ WARNING

Risk of burns

▷ Keep the bag away from ignition sources to avoid fire and damage.

⚠ WARNING

Risk of injury

▷ Do not load the bag beyond the permissible maximum weight of 5 kg.

⚠ WARNING

Risk of injury

▷ Only use bags supplied by DIETZ that have been designed for this rollator and hang them only on the bag suspension provided for this purpose.

⚠ CAUTION

Risk of crushing

▷ Make sure not to reach between the loops and the bag suspension when suspending or removing the bag.

INFO

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

1. Engage the parking brakes.
2. Unfold the rollator.
3. To suspend the bag, hold it by the loops on the sides and put them over the bag suspension **(1)**.
4. Before loading the bag, check whether it is suspended correctly.
5. To remove the bag, hold it by the loops on the sides and pull them off the bag suspension **(1)**.

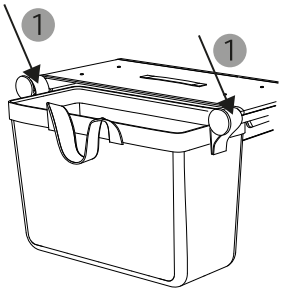


Fig. 13

5.9 Carrying the rollator

⚠ WARNING

Risk of falling

▷ Lift the rollator only if you have a secure footing, the rollator is not heavily loaded, and you are capable of carrying the rollator's weight.

INFO

DIETZ recommends carrying the rollator in the unfolded state.

1. Unfold the rollator.
2. Engage the parking brakes.
3. Hold the rollator by the strap **(1)**.
4. Briefly lift the rollator and carry it to the desired location.

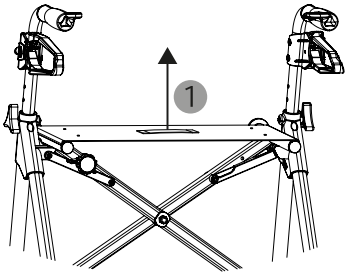


Fig. 14

5.10 Transporting the rollator

⚠ WARNING

Risk of crushing

▷ Mind your hands when folding the product.

NOTICE

Property damage

▷ Do not place any heavy objects on the folded product or its cardboard box.

INFO

Before travelling, check with the airline or railway company whether packing dimensions and weight comply with their terms of transport. Refer to the technical specifications for the folded and unfolded overall width and the weight of your product.

EN

1. Engage the parking brakes.
2. Fold the rollator.
3. To transport the rollator, pack it in its original box.
4. After packaging the rollator for shipping, observe the proper box orientation indicated on the box.
5. 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.

5.11 Standard and comfort back support belt (optional)

⚠ WARNING

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.

⚠ WARNING

Risk of falling

▷ Before sitting down, make sure that the back support belt is not twisted up or down.

⚠ WARNING

Risk of burns

▷ Keep the back support belt away from ignition sources to avoid fire and damage.

INFO

The installation described must be performed by competent medical retail employees.

The rollator can be fitted with a standard or comfort back support belt (cushioned and extra wide). As you sit down on the rollator's seat surface to have a short break, the back support belt will help you find the correct position on the seat surface.

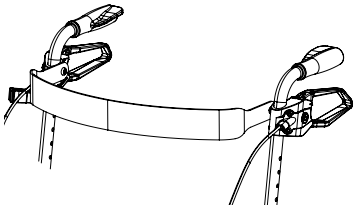


Fig. 15

5.12 Rollator bag (optional)

The rollator can be fitted with a rollator bag. The notes on use, maintenance, and safety for the shopping bag apply (see chapter 5.8). It has the DIETZ logo on the front and the rollator bag can be closed with a zipper.

5.13 Tray (optional)

⚠ WARNING

Risk of injury

- ▷ Do not sit on the rollator when the tray is placed on the rollator.
- ▷ Only use the tray to transport small items with a maximum total weight of 5 kg.
- ▷ To avoid dropping items, only transport items securely positioned either upright or flat on the tray.
- ▷ Only place the tray on the rollator when it is empty.
- ▷ Only remove the tray from the rollator when it is empty.
- ▷ Use the tray indoors on solid, level ground only.
- ▷ To avoid dropping items from the tray, do not make any sudden movements.

⚠ WARNING

Risk of burns

- ▷ Do not transport any hot objects or beverages on the tray.

