



# Instruction Manual

The Zoof Classic (WH-1) & Urban (WH-2)



online instructions

**Zoof Wheelchairs BV – Zoof Wheelchair**  
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Information used in this document can be changed unannounced. Zoof Wheelchairs B.V. cannot be hold accountable for any technical errors or imperfections.

Because Zoof Wheelchairs B.V. is continually improving the product, the bought product can differ from the one explained in this user manual. The most up to date user manual can be found on: [www.go-zoof.com/manuals](http://www.go-zoof.com/manuals).

Before using the wheelchair, be sure to take the time to read the manual and follow all the instructions.



**Max. weight**  
135 kg



**Measurements wheelchair**  
Classic: 102 x 72,5 x 52,5 cm  
Urban: 102 x 72,5 x 52,5 cm



**Weight wheelchair**  
Classic: 11,8 kg  
Urban: 10,8 kg

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## 1 Important to know in advance

### 1.1 Labels

Congratulations on the purchase of your new Zoof. This manual instructions shall guide you to use your wheelchair safely and fully. Whenever instructions are unclear please contact Zoof Wheelchairs BV, a medical professional or an official Zoof sales rep, before installing or using the wheelchair.

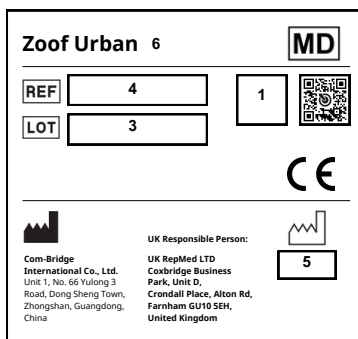
Every Zoof has its unique serial number, located on the package and frame of the wheelchair. As seen in the images below.

We hope you have a great experience using the Zoof!

1. Serial number: every Zoof is equipped with its unique serial number. This number is needed for technical questions or if you wish to order additional parts for your Zoof
2. Max. weight: maximum user weight for the Zoof
3. LOT: Number of the batch that has been send
4. REF: Description of the wheelchair type, wheels and colors
5. Production date: fabrication date of your Zoof
6. Product Name: indicates what type of Zoof you own



1.1.1 Label on wheelchair



1.1.2 Label on box

### 1.2 Safety Regulations

Zoof Wheelchairs B.V. takes no responsibility for injuries or damage to the user or property, if the recommendations and warnings have not been followed. The Zoof is, when the rules of conduct as described in this manual are followed, a safe and stable product. However, when the Zoof is not used correctly, dangerous situations might arise.

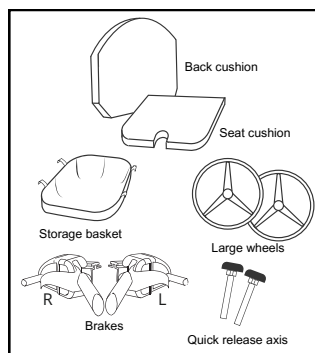
Protect your Zoof by having it checked regularly. Defects to the Zoof or any of its components may lead to dangerous situations.

### 1.3 What is in the box?

The Zoof is almost ready to use upon arrival. First get all the components out of the box to check if everything is delivered.

Your Zoof should come with:

- User manual
- Quick Installation Guide
- Frame (Urban or Classic)
- A bag containing:
  - two large wheels including two quick release axis
  - two brakes
  - seat cushion
  - back cushion
  - storage basket



1.3.1 Items in the bag

### 1.4 Important information

- Make sure to properly read this user manual before using the Zoof
- The Zoof is suitable for users weighing max. 135 kg
- Avoid exposure to extreme temperatures to prevent damage

- When replacing or repairing, only use original parts or parts approved by Zoof Wheelchairs B.V.
- The wheelchair is tested and certified by SGS S.A.
- Only use original accessories or accessories approved by Zoof Wheelchairs
- The brand name “Zoof Wheelchairs” is patented
- The wheelchair of Zoof Wheelchairs B.V. comes with a warranty of 24 months. This warranty will lapse if the Zoof is not handled correctly. You will find the warranty provisions on [www.go-zoof.com](http://www.go-zoof.com)

