

STAIRASSIST WALKER™

MOBILITY DEVICE

Instructions for Use



**StairAssist
Walker™**
Durable Medical Equipment for Stair Assistance and Walking

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BY OPENING THE SAW PACKAGE, ASSEMBLING, OR USING THE SAW, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE LEGALLY BOUND BY THE STAIRASSIST WALKER TERMS AVAILABLE AT [HTTPS://WWW.STAIRASSISTWALKER.COM/TERMS-CONDITIONS](https://www.stairassistwalker.com/terms-conditions), AS MAY BE UPDATED FROM TIME TO TIME (“TERMS”). IF YOU DO NOT AGREE TO THE TERMS, DO NOT OPEN OR USE THE SAW. RETURN IT, UNUSED AND IN ITS ORIGINAL PACKAGING, AS DIRECTED BY STAIRASSIST WALKER, INC. FOR A REFUND IN ACCORDANCE WITH THE APPLICABLE RETURN POLICY.

STAIRASSIST WALKER (SAW) IS DURABLE MEDICAL EQUIPMENT (DME) WITH TWO PRIMARY FUNCTIONS:

- (1) Stair mobility device requiring a SAW Certified™ Caregiver assistance, gait belt use, & presence of handrail on stairs and,
- (2) Rolling walker for walking assistance

This device is not intended for independent use by the patient on stairs.



WARNINGS

READ THIS MANUAL COMPLETELY BEFORE OPERATING THE DEVICE.

FAILURE TO DO SO MAY RESULT IN PERSONAL INJURY OR DAMAGE TO THE PRODUCT.

TO ENSURE YOUR SAFETY IN USING THE STAIRASSIST WALKER, THE FOLLOWING SAFETY INFORMATION AND ALL INSTRUCTIONS MUST BE FOLLOWED.

FAILURE TO FOLLOW THESE INSTRUCTIONS CAN LEAD TO SERIOUS INJURY OR DEATH. FOR SAFETY, THE STAIRASSIST WALKER IS ONLY TO BE USED IN A MANNER AS DEMONSTRATED FOR INTENDED USE.

The potential risks or discomforts associated with the StairAssist Walker and its use include physical discomfort, falling on stairs, or falling on level surfaces. This list of risks may not be complete, and it is possible that unforeseen risks could occur.

To prevent injury or improper use, a StairAssist Walker (SAW) Certified™ Caregiver providing assistance, a gait belt, and a handrail are required in stair mode. **This device is not intended for independent use by the patient on stairs.** A SAW Certified™ Caregiver must help with positioning, operation, and stair navigation for patient safety and function of the device.

- **DO NOT** use this device without first reading and understanding the information provided in this Instructions For Use. If you are unable to understand the warnings, precautions, or instructions, please consult a healthcare professional, seller, or StairAssist Walker, Inc before use. Failure to follow instructions may result in injury or damage to the patient, SAW Certified™ Caregiver, and/or device.
- Ensure that the Stair Mode Safety Lock and Knee Conversion Mechanism are locked in stair mode prior to use on the stairs.
- **DO NOT** lean towards the bottom or top of the stairs while using the device in Stair Mode. Doing so may result in a fall or other injury.
- **DO NOT** engage the Stair Mode Safety Lock button or lever while using the device on the stairs. Doing so may create an imbalance in the device and may result in a fall or other injury.
- **DO NOT** attempt to use the device on the stairs with the Stair Mode Safety Lock and Knee Conversion Mechanism locked in Walker Mode.
- Ensure Stair Mode Safety Lock is in the “Locked” position or Stair Mode Safety Lock key has been removed when assisting a patient in stair mode.
- BEFORE using the StairAssist Walker, ALWAYS make sure the stairs are completely clear of any objects, unsecured rugs/carpet, cords, toys, debris, etc. Anything on the stairs can cause tripping or make the walker unstable.



CAUTIONS

- In order to be a SAW Certified™ Caregiver, proper training in the operation of the StairAssist Walker must be completed by passing the SAW Certified Caregiver™ Program which online at www.StairAssistWalker.com/certification.
- Use of the device on stairs with SAW Certified™ Caregiver, one handrail, and gait belt is required.
- **DO NOT** roll or push the walker while the patient is sitting on the seat and is **NOT INTENDED TO BE USED AS A WHEELCHAIR.**
- The StairAssist Walker is intended for individual use only.
- Improper use may result in personal injury or damage to the device.
- **DO NOT** use the seat to carry or move anything, or transport people or objects.
- **DO NOT** sit on the walker while it is being loaded into a vehicle or while it is being transported in a vehicle.
- **DO NOT** use the device to walk backwards, down gradients or to go over obstacles outside of its intended use while in Stair Mode.
- **DO NOT** sit on the device while it is on a slope.
- The backrest is intended to provide support while sitting and is not intended to support full body weight. Avoid leaning on the backrest as this may result in a fall or other injury.
- Ensure StairAssist Walker always has four points of contact with a flat surface. Rear legs and either front wheels or stair rise legs are to remain in contact at ALL TIMES when in use.
- Check if StairAssist Walker is stable before use. Improper use may result in a fall or other injury.
- DO NOT exceed the maximum weight capacity as doing so may result in an injury.
Maximum weight capacity: 300 lbs. (136 kg)
- DO NOT exceed the Minimum or Maximum patient height as doing so may result in injury
Minimum Patient Height 5ft 2in (1.575m)
Maximum Patient Height 6ft 0in (1.829m)
- Before each use, ensure the StairAssist Walker is fully open and the seat is securely locked into place.
- **DO NOT** use the walker if it is damaged or if any of the parts or mechanisms are not functioning properly or missing.
- Ensure all height adjustments, locks, handles, or other functional moving parts are in good working order before use.
- **DO NOT** hang, attach, or suspend bags, packages, or any other items from the StairAssist Walker or any of its components. Doing so may alter the center of gravity of the StairAssist Walker. Altering the center of gravity interferes with safe operation, and increases the risk of tipping or loss of balance. The StairAssist Walker is designed to only support patient mobility. The StairAssist Walker should not be used to carry or support additional items. Only use accessories that are approved by the manufacturer and made for the StairAssist Walker.

