

EZI-WALK

Electric Rollator



TopGun
Mobility
WHEELS FOR LIFE

USER MANUAL

This intelligent Ezi-Walk Electric rollator is a portable electric rollator and shopping cart for those with decreased mobility due to age or medical/health conditions. The system is classified according to the user's action ability, providing intelligent anti-fall detection and maximum speed limit function. At the same time, it has the function of intelligent intention perception. Automatically adjust the operation status according to the user's use status and surface/terrain condition.

When travelling on the horizontal ground, the user can easily push the rollator by holding the handgrips and the power is automatically adjusted according to the user's walking speed. When travelling downhill, the rollator automatically produces resistance, which prevents the rollator from sliding down quickly and causes potential safety hazards. When travelling uphill, the auto-assistance will generate for easy uphill; if the user feels that the power is insufficient, the constant assistance power can be started to travel uphill easily.

Construction:

The main frame material is lightweight aluminum.

- 1- Handgrip
- 2- Brake
- 3- Handle
- 4- Height adjustment knob
- 5- Height adjustment button
- 6- Main frame
- 7- Cross tube
- 8- Brake pad
- 9- Powered wheel
- 10- Front wheel
- 11- Shopping bag (with battery, charger and control box included)
- 12- Seat
- 13- Backrest
- 14- Control set



NOTE: Check all parts for shipping damage. In case of shipping damage, Do NOT use. Contact authorised Top Gun Mobility dealer for further instruction.

** Remove Red Plastic Plugs prior to assembly



SAFETY SUMMARY

To ensure the safe operation of the rollator, these instructions must be followed:


GENERAL WARNING

DO NOT assemble or use this rollator without first reading and understanding this instruction sheet. If you are unable to understand the Warnings, Cautions or Instructions, contact a healthcare professional, authorised dealer or technical personnel before attempting to assemble this rollator – otherwise, injury or damage may occur. Everyone should consult with their physician or therapist to determine proper adjustment and usage of the rollator.

The rollator is NOT intended to be propelled while seated

A physician/occupational therapist should assist in the height adjustment of the rollator for maximum support and correct brake engagement, and the fastening of the screw. Always ensure screws are fastened to the connector, so that the connector can't move when forced. Ensure all pins fully protrude through adjustment holes. Ensure when pulling up and pressing down the brake handle, the brake can be successfully engaged. Failure to follow these warnings can result in personal injury.

Care should be taken to ensure that ALL handles, height adjustment locks, wheels, brakes or any other functional or moving parts are in good working condition before operation. All wheels MUST be in contact with the floor at ALL TIMES during use. This will ensure the rollator is properly balanced. The brakes MUST be in the locked position before using the seat. When using the rollator in a stationary position, the hand brakes MUST be locked.

In case of voice warning for charging under low power, the power icon  will keep flashing, and the brake system will be activated. At this moment, the resistance force achieves its max. Please SWITCH OFF the system and use the rollator as a normal rollator.

DO NOT charge the rollator under wet or humid environment. The voltage used for charging shall NOT exceed 240V. NEVER place the battery in water.

STABILITY WARNING

The Rollator can provide ambulatory assistance to an individual weighing up to 136kg, including the weight of the contents of the bag.

The shopping bag has a weight limitation of 4.5kg

DO NOT go up inclines greater than 15° or go down inclines greater than 5° when using the rollator. DO NOT ride the rollator with all your weight on the armrests or lean disproportionately on one of the armrests.

FOLDING AND ASSEMBLY WARNING

After unfolding or assembling the rollator, ensure that the buckle under the seat support is securely locked in. Ensure that the height adjustment button is not pressed in. All screws must be tightened to ensure that there is no movement.

DO NOT hang anything on either the left or right side of the frame, since it may cause the rollator to tip, resulting in injury or damage.

INSTALLATION WARNINGS

Ensure all pins fully protrude through adjustment holes of each height adjustment tube with a clicking sound. It can be adjusted without looking at the scale line.

Always test to see that the rollator and attachments are properly and securely locked in place before using.

OPENING/FOLDING THE ROLLATOR (FIGURE 1)

NOTE: Refer to the FOLDING/ASSEMBLY WARNINGS in the SAFETY SUMMARY of this instruction sheet.

OPENING

1. Swing the side frames outward.
2. Push down the seat until the buckle under the seat is fully locked by the screw on the cross tube. (FIGURE 1)
3. Before using, test the rollator by grasping the side frames with some force, attempt to fold them inward. The rollator will remain locked in the OPEN position if it is engaged properly.

