



## VELA Gait trainer

VERSION: VELA Meywalk 4



VELA Meywalk 4 - Micro



VELA Meywalk 4 - Small



VELA Meywalk 4 - Medium



VELA Meywalk 4 - Large

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## 1. INTRODUCTION

This service manual is intended exclusively for authorised dealers and trained service technicians responsible for the maintenance and repair of the VELA Meywalk 4 gait trainer.

**Note:** Do not attempt to remodel, adjust, or repair the Meywalk 4 yourself. Improper handling may lead to serious injury or equipment malfunction. VELA Meywalk 4 is available in several sizes (Micro, Small, Medium, Large), and the procedures described herein apply to all models unless otherwise noted. Always use original spare parts and follow the instructions in this manual to ensure product safety and compliance.

VELA's customer service can also be contacted: phone +45 96 34 76 00 or email [mail@vela.eu](mailto:mail@vela.eu)/  
[mail@vela-medical.com](mailto:mail@vela-medical.com) for further help.

## 2. SERVICE, SUPPORT AND WARRANTY TERMS

VELA/VELA Medical offers to perform on-site service at selected destinations. In addition, we offer technical support during business hours via our dealers and partners throughout the world. Our partners' technical staff can assist you with troubleshooting, technical documentation and repair questions [www.vela.eu](http://www.vela.eu) | [info@vela.dk](mailto:info@vela.dk) | +45 9634 7600. There is also a lot of helpful information on our websites: [www.vela.eu/www.vela-medical.com](http://www.vela.eu/www.vela-medical.com).

For service questions or spare parts ordering: [www.vela.eu](http://www.vela.eu) | [info@vela.dk](mailto:info@vela.dk) | +45 9634 7600  
Please quote the product serial number and model variant when contacting VELA support.

### 2.1 WARRANTY TERMS

VELA provides warranty rights in accordance with the applicable legislation in the country where the walker is purchased. The warranty is valid only when original spare parts and accessories are used, and when modifications are carried out by qualified professionals.

**Note:** If a specific contractual agreement has been made directly with VELA, that agreement applies.

VELA assumes no responsibility for damage to the product or the user resulting from:

- :: Transport
- :: Misuse
- :: Normal wear and tear
- :: Incorrect use
- :: Use of non-original spare parts and accessories
- :: Modifications made by unauthorized persons

[www.vela.eu](http://www.vela.eu) | [info@vela.dk](mailto:info@vela.dk) | +45 9634 7600  
Please quote the product serial number and model variant when contacting VELA support.

## 3. SAFETY AND WARNINGS

### 3.1 SAFETY

This walker is CE-marked and complies with applicable EU regulations.

The walker is manufactured by:  
VELA, Gøteborgvej 8-12, DK-9200 Aalborg SV, Denmark.

#### 3.1.1 INTENDED USE

Walker for children and adults that helps them to stand up and move around despite having reduced or no walking function.

- :: The walker must always be braked when getting in and out.
- :: The walker must only be used under supervision. The wheels roll very easily, so it is important to be aware of the surroundings and any potential hazards the user may move toward.

VELA Meywalk is tested and approved for the following maximum loads:

- :: **VELA Meywalk 4 Micro:** 60 kg
- :: **VELA Meywalk 4 Small:** 100 kg
- :: **VELA Meywalk 4 Medium:** 130 kg
- :: **VELA Meywalk 4 Large:** 130 kg