INDICATION FOR USE

The StairAssist Walker Mobility Device by StairAssist Walker, Inc. is intended to provide moderate weight support while walking, ascending, and descending stairs with help of a SAW Certified™ Caregiver. SAW is indicated for use by people with compromised functional mobility that meet the below Criteria:

Patient And SAW Certified™ Caregiver Requirements:

This device is not intended for independent use by the patient on stairs.

Patient Inclusion Criteria

The patient MUST meet ALL of the following in order to use the StairAssist Walker.

1. Difficulty performing stairs requiring Moderate Assistance.
2. SAW Certified™ Caregiver available (see SAW Certified™ Caregiver Criteria).
3. Patient requires Moderate Assistance. Patient can perform about 50% of the work necessary to move and SAW Certified™ Caregiver performs about 50% or better.
4. Able to bend their knees and hips such that their feet are on the ground when sitting on a 20-inch-high seat.
5. Able to stand up and sit down with Moderate Assistance or less.
6. Able to stand independently holding a handrail for 30 seconds.
7. Height 5 ft 2 in to 6 ft (1.575 m to 1.829 m).
8. Weigh 300 pounds (136kg) or less.

Patient Exclusion Criteria

A patient who has ANY of the following **cannot** use the StairAssist Walker:

1. Patients with medical history of psychiatric or cognitive status, that may interfere with the ability to use the StairAssist Walker.
2. Patients that have oxygen dependence and require a portable oxygen tank.
3. High risk of fracture or spinal instability secondary to unstable hip or spinal compression. Including: severe osteoporosis, osteogenesis imperfecta, and/or spinal metastatic bone cancer.
4. If the patient has other comorbidities, please consult their healthcare provider.

SAW Certified™ Caregiver Inclusion Criteria

A SAW Certified™ Caregiver must meet all of the following criteria.

1. StairAssist Walker (SAW) Certified™ Caregiver is a person who has passed and is certified from the online SAW Certified Caregiver™ Program, available at www.StairAssistWalker.com/certification.
2. SAW Certified™ Caregiver may include, but is not limited to, a relative, partner, friend, neighbor, or licensed professional who has passed and is certified from the online SAW Certified Caregiver™ Program, available at www.StairAssistWalker.com/certification.
3. Independent with mobility. (walking and stairs)
4. Able to lift 35 lbs. (15.9 Kgs)
5. Cognitive ability to read instructions for use and pass SAW Certified Caregiver™ Program on proper SAW use with a patient.

TECHNICAL SPECIFICATIONS

THE STAIRASSIST WALKER HAS THE FOLLOWING DIMENSIONS AND WEIGHT:

Ready for Use

- Width: 22in (559 mm)
- Depth: 19.5in (496 mm)
- Height:
 - Minimum 32in (813 mm), to
 - Maximum 36in (915 mm)

Folded for Storage or Transport

- Width: 22in (559 mm)
- Depth: 11in (280 mm)
- Height: 33in (838 mm)

Weight

- 14.64 lbs (6.64 kg)

INCLUDED IN THE BOX

- (1) StairAssist Walker [SAW-2500]
- (2) Stair Mode Safety Lock Keys
- (1) Gait belt
- (2) StairAssist Walker spare back feet
- (1) 4mm Allen wrench
- (1) Instructions For Use
- (1) Quick Start Guide

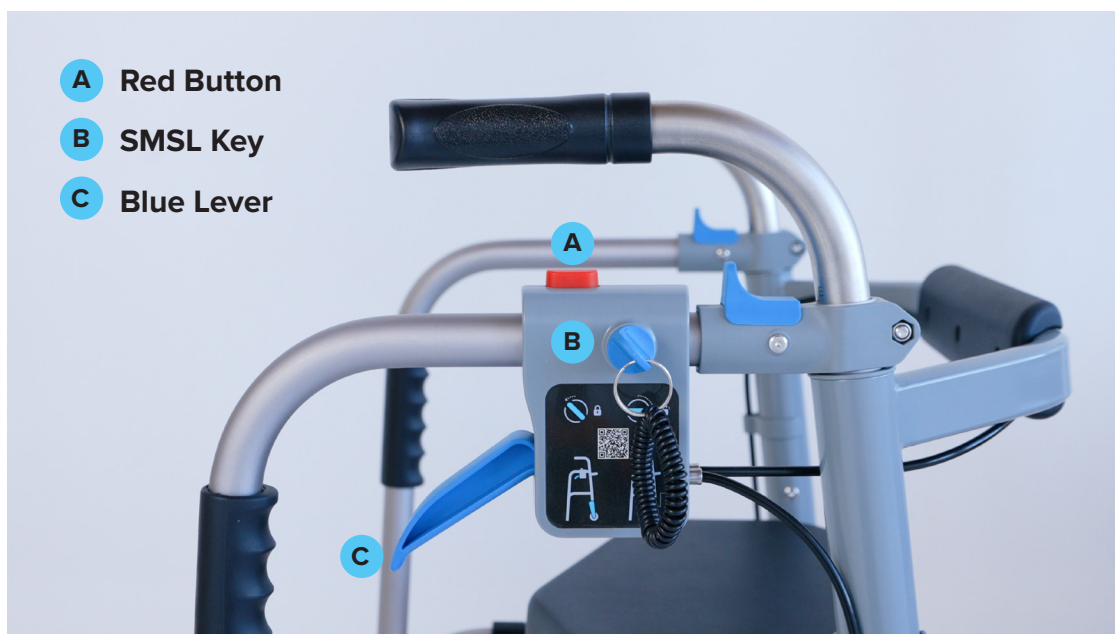
STAIRASSIST WALKER MAJOR COMPONENTS

- A** Patient Grips
- B** Patient Grip Height Switch
- C** Stair Mode Safety Lock (SMSL)
- D** Back Rest
- E** Caregiver Grips
- F** Seat
- G** Manufacturing Label
- H** Stair Rise Switch
- I** Collapsing Button
- J** Knee Conversion Mechanism (KCM)
- K** Stair Conversion Legs
- L** Stair Rise Leg
- M** Back Foot
- N** Brakes
- O** Stair Rise Ruler