FOLDING

1. Grasp the handle, fold the rollator by pulling the strap in the middle of the seat cloth.
NOTE: Shopping bag is not shown for clarity.



FIGURE 1- OPENING/FOLDING THE ROLLATOR

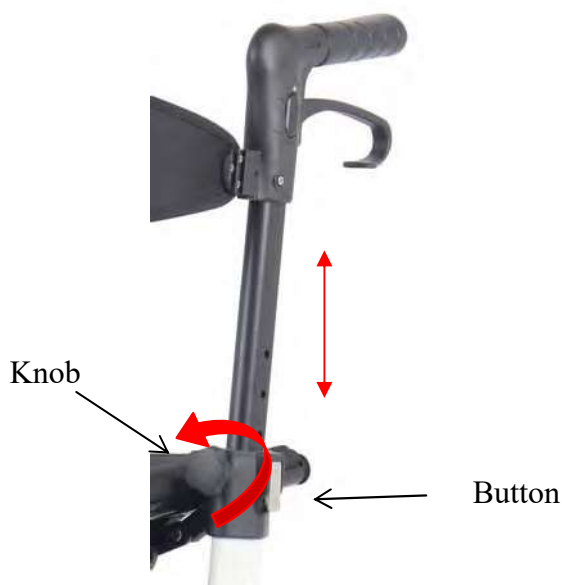
INSTALLING/ADJUSTING HEIGHT ADJUSTMENT TUBE/BRAKE CABLES/REAR WHEEL TUBES

NOTE: Refer to the INSTALLATION WARNINGS in the SAFETY SUMMARY of this instruction.

NOTE: Adjust the rollator height so that when the user's arm is down to their side, the hand grip is at wrist height. This will ensure the arms are at an approximate 20°-30° bend when using the rollator.

Anticlockwise loosen the knob and press the button at the side tubes, adjust the height adjustment tubes upward or downward to the desired height, ensuring all pins fully protrude through adjustment holes of each height adjustment tube, then ensure the knob is fastened clockwise again.

(FIGURE 2)



ADJUSTING THE HEIGHT ADJUSTMENT TUBE (2)

USING/LOCKING/RELEASING THE HAND BRAKES

NOTE: Refer to INSTALLATION WARNINGS in the SAFETY SUMMARY in this instruction.

NOTE: If the brakes were locked when you open the box, refer to INSTALLING/ADJUSTING HEIGHT ADJUSTMENT TUBE/BRAKE CABLES/REAR WHEELED TUBE in this instruction sheet.

USING HAND BRAKES

1. Pull the top portion of the brake handles UP towards the hand grips
2. Operate following the instruction below:
 - a. Remain stationary — hold the brake handle up.
 - b. Continue moving forward – release the brake handle.

LOCKING HAND BRAKES

1. Push DOWN on the bottom portion of the brake handle as shown in FIGURE 3 until there is a "click" sound.
2. Refer to UNLOCKING HAND BRAKES in this procedure of the instruction sheet.

UNLOCKING HAND BRAKES

1. Pull UP on the top portion of the brake handle to release as shown in FIGURE 3.
2. Release brake handle.



USING/LOCKING/UNLOCKING HAND BRAKES (FIGURE 3)

CABLE ADJUSTER UNIT (FIGURE 4)

Should be completed by a qualified technician

1. Test the brake. If the tension of the brake handle is too loose/tight, perform the following:
 - a. Loosen the Phillips screw on the brake clamp.
 - b. Pull the brake wire further through the brake clamp.
2. Perform STEP 1 on another brake



FIGURE 4—CABLE ADJUSTER UNIT

ELECTRICAL PARAMETERS OF THE CONTROL SYSTEM

Supply Voltage: DC 24V

Control Voltage: DC 20V~29.4V

Adaptable motor: Brushless hub motor

Control mode: FOC (Flux-oriented control)

