

# UPWalker<sup>®</sup> Neuro



## **User Guide** **For H250-RC & H250-LC**

**Designed by LifeWalker Mobility Products**  
**San Diego, California**

*LifeWalker*  
Mobility Products



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# SAFETY WARNINGS

**TO ENSURE YOUR SAFETY IN USING THE UPWALKER® NEURO, THE FOLLOWING SAFETY INFORMATION AND ALL INSTRUCTIONS MUST BE FOLLOWED.**

- DO NOT use this product without first reading and understanding the instructions contained in this booklet.
- For H250-RC DO NOT exceed 300lb (136kg) weight limit. And for H250-LC, DO NOT exceed 350lb (159kg) weight limit.
- User assistance is recommended for customers with fall risk.
- DO NOT use the UPWalker Neuro if there is apparent damage or if any parts (other than accessories) are missing.
- Care should be taken to ensure that all height adjustment locks, handles, brakes or any other functional or moving parts are in good working order before operation.
- Periodically check engagement of seat rail in frame and armrest height adjustments to make sure they are secure.
- Periodically check all screws and fasteners, and retighten if necessary.
- DO NOT use with rear wheels in unlocked position.
- DO NOT ride the UPWalker with all your weight on the armrests or lean disproportionately on one of the armrests.
- DO NOT use on stairs, escalators, moving sidewalks, or uneven surfaces.
- DO NOT go up or down inclines greater than 15% or diagonally across inclines greater than 5%.
- Be careful to avoid pinching your fingers while raising and lowering the armrests and opening and closing the UPWalker frame.
- ALL WHEELS must be in contact with the floor at ALL TIMES. This will ensure that the UPWalker Neuro is properly balanced.

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAN LEAD TO SERIOUS INJURY OR DEATH. FOR SAFETY AND WARRANTY COMPLIANCE, THE UPWALKER IS ONLY TO BE USED BY A CONSUMER IN A MANNER AS DEMONSTRATED FOR INTENDED USE AS A MOBILITY ASSISTANCE DEVICE. MISUSE OF THE UPWALKER MAY VOID WARRANTY.**

## SET-UP INSTRUCTIONS

1. Unbox the UPWalker Neuro on a level floor. With the box laying on a narrow side carefully pull the UPWalker from the box and remove protective plastic and all cardboard pieces. Retain shipping materials in the event of customer return of product.
2. Stand the UPWalker Neuro up on all four wheels (see Fig A1 on page 6).
3. Push the front wheel gray lock tabs down to release the front wheels from locked position (see “Locking and Unlocking Wheels” on page 17).
4. The rear wheels will automatically lock in place when turned backward (see “Locking and Unlocking Wheels” on page 17).
5. Open the UPWalker (refer to “Opening the UPWalker Neuro” on page 6).
6. Follow instructions on page 6 for securing seat in forward position, with seat rails pushed firmly inside support brackets on frame, before using the UPWalker Neuro.
7. Adjust armrest height to your desired user height (refer to “Setting Desired Armrest Height” on page 7).
8. Install UPWalker Bridge (refer to “Using the UPWalker Bridge (H250-LC)” on page 8).
9. Set armrest to desired angle (see “Setting Desired Armrest Angle” on page 10).
10. Set handgrip orientation to your desired angle (refer to “Setting Handgrip Angle” on page 11).
11. Set handgrip extension to your desired length, or leave in current position if comfortable (refer to “Setting Length of Handgrip Arm” on page 12).
12. Check the brakes for normal function, including the parking brake function (refer to “How to Use Parking Brakes” on page 14).
13. With parking brakes off (see “How to Use Parking Brakes” on page 14), ensure that all four wheels spin freely.
14. Examine all other parts for shipping damage. DO NOT use the UPWalker if there is apparent damage or if any parts (other than accessories) are missing. If there are missing or damaged parts, please contact LifeWalker Customer Service at 866-588-1845 or [customerservice@lifewalkermobility.com](mailto:customerservice@lifewalkermobility.com).

# UPWalker® Neuro Product Features



## A. Opening the UPWalker Neuro

1. To open the UPWalker Neuro, begin by standing the UPWalker on all four wheels on a level floor (Fig A1).
2. Unclasp strap on front legs of the frame to enable opening of the UPWalker (Fig A2).
3. Standing behind the UPWalker, lift up slightly on the sit-to-stand assist handles while pulling outward in opposite directions to open frame (Fig A3).
4. Continue opening the UPWalker by pushing slightly inward simultaneously on the sit-to-stand assist handles to align and connect seat rails with frame (Fig A4).
5. To complete opening of the UPWalker, move seat to most forward position (Fig K1) and push downward on the seat where marked "Push Down To Secure" until seat rails make a loud locking sound, "click" and sit securely inside the support brackets on frame (Fig A5).

