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Sit. Stand. Go.

gozeen.com

by Exokinetics, Inc.

Product Manual

Please review all instructions/training videos and complete adjustments before using the Zeen.

Contact us for support

Support@gozeen.com

1-833-FOR-ZEEN (1-833-367-9336)

US PATENT 10842706
AUSTRALIA PATENTED 2015290001
TAIWAN PATENT 1717715
CHINESE INVENTION PATENT ZL201580038667.3 中国发明专利

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Welcome

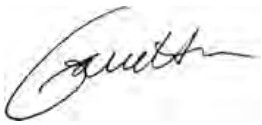
Congratulations on your new Zeen®
and welcome to our community of active, engaged owners.

For me and my partners, inventing the Zeen was personal—a way to help friends and family members stay upright and happily mobile. Its effortless lifting technology—adapted from the Oscar-winning Steadicam—is a delightful bonus.

Users grapple with age, injury or disease on their own terms, and treasure Zeen's lifestyle features and joyful agility as a safer way to move about and stay comfortable. And Zeen is easy to use—it comes pre-adjusted to your weight and leg-length, so your only controls are for seat height and braking.

Zeen is for walking, coasting and getting around, indoors and out; for relaxing anywhere along the way; and for floating your full-body weight from seated to 'barstool' mode.

So have fun and go places with your new Zeen, and let us know how you get along!



Scan here to join our Zeen Family Group on Facebook

Garrett Brown, Co-Inventor/Chief Innovation Officer

⚠ WARNING
Your Zeen is specifically adjusted for you. Do not let other people use your Zeen. Proper adjustments and training are needed for different weight and height users. Improper adjustment can lead to instability, tips, falls, and serious injury.
Do not use on stairs or escalators. Zeen can tip or fall causing serious injury to the user and bystanders.
Movement of the seat height adjustment mechanism can cause crushing injuries to a person or their limbs. Ensure that others—especially small children—and your own hands and fingers are clear of the mechanism prior to and during seat height adjustment.
Use caution when around pools and bodies of water (e.g., ponds, lakes, docks). If you fall into the water with the seatbelt on you will remain attached to the Zeen and its weight may trap you and pull you down.
Practice extra caution when operating the Zeen on wet surfaces as this may negatively affect brake performance and increase stopping distance.

⚠ WARNING

It is important to inspect your Zeen periodically. Tighten any loose screws. Contact Zeen Support if any parts are broken or worn. Normal wear can eventually lead to component failure and potentially serious injury.

If equipped with pneumatic tires, proper tire inflation is important for your safety. Check and adjust tire inflation according to the instructions to prevent potentially serious injury. Reference video #17A on www.gozeen.com/pages/help.

It is possible to tip the Zeen by pivoting the frame against your body when firmly planted against the ground.

“Zeen Safety Overview” on page 32 or reference Video #6.

Environmental Requirements

Indoor Requirements

- Optimal for single level living space.
- Hard flooring surfaces or low-pile carpet preferred.
- Clearance of 27" around furniture, through doorways.
- 45" turning circle between kitchen counters and in hallways.
- Single step or curb maximum 6" height.

Outdoor Requirements

- Paved or fine, packed gravel pathways.
- Awareness and caution encountering curbs, bumps, thresholds, stones, ect.
- Coasting/Zeening speed regulated by conditions, obstacles, and physical ability.
- Avoid steep slopes. Legs and feet control the Zeen; no "riding" downhill without feet on ground.
- Use caution when coasting-note possible hazards and pedestrians.
- On hills and side slopes, transition from coasting to walking and lower seat height for traction.

⚠ WARNING

Uncontrolled coasting can lead to a crash and injury. Carefully read the instructions for coasting and practice on a level surface in an open area. If you feel unstable or unsure, have an attendant hold the push bars while you practice.

Specifications

Is the Zeen right for you?

The Zeen has improved the day to-day life of many people, but it's not right for everyone.

Please read this section carefully to see if the Zeen is a good fit for you. And feel free to reach out to us with any questions or to discuss your abilities and how to best optimize your use of the Zeen.

