

journey UPWalker®

EZ

PRODUCT MANUAL



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 **journey**
HEALTH & LIFESTYLE®

MODEL #i100EZ I100EZ1A

1. Welcome	3
2. Safety Warnings	4-5
3. Intended Use	6
4. Product Description.....	7
5. Getting Started	8-11
6. Attaching Accessories	12-13
7. Using Brakes and Parking Brakes.....	14
8. Brake Adjustment	15
9. Resetting the Brakes (Cable Reset).....	16
10. Sitting Down and Standing Up Safely.....	17
11. Folding Your Rollator for Storage or Transport.....	18
12. Maintenance Checklist	19
13. Warranty Information.....	20-21

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Welcome to Journey Health & Lifestyle

Thank you for purchasing the UPWalker[®] EZ Lite rollator! This lightweight upright mobility walker is designed for users who want stability, comfort, and effortless maneuverability. Its ergonomic design encourages natural upright posture, reducing strain on the back, shoulders, and wrists while providing safer, more confident walking.

Featuring a padded seat, adjustable armrests, and easy-to-use hand brakes, the EZ Lite delivers comfort and security for daily mobility. The foldable, travel-friendly frame allows for easy storage and transport, making it perfect for home, rehabilitation, or on-the-go use.

Please read the instructions carefully. If you have any questions regarding your EZ Lite rollator, contact Journey Health & Lifestyle Customer Service by calling **800-958-8324**.

IMPORTANT: READ BEFORE USE

To help keep you safe while using your UPWalker, please read and follow all the information below.

Maximum Weight

- Do not exceed the maximum user weight of 300 lb (136 kg).
- Misuse or overloading can cause the rollator to tip or break, leading to serious injury.

General Safety

- Do not use this product until you have read and understood all instructions in the manual.
- User assistance is recommended if you have balance problems, are at high risk for falls, or feel unsteady.
- Do not use the rollator if any parts are missing, loose, or visibly damaged.
- Before each use, check that:
 - Height adjustment locks are fully engaged.
 - Handles and armrests are secure.
 - Brakes work properly and release fully.
 - All moving parts (such as folding joints and armrests) move smoothly.

Use and Terrain

- Do not ride on the walker while seated or standing; it is not a wheelchair or transport chair.
- Do not place all your weight on one armrest or lean heavily to one side; keep weight evenly spread between both arms and legs.
- Do not use the walker on stairs, escalators, moving walkways, or very uneven surfaces.
- Do not go up or down:
 - Inclines greater than 15%.
 - Diagonal slopes greater than 5%.
- Always keep all four wheels on the ground at all times, so the walker stays properly balanced.
- Be careful to keep fingers, clothing, and loose items away from hinges and moving parts when:
 - Raising or lowering the armrests.
 - Opening or folding the frame.
- Move slowly and make adjustments one side at a time to avoid pinching.

Cleaning and Materials

- Clean the walker regularly with a damp cloth and mild detergent. Allow all parts to dry completely before use.
- The rubber handles and pads are made from closed-cell material and can be wiped with appropriate antiseptic cleaners.
- Do not use harsh chemicals or abrasive cleaners, as they may damage the surfaces.

Failure to Follow Instructions

Failure to follow these instructions can lead to serious injury or death. The UPWalker is designed only as a mobility assistance device for a single user. Using it in any other way, or modifying it, may make it unsafe and void the warranty.

WARNING – DO NOT USE IF DAMAGE

If you see any damage or suspect a fault, do not use the UPWalker. Contact Journey Health & Lifestyle Customer Service right away.

This rollator is designed to:

- Assist you while walking.
- Help you carry small personal items in the provided accessory bag.

Use the included accessory bag only. Do not attach or hang other bags, baskets, or oxygen tanks from the frame, handles, or backrest, as this can affect balance and safety.