**CAUTION: THE UPWALKER IS NOT SECURE FOR USE IF SEAT RAILS ARE NOT PUSHED FIRMLY INTO THE FRAME BRACKETS AS DEMONSTRATED IN FIG A6. DO NOT USE THE UPWALKER IF SEAT RAILS ARE OUT OF FRAME BRACKETS (FIG A7).**



Fig A1

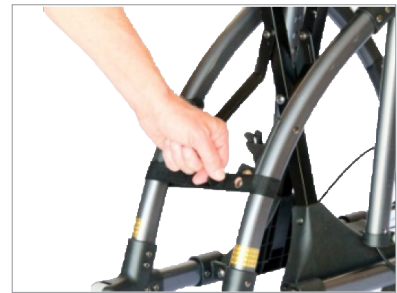


Fig A2



Fig A3



Fig A4

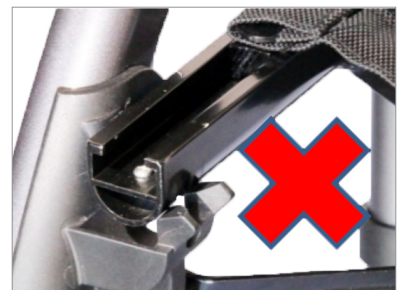


Fig A5



Correct Alignment

Fig A6



Incorrect Alignment

Fig A7



## B. Setting Desired Armrest Height

1. The armrests on the UPWalker Neuro are raised and lowered independently of each other. It is recommended that the armrests be set at the same height. Should the user have a physical condition that requires offsetting the height of the armrests, the armrests can be set accordingly for comfort.



Fig B1

2. To raise and lower the armrests, first push in the light gray height adjustment tab (Fig B1) and, while keeping the tab depressed with one hand, use your other hand centered over armrest pad to raise or lower the armrest to the desired height (Fig B2). When the armrest is at the desired height, release the height adjustment tab to automatically engage the tab's pin in the tube hole. You will hear a "click" when the tab is engaged. Avoid pinching your fingers between the armrest and the top of the height adjustment tube while raising or lowering the armrests.



Fig B2

**CHECK THAT THE HEIGHT ADJUSTMENT TABS ARE SECURELY IN PLACE BEFORE PLACING WEIGHT ON THE ARMRESTS AND WALKING IN THE UPWALKER NEURO.**

3. The armrest should be set at a height that is high enough that you feel support under your forearms when standing upright inside the UPWalker but not so high as to cause your shoulders to "push up." As appropriate for the user's physiological condition, put equal weight on each forearm while using the UPWalker. You may find it beneficial to displace some of your body weight on your forearms while walking.
4. Each setting is marked with a number on the height adjustment tube for future reference. Note and remember the setting you prefer.
5. The UPWalker Neuro includes a convenient height adjustment memory stop on the bottom of each height adjustment tube (Fig B3). After you have established your preferred height setting, unlock the height adjustment memory stop using the gray knob, turning it in a counterclockwise direction. Slide the memory stop up to the frame and relock in place by turning the gray knob in a clockwise direction until tight. Once set you may raise an armrest from a lowered position until the memory stop is reached. The memory stop does not need to be moved again unless a different armrest height is required.



Fig B3



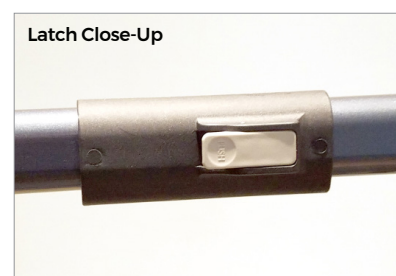
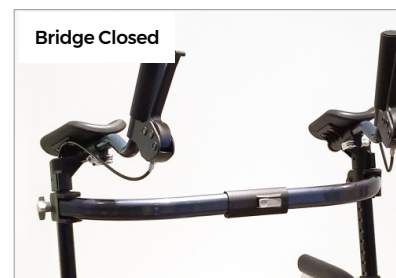
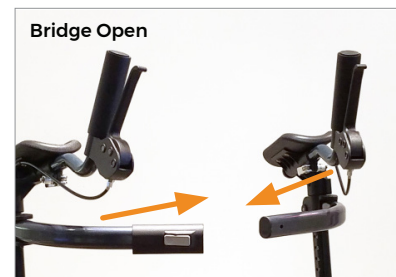
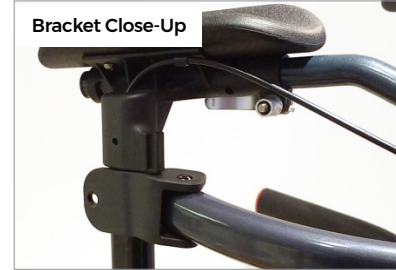
## C. Using the UPWalker Bridge (H250-LC)

The UPWalker Bridge is engineered to further enhance the stability of the UPWalker Neuro Large (H250-LC) by coupling the two armrest supports together.