Zeen User Requirements

- Weight between 50–325 lbs. (46–147 kg).
- Leg length (stand-over height) between 24" to 35" (61cm to 89cm)
- Able to squeeze with both hands (Zeen is available in a version operated by a single hand).
- Able to learn and retain new information—or caregiver able to assist with learning.
- Able to stand and walk short distances with or without assistance or a device.
- Powerful desire to remain independent and mobile.

⚠WARNING

Maximum safe user weight + cargo is 325 lbs. Overloading Zeen can result in tipping, collapsing, or otherwise failing leading to injury.

Zeen Overall Dimensions

L: 33.5" x W: 25.2" x H: 36.8"
(SEATED MODE)

L: 33.5" x W: 25.2" x H: 51.3"
(MAXIMUM STANDING HEIGHT)

Zeen Folded Dimensions

L: 33.5" x W: 11.0" x H: 38"
(FOR PLACEMENT INSIDE A VEHICLE)

Width of Seat / Distance between Armrests: 21"

The ZEEN requires 27" minimum width through doorways.

The space needed to rotate in small, confined area such as kitchen is 45".

The Zeen weighs approximately 40 lbs.

Use at least two people to lift or carry the Zeen to prevent injury.

For convenience, we offer optional "Trunk Lifting Straps" for car loading. The Trunk Lifting Straps effectively reduce amount to be lifted by 50%.

Trunk Lift Straps video #16A

Zeen Diagram











Located underneath seat

1. Handlebar
2. Handlebar Release Lever
3. Coasting Brake
4. Parking Brake
5. Armrest
6. Armrest magnet
7. Seat Release Lever
8. Backrest
9. Seatbelt Buckle
10. Seatbelt Red Release Tabs
11. Seatbelt Magnet
12. Footrests (for barstool mode)
13. Max Height Car
14. Gas Spring Weight
15. Adjustment Plate
16. Rear Folding Release Handle
17. Seat Folding Release Handle
18. Push Handle
19. Swivel Caster Lock Lever
20. Brake Adjusters
21. Seat Prow

Unboxing Zeen

See Video #1A (ask for help if needed while unboxing your Zeen)

⚠WARNING

This box weighs more than 50 lbs. Two people are required to lift the box safely to avoid potential injury.

Follow setup steps carefully. Improper setup of the Zeen may reduce its stability and could lead to tipping and serious injury.

1. Team-lift the Zeen out of the lower packaging tray by gripping frame and armrests. (If alone, tilt both the Zeen and tray to the rear until the Zeen lies on its back; and slide off the tray forward. Then carefully tilt the Zeen back up on its wheels).





2. With the Zeen upright and wheels on the ground, pull open the front Velcro folding strap. Rotate the straps vertical for easy use of the handlebars.





3. Pull open rear folding strap and rear bag strap.






4. Unfold the Zeen by pushing the two side armrests apart. When mid-way expanded, pivot handlebars forward and push down on the red rear folding handle to lock into position.





5. Finally push down on seat until audible click confirms the Zeen is locked in fully expanded state.







6. On the handlebars, fully squeeze the long coasting brake levers with middle, ring and little fingers, and add index finger (or your other hand) to pull up the short parking latches until they 'park' the brakes.



7. Sit down on the Zeen seat (if transferring from another seat, raise handlebars out of the way as needed. See video #2 or page 21 for handlebar release instruction).

8. Remove the shipping pins from the frame tubing on both sides by freeing the elastic cord and then pulling the pin from the hole. Please retain these shipping pins for future use when transporting the Zeen.