1. Engage the parking brakes.
2. Unfold the rollator.
3. To place the tray on the rollator, hold it by the short sides **(1)**.
4. Place the tray on the seat surface in such a way that the four pins on the underside of the tray are located in their holes in the seat surface **(2)**.
5. Load the tray.

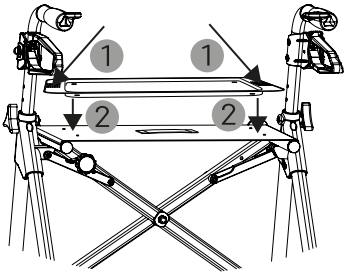


Fig. 16

5.14 Umbrella (optional)

INFO

DIETZ recommends having the installation performed by competent medical retail employees.

INFO

Installing an umbrella may adversely affect the tipping stability of the rollator.

INFO

Observe the instructions regarding use and safety in the umbrella's separate user manual.

The rollator can be fitted with an umbrella that provides rain and sun protection. The installation is described in a separate user manual supplied with the umbrella. The user manual is provided by the medical retailer after installation.

5.15 Extended grip handles (optional)

INFO

The installation described must be performed by competent medical retail employees.

INFO

Installing extended grip handles may adversely affect the tipping stability of the rollator.

The rollator can be fitted with extended grip handles. This is useful for persons unable to walk upright when pushing the rollator due to their body height. The notes on the use, maintenance, and safety of the version with regular grip handles apply to this version as

well. This also applies to the grip handle height setting (see chapter 4.3) and the settings relating to brake operation (see chapter 5.3).

5.16 One-handed brake (optional)

⚠ 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.

INFO

The installation described must be performed by competent medical retail employees.

The rollator can be fitted with a one-handed brake. This is useful if one hand is not strong enough to safely operate the brake. The notes on the use, maintenance, and safety of the version with two brake levers apply to this version as well (see chapter 5.3).

6 Notes on using the product

6.1 Accessories, add-ons, and conversions by third-party suppliers

⚠ 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.

⚠ WARNING

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.

Any combination of a DIETZ product with accessories not supplied by us constitutes a change 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.

6.2 Maintenance

⚠ WARNING

Risk of injury

▷ To maintain the operational safety of the product, have repairs performed by a medical retailer.

⚠ WARNING

Risk of crushing

▷ Mind your fingers when folding and setting up the product, and only handle the parts required to do so.

Unless otherwise stated, the inspections and measures stipulated in the maintenance schedule are performed by the users or their care assistants.

To ensure safe use of the product, perform the inspections listed in the maintenance schedule at regular intervals. Improper product care and maintenance will result in

limited liability. The maintenance schedule is a guideline and must be adapted to the actual operating conditions of the product.

If you notice a fault described in the maintenance schedule, or any other defects or functional impairments, please contact a medical retailer.

INFO

for medical retailers

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

Only use original spare parts supplied by DIETZ. The use of unsuitable spare parts can be detrimental to the product quality and may result in considerable costs. DIETZ cannot be held responsible for damage to the product when unsuitable spare parts have been used. Spare parts are available in our DIETZ Online Shop.

6.3 Maintenance schedule

6.3.1 Maintenance prior to use

⚠ WARNING

Risk of falling

▷ The brakes must be re-adjusted after replacing the Bowden cables or rear wheels. This must be done by a medical retailer.

⚠ WARNING

Risk of falling

▷ 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.

What to check	Description
Brakes, parking brakes, service brakes: function	• The rear wheels must not turn when the parking brake levers are locked or when the

What to check	Description
	service brake levers are in the fully pulled position. ● The wheels must turn without any resistance or noise when the brake levers are in the neutral position. ● The brake levers must not be damaged. ● The lower part of the adjustment bolts at the rear wheel Bowden cable terminations must be tight.
Grip handles: stability	● The star knob screws for height adjustment and securing the grip handles against undesired play must be available on both sides. ● It must be possible to tighten the star knob screws by hand. ● The grip handles must not be loose. ● The handles and brake levers must be properly fixed.
Folding mechanism, folding lock: function and safety	● It must be possible to fold the rollator. ● It must be possible to pull out the folding lock and it must engage in the unfolded state.
Swivelling and rigid wheels: ease of rotation, function, and damage	● The wheels must run in a straight line and must not wobble. ● The wheels must rotate easily and quietly during travel. ● The wheels must not be damaged. ● If the wheel bearings are dirty, clean them in line with the cleaning instructions. ● Have damaged and heavily worn wheels replaced.
Bolted and riveted joints: tight	● All bolted and riveted joints must be tight.

