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BetterLiving
by novis

Premium Lightweight Wheeled Walker

User Manual



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Overview

The BetterLiving Premium Lightweight Wheeled Walker is designed for general indoor and outdoor use with a lightweight aluminium frame and 10 inch (250 mm) wheels for easy operation and manoeuvrability on smooth surfaces.

The moulded handgrips with soft touch brakes are ideal for people with limited strength or mobility.

Handle height can easily be adjusted, with an overall extension range of 850-970 mm.

Includes the added convenience of a removable shopping bag that can be used with or without a shoulder strap.

The wheeled walker has an easy-fold mechanism for compact convenient transportation or compact storage.

Intended Use

This wheeled walker is designed primarily for general indoor and outdoor use as a walking aid and a temporary seat. If used outside, it is recommended for smooth or sealed surfaces.

It is not designed to be used as a wheelchair.

The maximum safe working limit (inclusive of any accessories) is 136 kilograms, as stated on the manufacturer's label.

The wheeled walker should only be used and maintained in accordance with the instructions in this User Guide.

Novis Healthcare has a policy of continuous product improvement and reserves the right to amend specifications presented in this guide.

Information correct at time of production

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Important Notice

Before operating this medical equipment, it is important to read this manual and understand the operating instructions and safety precautions.

Failure to do so could result in patient injury and/or damage to the product.

Therapeutic devices and/or medical equipment should only be used in accordance with manufacturer's instructions and under the consent, supervision and management of a suitably qualified health professional.

Definitions of Symbols Used



Important Information



Caution



Do Not...



Class II equipment



Type B Applied part

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Set Up

Box Contents and Inspection

Carefully remove all components from the box and check items against the list below. Any damaged or missing component should be reported to your authorised dealer or manufacturer.

Prior to use, remove all packaging and plastic wrapping and check the wheeled walker for any damage that may have occurred in transit, paying particular attention to:

- ~ Any damage to the wheels, handles or frame.
- ~ Damage to the seat or backrest.
- ~ Any missing or loose screws or wheelnuts.

Unfold the Wheeled Walker

Place the wheeled walker on a stable surface.

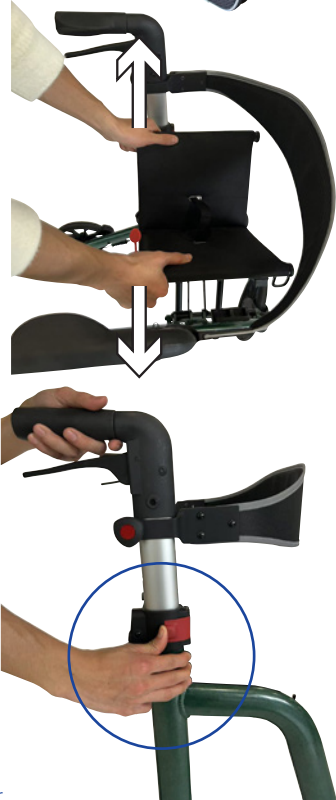
Unfold by spreading the frame while pushing down on the side braces, making sure each brace locks horizontally in place.

Adjust Handle Height

Adjust the handle height by releasing the red bracket, then pushing the black button and sliding the tube up or down until the handle clicks into place.

The height will adjust one hole at a time. Ensure that both handles are adjusted to the same height.

Once height is adjusted, close the the red brackets on both sides before use.





Ideal Handle Height

A series of holes are placed 25 mm apart along the handle, allowing handle height to be adjusted to suit the user. Ideal handle height is set when the top of the handle aligns with the user's wrist.

Attach the Shopping Bag

Hang the shopping bag from designated protruding hooks located in the front of the Walker.

Ensure that the shoulder strap is placed within the shopping bag so as to not interfere with mobility or the function of the Wheeled Walker.

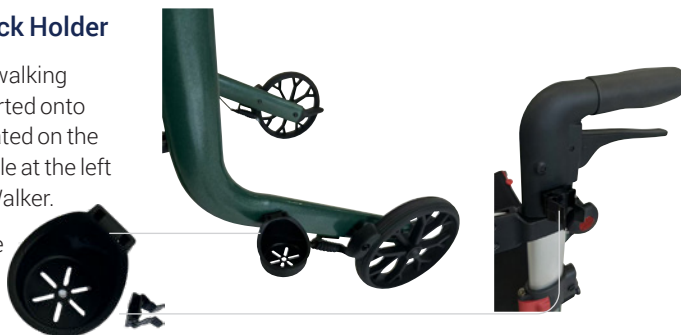
Shopping bag must be removed prior to folding the Wheeled Walker.