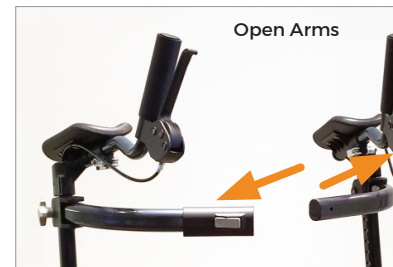
**To install** the Bridge, unscrew the gray knob from the U-shaped bracket on the end of each of the Bridge arms. Slide the U-shaped bracket over the front side of upright arm adjustment tube until it “pops” into place. Make sure the bracket is touching the bottom of the armrest when installed. Then reinsert the gray knob into the hole on the outside of the U-shaped bracket and turn clockwise to screw into the nut on the opposite side of the bracket until very tight and secure. Repeat for both Bridge arms. Check to confirm that the Bridge arms are fastened very securely on both tubes and don’t slide down the tubes. Verify that the left and right arms meet at the same height in the middle for proper coupling.

**To couple** or connect the Bridge when installed (see installation instructions below), simply pivot the left and right Bridge arms toward each other. Align the left arm so that it slips into the socket on the Bridge latch attached to the right arm. Ensure that the latch has clicked securely into place before using the UPWalker Neuro.

**To uncouple** or disconnect the Bridge, press the gray button in the middle of the Bridge latch. Hold the button down as you pivot the Bridge arms forward until they separate.



**To remove** the Bridge uncouple the two arms of the Bridge. Unscrew the gray knob and remove the screw from the U-shaped bracket on the end of the Bridge arm. Grip the Bridge arm close to the upright tube and pull off of the tube. You may gently rock the Bridge arm up and down to dislodge the arm from the tube. Reinsert the gray knob into the hole on the outside of the U-shaped bracket and screw into the nut on the opposite side of the bracket until secure to avoid losing it. Repeat these steps for both Bridge arms.



**CAUTION:** Do not put your full weight on the UPWalker Bridge or use it as a handle to carry the UPWalker. It is designed only for the purpose of connecting the two armrest supports, not for supporting the user or carrying the UPWalker.

Do not adjust the armrest height or attempt to fold the UPWalker Neuro with the Bridge arms closed.

When the Bridge is open the Bridge arms are more prone to damage. To avoid damage when the Bridge is open:

- Avoid pushing down or pulling up on the free end of the Bridge arms.
- Do not allow the UPWalker Neuro to fall over causing the free end of a Bridge arm to hit the ground or a hard object.

It is recommended that the Bridge be removed when the UPWalker Neuro is folded for storage or transport since the Bridge arms in the open position can be damaged more easily.

## D. Setting Desired Armrest Angle

The UPWalker Neuro is intended to better accommodate and more comfortably support those with a limited range of movement, strength or coordination in one or both arms. This condition may be caused by neurological, joint or muscle impairment.

The armrest angle adjustment feature of the UPWalker Neuro enables variable positioning of the user's forearms relative to the torso to accommodate personal physiological needs. This is achieved by pivoting the armrest inwards horizontally at the elbow, around a lockable hinge placed beneath the center of the armrest.

The armrest angle can be set anywhere between straight ahead and perpendicular across the body. The left and right armrests may be set to different angles if that suits the user better than a more symmetrical positioning.

### Setting the armrest angle:

1. After setting the armrest height to a comfortable position, locate the armrest angle lock under the center of the armrest (Fig D1).
2. Lift the free end of the angle lock lever and push it all the way forwards to release it (Fig D2).
3. With the user standing in the walker, pivot the armrest to the desired position, anywhere within the 90 degree adjustment range (Fig D3).
4. Lock the armrest in that position by pivoting the locking lever back to its starting position.
5. Adjust the other armrest, if desired.
6. Finding the most comfortable combination of armrest positions may take more than one trial adjustment.
7. If the armrest angle has a tendency to drift from the position set, the angle lock may require adjustment. To achieve that, unlock the lever as explained above. Locate the threaded cylindrical nut opposite the lever's hinge. With the lever unlocked, turn the nut clockwise until it feels finger tight. Close the locking lever fully. If the armrest can still turn about the pivot, repeat the above except tighten the adjustment nut further until the angle lock is tight enough to prevent the armrest angle from drifting.
8. When folding the UPWalker for transportation or storage, set the armrest angle to the straight ahead position on both sides prior to folding the walker.