## 1.5 Safety

- Always check whether the occupant is sitting properly and stably in the Zoof before pushing forward: check whether the occupant is sitting upright, with the feet on the footrests and the arms on the armrests. Taking a seat in the Zoof Wheelchair is explained in more detail in paragraph ‘take a seat in the Zoof’
- Make sure that the push bar is set to the correct height. The best way to do this is explained in paragraph ‘adjusting the push bar’
- Please note that parts of the Zoof Wheelchair can heat up when exposed to external sources of heat (such as sunlight)
- Avoid using the Zoof on sand, wet or slippery surfaces, uneven terrain or surfaces with little grip
- To avoid obstacles, keep the footrests at 70 mm from ground level

## 1.6 Warnings

- ⚠ Make sure that the locking mechanism (see page 7) is always locked properly when you have unfolded the Zoof
- ⚠ Keep the Zoof away from heat sources such as stoves or open fire. This can lead to damage that can affect the functioning of the Zoof
- ⚠ The Zoof has been developed to easily operate all its functions. However, it is good to periodically check whether the user(s) can operate the Zoof themselves
- ⚠ Ensure that broken or incomplete parts are replaced immediately. These parts may only be supplied by Zoof or recognized parties.
- ⚠ Never stand on the footrests, this might cause the Zoof to tilt
- ⚠ Make sure, when you install the large wheels, that the quick release axis is really fixated to the main frame (see page 8)

## 1.7 Intenden purpose

The Zoof is a wheelchair for people with reduced mobility made for both indoor and outdoor use. The innovative folding mechanism makes it easy to take the Zoof with you, making it possible to reach remote locations with ease.

The wheelchair is designed in such a way that users can operate the Zoof themselves or be pushed by an attendant. When the Zoof is used as a transport wheelchair, it is recommended to use the small wheels if these were also purchased.

### 1.7.1 Non intended purpose

The Zoof is not suitable for people with permanent disorders who want to be able to use a wheelchair independently.

The Zoof is also not suitable for people who must use comfort leg supports or similar medical applications.

## 1.8 Reusability

- The Zoof is suitable for reuse
- Before the Zoof can be passed on to someone else, it must first be cleaned, disinfected, and technically checked. See: Maintenance, cleaning & disinfecting on page 11
- For safe reuse of the Zoof, the maintenance documentation must be handed over to the new user
- When the wheelchair is no longer used, it can be returned to an authorized shop, so the Zoof can be reused or recycled

## 2 Preparing the Zoof for usage

Before you start using the Zoof, it is important to properly prepare it. For this it is important to pay attention to this chapter of the user manual. It is good to check to all adjustments to avoid possible physical complaints.

### 2.1 Tools

To prepare the wheelchair, you will need the following tool:

- Allen key no 4

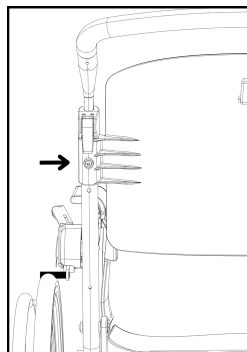
### 2.2 Adjust height of the backrest

Everyone is different and every person has different wishes when using the Zoof. Because of this, the Zoof has been developed in such a way that it can be easily adapted to the needs of the user. The height of the wheelchair's backrest can be adjusted according to the height of the user.

The backrest can be adjusted by using the screws on the back of the wheelchair (see picture on the right). It's recommended to place the backrest correctly at the start.