Attach the Walking Stick Holder

If required, the detachable walking stick holder set can be inserted onto the mounting brackets located on the leg support and brake handle at the left hand side of the Wheeled Walker.

Simply slide the clip and the cup into corresponding slots on the frame.



Check Brake Function

Make sure the brakes are working properly before using the wheeled walker (refer to page 6 "Operating the brakes" for a description of brake function)

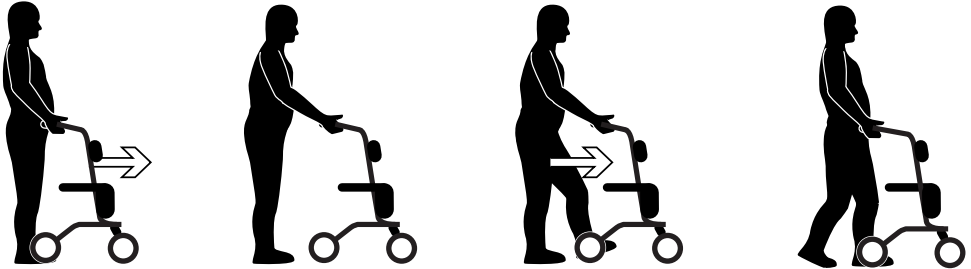


Operation

Using as a Walking Aid

When using the wheeled walker as a walking aid, it is recommended both hands be placed firmly on the handles, with fingers curled around the brake levers so that the walker can be stopped immediately in case of an emergency.

The ideal walking technique is to push the walker forward to a comfortable arm's length, then step in towards the walker, and repeat.



Operating the Brakes

To stop the wheeled walker, gently squeeze the brake levers until the walker comes to a complete stop.

Locking the brakes (Park Brake function)

The Park brakes should be locked whenever using the walker as a temporary seat, or when leaving the walker unattended.

To lock the brakes, push down on the brake levers until they click. Always check the brake lock is activated before sitting on the seat.

To release the brake lock, pull up on the brake lever until the lock disengages. Never release the brake lock while sitting on the seat.



Using as a temporary seat

Before using the wheeled walker as a temporary seat, ensure the wheeled walker is parked on a safe, level surface.

⚠ Before sitting, lock both brake levers and ensure the lock is properly activated or serious injury may result.

Transportation and Storage

Tilt Assist

The tilt-assist pedal helps to tilt the wheeled walker backwards when negotiating obstacles. The pedal is located beside the right rear wheel.

To use, place one foot on the pedal and gently press downwards while pulling backwards on the handles to lift the front wheels clear of the obstacle.

Be very careful to maintain balance while the front wheels are lifted.



Removing the Shopping Bag

To remove the shopping bag, lift the side loops off the hanging hooks.

Use the shoulder strap to lift the shopping bag.



Folding the Wheeled Walker

Remove the Shopping bag (as described above).


To fold the walker, pull up firmly on the strap located on the seat. This will disengage the side braces and collapse the frame. Push the frame together for a compact fold.

Secure in place with red seat clasp.



Safety and Maintenance



General Safety Precautions

-  Do not use the wheeled walker to transport a person while seated.
- ~ A risk assessment should always be carried out to ensure the product is suitable.
- ~ Before use, the user should read these instructions and familiarise themselves with the wheeled walker. Ensure all components are properly and securely installed.
- ~ Ensure the user has sufficient strength to safely operate and control the wheeled walker and hand brakes.
- ~ Before sitting on the wheeled walker ensure the brake locks are firmly applied. Do not release brakes until user is standing.
- ~ Do not exceed the maximum recommended working load.
- ~ Avoid storing the wheeled walker in direct sunlight; seat or parts exposed to sunlight will heat up and may cause injury to the skin.
- ~ Do not place more than 5 kilograms of shopping or other items into the designated shopping bag.
- ~ When seated, do not attempt to reach for objects by leaning forward on the seat or by reaching down between your knees. Do not lean over the backrest to reach objects behind you as this may cause the wheeled walker to tip over.
- ~ Use only on designated footpaths or walkways; do not use on roads, streets or highways.
- ~ Do not use the wheeled walker on any incline greater than 9 degrees, or on a slope with water, ice or snow covering.
- ~ Use caution when traversing kerbs or obstacles as this may cause the wheeled walker to tip over and cause harm or damage to the walker or the user.




Keep a safe distance between moving and stationary parts, it may cause injuries.