Fig D1



Fig D2



Fig D3

## E. Setting Handgrip Angle

1. To set the handgrip at the desired angle, open the chrome cam lever under the armrest pad and swivel the handgrip to the preferred position (Fig E1).
2. There are three suggested handgrip positions – horizontal (Fig E2), vertical (Fig E3) or 45 degrees (Fig E4) (where you will feel a slight “stop” as you swivel the handgrips). The handgrip angles can be set at other angles, if that suits the user.
3. Once the preferred angle is established, close the chrome cam lever firmly to secure the handgrip in place (Fig E6). The tightness of the cam lever can be adjusted by turning the cam lever nut on the outer side of the armrest.
4. To close the UPWalker Neuro to its most compact size for storage or transport, point handgrips directly downward or upward in a vertical position so they don’t conflict when folding (Fig E5 or E3).



Fig E1



Fig E2



Fig E3



Fig E4

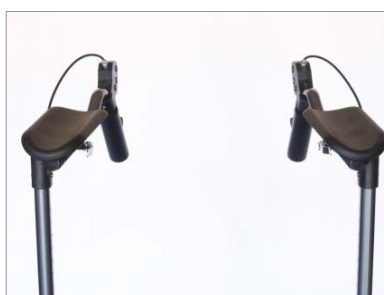


Fig E5



Fig E6

## F. Setting Length of Handgrip Arm

1. The UPWalker Neuro is shipped with the handgrips set in the extended length position relative to the armrest pads. This default length should fit most users.
2. Should the user want to shorten the reach from the armrest pads to the handgrips, first release the chrome cam lever under the armrest pad (Fig F1).
3. Swivel the handgrip arm inward to access the brass pin (Fig F2) in the slot under the armrest pad, depress the pin and pull the handgrip backward until the second (originally unexposed) pin locks in the slot (Fig F3). Return handgrip to desired angle and close the cam lever (Fig E6).
4. Repeat on both sides so the reach is uniform left and right.

To lengthen the reach of the handgrip, release the cam lever and swivel the handgrip arm, push in the brass pins one at a time and pull the handgrip forward until the rear brass pin engages in the slot. Return handgrip to desired angle and close cam lever (Fig E6).



Fig F1



Fig F2



Fig F3

## G. Resistance Brakes

The UPWalker Neuro features resistance brakes that provide the user the ability to apply a specific level of partial braking to the rear wheels. The purpose is to help stabilize the walker by reducing unintentional movement and walking speed. A second purpose is to act as mild exercise, with resistance similar to walking up a slight incline.

The level of drag is adjustable anywhere between completely free and fully locked. In practice, the user would set mild braking, with enough resistance to be felt but not braking hard enough to drag the wheels against the floor or ground.

### Setting the resistance brakes:

1. Locate the adjustment knob in front of the rear wheels (Fig G1).
2. Turn the knob clockwise to increase the drag between resistance brake and tire.
3. Turn the knob counter-clockwise to reduce the drag between resistance brake and tire.
4. Set the resistance brake to your preferred level of drag at both the left and right rear wheels.
5. Increase the drag on one side, or decrease the drag on the other side until they feel balanced enough for the walker to track straight on a flat surface.
6. If the walker does not seem to want to move, check that the parking brakes (See Parking Brakes), backup prevention brakes (See Backup Prevention Brakes) and the resistance brakes are released – on both sides.

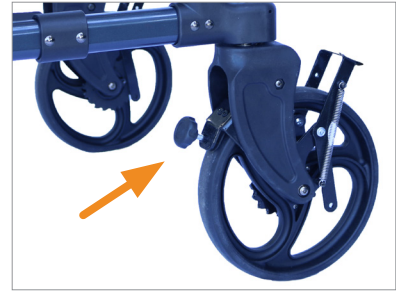


Fig G1

## H. Backup Prevention Brakes

The UPWalker Neuro also comes equipped with backup prevention brakes that can be activated to allow the UPWalker to move forwards unimpeded but immediately halt any rearward motion. This helps users who have balance disturbances and have a tendency to lean back, by preventing the walker from rolling rearward in an uncontrolled manner. It also helps some users to pull themselves up from the seated position by means of the UPWalker's sit-to-stand assist handles, without the UPWalker rolling back, before standing up inside the walker footprint.



Fig H1

The brake mechanism uses a simple one-way ratchet wheel with a pivoting spring-loaded pawl. The pawl is attached to a convenient foot activation lever (Fig H1).



## Activating backup prevention brakes:

1. Locate the backup prevention brake activation pedals on each wheel (Fig H2).
2. Using your foot, draw the pedals back until they stop (Fig H3).
3. The clicking sound during forward travel is normal.  
It reminds the user that backup prevention has been enabled.
4. If the user wants to walk without enabling backup prevention, ensure that both activation pedals are in the forward position.
5. The hand and parking brake functions are completely unchanged regardless of the backup prevention brakes position.
6. If the UPWalker hesitates when the user wants to back up, ensure that both the parking brakes, backup prevention brakes and resistance brakes are off.
7. The backup prevention brake is not a substitute for the parking brake on a slope, as it will not prevent the walker from moving down a slope under gravity.