### 3.2 WARNINGS

Use	Only use original spare parts from VELA.
Use	Do not make any changes to the accessories that come with the gait trainer.
Use	Only use the gait trainer for the intended purpose.
Use	Before using it, make sure that all parts of the gait trainer are securely fastened.
Use	The gait trainer may only be used under supervision. The wheels roll very easily, so it is important to be aware of the surroundings and any dangers that the user may encounter.
Use	Always activate the brake before you enter or exit the gait trainer.
Use	The tilt bar must always be raised and lowered by hand - avoid stepping on the tilt bar.
Use	On the sizes: Small, Medium and Large, there is a tilting bar that raises and lowers the gait trainer when getting in and out. Be prepared for an upward force that grows gradually as the tilt bar raises. Never let go of the tilt bar in the middle of a raising or lowering movement, as it can injure the user and helper.
Use	The gait trainer is intended for use on even and level surfaces. It is important that a responsible companion supervises at all times, as the surface may have unevenness or slopes.
Use	The spring system can pose a risk if the gait trainer is used by a very restless user. VELA Meywalk 4 must never be used without springs.
Use	Do not use the gait trainer during adjustments, to avoid pinches from moving parts.
Use	VELA Meywalk and its accessories are designed for your safety. Removing parts of the equipment can result in open pipe ends that can be sharp and cause damage. These open pipe ends must be closed with plastic plugs - do not touch open pipe ends with fingers or other body parts.
Use	Maintenance other than cleaning should always be performed by a professional.
Use	Never service the gait trainer while in use
Use	Always follow the recommended maintenance and cleaning instructions
Use	Protect the gait trainer's padded surfaces from direct sunlight, or cover the surfaces as they can become very hot and cause damage to the skin.

## 4. MAINTENANCE

### 4.1 GENERAL

We recommend an annual inspection of the walker to identify, for example, defective or worn parts. Users should regularly check and retighten all adjustable components. Various guides can be found at [www.vela.eu](http://www.vela.eu).

Your VELA Meywalk 4 can be reused when you no longer need it, provided it has been serviced by a technician beforehand. The expected service life of the walker is 5 years with normal and correct use. We recommend that VELA, your VELA supplier, or trained professionals perform an annual inspection and replace worn parts if necessary.

### 4.2 CLEANING INSTRUCTIONS

#### 4.2.1 WHEELS

- Inspect regularly.
- Remove thread, hair, or other debris.
- Clean treads as needed, especially on dirt-prone floor types.

#### 4.2.2 FRAME

- Clean with lukewarm water and pH-neutral soap.
- Disinfection is allowed, but do not use solvent-based cleaners (e.g., turpentine).

#### 4.2.3 PADDED SURFACES

- **Plastic/Artificial Leather:** Wipe with a damp cloth and mild soap.
- **Polyurethane Foam (body ring, hand bar, seat stop):** Clean gently with disinfectant wipes.
- Detailed cleaning instructions for all padding types are available on [www.vela.eu](http://www.vela.eu).

## 4.3 INSPECTION CHECKLIST & COMPONENT OVERVIEW

### 1. Brakes

- Check that brakes apply evenly
- Ensure brake rods retract equally in the locked position
- In the unlocked position, there should be a three-finger width gap between the brake rod and the frame
- Confirm full functionality and check for any signs of wear

### 2. Backstop and walking resistance brake

- Activate by pulling up on the snap lock. The walker must not roll backward
- Deactivate by pressing the black tab backward
- Confirm proper locking and releasing function

### 3. Direction Lock

- Lock both front wheels
- Ensure the walker can still roll straight forward

### 4. Anti-Tip Bar

- Check that the tipping bar can be lifted fully and that its locking mechanism functions properly

### 5. Seat Assembly

- Lift the top section and check it slides freely within the frame
- Ensure the seat bracket has no weld cracks
- Confirm the seat bracket height adjustment works
- Upholstery intact, stable mounting

### 6. Castors Lock

- Smooth rotation, no blockage or debris
- Secure mounting and good condition

### 7. Rear Wheels

- Secure mounting, good condition

### 8. Trunk Support

- Foam intact, brackets tightly secured

### 9. Hip/Leg Supports

- Secure fixation, functioning adjustments

### 10. Frame & Joints

- No cracks, looseness, or corrosion

### 11. General

- Ensure all furniture-head bolts on the frame are tight
- Wipe down the walker to remove fingerprints and dust

**Important:** Replace or repair worn or damaged parts immediately using official spare parts. All work must be performed by qualified personnel only.