What to check	Description
Seat surface: soiling and damage	• The seat upholstery must be fixed in the lateral pipes. • If the seat surface is dirty, clean it in line with the cleaning instructions. • The strap must not be damaged or cracked. • Have the seat surface replaced in case of any damage.
Standard (optional) and comfort back support belt (optional): soiling and damage	• The back support belt must be securely bolted to the grip handles. • The back support belt must not be damaged. • If the back support belt is dirty, clean it in line with the cleaning instructions.
Shopping bag, rollator bag (optional), bag suspension: soiling and damage	• If the shopping bag or rollator bag and the bag suspension is dirty, clean them in line with the cleaning instructions. • If the shopping bag or rollator bag or the bag suspension is damaged, have it replaced.
Tray (optional): soiling and damage	• The tray and, in particular, the pins on the underside must not be damaged. • If the tray is dirty, clean it in line with the cleaning instructions.
Umbrella (optional): soiling and damage	• The umbrella must be securely attached to the rollator as described in the separate user manual. • If the umbrella is dirty, clean it in line with the cleaning instructions in the separate user manual.

What to check	Description
Cane holder: soiling and damage	• Both the upper and lower part of the cane holder must be free of damage. • The cane holder must be securely attached to the rollator in the designated location. • It must be easily possible to position the walking cane in the cane holder. • If the cane holder is dirty, clean it in line with the cleaning instructions.
Reflector stickers: damage	• The reflector stickers (front, rear, side) must be present and in good condition.

6.3.2 Monthly maintenance

⚠ WARNING

Risk of injury

▷ In case any loose parts, fractures, corrosion, or other damage is detected, the product must no longer be used as safe use is no longer ensured.

What to check	Description
Grip handles: stability, function, and damage	• The star knob screws for height adjustment and securing the grip handles against undesired play must be available on both sides. • It must be possible to tighten the star knob screws by hand. • The grip handles must not be loose. • The grip handles must not have any external damage or deformation. • It must be easily possible to adjust the grip handle height. • The handles and brake levers must be properly fixed. • The handles and brake levers must not be damaged or cracked.

What to check	Description
Entire frame incl. cross brace: function and damage	• The frame and cross brace must not be damaged or cracked. • Functional damage or surface damage must be rectified.
Type label: damage	• All information on the type label must be clearly legible.
Visual inspection: loose parts, fractures, corrosion, or other damage	• The rollator must not have any loose parts, fractures, corrosion, or other damage. • Such damage must be repaired before continued use.
Entire product: dirt	• The entire rollator must be cleaned based on how dirty it is, however, it must be cleaned at least once a month (see chapter 6.5).

6.4 Troubleshooting

Fault	Possible causes	Measures
The product does not roll in a straight line.	• The wheel bearings are defective or the wheel suspension is no longer correctly attached.	Consult medical retailer.
The product is hard to push.	• Dirt has accumulated on the wheel bearings.	Remove dirt.
The product is hard to push.	• The brakes are incorrectly adjusted. • The wheel bearings are defective or the wheel suspension is no longer correctly attached.	Consult medical retailer.
The brake function is insufficient or not uniform.	• The brakes are incorrectly adjusted or the brake pads are worn out.	Consult medical retailer.

Fault	Possible causes	Measures
The seat upholstery is not tight or not securely attached to the product.	• The rollator is not fully unfolded.	Fully unfold the rollator and let the folding lock engage.
The seat upholstery is not tight or not securely attached to the product.	• The seat upholstery is not properly attached to the lateral pipes or it is defective. • The cross brace or the folding mechanism is defective.	Consult medical retailer.
The product cannot be folded.	• The cross brace or the folding mechanism is defective.	Consult medical retailer.
The rollator does not provide proper support or does not stand safely.	• The grip handles are not correctly attached.	Check whether the star knob screws are properly tightened.
The rollator does not provide proper support or does not stand safely.	• The grip handles are incorrectly adjusted.	Check the grip handle and consult a medical retailer if required.
The rollator does not provide proper support or does not stand safely.	• The rollator has not been fully unfolded and the folding lock is not engaged.	Fully unfold the rollator and make sure that the folding lock is engaged.
The rollator does not provide proper support or does not stand safely.	• The rollator frame or the grip handles are damaged.	Consult medical retailer.
Squeaking or friction noise	• Various causes	Consult medical retailer.