Fig H2



Fig H3

## I. How to Use Parking Brakes

1. To set parking brake, push the brake handle forward until it clicks in locked position. Some users may want to hold the handgrip with one hand while using the other hand to push the brake handle forward. (Fig I 1).
2. To unlock brakes, simply pull brake handles back toward you.
3. It is strongly recommended that the parking brakes be set in the locked position when the user is sitting down in the UPWalker or standing from a seated position and when the user is making adjustments to the UPWalker's settings.
4. When using brakes while walking, both brakes should be applied with equal pressure.



Fig I 1



## J. How to Adjust Brakes

The following information is intended to assist you with the adjustment of your brakes. Note: The brakes on your new UPWalker have been preset from the factory. Due to normal use over time you may need to make adjustment to maintain this setting. You can adjust the brakes by making the following adjustments at either the brake handle position (Fig J1) or above the rear wheel (Fig J2). Before attempting to adjust the brakes, ensure that the parking brake is disengaged (see “How to Use Parking Brakes” page 14).

### Brake is Too Loose

Use fingers or pliers to turn the barrel adjuster nut counterclockwise a half rotation (Fig J3). Try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut a half rotation at a time until the brake functions as expected. Then turn the larger locking nut clockwise using fingers or a 10 mm or 13/32 wrench until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.

### Brake is Too Tight

Use fingers or a 10 mm or 13/32 wrench to turn the larger locking nut counterclockwise until loosened. Then use fingers or pliers to turn barrel adjuster nut clockwise a half rotation (Fig J3) and try the brake. If this does not correct the problem, repeat turning the barrel adjuster nut a half rotation at a time until the brake functions as expected. Then turn the locking nut clockwise until it presses tightly against the housing to prevent the barrel adjuster nut from loosening.



Fig J1

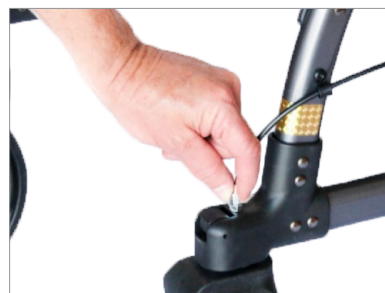


Fig J2



Fig J3

## Resetting the Brakes

**NOTE: DO NOT ATTEMPT TO PERFORM THIS TASK IF YOU ARE NOT MECHANICALLY INCLINED.**

If you cannot achieve the desired adjustment by means of the above, you may use a 4 mm or 5/32" Allen wrench to reset the brake using the brake cable nut attached to the brake pad at each rear wheel (Fig J4). First loosen the nut by turning Allen wrench counterclockwise. Once loosened, you may pull the brake cable out of the nut to tighten the brake, or push the brake cable into the nut to loosen the brake. After achieving desired cable length, tighten the nut by turning clockwise. You may have to repeat adjustment a few times to get it right.



Fig J4

If you are not comfortable with adjusting your brakes please consult a local Durable Medical Equipment dealer or contact LifeWalker Customer Service at 866-588-1845 or [customerservice@lifewalkermobility.com](mailto:customerservice@lifewalkermobility.com). Please note, LifeWalker does not reimburse customers for maintenance charges on the UPWalker, including brake adjustments.

## K. Positioning the Seat

1. To walk in the UPWalker Neuro, pull the seat to the most forward position by lifting up and pulling forward the tab on the front of the seat (Fig K1).
2. To sit on the seat, set the parking brake, pull the seat fully backward using the rear pull tab (Fig K2), and sit with legs facing the rear. Sitting on the seat with the armrests in their raised position is often preferred.
3. Use the sit-to-stand assist handles as needed when sitting and standing (Fig K3).

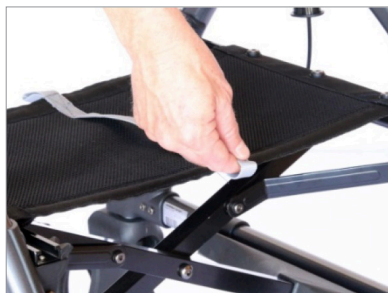


Fig K1



Fig K2

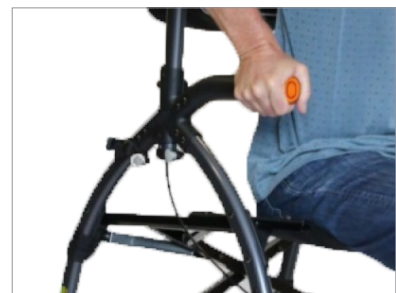


Fig K3

## L. Using Sit-to-Stand Assist Handles

1. Move rear wheels of the UPWalker Neuro under the chair in which you are seated, aligned with your feet.
2. Set parking brakes (see “How to Use Parking Brakes” on page 14).
3. Place hands on left and right sit-to-stand assist handles.
4. Bend over to where your nose is over your toes and push down on the sit-to-stand assist handles to stand up into the UPWalker (Fig L1).
5. Release parking brake (see “How to Use Parking Brakes” on page 14).