## 4.4. COMPONENT REPLACEMENT AND ADJUSTMENT

### 4.4.1 TRUNK SUPPORT WITH BRICKS

#### Procedure:

1. Place the trunk support with bricks at the correct height on the vertical tubes.
2. Insert the two clamping plates on the inside of the frame and align the mounting holes.
3. Tighten all screws lightly by hand at first.
4. Adjust the height and position of the support to the user's needs.

#### Inspection and maintenance:

- Check that the foam surface is undamaged.
- Ensure that the support is firmly fixed and does not slide on the frame.
- Verify that all screws are tight and show no signs of loosening.

### 4.4.2 SLING SEAT

#### Procedure:

1. Place the sling seat between the two mounting tubes.
2. Align the holes in the sling seat's frame with the threaded holes in the side brackets.
3. Insert two M6x16 screws through the holes on each side and tighten lightly.
4. Ensure the seat is centered and aligned.
5. Fully tighten the screws on both sides securely (recommended torque: 5–6 Nm).

#### Inspection and maintenance:

- Check fabric for tears, wear, or fraying.
- Confirm that the seat remains taut under load.
- Ensure screws are secure and the seat does not wobble or shift.

### 4.4.3. COMFORT SEAT

#### Procedure:

1. Position the comfort seat centrally on the support frame.
2. Insert two M6 screws through the seat brackets into the seat base.
3. Align the seat so it lies flat and symmetrical.
4. Tighten screws securely (recommended torque: 6–7 Nm).

#### Inspection and maintenance:

- Check upholstery for wear or damage.
- Ensure the seat is firmly mounted and does not tilt.

### 4.4.4 SEAT COVER

#### Procedure:

1. Stretch the seat cover over the seat and around the corners.
2. Ensure all elastic edges are tucked under and secured.

#### Inspection and maintenance:

- Confirm tight fit with no loose edges.
- Check fabric for wear or damage.

### 4.4.5 LEG DIVIDER AND COVER

#### Procedure:

1. Place the leg divider onto the seat between the user's legs.
2. Fasten using two M6 screws into the mounting holes beneath the seat.
3. For the cover, pull it over the divider and secure with Velcro or fasteners.

#### Inspection and maintenance:

- Ensure the divider is firm and well-aligned.
- Check that the cover is undamaged and attached securely.

### 4.4.6 HIP SUPPORT

#### Procedure:

1. Slide hip support brackets into the lateral mounting tubes.
2. Adjust position based on the user's hip width.
3. Secure using the side screws (M6) and tighten appropriately.

#### Inspection and maintenance:

- Check for play in the supports.
- Confirm secure mounting and foam condition.

#### 4.4.6 HIP SUPPORT

**Procedure:**

1. Slide hip support brackets into the lateral mounting tubes.
2. Adjust position based on the user's hip width.
3. Secure using the side screws (M6) and tighten appropriately.

**Inspection and maintenance:**

- Check for play in the supports.
- Confirm secure mounting and foam condition.

#### 4.4.7 LEG GUIDES (PLASTIC AND METAL)

**Procedure:**

1. Attach the leg guides to the side brackets at the desired height.
2. Secure using M6 screws through the clamp holes.
3. Tighten firmly once aligned correctly.

**Inspection and maintenance:**

- Ensure the correct height for user support.
- Verify firm mounting and surface integrity.

#### 4.4.8 TRUNK PAD

**Procedure:**

1. Position the trunk pad centrally on the horizontal bracket.
2. Insert M6 screws and align the pad symmetrically.
3. Tighten all screws to recommended torque (6–7 Nm).

**Inspection and maintenance:**

- Inspect the pad for cracks or damage.
- Confirm stable and correct placement.

#### 4.4.9 PUSH AND PULL BAR

**Procedure (push bar):**

1. Remove the rump stop.
2. Mount the clamps under the seat

**Procedure (pull bar):**

1. Mount the frame bracket in the front.
2. Position the bar onto the frame bracket.
3. Insert screws through the side clamps and fasten them.
4. Adjust the height or angle as needed before final tightening.

