

journey UPWalker®

PRODUCT MANUAL



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HEALTH & LIFESTYLE®



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Record your product details

For faster service and warranty support, record the information from your product label and packaging here and keep this manual in a safe place.

Serial number: _____

Item/model number: _____

UPC (barcode number): _____

Date of purchase: _____

Place of purchase: _____

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Welcome to Journey Health & Lifestyle

Thank you for purchasing the UPWalker® Original 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 UPWalker 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 UPWalker, contact Journey Health & Lifestyle Customer Service by calling **(800-958-8324)**.

Safety Warnings

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) for the UPWalker Original or 350 lb (159 kg) for the UPWalker Original Large.
- 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 DAMAGED

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

Follow these steps before using your UPWalker for the first time.

1. Place the box on a level floor. Open the box, then carefully lift the walker out. Remove all plastic and cardboard. Keep the shipping materials in case the product must be returned.
2. Inspect the entire walker for shipping damage. Do not use the walker if any parts (other than accessories) are missing or damaged; contact Customer Service for assistance.
3. Stand the walker upright on all four wheels (see Fig A1).



Fig A1

4. Unlock the front wheels: push the gray lock tabs above each front wheel down to allow the wheels to swivel (see “Locking and Unlocking the Wheels”).
 5. Ensure the rear wheels are in their locked (in-use) position. They should lock when turned backward; if unlocked for shipping, follow “Locking and Unlocking the Wheels” to relock them.
 6. Open the walker (see “Opening the UPWalker”).
-
7. Set the armrest height to your preferred standing height (see “Setting Desired Armrest Height”).
 8. Set the handgrip angle to a comfortable position for your wrists (see “Setting Handgrip Angle”).
 9. Set the handgrip arm length (reach) as desired, or leave it in the factory setting if comfortable (see “Setting Length of Handgrip Arm”).
 10. Test the brakes, including the parking brake, to ensure they hold securely and release smoothly (see “How to Adjust Brakes”).
 11. With the parking brake off, confirm all four wheels spin freely.
 12. Move the seat to the fully forward position and push down firmly where marked “Push Down To Secure” so the seat rails sit fully inside the frame support brackets.



1. Place the UPWalker on a level surface, standing on all four wheels (Fig A1).



Fig A1

2. Open the front Velcro strap on the frame to allow the walker to unfold (Fig A2). Wrap and secure the strap around the attached frame so it does not interfere with use.



Fig A2

3. Stand behind the walker. Lightly lift the sit-to-stand assist handles and pull them outward in opposite directions to start opening the frame (Fig A3).



Fig A3

4. Continue opening by gently pushing inward on both assist handles so the seat rails align with the frame (Fig A4).



Fig A4

5. Slide the seat into the most forward position (Fig G1). Push down firmly on the area marked "Push Down To Secure" until both seat rails click and sit fully inside the support brackets (Fig A5).



Fig G1



Fig A5

CAUTION: The walker is not safe to use unless both seat rails are fully seated in the frame brackets as shown in the correct figure (Fig A6). Do not use the walker if either seat rail is out of the brackets (Fig A7).



Fig A6

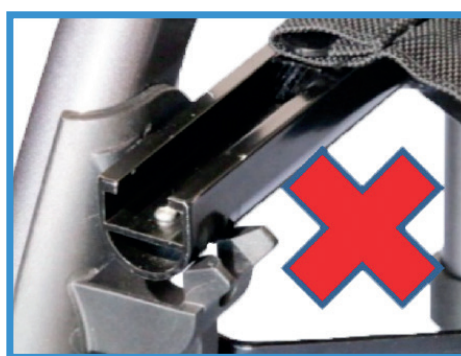


Fig A7

Setting Desired Armrest Height

1. The left and right armrests adjust independently. In most cases, set both to the same height. Your clinician may suggest different heights if you have a specific medical condition.
2. To adjust height:
 - A. Press the light gray height adjustment tab (Fig B1).
 - B. While holding the tab in, place your other hand centered on the armrest pad and raise or lower the armrest to the desired height (Fig B2).