The rollator is intended for use:

- Indoors and on standard, even outdoor surfaces such as sidewalks and smooth floors.
- Not on rough terrain, steep slopes, or pot-holed surfaces.

Journey UPWalker Lite EZ Product Features



- | | |
|----------------------------------|------------------------------|
| 1. Handgrip | 8. Front wheel |
| 2. Parking/hand brake | 9. Seat |
| 3. Armrest pad | 10. Seat rail |
| 4. Height adjustment tube | 11. Backrest |
| 5. Height adjustment lock | 12. Personal item bag |
| 6. Rear wheel | 13. Beverage holder |
| 7. Brake adjustment knob | |

Step 1: Unpack the Rollator

- Carefully remove the rollator frame, bags, and all parts from the box.
- Place all parts on a flat surface where you can see them easily.
- Carefully remove all packaging. Avoid using knives or other sharp tools, as they may damage the rollator.

Step 2: Unfold the Lower Frame

1. Stand the rollator in an upright position.
2. While standing behind it, gently push each rear wheel out and toward the back of the rollator to unfold the lower frame (see Figures 2–3).
3. Make sure the frame feels steady and does not wobble.

Warning: Do not sit or lean on the rollator until the frame is fully opened and locked in place.



Step 3: Secure the Square Loop

1. Attach the square loop to the metal hook welded on the frame (Figure 4).
2. Press the gray O-ring down so it fits into the round holder until you hear a click.
3. Check that this connection feels firm and solid, with no movement (Figure 5, both sides).

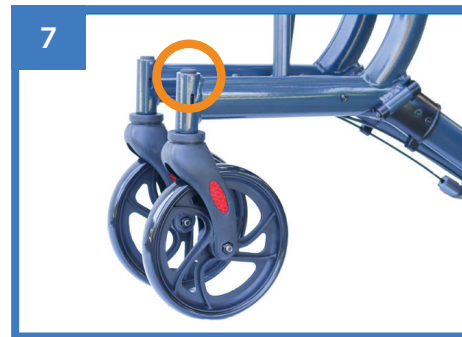
Warning: If the frame does not feel firm, do not use the rollator. Check the connection again or ask for assistance.



Step 4: Install the Front Wheels (Forks)

1. Lift the front portion of the frame.
2. Insert each front fork and wheel into the frame until you hear a click and the wheel sits firmly against the frame (Figure 6).
3. To remove a fork/wheel in the future, push down the black button on top of the fork and pull the fork down (Figure 7).

Warning: Ensure each front wheel clicks into place and does not pull out easily before using the rollator.



Step 5: Position and Secure the Handles

1. Rotate the handles on top of the rollator 180 degrees, so they face upright and slightly inward (about 10 degrees) (Figure 8).
2. Rotate until the brass button pops into the opening of the handle tube.
3. Align the holes so you can insert the finger bolts into the sides of the armrest supports (Figure 9).
4. Tighten the finger bolts by hand until they are fully seated and the handles do not move (Figure 10, both sides).

Warning: Do not use the rollator if the handles are loose or can twist.



Step 6: Fully Open the Frame and Seat

1. Place the rollator on all four wheels on a level floor (Figure 1).
2. Standing behind the unit, hold both side bars and move them outward in opposite directions to open the frame (Figure 2).
3. Push down on the seat until the seat rails sit securely on the frame (Figure 3).

Warning: Always check that the seat rails are fully seated on the frame before sitting.

Step 7: Adjust Armrest Height

1. Press the upper portion of the light gray height-adjustment tab (Figure 4).
2. While keeping the tab pressed, place your other hand on the center of the armrest pad and gently raise or lower the armrest to the desired height (Figure 5).
3. Release the tab to lock the armrest. You should hear a clear “click” when it locks.
4. Repeat on the other side.



The armrests are at a good height when:

- You feel solid support under your forearms while standing upright inside the EZ Lite rollator.
- Your shoulders remain relaxed and are not “hunched” up.