Fig L1

## M. Locking and Unlocking the Wheels

1. For most users the front wheels should be set to pivot freely and allow the UPWalker Neuro to turn left and right. This is achieved by placing the light gray tab above each front wheel in the down position (Fig M1). However, the front wheels can be locked to roll only in a straight line by flipping the gray wheel lock tabs to the up position (Fig M2).
2. The rear wheels should be kept in the locked position when using the UPWalker Neuro. If you need to unlock the rear wheels to reduce the size of the unit for shipping, storage or transport, lift up the black wheel lock tabs above the rear wheels (Fig M3) and pivot the wheels inward. Push wheel lock tabs down to closed position after turning wheels under the UPWalker.



Fig M1

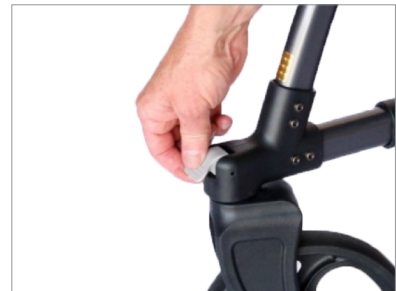


Fig M2



Fig M3

## N. Closing the UPWalker Neuro

1. Lower the armrests to the lowest setting (see “Setting Desired Armrest Height” on page 7). Lift the seat up by seat lift handle (Fig N1) and allow the UPWalker to fold in (Fig N2). Stand the UPWalker on all four wheels to roll or stow. Use the belt buckle clasps on front of the UPWalker to secure folded unit for storage or transport.
2. When folding for storage or transport, it is recommended that the handgrips be turned either vertically upward (Fig E3) or fully downward toward the ground (Fig E5), and the armrests should be returned to their lowest height position with armrest angle straight ahead. On the UPWalker Neuro Large (H250-LC), the bridge should be removed before closing (Fig A1).
3. Luxury Personal Item Bag must be removed to avoid damage to bag.



Fig N1

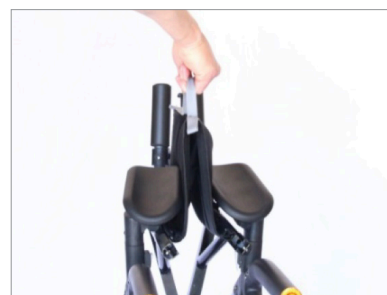


Fig N2

## O. Using Your UPWalker Neuro

1. Once standing in the UPWalker move forward so your body is between the armrest pads, standing in an upright position with good posture.
2. As appropriate for the user's physiological condition, put equal weight on each forearm while using the UPWalker.
3. Put hands on handgrips with fingers around the brake handles. Take full-stride steps with constant gait.
4. Pull on brake handles while going down hills to control speed. Walk regularly for exercise to maintain good health.

## P. Maintenance

1. Check your UPWalker Neuro periodically to make sure that the brakes are working correctly and that all of the nuts and bolts are secure. Do not use the UPWalker if the brakes are not working correctly.
2. If handgrips are loose, do not use the UPWalker.
3. Periodically inspect the wheels for tightness, wear and damage. Before use, make sure that the wheels are free of hair, lint, dirt and other debris.
4. Regular inspection of parts including hardware, brackets and plastics for deformation, corrosion, breakage, wear, dents or compression is highly recommended.
5. Regular cleaning of the UPWalker is recommended. Wipe all surfaces with a damp cloth and allow the surfaces to dry before use.
6. UPWalker handles and armrest pads are made of closed cell material so they can be sanitized with antiseptic cleansers.
7. Teflon or silicone lubricant may be applied to a rag and run over the armrest height adjustment tubes and seat rail slide, after cleaning, to assure smooth operation.

## Q.Accessories

The UPWalker Neuro is shipped to customers with the following standard accessories:

**Backrest Support** (Fig Q1) is attached by sliding each end over the sit-to-stand assist handles (Fig Q2) with mesh material facing the rear end of the UPWalker. Backrest may be left permanently on the UPWalker or removed when not in use.



Fig Q1

**Personal Item Bag** (Fig Q3) has Velcro straps which go over the handgrip tubes at the bent sections (located below handgrips) and attach to the opposite-side Velcro (Fig Q4). The UPWalker logo is designed to be on the front side of the bag facing away from you when using the UPWalker.