STAIR MODE SAFETY LOCK (SMSL)

- A** Red Button
- B** SMSL Key
- C** Blue Lever



STAIRASSIST WALKER FEATURES

1. Stair mode accommodates 6 to 9 inch (15.2 to 22.9cm) stair rise; 9.5 inch (24.1 cm) stair run.



2. StairAssist Walker has a maximum weight limit of 300 lbs (136kg).



3. StairAssist Walker is foldable for transport.



4. StairAssist Walker weight is 14.64 lbs. (6.64 kg).



5. StairAssist Walker patient grips can adjust from 32 inches to 36 inches (81.3 to 91.5cm). This accommodates patients ranging in height from 5 ft 2 inches to 6 ft 0 inches (1.575m to 1.829m).



6. StairAssist Walker has a backrest/anti-slide bar for comfort. This can prevent the patient from sliding down the stairs if they were to fall backwards during “stair mode.”

7. The Stair Mode Safety Lock (SMSL) prevents the StairAssist Walker from converting when key is in “Locked” position.



Walker Mode
(locked)



Stair Mode
(unlocked)

8. The Stair Mode Safety Lock and Knee Conversion Mechanism convert StairAssist Walker from a rolling walker (A) to a stair mobility device (B).



OPERATING INSTRUCTIONS

Use of the Gait Belt with the StairAssist Walker

The StairAssist Walker requires the use of a gait belt and is provided in the box. During stair mode, a gait belt is required to provide extra patient safety. A gait belt helps the SAW Certified™ Caregiver to maintain better control, balance, and stability while assisting the patient on stairs.

What is a Gait Belt?

A gait belt is a sturdy, 2 to 5 inch-wide safety device made of strong cotton, nylon, or leather webbing. It is placed around the patient's waist, above the hips and below the ribs, to provide a secure grip point for the SAW Certified™ Caregiver. The gait belt allows the SAW Certified™ Caregiver to support and stabilize the patient. Gait belts prevent pulling on arms, clothing, or the StairAssist Walker itself.



CAUTION

Gait belts are required in stair mode. The gait belt is not a lifting device and must never be used to lift the patient's full body weight.



WARNING

Do not use the gait belt and stop use of StairAssist Walker in stair mode if the patient has any of the following conditions:

- Unstable fractures
- Severe abdominal pain
- Severe cardiac or respiratory conditions
- Severe behavioral aggression or confusion that prevents safe cooperation
- Recent abdominal or thoracic surgery, open wounds, or incisions
- Feeding tubes, catheters, colostomy bags, or other abdominal medical devices

Use of device with these above conditions may cause personal injury or interfere with medical equipment. If the patient has any of these above conditions, consult a healthcare provider before using the StairAssist Walker on stairs.

The gait belt should normally be placed around the patient's waist, just above the hips and below the ribs. This position provides the best leverage and stability for help with stairs while minimizing risk to the patient.

Alternative Higher Placement (Axillary Position)

When the patient has a medical device in the mid-section consult their healthcare provider. The gait belt may be applied higher on the trunk, below the armpits (axillae) as an alternate use for this situation.



CAUTION:

- **Higher (axillary) placement is only used when a gait belt cannot be applied around the waist. Higher (axillary) placement requires consulting the patient's healthcare provider.**
- Higher (axillary) placement position can be less stable for stair help. Extended use of higher (axillary) placement may cause discomfort under the arms.



- Never place the gait belt directly in the armpits or across the chest. This can restrict breathing or puts pressure on the underarms.

How to Apply the Gait Belt

1. Ensure the patient is standing or sitting comfortably and is wearing clothing.
2. Position the gait belt around the patient's waist, above the hips and below the ribs.
3. Slide the belt snugly against the body. It should be tight enough that you can slip only two fingers underneath it.
4. Fasten the buckle securely on the side of the patient; never over the spine.
5. Check that the belt is snug but comfortable. It should not slide up or down.
6. After the patient stands up, re-check the tightness. Adjust tightness, if necessary, due to clothing and posture causing slight shifts.

General SAW Certified™ Caregiver Gait Belt Safety Rules:

- Never pull the patient by their arms or the walker.
- Keep your back straight and use your legs for support.
- Communicate clearly with the patient ("Step up," "Step down," "Stop," etc.).
- Stay as close as possible to the patient and maintain constant contact through the gait belt.
- If the patient loses balance, use the gait belt to guide and stabilize them. Do not attempt to catch them with your arms alone.
- Stop immediately if the patient feels dizzy, short of breath, or reports pain.



WARNING:

- The gait belt is for help and stability only. The gait belt is not designed to support the patient's full body weight. If the patient cannot safely bear weight on their legs, do not use the StairAssist Walker on stairs.
- For questions about gait belt use contact your healthcare provider or StairAssist Walker, Inc.
- If you are unsure about the patient's ability to use the device safely on stairs, contact your healthcare provider or StairAssist Walker, Inc.

Proper Guarding Technique

Proper guarding is essential for patient safety. Guarding is required when using StairAssist Walker in stair mode. SAW Certified™ Caregiver must stay as close as possible to the patient at all times. SAW Certified™ Caregiver must maintain a firm but gentle grasp on the gait belt during sit to stand transfers. For ascending and descending stairs, the SAW Certified™ Caregiver must position themselves correctly. This includes being in front of the patient and facing the patient. This position allows the SAW Certified™ Caregiver to guard against a forward fall down the stairs. The SAW Certified™ Caregiver is to provide support and control if the patient loses balance. Always keep your back straight and use proper body mechanics. The gait belt is for control and stability only, never use it to lift the patient's full body weight.