Step-by-step:

1. Loosen the screws
2. Put the backrest at the preferred height
3. Make sure both sides are on the same height
4. Screw in both sides
5. Make sure the backrest is tightly fitted
6. Check if the user sits comfortably



2.2.1 Screw backrest (left)

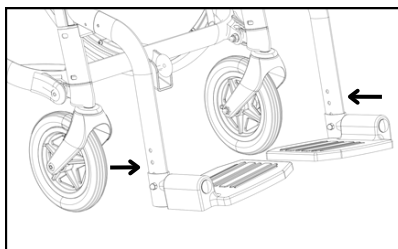
**Note:** For an extensive video with explanation, scan the QR in the front of the instruction manual or packaging box to get direct access to the video

### 2.3 Adjusting the footrests

The Zoof has been developed in such a way that the footrests can be adapted to every user. The footrests can be adjusted by screwing it on with an Allen key no 4. It's recommended to place the footrest correctly once at the start of use.

#### 2.3.1 Steps for the Classic version

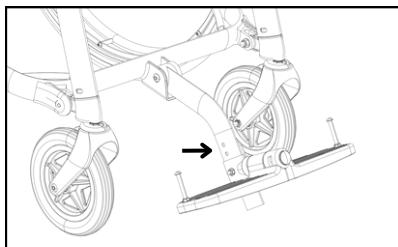
1. Loosen the screws
2. Put the footrests on the preferred height
3. Make sure both footrests are on the same height
4. Screw in both sides
5. Make sure the screws are tight fitted
6. Check if the user sits comfortably



2.3.1 Footrest Zoof Classic

#### 2.3.2 Steps for the Urban version

1. Loosen the screw
2. Put the footrest on the preferred height
3. Put the screw back in
4. Make sure the screw is tightly fitted
5. Check if the user sits comfortably



2.3.2 Footrest Zoof Urban

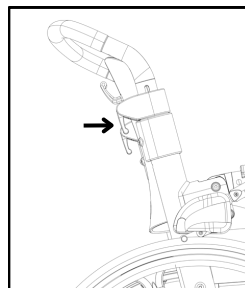
**Note:** For an extensive video with explanation, please scan the QR in the front of the instruction manual to get direct access to the video

## 2.4 Adjusting the push bar

The push bar of the Zoof Wheelchair is designed in such a way that it can be easily adjusted in height, to make the experience of the person pushing the wheelchair as comfortable as possible.

- Release the push bar clasps
- Adjust the height of the push bar, it is important that the push bar is adjusted to elbow height
- When you have set the correct height, close the clasps again
- Make sure that the number of the left side of the push bar is the same as on the right side

⚠ **Caution:** Make sure you check that the push handle clasps are closed again and are at the same height on both sides



2.4.1 Push bar clasps

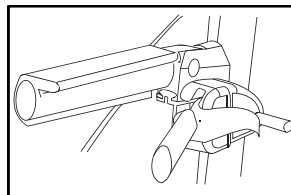
## 2.5 Installation of additional accessories

To expand the possibilities with the Zoof, various additional accessories are offered. This section explains how to install these accessories. Only use original accessories or accessories approved by Zoof® Wheelchairs B.V. You can find more information about accessories at [www.go-zoof.com](http://www.go-zoof.com).

### 2.6 Brakes

To install the brakes, first make sure the wheelchair is folded. If folded, slide the brakes into the created slits underneath the armrests. To make sure it is installed correctly, check if the brake is pushed all the way in (see picture).

**Note:** For an extensive video with explanation, please scan the QR in the front to get direct access to the video



2.6.1 Brake placed on wheelchair

### 2.7 Storage module

You can easily store your belongings in the storage module that is attachable under the seat. If you want to wash the storage module, you can easily remove it and reattach it.

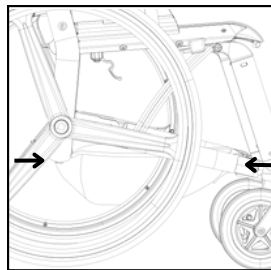
#### 2.7.1 Placement of the storage module

1. Hold the storage module under the seat and fasten the two fastening loops around the frame
2. Press the clips of the loops together so they stay in place
3. There are four loops, make sure all four are installed correctly: two at the back and two in the front

#### 2.7.2 Using the storage module

- When the storage module is empty, it can remain attached and be folded along with the wheelchair
- The storage module can be detached and washed

⚠ **Caution:** Don't put more than 4 kg into the storage module



2.7.1 Placement of the storage module

### 2.8 Seat/back cushions

To give users the most comfortable experience in the Zoof, it is possible to choose from several seat and back cushions that are easily detachable.