Fig B1



Fig B2

- C. Release the tab so the pin engages a tube hole. You should hear or feel a "click."
 - D. Keep fingers away from the top of the adjustment tube to avoid pinching.
3. Before placing weight on the armrests or walking, check that each tab is fully engaged and the armrest does not move.
4. Adjust the armrests so you can stand upright inside the UPWalker with your shoulders relaxed, feeling comfortable support under your forearms without "hunching." Put equal weight on both forearms when walking.
5. Each height has a number printed on the adjustment tube. Note the number you prefer.
6. Use the height-memory stop:
 - A. Loosen the gray knob at the bottom of each height tube by turning it counterclockwise (Fig B3).
 - B. Slide the memory stop up until it touches the frame, then tighten the knob clockwise.
 - C. In the future, you can lower the armrest and then raise it until it rests against the memory stop for quick, repeatable positioning. The memory stop only needs to be moved if your preferred height changes.



Fig B3

Setting Handgrip Angle

1. To choose the handgrip angle, open the chrome cam lever under the armrest pad and rotate the handgrip to the most comfortable position (Fig C1).
2. There are three suggested positions (horizontal, vertical, and 45 degrees) but you may choose another angle if it is more comfortable (Fig C2–C4).
3. Once the angle is set, close the chrome cam lever firmly to lock the handgrip (Fig C6). If needed, adjust lever tightness by turning the cam lever nut on the outside of the armrest.
4. For easiest folding and storage, point the handgrips straight down or straight up into a vertical position (Fig C3 or C5).



Fig C1



Fig C4

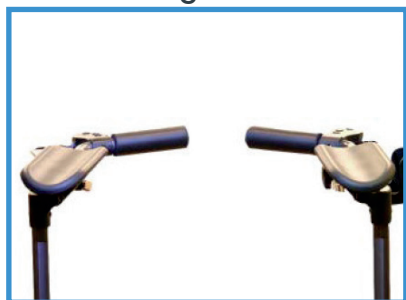


Fig C2



Fig C5



Fig C3



Fig C6

Setting Length of Handgrip Arm (reach)

1. The UPWalker ships with the handgrips in the extended (long-reach) position. This suits most users.
2. To shorten the reach:
 - A. Open the chrome cam lever under the armrest pad (Fig D1).
 - B. Rotate the handgrip arm inward to expose the brass pin in the slot (Fig D2).
 - C. Press the brass pin and slide the handgrip toward you until the second pin locks into the slot (Fig D3).
 - D. Return the handgrip to the desired angle and close the cam lever (Fig C6).
3. Repeat on both sides so left and right reach are the same.
4. To lengthen the reach again, open the cam lever, swivel the arm, press each brass pin as needed, and slide the handgrip forward until the rear pin engages. Return to your preferred angle and close the cam lever.



Fig D1



Fig D2



Fig D3

How to Use Parking Brakes

1. To set the parking brake, push each brake handle forward until it clicks into the locked position (Fig E1). You may steady yourself by holding the handgrip with one hand while pushing the brake with the other.



Fig E1

2. To release the parking brake, pull both brake handles back toward you until they return to the normal walking position.
3. Always set the parking brake before:
 - A. Sitting down on the seat.
 - B. Standing up from the seat.
 - C. Adjusting the walker (height, seat, handles, or accessories).
4. When walking downhill, squeeze both brake handles evenly to control your speed.

How to Adjust Brakes

The brakes are preset at the factory. Over time, normal use can change their feel. Adjust both sides as needed so the brakes hold firmly but are not difficult to apply.

You can adjust the brakes by making the following adjustments at either the brake handle position (Fig F1) or above the rear wheel (Fig F2). Before adjusting, make sure the parking brakes are off.