Warning: Make sure both armrests are set to the same height and that both tabs have clicked into place before using the rollator.

Attaching / Removing the Personal Item Bag

1. Find the seat rail extensions at the front edge of the seat.
2. Hold the bag with the logo facing toward the front of the rollator.
3. Slide the plastic clips on the bag over the right and left seat rail extensions (Figures 6–7).
4. To remove, lift the clips off the seat rail extensions.

Warning: Do not overload the bag. Excess weight can affect balance and stability.



Attaching / Removing the Backrest

1. Hold the backrest so the logo side is upright and facing the front of the rollator.
2. Slide the T-slot at one end of the backrest onto the matching T-ridge on the frame under the armrest (Figure 8).
3. Repeat for the other end.
4. Check that both T-slots are fully engaged on the T-ridges and that the backrest does not move (Figure 9).
5. The backrest may remain on the rollator during use or be removed when not needed.

Warning: Always confirm the backrest is fully engaged on both sides before sitting and leaning back.



Attaching / Removing the Beverage Holder

The beverage holder can be attached to either handgrip tube.

1. Unscrew the knob on the U-shaped tube clamp and separate the beverage holder from the U-clamp.
2. Slide the "U" over the handgrip tube near the armrest pad, with the hole on the bottom and the flat side of the "U" facing inward. Make sure the rubber sleeve stays inside the "U" for a snug fit (see Figure 10).
3. Insert the bolt on the beverage holder through the hole in the "U," keeping the holder on the outside and the knob on the inside of the walker (see Figure 11).
4. Tighten the knob by hand until the holder feels secure. You can rotate the holder to the angle you prefer.
5. To adjust the position later, loosen the knob and slide the "U" along the handgrip tube, then retighten.

Warning: Make sure the beverage holder is tightly secured and does not spin or slide before placing a drink in it.



Applying the Brakes While Walking

- As you walk with the EZ Lite, gently pull both brake handles evenly toward you to slow down or stop (Figure 12).

Setting the Parking Brakes

- While holding one hand on the handgrip, use the other hand to push the brake handle forward until you feel and hear a click into the locked position (Figure 13).
- The wheels should no longer roll when the parking brakes are set.

Warning: Always use both brakes together. Do not walk with the parking brakes engaged.

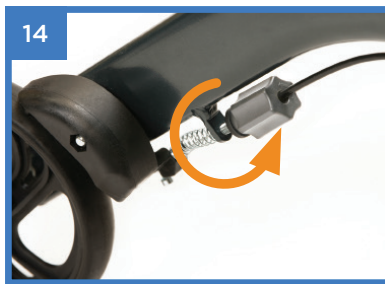


Basic Adjustments

Use this if the brakes feel slightly too loose or too tight.

1. Find the gray screw knob under the frame near the rear wheel (Figure 14).
2. To **tighten** the brakes (if they feel too loose):
 - a. Press the knob downward and turn it to the **left (counterclockwise)** a half turn at a time until the brakes feel firm.
3. To **loosen** the brakes (if they feel too tight):
 - a. Press the knob downward and turn it to the **right (clockwise)** a half turn at a time until the wheels move more freely (Figure 15).

Warning: Always make sure the parking brakes are off (disengaged) before adjusting the brakes.



Advanced Adjustments

Use this if the basic adjustment does not give you the braking strength you need.

- At the brake handle end of the cable (Figure 16):
 - If the brakes are **too loose**:
 - Turn the small barrel adjuster nut **counterclockwise** a half turn at a time with your fingers or pliers until the brake works as expected.
 - Then turn the larger locking nut **clockwise** until it presses firmly against the housing to keep the barrel adjuster from loosening.
 - If the brakes are **too tight**:
 - Turn the larger locking nut **counterclockwise** to loosen it.
 - Turn the barrel adjuster nut **clockwise** a half turn at a time until the brake feels right.
 - Finally, turn the locking nut **clockwise** again so it rests tightly against the housing.



