



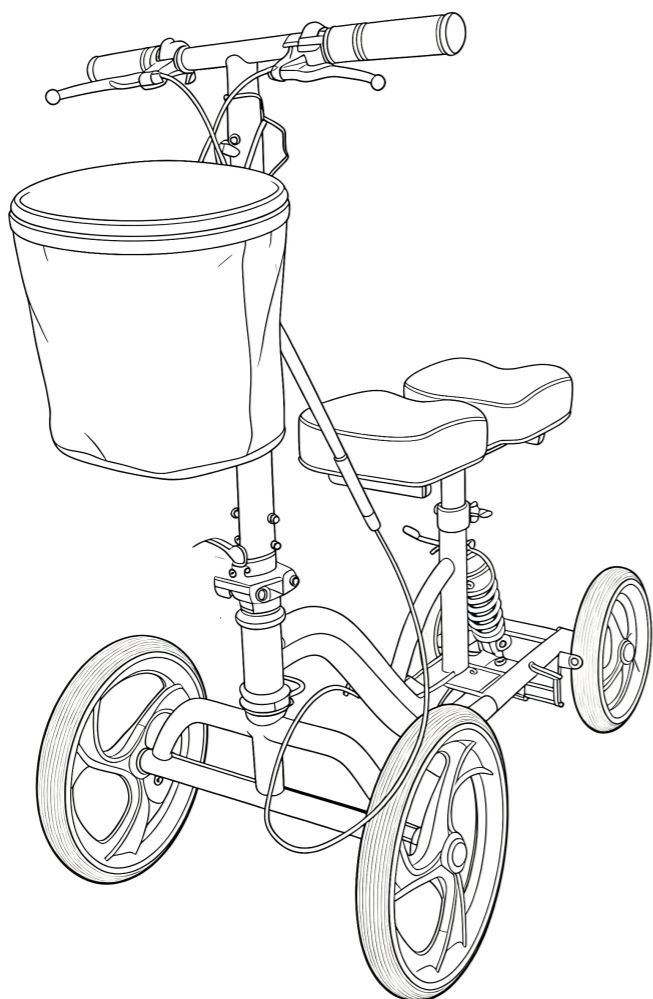
Hero Medical Premium Knee Walker
User Manual

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1 Introduction



S343144 - Kneewalker - Lightweight Dual Brake Hero Medical (Includes Bag) Premium with Suspension & Adjustable Kneepad - Hero Medical

Safety & Precautions 2

Please read and follow all safety instructions before using the knee walker. Failure to do so may result in injury or damage to the product.

- This product is intended for use by a single user only.
- Do not allow children to use or play with the knee walker.
- Use the knee walker only as intended and as directed by your healthcare professional.
- This product is designed for indoor and smooth outdoor surfaces only. Avoid uneven, wet, icy, or slippery surfaces.
- Do not exceed the safe working load capacity specified for this product.
- Always maintain proper balance and posture while using the knee walker.
- Ensure all adjustment knobs, bolts, and locking mechanisms are fully tightened and secure before each use.
- Adjust the knee platform and handlebar height to a comfortable and stable position.
- Inspect the knee walker for any signs of damage or excessive wear. Do not use if any part is damaged.
- Keep pathways clear of obstacles, cords, rugs, and loose items.
- Use extra caution around door thresholds, curbs, and changes in surface height.
- Ensure adequate lighting in areas where the knee walker is used.
- If you experience pain, discomfort, dizziness, or instability, stop using the product immediately and consult a healthcare professional.

During Use

- Always keep both hands on the handlebars while moving.
- Move at a controlled walking speed; do not run, jump, or make sharp turns.
- Use caution when turning, stopping, or navigating slopes.
- Do not attempt to use stairs, escalators, or steep inclines with the knee walker.
- Engage the brake(s) when stopping or parking the knee walker.