Fig F1



Fig F2

If a brake feels too loose

1. Turn the small barrel adjuster nut near the brake handle counterclockwise by half a turn (Fig F3) using your fingers or pliers.
2. Test the brake. If it is still too loose, repeat in half-turn steps until the brake works correctly.
3. Turn the larger locking nut clockwise against the housing (using your fingers or a 10 mm / 13/32 in wrench) to secure the adjustment.



Fig F3

If a brake feels too tight

1. Loosen the larger locking nut by turning it counterclockwise with your fingers or a 10 mm / 13/32 in wrench.
2. Turn the barrel adjuster nut clockwise by half a turn (Fig F3) and test the brake.
3. Repeat in half-turn steps until the brake feels comfortable yet effective.
4. Turn the locking nut clockwise until it rests firmly against the housing.

Resetting the brakes at the rear wheel

Do not perform this step if you are not comfortable with mechanical adjustments.

1. Use a 4 mm or 5/32 in Allen wrench to loosen the brake cable nut at the brake pad on each rear wheel (turn counterclockwise) (Fig F4).



Fig F4

2. To tighten the brake, pull more cable through the nut. To loosen the brake, push cable back into the nut.
3. When the desired cable length is set, tighten the nut by turning the Allen wrench clockwise. You may need to repeat to fine-tune the feel.
4. If you are unsure about any brake adjustment, contact a local durable medical equipment provider or Journey Health & Lifestyle Customer Service. Note that maintenance, including brake adjustment, is the customer's responsibility and is not reimbursed by the manufacturer.

1. For walking, slide the seat all the way forward by lifting and pulling the front seat tab (Fig G1). This gives you room to stand between the armrests.
2. To sit:
 - a. Set the parking brakes.
 - b. Pull the seat fully backward using the rear pull tab (Fig G2).
 - c. Sit with your legs facing the rear of the walker. Many users prefer to sit with the armrests raised.
3. Use the sit-to-stand assist handles as needed when lowering yourself onto or rising from the seat (Fig G3).



Fig G1



Fig G2



Fig G3

Warning: Never sit on the seat without the brakes locked or when the walker is on a slope, to reduce the risk of rolling or tipping.

1. Position the rear wheels of the walker under or near the front of the chair you are sitting in, aligned with your feet.
2. Set the parking brakes.
3. Place both hands on the left and right sit-to-stand assist handles.
4. Lean forward so your nose is over your toes, then push down on the handles to stand up inside the walker (Fig H1).
5. Once standing and balanced, release the parking brakes before you begin walking.



Fig H1

1. Front wheels:

- a. For most users, the front wheels should pivot freely to allow easy turning. To enable this, place the light gray tab above each front wheel in the down position (Fig I1).
- b. To limit the front wheels to straight-line motion, flip the gray wheel lock tabs up (Fig I2). This may be helpful for certain rehabilitation situations if recommended by your clinician.

2. Rear wheels:

- a. For normal use, the rear wheels should remain in the locked (forward-rolling) position.
- b. To unlock the rear wheels for shipping or compact storage, lift the black wheel lock tabs above the rear wheels (Fig I3) and pivot the wheels inward. When ready to use the UPWalker again, pivot the wheels back under the frame and press the lock tabs down to re-engage them.

Do not walk with the rear wheels unlocked.



Fig I 1



Fig I 2



Fig I 3

To prevent injury, product damage, or safety incidents during storage, transportation, or routine movement, always follow these guidelines when handling the walker.

Before Moving or Transporting the Walker

Safe Carrying Procedures

1. Use Designated Lifting Points

- Always lift the folded walker by the frame.
- Do not lift the walker by the armrests, handgrips, seat, wheels, brake cables, or accessory bags.

2. Maintain Proper Lifting Technique

- Bend at the knees and keep your back straight when lifting.
- Keep the folded walker close to your body while carrying.
- Avoid twisting your back while lifting or lowering the product.
- If the walker feels too heavy or awkward, request assistance.

3. Keep the Walker Folded During Carrying

- Ensure the frame remains fully folded and secured before lifting.
- Verify that moving parts cannot unexpectedly open during transport.