Fig Q2

**Beverage Holder** (Fig Q5) can be attached to either one of the handgrip tubes. First, unscrew the knob on U-shaped tube clamp and remove the beverage holder from the U-clamp. Then slide "U" over handgrip tube (Fig Q6) close to armrest pad with hole on bottom and flat side of "U" facing inward. Make sure rubber sleeve remains inside the "U". Slide the bolt on beverage holder through the hole on "U" with beverage holder positioned on the outside and the knob on the inside of the UPWalker (Fig Q7).



Fig Q3

Note that the "U" and holder have a matching positioning key to rotate and lock the holder at the desired angle. Additional adjustments can be made to the positioning of the beverage holder by moving the "U" on the handgrip tube.



Fig Q4



Fig Q5



Fig Q6

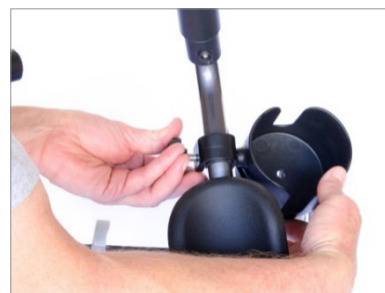


Fig Q7



**Motion Activated Light** The UPWalker Neuro comes with a unique motion-activated LED light used for your safety when dark. The light attaches with a magnet to the UPWalker beneath the seat in the middle of the X-frame (Figure Q8). It can easily be removed by sliding off the magnet to charge the battery.

Lithium-Ion battery inside light periodically needs to be recharged when light stops working:  
Slide light off UPWalker

1. Push the enclosed micro connector (smaller end of USB-C connecting cable) into light as shown in (Figure Q9). Please note connector only slides in with narrow end facing away from front of light.

Push the larger end of USB-C connecting cable (Figure Q10) into any USB-C wall charger for 2

3. hours to achieve full charge (very commonly used with phones and computers).



Fig Q8



Fig Q9

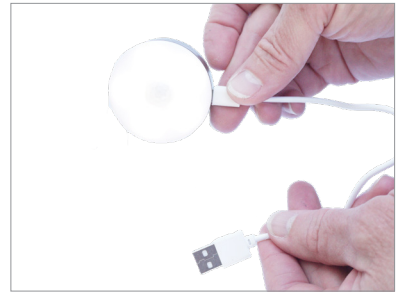


Fig Q10

## Optional Accessories

Also available for purchase from at [upwalker.com](http://upwalker.com)

**Shopping Bag** (Fig Q11) sits on the seat when seat is placed in the forward position under handgrips. Support straps should be placed in the bend in the handgrip tubes at the base of each handgrip. Secure support straps using the Velcro material at the ends of the straps (Fig Q12). Note that the shopping bag has convenient handles to transport your purchases by hand.



Fig Q11



Fig Q12

**Luxury Personal Item Bag** (Fig Q13) is constructed with premium materials and includes a secure zipper top and side pockets to hold additional personal items. With the UPWalker logo facing forward, place support straps in the bend in the handgrip tubes at the base of each handgrip and secure using Velcro at the ends of the straps (Fig Q14). Remove bag before folding UPWalker.



Fig Q13

**Smartphone Holder** (Fig Q15) supports different sizes of phones for hands free operation when you are on the go. To attach the holder, first unscrew the cam lever nut under the right armrest pad opposite the chrome cam lever which secures the handgrip tube. Mate the hole in the end of the flexible phone holder arm with the cam lever bolt and the plastic base holding that bolt. Re-attach and tighten the nut (Fig Q16). Close cam level to secure both handgrip arm and smart phone holder. It may be necessary to adjust the cam lever tension by turning the cam lever nut clockwise or counterclockwise. Two round adjuster knobs are located on the back of the smart phone holder (Fig Q17). Use the larger knob to adjust the size of the holder to accommodate different sizes of phones. Turn large knob counterclockwise to open and insert phone, then turn knob clockwise to close holder. Secure the phone in place by turning the small knob clockwise. The phone holder is attached to a flexible arm which can be bent to turn phone to desired position (hold arm firmly where it attaches under armrest while bending phone end, so as not to break the attachment mechanism on the UPWalker). The phone holder can be pivoted on the flexible arm to optimize viewing of the phone. Untighten/tighten the adjuster knob at the end of the arm to pivot the phone holder.