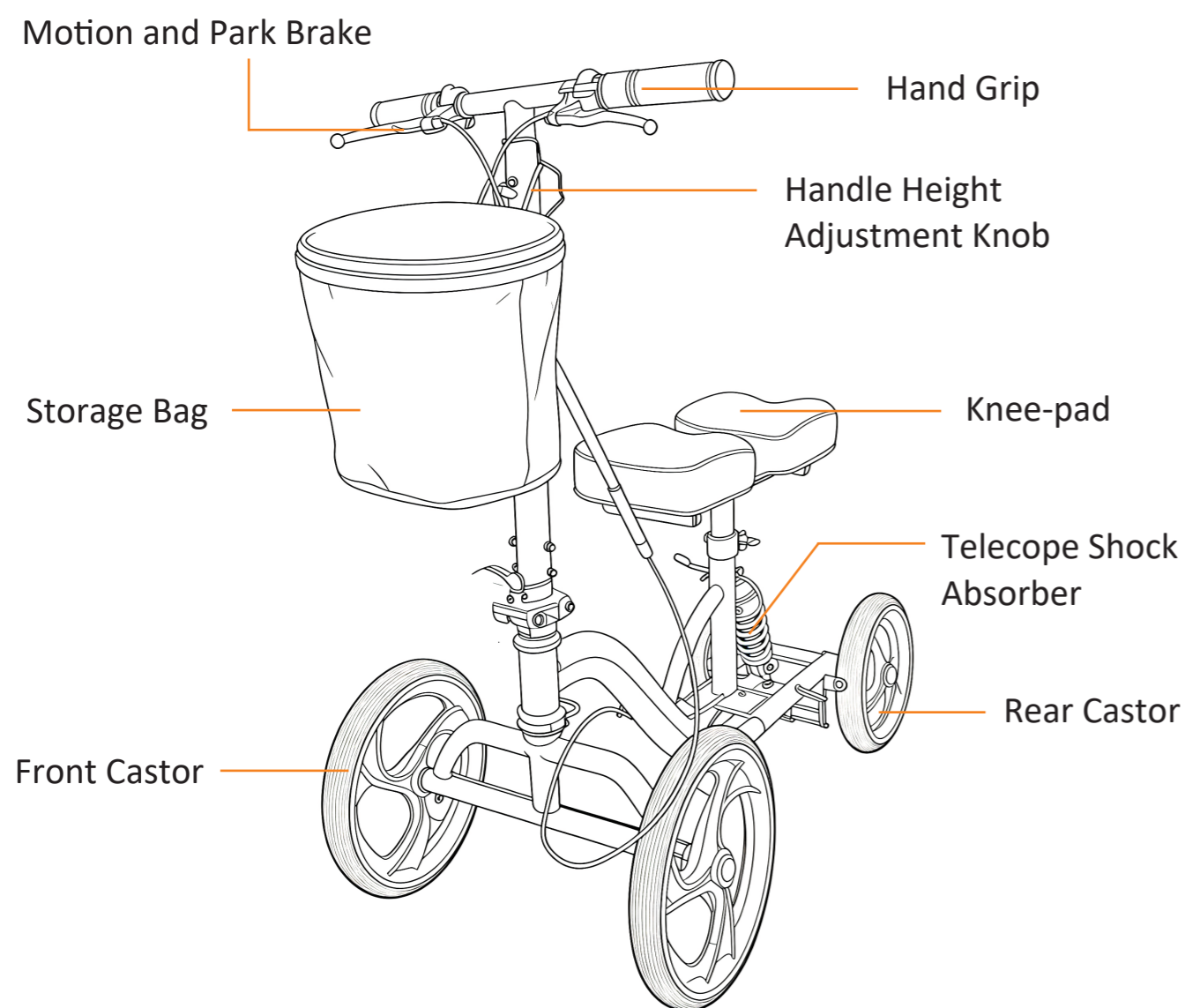
3 Features

- **Comfortable Knee Platform** – Padded depth adjustable knee rest provides support and comfort during extended use.
- **Height-Adjustable Design** - Easily adjustable knee platform and handlebars to suit different user heights.
- **Stable Four-Wheel Base** - Four durable wheels offer improved balance, control, and manoeuvrability.
- **Easy-Grip Handlebars** - Ergonomic handles provide secure grip and better steering control.
- **Hand-Operated Brakes** - Integrated braking system allows safe slowing and stopping.
- **Lightweight Frame** - Designed for easy handling, transport, and storage.
- **Compact & Manoeuvrable** - Slim profile allows smooth navigation through doorways and tight spaces.
- **Durable Construction** - Built from high-quality materials for reliable daily use.

Specifications 4

SKU	S343144
Safe working load (SWL)	136kg
Weight	9.5kg
Overall height	81 – 105 cm
Overall length	86 cm
Overall width	41 cm
Knee pad length	34.5 – 38.5 cm
Knee pad width	17.5 cm
Knee pad height	43 – 59 cm
Handle height	81 – 105 cm
Front castor	9.5 inch
Rear castor	8 inch

5 Instructions for Use



5.1 Assembling the Hero Medical Premium Knee Walker

Unboxing the knee walker

- Carefully remove all parts from the carton.
- Check that all components are included and undamaged.
- Remove all protective packaging materials.