- When inserting, make sure that the surfaces on the cushions fit well with the Velcro in the seat and the back of the cushions
- When you want to detach the cushions, pull them off the Velcro

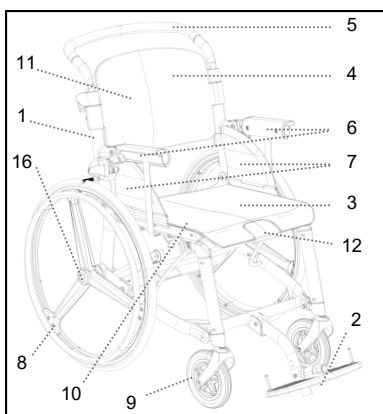
## 3 Using the Zoof

### 3.1 What's where?

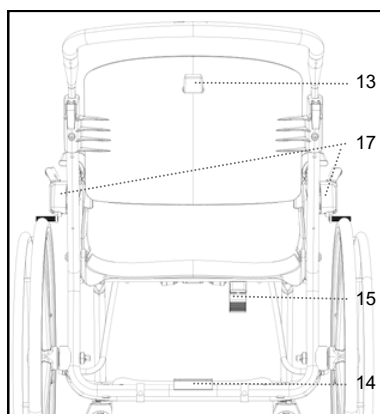
Before using the Zoof make sure that:

- The wheels are in good condition
- The quick release axis are well installed and the wheels are fixed the frame
- The Zoof is well balanced
- All wheels are always in contact with the ground during use

- |              |                                |                            |
|--------------|--------------------------------|----------------------------|
| 1. Frame     | 7. Coat protectors             | 13. Jacket hook            |
| 2. Footrests | 8. Big Wheels                  | 14. Tilting mechanism      |
| 3. Seating   | 9. Castor wheels/swivel wheels | 15. Fold locking mechanism |
| 4. Backrest  | 10. Seating cushion            | 16. Quick release axis     |
| 5. Push bar  | 11. Back cushion               | 17. Brakes                 |
| 6. Armrests  | 12. Folding mechanism button   |                            |



3.1.1 Front view Zoof Urban



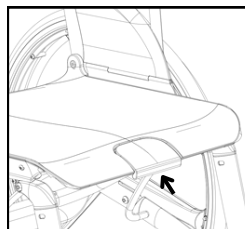
3.1.2 Back view Zoof

### 3.2 Folding and unfolding the Zoof

#### 3.2.1 Folding the Zoof

You can fold the Zoof by following the steps below:

- Fold the footrest. Work from outside in so fingers will not get stuck. (This step does not apply for the Urban)
- Grab the folding mechanism button in the seat and pull the seat up (see picture 3.2.1)
- Pull the seat towards the backrest until it clicks into the grey locking mechanism (see picture 3.2.2)



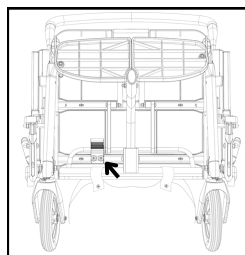
3.2.1 Folding mechanism button

#### 3.2.2 Unfolding the Zoof

You can then unfold the Zoof by carrying out the following steps:

- Unlock the grey locking mechanism clasp
- Pull the seat off the backrest in the upright position until the Zoof is fully open and snaps into place. Pull the buttons of the footrests up and turn them out, fold the footrests own. Work from inside out so fingers will not get stuck

**⚠ Caution:** Check that the Zoof is fully unfolded and the wheelchair is properly locked before taking a seat.



3.2.2 Fold lock



### 3.3 Installing and removing the large wheels

#### 3.3.1 Installing the large wheels

1. Put both the quick release axis and the wheel together in the frame of the wheelchair, while doing this, push the button on the quick release axis
2. Make sure that the pin of the quick release axis is locked in the frame of the wheelchair by checking (try to pull out the wheel without pushing the button on the quick release axis)