Fig Q14



Fig Q15

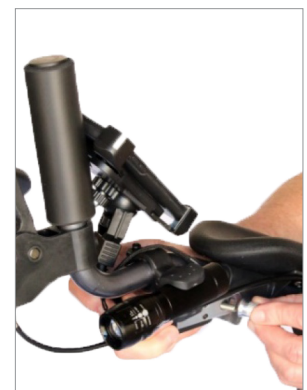


Fig Q16



Fig Q17



**Cane/Umbrella Holder** (Fig Q18) attaches to the side of the UPWalker for the convenience of holding a cane or umbrella hands free. The cup attaches to the lower horizontal frame tube facing outward near front wheels (Fig Q19). To attach the cup, first turn the cup to remove from the cup attachment clamp. Then remove the bolt with light gray knob from the clamp. Spread the “U” clamp over the lower horizontal tube with the knob on the outside and the retaining nut on the inside. Slide bolt with knob back through the holes on clamp and turn the knob clockwise to seat the bolt in the retaining nut and tighten clamp against frame. Re-attach the cup and turn to desired position. The upper retaining clamp attaches to the curved front leg tube of frame, with clamp and gray knob on the outside of the frame (Fig Q20). To attach the clamp, remove bolt with knob from the clamp. Spread the “U” clamp over the frame with the knob on outside of frame. Slide bolt with knob back through the holes on clamp turning knob clockwise to tighten clamp against frame. After attachment, turn retaining clamp to desired position to secure cane or umbrella.



Fig Q18

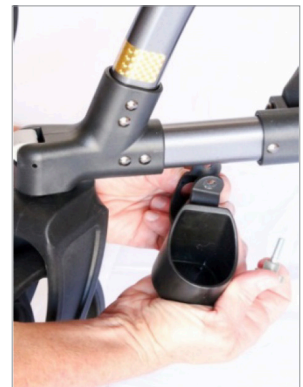


Fig Q19

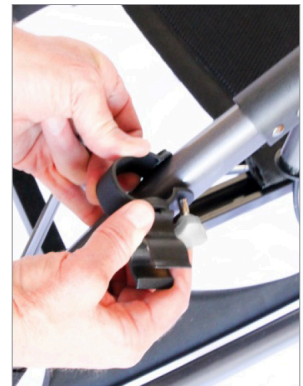


Fig Q20

**Safety Flashlight / Taillight** can be attached to the left or right handgrip tubes (Fig Q21) facing forward as a headlight (Fig Q22) or backward as a taillight. As with other accessories, there is a “U” clamp which must be spread open so as to place the clamp on the handgrip tube with the light on the outside and holes for bolt on the inside. Unscrew and remove the bolt and knob to open clamp, attach clamp over tube and replace bolt and knob with the bolt sliding in from the top and the knob on the bottom of clamp. Once attached you may aim the light in a downward position to illuminate area in front of you or turn and aim behind you so others can see you. The light is turned on by depressing the button found on the back. Push once for light to stay on; push a second time to blink like a strobe light; push a third time to turn off. The lens on the front of the light can be moved outward or inward to change the size and shape of the light beam. To insert the three AAA batteries (not included), unscrew the cap on the back of the light, remove battery holder and insert batteries in holder with batteries properly aligned with +/- signs. Insert battery holder back into flashlight and re-secure the cap.



Fig Q21



Fig Q22

## WARRANTY INFORMATION

LifeWalker Mobility Products stands firmly behind our commitment to provide premium quality products. Our standard warranties represent our confidence in the materials and workmanship of your new UPWalker.

The frame of the UPWalker Neuro is warrantied to be free from defects in material and workmanship, under NORMAL use, for the lifetime of the original consumer purchaser when purchased from LifeWalker Mobility Products or an authorized LifeWalker Mobility Products dealer. Accessories and non-durable components such as wheels, brakes, seat, handgrips, and armrests, which are susceptible to normal wear and tear and subject to periodic replacement, are warrantied for six (6) months.

During these warranty periods, our warranties cover all parts, labor and shipping for repairing the UPWalker. Our warranties expire on their respective anniversaries and immediately upon any sale or transfer of ownership or use of the product to another person.

Our warranties do not cover the following:

A product that was modified or repaired without prior written authorization from LifeWalker Mobility Products or an authorized LifeWalker Mobility Products dealer.

Routine brake adjustments.

Problems arising from:

- User negligence.
- Any failure to adhere to the UPWalker user and maintenance instructions.
- Any abuse or misuse of the product for purposes other than those specified in the UPWalker User Guide.

## CUSTOMER SUPPORT

For customer support on the purchase, use, maintenance and repair of your UPWalker Neuro, please contact **LifeWalker Customer Service at 866-588-1845 or customerservice@lifewalkermobility.com**. When contacting us, please have available the following information:

- The date of your purchase and form of payment.
- The product serial number.
- A description of the defect or problem requiring service.

**DO NOT** return any products to LifeWalker Mobility Products without our prior authorization.

If you purchased your UPWalker from an authorized LifeWalker Mobility Products dealer, please contact that dealer. If you do not receive satisfactory service from the dealer, please call LifeWalker Mobility Products.





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