RESETTING THE BRAKES (CABLE RESET)

If you still cannot get the brakes adjusted correctly:

1. Find the brake cable set screw and nut near each rear wheel (Figure 17).
2. Use an Allen wrench to turn the set screw counterclockwise and loosen it.
3. To tighten the brake, pull more cable through the nut.
4. To loosen the brake, push some cable back into the nut.
5. When the desired cable length is reached, turn the set screw clockwise to tighten it again.
6. You may need to repeat this process a few times to get the brake feeling just right.

Warning: After any brake adjustment, always test the brakes in a safe, open area before regular use. If you cannot get the brakes to work properly, do not use the walker and contact a service provider.



Sitting on the Seat

1. Make sure the UPWalker EZ Lite is on a level surface.
2. Set the **parking brakes** so the walker cannot roll.
3. Turn and sit with your legs facing the rear, using the backrest for support.
4. You may choose to keep the armrests raised or lowered, depending on what feels safest and most comfortable.

Standing Up From the Seat

1. Check again that the parking brakes are engaged.
2. Scoot forward on the seat if needed.
3. Bend forward so your nose is roughly over your toes.
4. Push **down** on the armrests (not backward) to help you stand (Figure 18).

Warning: Always have the parking brakes engaged when sitting down or standing up. Never try to sit or stand with the walker rolling.



FOLDING YOUR ROLLATOR FOR STORAGE OR TRANSPORT

1. Lower both armrests to their **lowest** setting.
2. Lift the seat up using the gray seat-lift handle and allow the rollator to fold inward (Figure 19).
3. Once folded, stand the walker on all four wheels to roll or store it.
4. You may remove the personal item bag and backrest before folding if you prefer, but this is optional.

Warning: Do not lean on or put your weight on the seat, armrests, or frame while folding or unfolding the walker. Only move or fold it when you are standing safely beside or behind it.



Use this quick checklist regularly to help keep your walker safe and in good working order:

- Check all screws, nuts, and fasteners; gently tighten by hand if needed.
- Confirm that the seat rail is fully engaged in the frame and does not move.
- Confirm that armrest height adjustments are locked and do not slip.
- Test the brakes before walking:
 - Squeeze both brake handles to ensure they slow and stop the walker.
 - Check that parking brakes engage with a clear “click” and release fully.
- Inspect wheels and tires for wear, cracks, or wobbling.
- If you notice any damage, unusual noises, or difficulty with the brakes or folding mechanism, stop using the walker and contact Journey Health & Lifestyle Customer Service before using it again.

Warranty Information

Journey Health & Lifestyle stands firmly behind our commitment to provide premium quality products. Our standard warranties represent our confidence in the materials and workmanship of your new Journey UPWalker EZ. The frame is warranted to be free from defects in material and workmanship, under NORMAL use, for the lifetime of the original consumer purchaser when purchased from Journey Health & Lifestyle or an authorized Journey Health & Lifestyle 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 warranted for six (6) months. During these warranty periods, our warranties cover all parts, labor and shipping for repairing the Journey 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 modified or repaired without prior written authorization from Journey Health & Lifestyle**
- **Routine brake adjustments.**
- **Problems arising from:**
- **User negligence.**
 - **Any failure to adhere to UPWalker user and maintenance instructions.**
 - **Any abuse or misuse of the product for purposes other than those specified in the Journey UPWalker User Guide.**

Customer Support

**For customer support on the purchase, use, maintenance and repair of your Journey UPWalker EZ, please contact Journey Health & Lifestyle Customer Service at:
(800) 958-8324**

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 Journey Health & Lifestyle without our prior authorization.

If you purchased your Journey UPWalker EZ from an authorized Journey Health & Lifestyle dealer, please contact that dealer. If you do not receive satisfactory service from the dealer, please call Journey Health & Lifestyle.



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If you have any questions, call us at our toll free number:

1-800-958-8324