⚠ **Caution:** Make sure the quick release axis is fully through by checking if the balls are visible and you cannot take off the wheels without pushing the quick release axis button

#### 3.3.2 Removing the large wheels

You can take the following steps to remove the wheel:

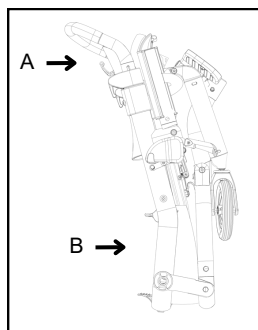
1. Push the button on the quick release axis and pull on both the wheel and the quick release axis to take both out
2. Take the quick release axis out of the wheel by pushing the button and pull it out of the opening of the wheel

### 3.4 Carrying the Zoof

The Zoof has been developed in such a way that you can easily fold it in a neat package. This way it is a convenient package you can easily take with you, for example in your car trunk.

Best option to carry the folded wheelchair is by holding the wheelchair with your first hand at point A and your second hand at point B. This makes it possible to easily carry the wheelchair for example into the airplane.

**Note:** For an extensive video with explanation, scan the QR in the front of the instruction manual or packaging box to get direct access to the video



3.4.1 Points to carry

### 3.5 Take a seat in the Zoof

When you have prepared your Zoof for use and have checked whether the Zoof is sturdy and stable, you can take a seat in the Zoof. If necessary, ask an attendant to assist you until you are familiar with the procedure.

When you take a seat in the Zoof:

- Make sure that the Zoof is on a flat surface and make sure that the wheels are locked by blocking the brakes (see paragraph 'locking the wheelchair in place' page 9)
- Before getting in, unfold the footrests
- Take a seat in the Zoof while leaning on the armrests
- Place your feet on the footrests of the wheelchair. Never put your entire weight on the footrests/ never stand on the footrests

⚠ **Caution:** Actions when sitting in the Zoof such as reaching for objects, bending, and stepping in and out of the Zoof, will affect the balance, center of gravity and weight distribution of the product. When performing such actions, make sure you are as close to the object as possible to minimize the impact on the Zoof balance.

If you want to move from the Zoof to another seat:

- Minimize the distance between the Zoof and your desired seating
- Use both of the brakes so that the wheels are locked (see paragraph 'locking the wheelchair in place' page 9)
- Turn both castors in the direction of the seat you want to move to
- For Classic: Lift the footrests and fold it to the side. For Urban: Bring the footrest up. Do not stand on the footrests.

⚠ **Caution:** It is important that the transfer procedure be supervised by a certified caregiver or experienced attendant until the wheelchair user is familiar with the procedure and can perform it independently.

## 3.6 Movement in the Zoof

There are two ways to move with the Zoof: independently using the hoop rings attached to the large wheels or with the help of an attendant who can push the wheelchair with the push bar behind the wheelchair.

### 3.6.1 Independently propel the Zoof

Because the Zoof is supplied with large wheels as standard, you can use the hoop rings (the brackets on the rear wheels) to propel the Zoof independently. This way you can move easily over flat surfaces such as roads and paths.

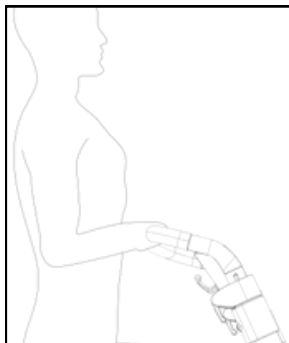
- Take a seat in the Zoof
- Place your hands on the hoop rings of the large wheels
- Push the hoop rings forward to push the Zoof forward, push the hoop rings back to push the Zoof backwards

### 3.6.2 Assistant instructions

The Zoof can also be propelled with the help of an attendant. This person can push the Zoof forward using the push handle. The adjustable push bar is designed in such a way that the attendant pushing the wheelchair experiences a minimal on the wrists. This section explains how to push the Zoof forward using the push handle to maximize ergonomics.