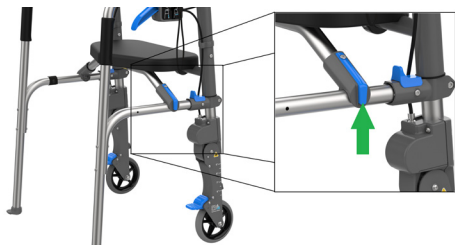
Opening the StairAssist Walker

1. Unfold the legs of the StairAssist Walker and lock them in place by pushing the seat down into the proper position.
2. You will hear an audible “click” when the seat is in its locked position.
3. Before using StairAssist Walker ensure all four legs are in contact with the ground. These four points of contact make the device stable.



Folding the StairAssist Walker

1. Press the Seat Folding Release Button, as Indicated in the picture by the green arrow.

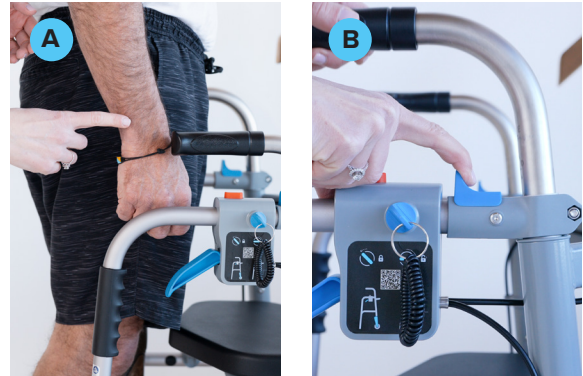


2. Pull Up on the front of the seat until an audible “click” is heard or felt.
3. On either side of the walker, fold that side in towards the middle of the walker.
4. Repeat the same action in step 3, on the other side of the walker frame. Pull the frame and fold towards the middle of the walker.
5. Secure the now folded frame with the provided retention strap.
6. StairAssist Walker is now ready for transport.



WALKER MODE

Adjusting StairAssist Walker to Patient



1. SAW Certified™ Caregiver will set the StairAssist Walker height based on the height of the patient. The patient will be in a standing position. With arms by their side, the patient grips should be in line with the wrist crease.
2. Adjust StairAssist Walker patient grips **(A)** by sliding the patient height switch and lifting up or pushing down on the patient grips. Ensure the StairAssist Walker grip is in line with the patient's wrist crease.
3. Pull back height switch **(B)** and move handle slightly up or down. When an audible “click” is heard the handle is now locked in position.

Using the StairAssist Walker in Walker Mode

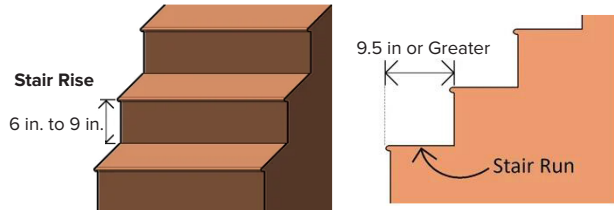
For proper positioning and use of the StairAssist Walker, the SAW Certified™ Caregiver will instruct the patient to grip the patient grips. The patient will walk with StairAssist Walker with their hands slightly in front of them.



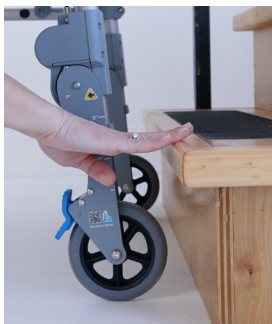
STAIR MODE

Adjusting the StairAssist Walker to stairs

1. Prior to using the StairAssist Walker on stairs, the SAW Certified™ Caregiver will measure the rise (height) of one stair. Make sure the stair doesn't exceed maximum limits of StairAssist Walker's range. The StairAssist Walker's range is 6 to 9 inch (15.2 to 22.9cm) stair rise; 9.5 inch (24.1 cm) stair run.



2. The SAW Certified™ Caregiver shall adjust the stair rise switch by performing the following:



a. Use the StairAssist Walker's stair rise ruler located on the side of the conversion leg. The stair rise ruler is to measure the rise (height) of the stair.

b. Pull the stair rise switch to allow the stair rise leg to adjust freely.



c. Line up the bottom of the stair rise leg with the measurement of the stair height.

d. Let go of the stair rise switch and move the stair rise leg up or down. When an audible "click" is heard, the stair rise leg has locked into its position.

e. Perform the same steps to the other side of the device.

f. The StairAssist Walker is now adjusted to the stairs.



ASCENDING STAIRS



CAUTIONS While Ascending Stairs

- Only use with a SAW Certified™ Caregiver with proper training in the operation of the StairAssist Walker must be completed by passing the SAW Certified Caregiver™ Program which online at www.StairAssistWalker.com/certification
- Only use StairAssist Walker on the stairs when assisted by a SAW Certified™ Caregiver. Use of a gait belt and handrail is also required. Improper use may result in injury or damage to the device.
- DO NOT lean towards the bottom of the stairs when using the device on the stairs. Doing so may create an imbalance in the device and may result in a fall or other injury.
- DO NOT attempt to use the device on the stairs in walker mode.
- DO NOT engage the Stair Mode Safety Lock while using the device on the stairs. Doing so may create an imbalance in the device and may result in a fall or other injury.
- Patient grips are required to be lowered to the lowest position while StairAssist Walker is on the stairs. After stairs are completed, raise patient grips to appropriate height for walking.

Ascending Stairs Using the StairAssist Walker in Stair Mode



A SAW Certified™ Caregiver, handrail, and gait belt are required when using the StairAssist Walker in stair mode.

Before use, please refer to patient and SAW Certified™ Caregiver inclusion and exclusion criteria. This can be found in 'Patient And SAW Certified™ Caregiver Requirements' section, on Pages 4 and 5.