**Inspection and maintenance:**

- Check that the bar is firmly attached.
- Ensure it moves freely if adjustable.

#### 4.4.10 TABLE

**Procedure:**

1. Place the table bracket over the horizontal tube.
2. Insert mounting screws on the handlebar.
3. Tighten securely without tilting the surface.

**Inspection and maintenance:**

- Confirm the table is stable and level.
- Check that all fasteners are tight.

#### 4.4.11 BASKET

**Procedure:**

1. Hook the basket frame onto the mounting points.
2. Fasten with screws or clamps as provided.

**Inspection and maintenance:**

- Ensure the basket is not obstructing movement.
- Check for cracks or loose mounting.

#### 4.4.12 EXTENDED BRAKE BAR

**Procedure:**

1. Mount the bar extension onto the original brake lever.
2. Align the bracket holes and secure using M6 screws.
3. Test lever movement and clearance.

**Inspection and maintenance:**

- Confirm full brake function.
- Ensure the extension is rigid and does not bend under use.

#### 4.4.13 ANTI-TIP DEVICE

**Procedure:**

1. Position the anti-tip arms at the rear lower frame.
2. Insert mounting screws and align horizontally.
3. Tighten screws securely and test ground clearance.

**Inspection and maintenance:**

- Verify secure attachment.
- Ensure anti-tip arms are not bent or worn.

#### 4.4.14 HEIGHT REDUCTION BRACKETS

**Procedure:**

1. Mount the brackets between the castors and frame base.
2. Align bolt holes and insert screws from underneath.
3. Tighten securely and check final height.

**Inspection and maintenance:**

- Check that brackets are firmly fixed.
- Inspect for bending or corrosion.

#### 4.4.15 CASTORS

**Procedure:**

1. Remove the lock nut from the existing castor.
2. Pull the castor from the frame bracket.
3. Insert the new castor and secure with the lock nut.
4. Ensure free movement and correct wheel orientation.

**Inspection and maintenance:**

- Check that wheels rotate freely.
- Clean from debris and test brake function.

## 4.5 TOOLS REQUIRED

Tool	Used For
4 mm Allen key	Trunk Support with Bricks Sling Seat Comfort Seat Leg Divider and Cover Hip Support Leg Guides Trunk Pad Push and Pull Bar Table Basket Extended Brake Bar Anti-Tip Device Height Reduction Brackets
Torque wrench	Trunk Support (7 Nm) Sling Seat (5–6 Nm) Comfort Seat (6–7 Nm) Trunk Pad (6–7 Nm)
13 mm wrench	Castors (removal and installation)

## 5. TROUBLESHOOTING

Mistake	Possible cause and solution
The gait trainer cannot turn	Direction lock may be activated. See section 2.0.16.
Brake function does not work	The brake is not activated. See section 2.0.5.
Upper part hangs skewed to one side	Check that both springs are fitted correctly. See section 2.0.2. or 2.0.3.
Upper part is stuck	Check that both springs are fitted correctly. See section 2.0.2. or 2.0.3.
The gait trainer rolls badly	Wheels are blocked. Clean the wheels for wire residue and the like. The walking resistance brake may be activated. See section 2.0.14.
The gait trainer cannot be walked backwards	The backstop may be activated. See section 2.0.15.
The handle is loose	Tighten the handles
The seat bracket is loose	Tighten the handle
The seat height and gait height are lower than before	Loosen the handle, move the upper part up to the desired height and tighten the handle again. See section 2.0.4.
Trunk support and riser are loose	Tighten the handle
The seat height is lower than before	The tilt bar is folded down. See section 2.0.10.

If the above does not solve your problem, you should contact your VELA supplier.

## 6. SPARE PARTS

Spare parts lists are available on the website [www.vela.eu](http://www.vela.eu).