Regular Maintenance

-  Professional inspection of the wheeled walker is recommended at least once a year.
-  Any service or repairs, especially to the brakes, must be performed by a trained professional. Any unauthorised repairs or service may void your warranty.
- ~ Regularly check the wheeled walker for damage and wear, paying special attention to the workings of the brakes and the condition of the wheels. If the wheeled walker is damaged in any way, stop using the wheeled walker immediately and contact your authorised dealer or the manufacturer.
- ~ Check handle grips do not twist on the handles.
- ~ Check the brake levers are firm; if loose or worn they must be replaced before use.
- ~ Check the efficiency of the braking system to ensure rear wheels do not move when the brakes are engaged or locked.

With brakes released, there should be no drag on the wheels and the wheeled walker should move easily.

If you notice an unfamiliar braking sensation or any abnormalities, stop using the wheeled walker immediately and contact your authorised dealer or the manufacturer.

-  Check all screws and wheelnuts are firmly secured.

Recycling Instructions

This product contains materials that can be recycled in accordance with local recycling regulations.

Cleaning

Cleaning

 Do not use high pressure cleaners, steam cleaners or harsh, caustic chemicals for cleaning.

Frame

Wipe the wheeled walker frame with a damp cloth.

For more stubborn dirt, use a mild detergent solution up to 40 °C. Dry thoroughly before use to avoid corrosion.

Clean the wheels using a damp brush with plastic bristles (do not use a wire brush or you may damage the rubber or painted finish).

Bag and seat

Regularly clean the padding materials using a mild detergent solution up to 40 °C, or wash with alcohol-based disinfectants if necessary.

 Dry thoroughly before use.




Specifications

Name		Premium Lightweight Wheeled Walker
Code		BL00011
Colour		Green
Product weight	Frame	6.5kgs
	Bag and backrest	Additional 0.7kg
Overall height		850 > 970 mm
Overall width		610 mm
Overall depth		705 mm
Seat height		545 mm
Seat width		461 mm
Seat depth		250 mm
Folded width		230 mm
Wheels	Front	250 mm (10 inch)
	Rear	200mm (8 inch)
Frame		Aluminium
Safe working load		136 kg
ARTG		176830
Conforms to		ISO 11199-2:2021
Warranty		1 Year

Product Labelling

The product label contains a unique identifier to help identify a product for service, maintenance and warranty purposes.

BetterLiving™		Premium Lightweight Wheeled Walker	novis®	
Part Number	BL00011	ARTG Number	176830	
User Safe Working Load	136 kg	Date of Manufacture	03/2025	
Rated for	General indoor / outdoor	Batch Number	34096	
Accessory Safe Working Load	5 kg	Overall (max) width	610mm	

SN	ROL03202500001
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Warranty

This warranty is provided by **Novis Healthcare**

ABN 45 102 735 491

Novis Healthcare (Novis) products are manufactured to the highest quality standards and are thoroughly tested and inspected before leaving our factory.

In addition to any statutory rights and remedies you may have, Novis warrants all of its products sold directly or via an Authorised Novis Australia Dealer against defective workmanship and faulty materials from the date of purchase by the end user for a period of twelve months unless otherwise specified for that product and its components.

Warranty Claims

To claim under this warranty, please contact Novis Healthcare and have your receipt or proof of purchase available. Novis Healthcare may need to assess the defect before determining any claim, and additional information may be requested to process your claim. Claims without proof of purchase may not be able to be processed.

Novis Healthcare may at its option inspect the goods on site or require them to be returned to its premises or one of its Authorised Service Agents in person or freight prepaid by you.

Novis will undertake at its option, to repair or replace, free of charge, each product or part thereof on the condition that:

- ~ The product found on examination, to be suffering from a manufacturing defect;
- ~ The product or relevant part has been serviced regularly by Novis or one of its Authorised Service Agents and has not been subjected to misuse, neglect or been involved in an accident;
- ~ The repairs are not required as part of normal wear and tear.

At our option

~ Goods repaired may be replaced by refurbished good of the same type rather than being repaired.

~ Refurbished parts may be used to repair goods.

Novis Healthcare will not be held responsible for any repair other than those carried out by it or one of its Authorised Service Agents.

Warranty repairs do not extend the length of the warranty period.

Limited Liabilities

Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by faulty parts, manufacture or workmanship, and was not caused or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, product modification or alteration, any neglect, misuse, or excessive use, normal wear and tear or failure to follow manufacturer's instructions.

Important notice for Australian consumers:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. To obtain compensation, you will need or damage suffered and documentary evidence that such loss or damage was a reasonable foreseeable consequence of a failure Novis Healthcare to comply with a consumer guarantee under the Australian Consumer Law. Subject to the provisions of the Australian Consumer Law, Novis Healthcare excludes, to the fullest extent permitted by law, all liability in respect of loss of profit or other economic loss, direct to indirect or consequential, special, general or other damages or other expenses or costs which may include negligence.

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