- Make sure that the push bar is adjusted to the correct height (at elbow height). See: Adjusting the push handle
- Standing behind the Zoof you can push the wheelchair with the push bar

⚠ **Caution:** As an attendant of the Zoof, never place your entire weight on the push bar of the Zoof by leaning on the push bar. When you do this, the Zoof may tip over backwards.



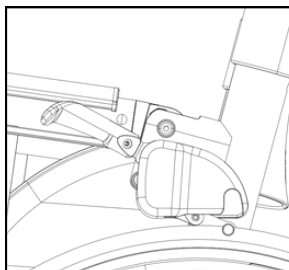
3.6.1 Pushed by an attendant

## 3.7 Locking the wheelchair in place

The Zoof has two brakes mounted on each side of the wheelchair:

- To park the Zoof, push the lever all the way back to lock it
- Push the lever all the way down again to release the brake from the wheels

⚠ **Caution:** Make sure the brakes on each side block the wheels to secure the wheelchair.



3.7.1 Lock the wheelchair

## 3.8 Bridging obstacles

It is important to pay close attention to the balance of your Zoof when crossing obstacles to ensure your safety during use. This section explains how you can bridge elevations, slopes, and stairs independently and/or with an attendant.

### 3.8.1 Elevations

If you want to bridge elevations such as thresholds, it is recommended to do this with the help of an attendant. The Zoof has a threshold aid for this. You can safely bridge elevations with your attendant by following the steps below:

- Place the front wheels of the Zoof against the threshold or curb

- Press the threshold aid downwards with your foot and pull the Zoof on the push handle at the rear to lift the front wheels of the Zoof off the ground
- Push the Zoof until the rear wheels touch the elevation
- Carefully lower the front wheels to the ground and push the Zoof until it has completely passed the obstacle

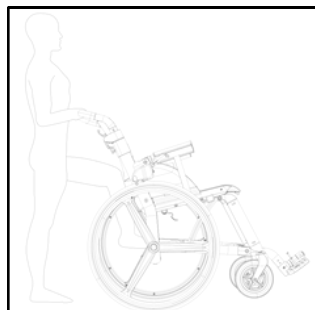
⚠ **Caution:** Never lift the Zoof with the push handle only when someone is in the wheelchair and never try to bridge such thresholds without supervision.

### 3.8.2 Slopes

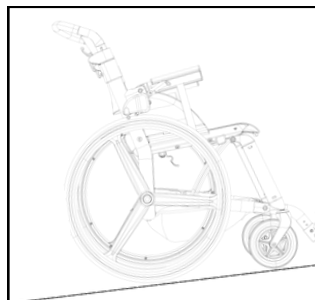
Depending on your physical capabilities and the grade of the slope, you can easily climb not too steep slopes (max. 7 degrees) with the Zoof independently or with a guide.

To negotiate a slope on your own, it is best to bend forward while driving up the slope in a forward motion. When an accompanying person pushes you up, make sure they are aware that sufficient muscle strength is required to overcome the incline.

⚠ **Caution:** When you drive up slopes independently, do not hang any objects on the bag hook behind the Zoof. This moves the center of gravity backwards, so that the Zoof will become unbalanced faster.



3.7.1 Lock the wheelchair



3.8.1 7 degrees slope

### 3.8.1 Stairs

Stairs are one of the most difficult obstacles for wheelchair users, but with the help of two attendants it is possible to bridge these obstacles with the Zoof. It is important that these attendants together can lift the entire weight of the wheelchair and wheelchair user with ease and are aware of the physical effort required to bridge the entire stairway.

To go up the stairs with your Zoof, your attendants must follow the procedure below. Always go up the stairs backwards (with the back of the Zoof facing the stairs).