EN

6.5 Cleaning

NOTICE

Property damage

▷ Do not use high-pressure cleaners, strong, corrosive chemicals, or abrasive additives for cleaning purposes.

NOTICE

Property damage

▷ In order to prevent corrosion, ensure that all materials are completely dry after cleaning.

NOTICE

Property damage

▷ Sand and sea water (or gritting salt) can damage moving parts and the wheel bearings. Thoroughly clean the product after is has been exposed to such conditions.

The product and its non-textile components can be regularly wiped down with a moist cloth. In case of heavy soiling, lukewarm water with added mild detergent is used. After cleaning, the product is wiped down with clear water and dried with a cloth.

The wheels can be cleaned with 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.

6.6 Disinfection

⚠ WARNING

Risk of infection

▷ To avoid cross-contamination, disinfect the product each time before giving it to any other person.

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

NOTICE

Property damage

▷ When disinfecting, observe any instructions provided by the manufacturer of the cleaning or disinfection agents used.

NOTICE

Property damage

▷ Observe the washing instructions for any removable textiles where available.

All components are thoroughly sprayed with a commercially available surface disinfectant or a cloth is wetted with disinfectant used it to wipe all components. Particular care is required to thoroughly disinfect surfaces that come into frequent contact with skin, e.g. seat surface, handles.

Please refer to the most recent list published by the Robert Koch Institute (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)

6.7 Passing on the product and reuse

⚠ WARNING

Risk of infection

▷ To avoid cross-contamination, disinfect the product each time before giving it to any other person.

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

INFO

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

The 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 a new user or medical retailer, please 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 maintenance schedule must be checked in this context.

6.8 Disposal

Contact a medical retailer when the product is no longer needed. The medical retailer will collect the product for proper disposal or processing in order to pass it on and reuse it.

The entire product must be disposed of in line with the applicable country-specific regulations. It is made of steel, aluminium and plastics. These materials and the packaging material (cardboard) can be recycled.

7 Technical specifications

7.1 Dimensions and technical information

Specification	Unit	TAiMA M-E
Length / width / height	mm	690 / 610 / 770
Length / width / height when folded	mm	690 / 200 / 830
Seat depth / seat width / seat height	mm	200 / 430 / 605
Total height min. / max.	mm	770 / 970
Grip handle height, adjustable	mm	9 increments of 25
Handle distance	mm	420
Grip handle height min. / max.	mm	770 / 970
Wheel dimensions	mm	35 x 200
Turning width	mm	875
Tipping stability acc. to ISO 11199-2 forward	°	> 15
Tipping stability acc. to ISO 11199-2 backward	°	> 7
Tipping stability acc. to ISO 11199-2 lateral	°	> 3.5
Weight without / with accessories	kg	7.68 / 7.80
Max. user weight incl. additional loads	kg	150
Shopping bag max. load capacity	kg	5
Rollator bag max. load capacity	kg	5
Tray max. load capacity	kg	5
Recommended body height	m	1.60 – 1.85

EN

7.2 Other information

Other information	TAiMA M-E Ocean Blue	TAiMA M-E Terra Rosa
REF	200067	200068

7.3 Materials

INFO

All metals used are resistant to corrosion

Component	Material	Colour
Frame	steel	Ocean Blue, Terra Rosa
Seat upholstery	PVC	black
Cross brace	aluminium	black
Grip handles	steel	black
Wheels	PP, TPR	black
Brake lever	PA6	black
Handles	TPR	black
shopping bag	polyester, PVC	black
Rollator bag	polyester, PVC	black
Standard back support belt	polyester	black
Comfort back support belt	polyester	black

7.4 Product tests

Standard	tested
ISO 11199-2	Assistive products for walking manipulated by both arms – rollators
ISO 10993-5	for material toxicity

8 Manufacturer’s declarations

8.1 Warranty

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

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.

DIETZ GROUP

CE MD

User manual Version 1.1 EN
Dated 2026-11 (NHA)

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