PWM rate: 16Khz± 1%

Batter charge current: 2Arms

Charger splice: DC plug with 5.5~2.5MM

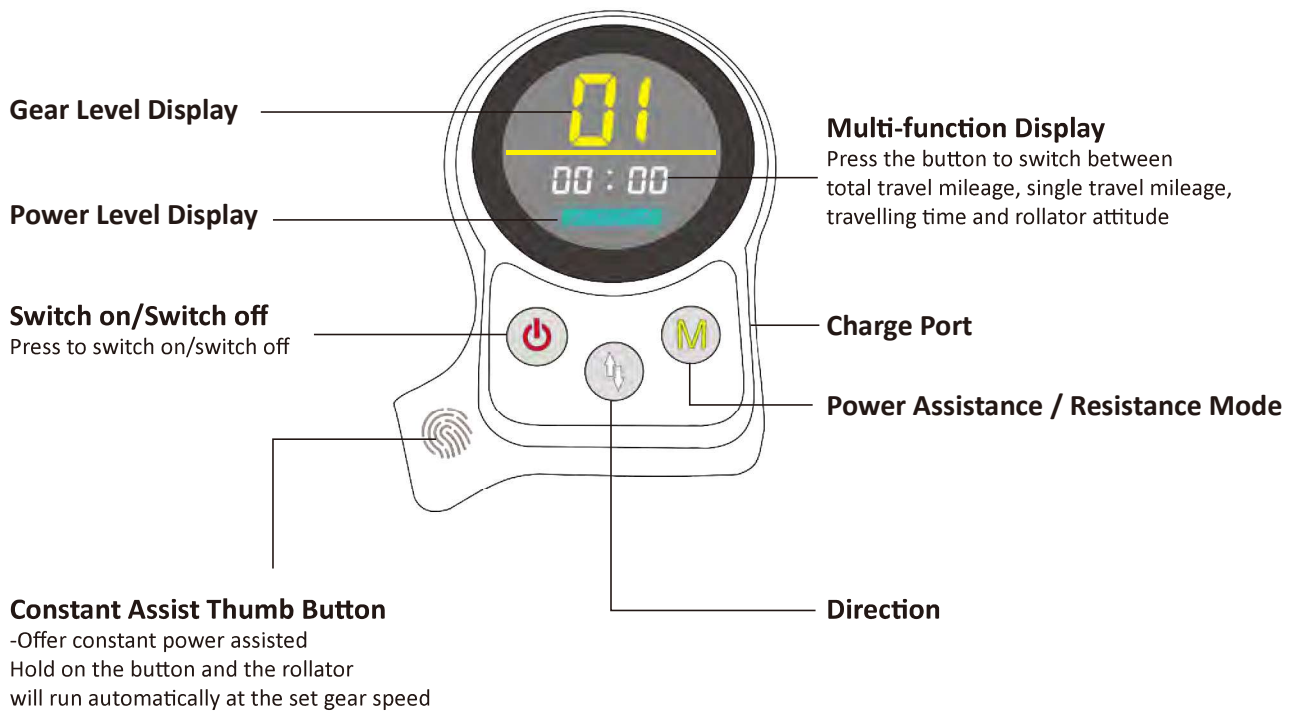
Max drive current: 15A


IP rate: IPX4

Operation condition: from -25°C to +50°C

Storage condition: from -40°C to +65°C

INTRODUCTION FOR HANDSET DISPLAY




When this symbol  keeps flashing, it enters the error code interface. The corresponding number shown in the screen represents the corresponding fault content. The specific state is as follows:

Error Code	Cause of Failure	Solution
E-002	Left motor fault	<ul style="list-style-type: none"> ● Check whether the left motor outlet is damaged, if damaged, replace the motor. ● Check whether the Hall interface of the left motor is stably inserted or whether the waterproof interface of the motor is stably inserted. <p>If no, replace the control box.</p>
E-004	Right motor fault	<ul style="list-style-type: none"> ● Check whether the outlet of the right motor is damaged or not, and replace the motor if damaged. ● Check whether the Hall interface of the right motor is stably inserted or whether the waterproof interface of the motor is stably inserted. <p>If no, replace the control box.</p>
E-003	Left and right motor fault	<ul style="list-style-type: none"> ● Check if both motor plug is damaged, if damaged need to replace the motor. ● Check if right motor hall interface stability or if the motor waterproof interface stability. <p>If no, replace the control box.</p>
E-008	Error in current detection of left motor	Please contact the maintenance staff to replace the control box.
E-010	Error in current detection of right motor	Please contact the maintenance staff to replace the control box.
E-013	Left motor fault	Please contact the maintenance staff to replace the left motor.
E-014	Right motor fault	Please contact the maintenance staff to replace the right motor.
E-015	Left and right motor mos fault	Please contact the maintenance staff to replace the left and right motor.
E-016	Left motor fault	Please contact the maintenance staff to replace the control box.