Moving the Walker During Routine Use

1. Rolling the Folded Walker

- When possible, roll the folded walker on all four wheels instead of carrying it.
- Move slowly and maintain control of the walker at all times.
- Be cautious when crossing thresholds, ramps, uneven surfaces, or obstacles.

2. Navigating Tight Spaces

- Confirm the walker is fully folded before moving through narrow doorways, hallways, elevators, or storage areas.
- Watch for pinch points around the folding mechanism.

Loading Into a Vehicle

1. Prepare the Vehicle Area

- Clear the cargo area before loading.
- Ensure sufficient space is available for the folded walker.

2. Lift Safely

- Use proper lifting techniques and maintain a secure grip.
- Lift with both hands and avoid sudden movements.
- Place the walker gently into the vehicle to prevent damage.

3. Secure During Transport

- Position the walker so it cannot shift, roll, or tip during transit.
- Use cargo straps or other restraints when appropriate.
- Do not place heavy objects on top of the folded walker.

Storage Guidelines

- Store the walker in a clean, dry location.
- Keep the walker folded and secured when not in use.
- Avoid placing the walker where it may create a trip hazard.
- Do not store heavy items on the walker or against moving components.
- Inspect the frame, wheels, and folding mechanism periodically for signs of damage.

Safety Warnings

- ⚠ Always ensure the walker is fully folded and secured before carrying or transporting.
- ⚠ Never carry the walker by the armrests, brake cables, seat, or accessories.
- ⚠ Keep hands and fingers clear of pinch points when folding or unfolding the frame.
- ⚠ Use proper lifting techniques to reduce the risk of back strain or injury.
- ⚠ If any part of the walker appears damaged, loose, or difficult to operate, discontinue use until it has been inspected and repaired.

These procedures help ensure safe handling of the walker during storage, vehicle transport, shipping, and everyday movement while minimizing the risk of injury or product damage.

Check your UPWalker regularly to keep it safe and working well.

1. Brakes: Test the brakes often. Do not use the UPWalker if the brakes do not hold or if they feel very loose or uneven.
2. Handgrips: If handgrips are loose or damaged, do not use the walker until they are repaired or replaced.
3. Wheels:
 - a. Inspect wheels for tightness, cracks, and wear.
 - b. Remove hair, lint, dirt, and other debris so the wheels roll smoothly.
4. Hardware: Periodically inspect hardware, brackets, and plastic parts for bending, cracks, corrosion, dents, or other damage.
5. Cleaning:
 - a. Wipe all surfaces with a damp cloth. Allow the UPWalker to dry completely before use.
 - b. The rubber handles and pads are made from closed-cell materials and may be sanitized with standard antiseptic cleansers.
6. Lubrication: After cleaning, you may apply a light coat of Teflon or silicone lubricant to a cloth and wipe the armrest height tubes, seat rails, and resistance dampers to help them move smoothly.

If you discover any serious damage or if something does not feel right, stop using the walker and contact your dealer or service provider.

Your walker includes the following accessories:

Backrest Support

- Slide each end of the backrest over the sit-to-stand assist handles (Fig M1–M2), with the mesh facing the rear of the walker.
- The backrest may remain attached or be removed when not needed.



Fig M1



Fig M2

Personal Item Bag

- Attach the bag using the Velcro straps over the handgrip tubes at the bent sections under the handgrips (Fig M3–M4).
- The logo should face forward (away from you) when you are using the UPWalker.



Fig M3



Fig M4

Beverage Holder

- Remove the knob from the U-shaped clamp and separate the holder from the clamp (Fig M5–M6).
- Place the U-clamp over a handgrip tube near the armrest pad, flat side inward, with the rubber sleeve inside the “U.”
- Insert the bolt on the beverage holder through the hole in the U-clamp, with the holder outside and the knob inside the walker (Fig M7).
- Tighten the knob. Rotate the holder to the desired angle using the positioning key on the clamp and holder. Additional adjustments can be made by moving the “U” on the handgrip tube.