1. SAW Certified™ Caregiver will be communicating with and "guarding" the patient during stair negotiation.

Guarding – "Guarding a patient in mobility refers to the practice of ensuring they do not fall or lose balance during movement. This can involve physical assistance or simply being close by providing support and safety to a patient if needed."

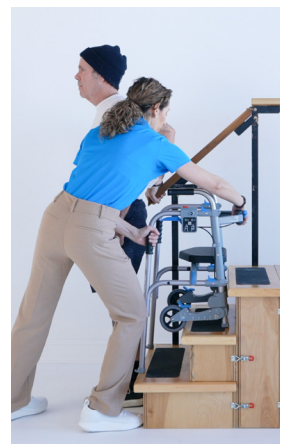
2. Ensure that the StairAssist Walker is properly adjusted to the stairs before use. See the 'Adjusting StairAssist Walker to stairs' section on page 11.

3. Patient and SAW Certified™ Caregiver will walk to the base of the stairs using the StairAssist Walker.
4. Patient is then instructed to let go of the StairAssist Walker and hold onto the handrail.
5. The SAW Certified™ Caregiver will now need to convert the StairAssist Walker from “walker mode” to “stair mode” by perform the following:

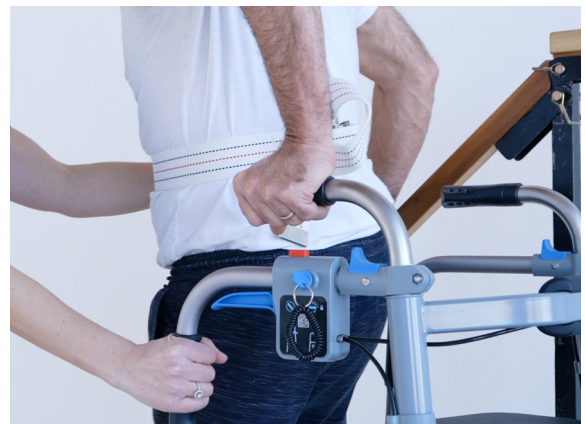


Caution: SAW Certified™ Caregiver must tilt the StairAssist Walker on its back foot when converting from “walker mode” to “stair mode” and “stair mode” to “walker mode.” If you do not tilt StairAssist Walker back, it will fall forwards.

- a. The SAW Certified™ Caregiver will lock brakes on wheels before ascending the stairs. .
- b. Lower patient grips to lowest position.
- c. If not already inserted, insert StairAssist Walker SMSL key completely.
- d. Turn the Stair Mode Safety Lock key to “Unlocked” position (right) as shown on the label.
- e. Support the StairAssist Walker’s rear foot with SAW Certified™ Caregiver’s foot.
- f. With one hand, grab the right handle of the StairAssist Walker. Tilt the StairAssist Walker back towards the SAW Certified™ Caregiver.
- g. With the other hand, use the thumb to depress the red button on the top of the Stair Mode Safety Lock.
- h. While the frame is in the palm of the hand, the rest of the hand is to grab the blue lever and squeeze.
- i. Once the lever has completed its travel, release the red button first, then let go of the blue lever. There will be an audible “click” indicating the knee conversion mechanism has completed its movement. The stair conversion legs and wheels will be off the ground and secure for stair mode use.
- j. The StairAssist Walker is in stair mode and is to be lifted onto the stairs.



6. The SAW Certified™ Caregiver will lift the device so the stair rise legs rest at the base of the second stair.
7. The SAW Certified™ Caregiver will turn the SMSL key to the “Locked” position (left) or remove the key all together. “Locked” position will not allow conversion from “stair mode” to “walker mode.”
8. The SAW Certified™ Caregiver will hold onto and stabilize the StairAssist Walker while holding onto patient’s gait belt.
9. Patient will grab onto the handrail and turn themselves around and sit on the seat.
10. The patient will move the good (uninjured or strong) leg up to the next step and push themselves towards the seat and sit down.
11. Patient should place both feet or their good foot (uninjured or strong) on the stair and stand up while holding onto the patient grips.
12. Patient will steady themselves on handrail while the SAW Certified™ Caregiver lifts the device to the next stair.
13. The SAW Certified™ Caregiver places StairAssist Walker as close to the base of the next stair as possible. Make sure StairAssist Walker has all four points of contact on the stairs.
14. The SAW Certified™ Caregiver will hold onto the StairAssist Walker when patient is performing sit to stand transfers to ensure safety.
15. Patient sits on the StairAssist Walker’s seat.
16. Repeat steps 10-15 until the patient reaches the platform at the top of the stairs.
17. Once the stair rise legs are on the platform at the top of the staircase, the patient will stand up and hold onto a handrail.
18. The SAW Certified™ Caregiver will lift the device onto the last step. Turn the Stair Mode Safety Lock key from “Locked” position (or insert the key and turn) to “Unlocked” position.
19. Tilt the StairAssist Walker in preparation to convert from “stair mode” to “walker mode.” Squeeze blue lever and then push red button down on the Stair Mode Safety Lock. Release the blue lever then the red button in order for the legs to return to “walker mode.” You will hear an audible “click.”
20. The SAW Certified™ Caregiver stabilizes the StairAssist Walker and holds onto the gait belt.



21. Patient will then sit on the seat and stand up on the last step.



22. When all legs are stable on the platform, turn the SMSL key to “Locked” position or remove the SMSL key.

23. The SAW Certified™ Caregiver will have the patient stabilize themselves on the handrail and pivot around to face away from the staircase.

24. The SAW Certified™ Caregiver will adjust the patient grips to the correct height, inform the patient about unlocking the brakes, and then unlock the brakes.