- One of the attendants is at the front, the other at the back of the Zoof
- The attendant behind the Zoof uses the push handle to tilt the wheelchair backwards
- Then the other attendant (who is in front of the Zoof) grabs the side frame
- The attendant in front of the Zoof lifts it by the side frame. At the same time, the attendant walks up one step at the back while lifting the Zoof with him
- Repeat these actions until you are on the top of the stairs and on a flat surface

⚠ **Caution:** To reduce the risk of falling, it is important that you and your companions ascend the stairs carefully one step at a time.

To descent stairs, you can follow roughly the same procedure as going up stairs, but the other way around. In this case, always go forward down the stairs with the help of two attendants by following the procedure below.

- One of the attendants is at the front, the other at the back of the Zoof
- The attendant behind the Zoof uses the push handle to tilt it backwards
- Then the other attendant (who is in front of the Zoof) grabs the side frame
- The attendant in front of the Zoof lifts it by the side frame. At the same time, the attendant at the back pushes the Zoof forward and calmly, pushing the rear wheels down one step
- Repeat these actions until you are at the bottom of the stairs and on a flat surface

⚠ **Caution:** The attendant who is in front of the Zoof should never hold the wheelchair by the footrests. The footrests are not strong enough for this.

## 4 Maintenance

Careful maintenance and regular checks can extend the life and increase the safety of your Zoof. In this section, the checks to be performed on the functionality of the wheelchair, the replacement of parts, the cleaning and disinfection of the wheelchair are discussed. When your Zoof is properly maintained, it should be durable for at least five years.

⚠ **Caution:** Never repair or replace parts of the Zoof independently, always consult a recognized specialist first.

### 4.1 Checking the functionality of the wheelchair

When you use the Zoof it is possible that parts will eventually wear out or be damaged. To prevent problems in the functionality, it is necessary to check various parts of the Zoof quarterly for effectiveness and to adjust them if possible. In case of damage, always consult your supplier.

- Brakes: to prevent problems in functionality it is necessary to check the brakes regularly for effectiveness and to adjust them if necessary
- Tires: check the tires every week to see if there is enough pressure to limit wear as much as possible. You can measure the pressure with a general-purpose strain gauge. The correct pressure is indicated on the tire of the Zoof. Caution: This also applies to tires without air
- Frame: The frame forms the basis of the Zoof. Check regularly whether the wheelchair folds in and out easily and whether the Zoof moves in a straight line. Also check regularly for any bends or damage in the frame
- Large wheels: the rear wheels of the Zoof must function properly to promote stability. Check regularly that the rear wheels do not rub and that there is no tolerance on the rear wheels
- Swivel wheels: the swivel wheels are located at the front of the Zoof and must move smoothly in order to be able to steer well. Check regularly that the nut is seated correctly (not too loose, not too tight) and for wear
- Cushion covers: regularly check the covers on the seat and backrest of the wheelchair for damage

⚠ **Caution:** If certain parts do not function properly even after performing the indicated steps, please contact Zoof Wheelchairs BV or your supplier immediately.

⚠ **Caution:** The Zoof can be stored for longer periods of time, make sure to always run this check before using it again.

### 4.2 Replacing parts

Due to wear and tear after prolonged use, certain parts of the Zoof may need to be replaced in time. Please contact your supplier or consult [www.go-zoof.com](http://www.go-zoof.com).

⚠ **Caution:** Only use original parts or parts approved by Zoof Wheelchairs BV for your Zoof.

### 4.3 Cleaning and disinfecting

By monthly cleaning and disinfecting the Zoof, you can ensure that your Zoof Wheelchair is in optimal condition. It is recommended to perform the steps below. The Zoof Wheelchair must always be completely disinfected when it is transferred to a new user.

- Frame and handles: clean with lukewarm water and a cloth, and buff away any stubborn stains with a mild detergent. Avoid excess water with the moving parts (such as the axles and pivot points) and dry the Zoof Wheelchair thoroughly after washing
- Wheels: you can clean them with a plastic brush (not a wire brush) and lukewarm water
- Cushion cover: you can remove the fabric seat and back of the Zoof Wheelchair to wash them by hand or in the washing machine. You can do this by removing the cushion cover and removing the inner cushions. Make sure to put the inner cushion back into the cover after washing

⚠ **Caution:** Never do the following to the cushion covers: wash warmer than 30 degrees Celsius, iron, chemical cleaning, bleach or tumble dry (you can let the cover dry naturally)

#### 4.4 Accessories

To improve your experience with the Zoof, you can expand the device with various accessories. Consult the website [www.go-zoof.nl](http://www.go-zoof.nl) or contact your supplier.