Fig M5



Fig M6



Fig M7

Motion-activated light

- The LED safety light attaches magnetically under the seat at the center of the X-frame (Fig Q8). Slide it off the magnet to remove it for charging.
- When the light stops working, recharge the built-in lithium-ion battery:
 - Pull the light from the metal retainer.
 - Insert the smaller end of the USB-C cable into the light as shown (Fig Q9), with the narrow side in the correct orientation.
 - Plug the larger USB-C end into a USB-C wall charger and charge for about 2 hours (commonly used with phones and computers).



Fig Q8



Fig Q9



Fig Q10

Shopping Bag

- Place the shopping bag on the seat when the seat is in the forward position under the handgrips (Fig M8).
- Attach the support straps around the bends of the handgrip tubes at the base of each handgrip and secure them with the Velcro ends (Fig M9).
- Use the built-in handles to carry items when the bag is off the walker.

Luxury Personal Item Bag

- With the UPWalker logo facing forward, place the support straps around the bends in the handgrip tubes at the base of each handgrip (Fig M10–M11).
- Secure the Velcro at the ends of the straps.
- Remove this bag before folding the walker to prevent damage.



Fig M8



Fig M9



Fig M10



Fig M11

Smartphone Holder

- The smartphone holder supports different sizes of phones for hands-free operation when you're on the go. To install, unscrew the cam lever nut under the right armrest pad (opposite the chrome cam lever).
- Place the hole at the end of the flexible phone holder arm over the cam lever bolt and plastic base (Fig M13).
- Reattach and tighten the nut, then close the cam lever to secure both the handgrip arm and the phone holder. Adjust cam lever tension if needed.
- Use the larger rear knob to open the holder for your phone (turn counterclockwise), insert the phone, then tighten clockwise to secure (Fig M14).
- Turn the smaller knob to firmly lock the phone.
- Gently bend the flexible arm to position the phone, supporting the arm near its attachment point so you do not stress the mount. Adjust the end knob to tilt the holder for best viewing.



Fig M12



Fig M13



Fig M14

Cane / umbrella holder

This accessory attaches to the side of the UPWalker for the convenience of holding a cane or umbrella hands free.

- Lower cup:
 - Remove the cup from its clamp.
 - Remove the bolt and knob from the lower "U" clamp.
 - Place the clamp around the lower horizontal frame tube near the front wheels with the knob on the outside (Fig M16).
 - Reinsert the bolt and knob, then tighten.
 - Reattach the cup and rotate it to the desired angle.
- Upper retaining clamp:
 - Remove the bolt and knob.
 - Place the "U" clamp around the curved front frame leg with the knob on the outside (Fig M17).
 - Reinsert and tighten the bolt and knob.
 - Rotate the clamp to a position that holds your cane or umbrella securely.



Fig M15



Fig M16



Fig M17

Safety flashlight / taillight

- Attach the light to either handgrip tube using the U-clamp:
 - Remove the bolt and knob, place the clamp over the tube with the light on the outside and bolt holes on the inside (Fig M18).
 - Insert the bolt from the top and install the knob on the bottom, then tighten.
- Aim the light forward and slightly downward for a headlight (Fig M19), or turn it backward as a taillight so others can see you.
- Press the rear button once for steady light, twice for flashing, and a third time to turn it off.
- To insert three AAA batteries (not included), unscrew the rear cap, remove the battery holder, insert batteries according to the +/- symbols, return the holder to the light, and screw the cap back on.



Fig M18



Fig M19

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 UpWalker.

The frame of the UpWalker is warranted to be free from defects in materials 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, hand-grips resistance dampers, 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 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 Journey Health & Lifestyle or an authorized Journey Health & Lifestyle 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.

For customer support on the purchase, use, maintenance and repair of your UpWalker, please contact Journey Health & Lifestyle Customer Service at

(800) 958-8324 or shopjourney.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 Journey Health & Lifestyle without our prior authorization

If you purchased your UpWalker 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