25. The SAW Certified™ Caregiver will instruct patient to hold the patient grips.

26. The SAW Certified™ Caregiver and patient walk away from staircase.

DESCENDING STAIRS



CAUTIONS While Descending Stairs

- Only use with a SAW Certified™ Caregiver with proper training in the operation of the StairAssist Walker must be completed by passing the SAW Certified Caregiver™ Program which online at www.StairAssistWalker.com/certification
- Only use StairAssist Walker on the stairs when assisted by a SAW Certified™ Caregiver. Use of a gait belt and handrail is also required. Improper use may result in injury or damage to the device.
- DO NOT lean towards the bottom of the stairs when using the device on the stairs. Doing so may create an imbalance in the device and may result in a fall or other injury.
- DO NOT attempt to use the device on the stairs in walker mode.
- DO NOT engage the Stair Mode Safety Lock while using the device on the stairs. Doing so may create an imbalance in the device and may result in a fall or other injury.
- Patient grips are required to be lowered to the lowest position while StairAssist Walker is on the stairs. After stairs are completed, raise patient grips to appropriate height for walking.

in ‘Patient And SAW Certified™ Caregiver Requirements’ section, on Pages 4 and 5.

- The SAW Certified™ Caregiver will be communicating and “guarding” the patient during stair negotiation.

Guarding – “Guarding a patient in mobility refers to the practice of ensuring they do not fall or lose balance during movement. This can involve physical assistance or simply being close by providing support and safety to a patient if needed.”

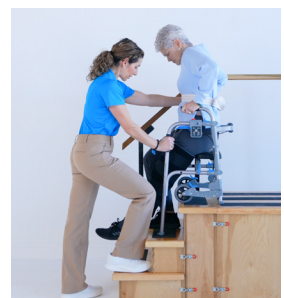
- Ensure that the StairAssist Walker is properly adjusted to the stairs before use. See the Adjusting StairAssist Walker to stairs section.
- Patient and SAW Certified™ Caregiver will walk to the platform at the top of the staircase using the StairAssist Walker.
- The SAW Certified™ Caregiver will be down one step on the staircase guarding the patient.
- Patient is then instructed to let go of the StairAssist Walker and hold onto the handrail.
- The SAW Certified™ Caregiver will move the patient grips to their lowest position and lock brakes.
- The SAW Certified™ Caregiver will turn around the StairAssist Walker to allow the patient to sit on the seat facing down the stairs.

Descending Stairs Using the StairAssist Walker in Stair Mode



Caution: A SAW Certified™ Caregiver, handrail, and gait belt are required when using the StairAssist Walker in stair mode.

Before use, please refer to patient and SAW Certified™ Caregiver inclusion and exclusion criteria. This can be found



8. The SAW Certified™ Caregiver will hold onto and stabilize the StairAssist Walker while holding onto patient's gait belt.



9. Patient will sit down on the StairAssist Walker.
10. Patient will move the bad (injured leg or weak leg) down first.
11. Patient will then move the good (uninjured or strong) leg down to the next step.
12. Patient will then stand up on the good (uninjured or strong) leg while using the handrail or both StairAssist Walker patient grips.
13. The SAW Certified™ Caregiver will now need to convert the StairAssist Walker from “walker mode” to “stair mode” by performing the following:

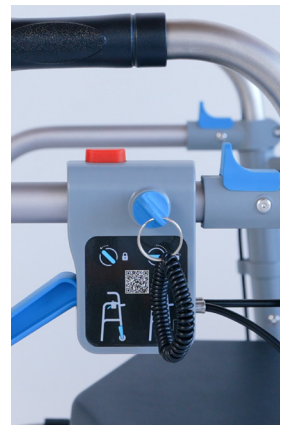
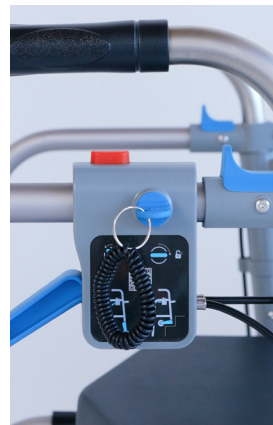


Caution: The SAW Certified™ Caregiver must tilt the StairAssist Walker on its back foot when converting from “walker mode” to “stair mode” and “stair mode” to “walker mode.” If you do not tilt StairAssist Walker back, it will fall forwards.

- The SAW Certified™ Caregiver will lock brakes on wheels.
- Lower patient grips to lowest position.
- Insert StairAssist Walker SMSL key completely until key bottoms out, if not already inserted.



- Turn the Stair Mode Safety Lock key to “Unlocked” position (right) as shown on the label.
- With one hand grab the right handle of the walker and tilt the walker back towards the SAW Certified™ Caregiver.
- With the other hand the SAW Certified™ Caregiver will use their thumb to depress the red button on the top of the Stair Mode Safety Lock.
- While the frame is in the palm of the hand, the rest of the hand is to grab the blue lever and squeeze.
- The SAW Certified™ Caregiver will turn the SMSL key to the “Locked” position (left) or remove the key all together. “Locked” position will not allow conversion from “stair mode” to “walker mode.”

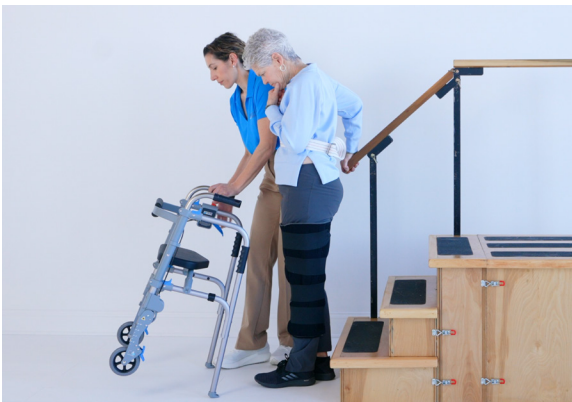


- The SAW Certified™ Caregiver will lift the device and place down one step behind the patient.
- The SAW Certified™ Caregiver will hold onto and stabilize the StairAssist Walker while holding onto patient's gait belt.
- Patient will sit down on the StairAssist Walker.