Installing the steering column/handlebars

- Fold the steering column into an upright position and lock using the spring hand screw
- Adjust the handlebar height to a comfortable position.
- Secure by tightening the hand wheel bolt and ensuring the lock tab is fully engaged.

Attaching the bag

- Simply attach the accessory bag to the front of the steering column using the mounted bracket.

Attaching the knee pad

- Insert the knee pad support post into the receiving frame.
- Adjust the knee platform to the required height using the bolt beneath the seat.
- Align bolt at the required height and lock into place.

Adjusting the knee pad depth

- Underneath the knee pad is Allen key screws which can be loosened, and the knee pad depth can be adjusted.

Check the brakes

- Squeeze the brake lever to ensure the brakes engage smoothly.
- Test the brake lock function by engaging and releasing it.
- Do not use the knee walker if the brakes are not working correctly.

Final safety checks

- Ensure all bolts, knobs, and locking mechanisms are tight.
- Confirm castors rotate freely and the knee walker rolls smoothly.
- Adjust handlebar and knee platform heights if required.

5.2 Hand brake operation

Do not use the knee walker if the brake system is not functioning correctly.

- The knee walker brake operates in the same way as a bicycle brake.
- A handbrake locking feature is included.
- To apply the brake, pull the brake lever toward the handlebar.
- To engage the brake lock, pull the brake lever and press down the lock button. The button will remain engaged and the brake will stay locked.
- To release the brake lock, pull the brake lever toward the handlebar.

5.3 Adjusting the hand brakes

For minor adjustments, use the brake adjuster located on the handbrake. Ensure the cable adjuster nut remains positioned against the handbrake.

- If additional adjustment is required, repeat the same adjustment process using the lower cable adjuster.
- Moving the cable adjuster and adjuster nut further apart will tighten the brakes, while moving them closer together will loosen the brakes.

5.4 Adjusting the handle height



- To adjust the handle height, loosen the hand screw knob on the steering shaft and set the handlebars to the desired height. Tighten the hand screw knob to secure at appropriate height.

5.5 Adjusting the knee pad height

- The bolt beneath the seat allows the seat height to be adjusted to the desired position.
- Write about the clamp to tighten it.

6 Labelling Information

The knee walker has a product label on the rear of the frame. The product label includes the following information:

Product Name		
ITEM NO.	PO NO.	 CLICK TO ADD BARCODE
SWL	SERIAL NO.	
		Unit 1/12 Mars Rd Lane Cove NSW 2066

- Name and address of the company
- Name and code for the product
- Safe Working Load (SWL)
- Serial number of the product (which includes the date of manufacture and the batch serial number)

Product Care & Maintenance 7

- It is recommended that the knee walker is inspected regularly for signs of wear and tear of the castors, knee pad and hand grips.
- If there are visible signs of wear and tear, please contact your authorised dealer for replacement parts.
- Please ensure the brakes are tested prior to each use and that all bolts and nuts are secure.
- If exposed to water or moisture, promptly dry the knee walker to prevent corrosion of the frame.
- The knee walker should be wiped down regularly using warm water or a mild detergent.
- Only clean your knee walker with soft cleaning implements such as soft sponges, dish clothes and soft-bristled brushes. Warning, using sharp cleaning tools or similarly abrasive cleaning products could cause damage to your knee walker.
- Clean wheels with a mild detergent and warm water, remove hair and other dirt from axles.
- Recommended to lubricate wheels with multi-purpose oil annually or if wheels begin to squeak.
- All replacement parts as well as after-sales support and repair services are available through Hero Medical dealers.

8 Recycling & Disposal

Please follow the local government rules regarding proper recycling and disposal. It should always be done through an authorised agent or licensed place of disposal. Please review the list of knee walker parts and packaging materials to ensure they are recycled or disposed of correctly.

- Frame: Aluminium and Steel
- Knee pad: Vinyl & nylon
- Castors and handgrips: Polyurethane
- Packaging: Cardboard box and plastic

Warranty 9

The Hero Medical Premium Knee Walker comes with 12 months warranty from the date of purchase on structural integrity.

- During the warranty period any parts that have become defective due to faulty workmanship or material will be repaired or replaced without charge by a Hero Medical dealer of where the product was purchased.
- The warranty is for normal domestic use only and excludes any defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage, or any other alteration that affects the reliability or performance of the unit, not attributable to faulty manufacture, parts or labour.
- The warranty excludes castors, components and parts that are subject to reasonable wear and tear.
- The warranty excludes faults that have been identified as misuse or user error.
- Unauthorized changes or modifications will forfeit your warranty.
- If a defect or fault is discovered, the Hero Medical dealer of where the knee walker was purchased should be contacted immediately.



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