**Note** Only use original accessories or accessories approved by Zoof Wheelchairs BV for your Zoof.

### 5 Technical specifications

Model	Classic	Urban
Sitting width	450 mm / 17.7 in	
Sitting depth	480 mm / 18.8 in	
Sitting height	530 mm / 20.9 in	
Unfolded width	730 mm / 28.7 in	
Unfolded length	1120 mm / 44.1 in	1020 mm / 40.1 in
Unfolded height (push bar down)	980 mm / 38.6 in	
Folded width	600 mm / 23.6 in	
Folded length	480 mm / 18.9 in	440 mm / 17.3 in
Folded height	790 mm / 31.1 in	
Height of the backrest	930 mm / 36.6 in	
Pivot width	1150 mm / 45.3 in	
Weight without accessories	10,8 kg / 23.81 lbs	10,5 kg / 23.15 lbs
Weight large wheels	2,23 kg / 4.92 lbs each	
Weight brakes	0,28 kg / 0.62 lbs each	
Max. user weight	135 kg / 297.62 lbs	135 kg / 279.62 lbs
Max. weight on bag hook	5 kg / 11.02 lbs	
Max. weight on storage module	4 kg / 8.8 lbs	
Footrest	Mono frame	Double frame

⚠ **Pas op:** De uitgevouwen breedte is iets breder dan de gebruikelijke breedte van 700 mm, sommige vluchtroutes zijn hier niet op ingesteld.

### 6 Contact

Because Zoof Wheelchairs strives for continuous improvement of mobility, we would like to hear about your experiences with your Zoof, the manuals, our service or other matters. Feel free to send an e-mail to [info@go-zoof.com](mailto:info@go-zoof.com), or contact us at the following address:

Zoof® Wheelchairs BV  
Binckhorstlaan 36, M347  
2516 BE, Den Haag  
The Netherlands  
+31 6 25564795  
[Info@go-zoof.com](mailto:Info@go-zoof.com)  
[www.go-zoof.com](http://www.go-zoof.com)

**Legal Manufacturer:**

Zoof Wheelchairs  
Binckhorstlaan 36, M347  
2516 BE, Den Haag,  
The Netherlands

**EU Authorised Representative:**


Zoof Wheelchairs  
Binckhorstlaan 36, M347  
2516 BE, Den Haag,  
The Netherlands

## 7 Warranty

This product is warranted to be free from defects in material and/or workmanship for a period of 5 years for the frame and 12 months for the other parts.

The warranty is subject to the following conditions:

- When a claim is made under the above warranty, the user must be able to show a demonstrable invoice, warranty certificate or receipt together with the defective product as proof of purchase with date of purchase, together with a clear description of the complaints.
- The warrant entitles you to repair, not to exchange or take back a product.
- In the event of repair, take the wheelchair to an authorized specialist.
- When a defect or error is discovered in the product, the supplier and/or Zoof Wheelchairs BV must be notified immediately.
- The warranty is not transferable: the warranty can only be claimed by the first user of this product.
- Zoof Wheelchairs BV is not responsible for damage because of misuse, natural wear and tear, faulty assembly or installation by the buyer or his representative, faulty repair or maintenance, unauthorized modification of the equipment or use of unsuitable spare parts or accessories. No warranty claim can be made if the serial number (located [serial number location]) is damaged or removed.
- The legal rights of the buyer under the Consumer Protection Act are not affected.

 **Important:** The warranty period of the product is 24 months from the date of purchase. If a defect occurs, you are requested to contact [info@go-zoof.com](mailto:info@go-zoof.com) or your supplier immediately.