17. While sitting on the StairAssist Walker the patient will first carefully move the bad (injured or weak) leg down to the next step.
18. While sitting on the StairAssist Walker the patient will then move the good (uninjured or strong) leg down to the next step.
19. Patient will then stand up on the good (uninjured or strong) leg while using the handrail or both StairAssist Walker patient grips.



20. The SAW Certified™ Caregiver will lift the StairAssist Walker and move it down one step.
21. Repeat steps 11 through 20 until the patient reaches the bottom step.
22. Once the patient has reached the landing and is no longer on the stairs, the patient will stand up and hold onto the handrail.
23. The SAW Certified™ Caregiver will turn the key from “Locked” position (or insert the key and turn) to “Unlocked” position.
24. The SAW Certified™ Caregiver will, while supporting the back foot of the StairAssist Walker with their foot, tilt the walker towards them.



25. The SAW Certified™ Caregiver will squeeze the blue lever and then press red button on the Stair Mode Safety Lock.
26. The SAW Certified™ Caregiver will then release the blue lever and the red button in order for the legs to return to “walker mode.” There will be an audible “click” indicating the knee conversion mechanism has completed its movement. The StairAssist Walker will now be in “walker mode.”



27. The SAW Certified™ Caregiver will turn the SMSL key from “Unlocked” to “Locked” or remove the key.
28. The SAW Certified™ Caregiver will adjust the patient grips to the correct height. Caregiver will inform the patient about unlocking the brakes.
29. The SAW Certified™ Caregiver will instruct patient to hold the patient grips.
30. The SAW Certified™ Caregiver and patient walk away from stair case.



SERVICE AND MAINTENANCE

The StairAssist Walker is designed for long-term use when properly maintained per the instructions for use. All service, repairs, or part replacements, except for specific wear parts, should be performed by StairAssist Walker, Inc or an authorized service provider. This is to ensure safety, performance, and compliance with applicable standards:

Cleaning

- Wipe seat and handles with a damp cloth.
- Keep knee joints free from dirt or sand.
- Inspect wheels, glides, and stair feet regularly for wear or damage.

Routine Service and Inspection

- Inspect the device at regular intervals. Inspection recommended monthly. Look for signs of wear, damage, or looseness in components.
- Check moving parts (e.g., Stair Mode Safety Lock lever, adjustment mechanisms) for smooth operation and proper function.
- Examine rubber tips/feet for wear or cracking. Replace rubber tips/feet if tread is worn or damaged.
- Verify all fasteners, joints, and connections remain secure.
- Clean as described in the Cleaning section. Avoid harsh chemicals or submerging mechanical parts.

Wear Items and Replacement

Parts subject to mechanical wear (such as rubber tips, wheels, or grips) are considered consumable. Consumable parts should be replaced by patient or SAW Certified™ Caregiver when visibly worn or at the intervals specified below:

- **Rubber tips/feet:**
 - These are replaceable items which should be inspected monthly.
 - Replace every 6–12 months or sooner if cracked, screw for feet is exposed, or unevenly worn.
 - Please contact StairAssist Walker, Inc customer service at www.StairAssistWalker.com or your local authorized dealer for evaluation and repair parts.
- **Stair mode safety lock:**
 - Inspect for smooth action and secure locking.
 - Contact service if binding, excessive play, or failure to lock/unlock properly.
- **Other components:**
 - Replace only with genuine StairAssist Walker parts to maintain safety and warranty.

Repairs and Technical Service

- Do not disassemble or modify the device. Unauthorized repairs void the warranty and create safety hazards.
- For any malfunction, unusual noise, reduced stability, or suspected damage, discontinue use immediately.
- Contact StairAssist Walker, Inc. customer service at www.StairAssistWalker.com or your local authorized dealer for evaluation and repair. Provide the product model (SAW-2500 or packaged variant), serial/lot number (found on the frame label), and a description of the issue.

Water Exposure

The StairAssist Walker is not designed to be waterproof or protected against prolonged exposure to liquids. Getting water, spills, or cleaning liquids into the joints, moving parts, or inside the frame can damage StairAssist Walker. This could make StairAssist Walker rust, work poorly, or become unsafe, affecting performance.

- Avoid using the device in wet conditions.
- Do not submerge or expose to high-pressure water.

- If liquids contact the device (e.g., accidental spills), immediately wipe dry with a soft cloth.
- Always allow any wet areas to air dry completely before use.
- Clean only as instructed in the cleaning section. Using damp cloth and avoiding excess moisture.

Temperature and Environmental Safety

- The device is not intended for use in extreme temperatures (e.g., above 40°C / 104°F or below 0°C / 32°F). Surfaces may become uncomfortably hot or cold to the touch, or materials may be affected.
- Avoid prolonged exposure to direct sunlight or high-heat sources.
- Do not leave StairAssist Walker in direct sun, hot vehicles, near heaters, ovens, stoves, or open flames. Examples of open flames are cigarettes, lighters, or candles.
- Store the device indoors in a cool, shaded area away from windows and UV sources when not in use.
- If the device has been exposed to extreme heat or cold, including storage or transport in a hot or cold car. If exposed to extreme heat or cold allow it to return to normal room temperature before use.
- If outdoor use in sunny conditions is necessary, seek shade periodically and regularly. After outdoor use inspect plastic components for signs of UV damage. UV damage includes cracking, brittleness, discoloration, or chalking.
- Discontinue use immediately and contact StairAssist Walker, Inc. if any plastic parts show visible damage or changes that could affect safe operation (e.g., slippery grips or stiff levers).

Safety of Moving Parts

The StairAssist Walker includes human-operated moving parts, such as the Stair Mode Safety Lock lever. This lever is designed to move only when unlocked, with red button pressed and lever actively squeezed by the SAW Certified™ Caregiver. This returns the stair conversion legs downwards under low force when released.