E-017	Right motor mos fault	Please contact the maintenance staff to replace the control box.
E-018	Left and right motor mos fault	Please contact the maintenance staff to replace the control box.
E-020	Battery power supply detection error	Check if the battery is damaged. If no, contact the maintenance staff to replace the control box.
E-040	15V voltage fault	Please contact the maintenance staff to replace the control box.
E-021	Instrument communication failure	Please contact the maintenance staff to replace the control box and handset display
EE	Abnormal fall alarm	Automatic recovery after releasing the anti-fall alarm
E-023	Abnormal attitude sensor	Please contact the maintenance staff to replace the handset display.
E-024	Vehicle attitude uncalibrated	Please calibrate according to the manual "Initial Rollator Attitude Calibration Method".
E-025	Handgrip detection sensor abnormality	Please contact the maintenance staff to replace the handset display
E-026	Uncalibrated handgrip detection sensor	Please contact the maintenance staff to replace the handset display
E-027	The thumb button is abnormal	Please contact the maintenance staff to replace the handset display

USE OF CONTROL HANDSET DISPLAY


1. Switch on: long press , after "beep" switch on complete.
2. Switch off: long press , after "beep" switch off complete.

Power Resistance Mode: short press  to switch gears, 01-03 gears, resistance gradually reduced (01>02>03), with anti-fall function.


This mode is mainly used for rehabilitation training for users with weak muscle strength. When pushing the rollator, there is always a resistance to support the user to walk, preventing the wheels from speeding up and causing the user to fall.

Anti-fall Function: When pushing the rollator, if the speed suddenly becomes faster, the system will automatically make an emergency brake to stop the rollator and the screen will show "EE", after releasing the handgrip, the anti-fall will be lifted, and "EE" will disappear.



Note: The thumb button is invalid in the resistance mode.


Power Assistance Mode: short press  to switch gears, C1-C3 gears, auto-assist strength and speed gradually increase (C1<C2<C3), maximum speed 4.8KM/H.

Auto Assist: Hold the handgrip and push the rollator. At this time, auto-assist will be generated automatically. When pushing forward, it will help forward, and when pushing backward, it will help backward. The faster the speed, the more obvious assistance strength; the higher the gears, the more obvious assistance strength. When travelling downhill, it will automatically generate resistance. When travelling uphill, if the user feels that the power is insufficient, the constant assist power can be started to travel uphill easily.

Constant Assist (Thumb Button): hold the handgrip, press the thumb button (the icon  lights up), the assistance strength will be increased.

Threshold Crossing Mode: select the assistance gears C1-C3, hold the handgrip to stop the rollator, hold on the thumb button, the front wheel will lift automatically to a certain angle, to prevent the rollator from turning over accidentally.

Switching Direction: short press , direction can be switched. If the icon  keep flashing, voice prompt "attention to reversing", it means backward.

Multi-Function Display Zone Switching: after switched on, short press , the display can be switched between total travel mileage, single travel mileage, travelling time and rollator attitude.

Handgrip Detection:

(A) Lock mode: When your hand leaves the handset display for more than 5 seconds or 15cm away from the handset display, the system will automatically lock, the screen displays "LL". At this time, the rollator can't be moved.


(B) Active mode: Hold the handgrip within 15cm from the handset display. If the rollator is under the lock mode, the screen will display "LL" and keep flashing. At this time, press thumb button, then "LL" will disappear.

When the icon  lights up, the system is unlocked.

INITIAL ROLLATOR ATTITUDE CALIBRATION METHOD

If there is an error code E-024 after switched on, do the following:

Place the rollator horizontally, the handset display must be fixed in the installation position and cannot be moved.

Keep pressing  for around 10 seconds while the power is off, until F4 is shown on the display with a voice prompt. The attitude starts to calibrate automatically, waiting for the instrument to exit automatically and return to the main home screen, and the calibration is completed

CARE AND MAINTENANCE

1. Ensure that ALL attaching hardware is always secure.
2. Check the screw to secure that the seat is fully locked by the screw on the cross tube. If not, push down again.
3. Check if the wheels are installed and secured properly.
4. Make sure all pins are fully protruded through adjustment holes of each height adjustment tube
5. Replace any broken, damaged, or worn items immediately.

When you don't use the rollator for long periods of time, please charge the battery monthly to maintain battery and utility.

CARE OF WHEEL ACCESSORIES

1. Clean the wheels with warm water and mild cleanser. Dry with clean towel.
2. Lubricate with 3-in-1 oil periodically or if wheels begin to squeak.

Storage & Transportation Condition

Should be stored in clean, ventilated, and dry place.

Rainproof, moisture-proof, and handle with care during transportation.

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Owner's Manual & Warranty Booklet 2023