

NOVA CARBON

C1 user manual

Setup, everyday use, safety, folding, care, and warranty guidance



Product weight	Rated user weight	Handle range	Warranty
Approx. 4.8 kg	Up to 150 kg	78-94 cm	5-year frame

Read before first use

Keep this manual for reference. Inspect the rollator before each use and contact Nova Carbon Customer Care if any part is damaged, loose, or not operating normally.

1. Important safety information

Intended use

The Nova Carbon C1 is a walking aid for a person who can stand and walk with support. It is not a wheelchair and must not be used to transport a seated person.

Use the rollator safely

- 1 Get personal guidance**
Ask a qualified healthcare professional whether a rollator is appropriate for your mobility needs and how it should be adjusted.
- 2 Stay within the rating**
Do not use the rollator if the user weighs more than 150 kg (330 lb). Do not hang heavy loads from the handles.
- 3 Use stable surfaces**
Use extra care on slopes, curbs, wet ground, gravel, or uneven surfaces. Do not use the rollator on stairs or escalators.
- 4 Lock before sitting**
Stop on a level surface, engage both parking locks, turn carefully, and sit only when the rollator is stable.
- 5 Protect hands**
Keep fingers, loose clothing, and objects away from folding joints and moving parts while folding or unfolding.
- 6 Do not modify**
Use compatible replacement parts and do not drill, cut, heat, or otherwise alter the frame.

CHECK	BEFORE EACH USE
Frame	Confirm the frame is fully open, the folding latch is engaged, and there are no cracks or loose fasteners.
Brakes	Squeeze both brake levers and test both parking locks before walking.
Wheels	Check that every wheel turns freely, is secure, and is free of debris.
Handles	Confirm both handles are at the same height and each adjustment lock is secure.

2. Set up, adjust, and fold



Unfold for use

- 1 Place it securely**
Set the folded rollator on a level surface and hold both handles.
- 2 Open the frame**
Move the frame outward until it is fully open and the folding mechanism engages.
- 3 Verify the lock**
Press lightly on the seat rails and confirm the frame cannot fold before walking.

Adjust the handle height

Stand upright in your usual walking shoes with your arms relaxed. Set the handles near wrist-crease height so your elbows are slightly bent while holding the grips. Adjust both sides to the same marked position and confirm both locks are secure. The available range is 78-94 cm.

Fold for storage

- 1 Empty and park**
Remove loose items, stop on a level surface, and engage both parking locks.
- 2 Release the frame**
Use the folding strap or release provided at the seat while keeping hands clear of the hinge area.
- 3 Close in one motion**
Bring the sides together until the rollator reaches its narrow folded profile.
- 4 Check stability**
Stand it only where the folded rollator is stable and cannot roll, fall, or block a walkway.

Transport tip

Lift using secure frame members, not the brake cables, backrest, seat fabric, or folding strap. Secure the folded rollator in a vehicle so it cannot shift.

3. Braking, walking, and sitting



Service brakes

Squeeze both brake levers gradually to slow down. Apply both brakes together and avoid sudden braking on loose, wet, or sloped surfaces.

Parking locks

Press both brake levers down until they remain locked. Test that the rear wheels do not move. Pull both levers back up before walking.

Walking position

Walk between the rear wheels with the rollator close enough that your elbows stay slightly bent. Keep your path clear and do not push the frame too far ahead.

Sitting safely

- 1 Choose level ground**
Do not sit on a slope, curb, moving surface, or soft ground where the wheels may sink.
- 2 Lock both wheels**
Engage both parking locks and confirm the rollator does not move.
- 3 Turn with control**
Back up until you feel the seat behind your legs, reach for stable support, and lower yourself slowly.
- 4 Stand carefully**
Place both feet securely, lean forward, and use stable support. Release the parking locks only after you are standing and balanced.

Stop using the rollator

Do not use it if braking is uneven, a wheel is loose, the folding latch does not hold, the frame is damaged, or the rollator feels unstable. Contact Customer Care before further use.

4. Care and troubleshooting

Routine care

After wet or dirty use	Wipe the frame, seat, grips, and wheels with a soft damp cloth. Dry before storage.
Monthly	Inspect fasteners, wheel security, brake response, handle locks, and the folding latch.
As needed	Remove hair, thread, grit, and other debris from wheel and axle areas.
Storage	Store indoors in a dry place away from direct heat, open flame, corrosive chemicals, and prolonged sunlight.

Troubleshooting

Issue	Check	Action
Rollator pulls to one side	Wheel debris, wheel security, uneven braking	Clean and inspect. Stop use if the issue remains.
Brake does not hold	Lever response and rear wheel movement	Do not use the seat. Contact Customer Care for brake service.
Frame will not lock open	Folding joint and latch for obstruction	Clear visible debris only. Do not force or modify the latch.
Handle moves	Height pin or locking mechanism	Reset both handles and confirm each lock is fully engaged.
Wheel is noisy or loose	Debris, damage, or excess movement	Stop use if loose or damaged. Request an approved replacement part.

5. Warranty and customer care

Standard warranty

The original purchaser receives a 5-year limited warranty on the carbon-fiber frame and a 2-year limited warranty on covered components, measured from the delivery date. The warranty covers defects in materials and workmanship during normal personal use.

What is not covered

Normal wear; cosmetic marks; consumable parts; damage from collision, overloading, misuse, neglect, improper storage, unauthorized repair, or modification; and damage caused by using incompatible parts are not covered. Your rights under applicable consumer law are not limited by this warranty.

Start a claim

- 1 Stop using an unsafe product**
If the issue affects stability, brakes, wheels, or the frame, stop use until Customer Care responds.
- 2 Collect the details**
Have your order number, serial number, a description of the issue, and clear photos or video ready.
- 3 Email Customer Care**
Send the information to support@novadermlab.com. We aim to reply within one business day.
- 4 Follow the service plan**
For an approved claim, Customer Care will provide parts, repair, replacement, or another remedy as appropriate and required by law.

NOVA CARBON CUSTOMER CARE

support@novadermlab.com
novadermlab.com/contact
Response target: within one business day

Product record

Order number	
Serial number	
Delivery date	
Purchased by	