Pinch Risk Prevention:

- Keep fingers, hands, and other body parts clear of the lever and surrounding gaps during squeezing, releasing, or mode changes.
- Squeeze the blue lever only with your hand in the intended grip position (palm around handle, fingers on lever).
- Do not place fingers or loose clothing near the lever mechanism while operating it.
- The device is intended for adult patients.
- Children and bystanders should be kept away during adjustments to avoid accidental contact.
- Inspect the lever and mechanism regularly for wear or damage. Do not use it if the lever does not move smoothly or if any part appears loose.

Accessibility of Instructions For Use

The StairAssist Walker is designed with patient safety and accessibility in mind. We strive to make these Instructions for Use (IFU) and related caregiver/patient information as accessible as possible. Focusing on individuals with visual, reading, or cognitive disabilities. The IFU is in line with best practices for medical device patient labeling and guidance. We follow standards such as FDA recommendations for clear, understandable labeling.

Available Formats and Support:

Printed IFU

The standard printed Instructions for Use uses clear, simple language written at an accessible reading level. The IFU is written for no higher than an 8th-grade level where possible. Using large, legible fonts, at least 12-point type, with larger sizes recommended for key warnings. We use high-contrast text, ample white space, bullet points, numbered steps, and illustrative diagrams to aid in understanding.

Digital version

An electronic version of the complete Instructions For Use is available in PDF format at: <https://www.StairAssistWalker.com/instructions-for-use>.

Always consult your healthcare provider for help with using StairAssist Walker. Especially if you have a visual, cognitive, or other impairment that may affect safe operation. SAW Certified™ Caregivers can also help review and demonstrate the instructions.

LIMITED WARRANTY

This warranty applies only to the original purchaser of the StairAssist Walker, model SAW-2500 or any packaged variant (the “Product”), when used solely for personal, non-commercial purposes. It is provided in addition to any rights you may have under applicable consumer protection laws.

StairAssist Walker, Inc. (“StairAssist,” “Company,” “we,” or “our”) warrants that the Product will be free from defects in materials and workmanship for one (1) year from the original purchase, subject to the terms and limitations set forth below. This is a limited warranty and reflects our confidence in the Product when used and maintained in accordance with the Instructions for Use (“IFU”).

What This Warranty Covers

- Defects in materials or workmanship that occur during the first year of the original purchase.
- StairAssist. will, at its sole discretion, if a covered defect is confirmed, either:
 - (a) repair or replace the defective component, or
 - (b) replace the entire product, if repair of the defective component is not reasonably feasible, with a new or refurbished Product or component of equivalent function and value.

What This Warranty Does Not Cover

- Normal wear and tear, or deterioration due to regular use. This includes, but not limited to, rubber tips/feet, grips, wheels/casters, seat/upholstery, and/or backrest. These items are considered consumable or wear items.
- Damage resulting from misuse, abuse, neglect, improper assembly or adjustment.
- Unauthorized repair or modification.
- Failure to follow the IFU or accidents.
- Damage caused by improper storage or exposure to extreme conditions. This includes, but not limited to, sun/UV exposure, temperature extremes, or liquids, as described in the IFU.
- Cosmetic damage that does not affect the Product’s functionality or safety.
- Products purchased from unauthorized sellers.
- Products used for commercial, rental, institutional, or other non-intended purposes.

Advanced Replacement Process (for Covered Defects)

If a defect covered by this warranty is reported and confirmed by StairAssist, an advanced replacement option may be offered to reduce downtime.

To participate in the advanced replacement process, you must:

1. Contact customer support and provide a description of the issue, and proof of original purchase. Please also provide the Product’s model, serial, or lot number located on the frame label.
2. If StairAssist approves the claim you will need to provide a valid credit card. A temporary authorization hold will be placed equal to the current retail price of the replacement. This will include estimated shipping costs.
3. Upon approval, StairAssist will ship a replacement unit, typically within three to five business days.
4. Return the original Product within thirty (30) days of receipt of the replacement. Use the provided packaging materials from the replacement and prepaid shipping label to ship back damaged unit.

After the original Product is received and inspected:

- If the defect is confirmed to be covered, the authorization hold will be released or no charges will be applied. StairAssist Walker, Inc. will cover shipping costs.
- If inspection shows misuse, abuse, excluded wear, non-warranty damage, or other conditions not covered by this warranty, StairAssist may charge the credit card for the full replacement cost, shipping costs, or a lesser amount reasonably related to the findings.
- If the original Product is not received within thirty (30) days after shipment of the replacement, the full authorization amount will be charged.

Additional Terms and Limitations

This warranty is nontransferable and applies only to the original purchaser.

StairAssist is not responsible for injury or damage resulting from continued use of the Product after a known defect has been identified.

To the fullest extent permitted by applicable law, StairAssist disclaims all other warranties, whether express or implied, including any implied warranties of merchantability or fitness for a particular purpose. Some states do not allow limitations on the duration of implied warranties or the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary by state.

No dealer, agent, or representative is authorized to modify or extend this warranty.

Warranty Service Contact Information

StairAssist Walker, Inc.

7 Edith Holmes Drive

Scituate, MA 02066

Phone: +1 (339) 675-1807

Email: Assist@StairAssistWalker.com

Website: www.StairAssistWalker.com

Recycling/Disposal

The StairAssist Walker is designed with sustainability in mind. It is packaged in a recyclable cardboard box with minimal plastic materials to reduce environmental impact. Key components of the StairAssist Walker are made from recyclable materials (subject to availability in your jurisdiction). At the end of its useful life, please consult your local recycling center or waste management authority for guidance on properly recycling or disposing of the StairAssist Walker and its components.

For Your Safety

If you have any concerns about the safety or performance of the StairAssist Walker, please report them to SAW Customer Service at:

Phone: 1-888-853-2160

Email: Issues@StairAssistWalker.com



Manufactured for and Distributed by:
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