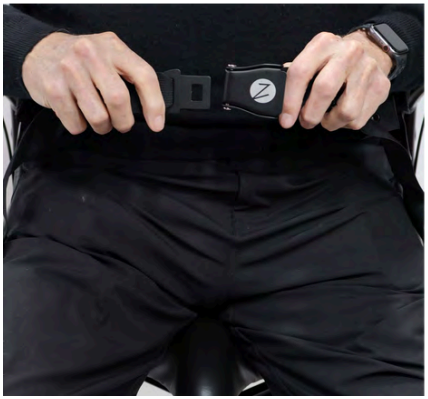
First Steps

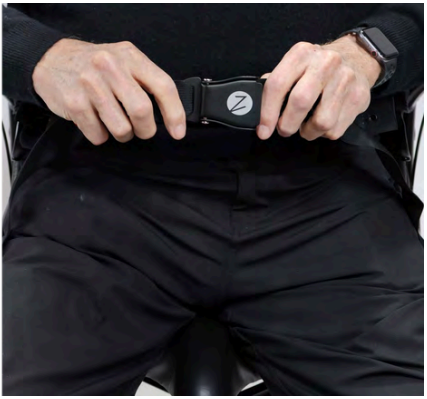
See Video #1B

⚠WARNING

Correct seatbelt adjustment and use is important for proper Zeen function and your comfort & safety. Read/follow steps for seatbelt adjustment and use in the user manual to reduce the chance of falls and injuries. See page 29 for reference.

9. Find both buckle-ends of your seatbelt and clasp them together, leaving seatbelt loose around your waist (un-twisted and with red release-tabs facing forward)





10. Slide forward to the edge of the seat and place your feet firmly on the ground beneath you.





11. With your weight on the seat, place hands on armrests and squeeze both red seat-release levers. Lean your trunk forward. The seat will begin to lift you to standing height. If necessary, push gently with your arms and legs to start the movement. (Your Zeen has been pre-set to your leg length and weight settings. If these settings require adjustment, please reference the "Adjustments" section of the manual —page 47 or video #14A and #14C at www.gozeen.com/pages/help)

When standing, the seat should be comfortably in contact with your buttocks and groin, providing support without discomfort. Adjust the maximum seat height block as needed to fine tune the standing seat height.





12. Straddling the seat prow with your feet planted on the ground, snug the seatbelt against your hips by pulling the belt-ends forward and then out to the side. The seatbelt should help keep the Zeen closely with you, and not impede walking.





13. Return to seated position by keeping a portion of your weight on the seat and squeeze both red seat release levers. Rise to stand and lower to seated position multiple times to get familiar with this maneuver.

⚠ WARNING

Movement of the seat height adjustment mechanism can cause crushing injuries to a person or their limbs.

Ensure that others (especially small children) and your own hands and fingers are clear of the mechanism prior to and during seat height adjustment.





14. With your weight on your feet and hips against seatbelt, squeeze long brake levers to release parking brakes.





15. Now safely begin taking steps. (See “Start Moving Tip” video #15A at www.gozeen.com/pages/help).

16. Before attempting further maneuvers, please review this entire manual and/or watch the training videos provided on gozeen.com.

Handlebar Deployment/Folding

See Video #2

1. Handlebars lock in deployed state (forward position) for walking and/or coasting.



2. Squeeze levers near base of handlebar to release pivot lock.





3. Swing handlebars back besides backrest to dock them out of the way.



4. Handlebars can be swung forward at any time and lock in place automatically.

NOTE: The handlebars locking in the forward position is helpful when lifting the Zeen front wheels over a curb or single step. Reference video 15B “Up/Down Curb or Single Step” on our website.

Coasting Brake Activation

Squeeze long lever on each handlebar to activate coasting brake. This is like engaging a bicycle brake. The lever controls the brake on the rear wheel of the same side (exception: one-hand control unit).

Parking Brake Activation

See Video #3

⚠ WARNING

Apply brakes evenly and smoothly. Abrupt application of brakes, especially moving backwards or sideways, could lead to tipping and the potential for serious injury.

NOTE: There are two controls on the end of each handlebar: a long coasting-brake lever and its short parking latch. The brakes are intended to stop the rotation of the rear wheels, but do not fully immobilize the Zeen by the nature of the caster wheels.

1. Strongly squeeze long coasting brake levers with middle, ring, and little fingers.





2. Use index finger (or your other hand) to pull up the short parking latches until they 'park' the brakes.





3. To release, squeeze the long brake levers until the parking latch pops open.

Raising And Lowering Seat

See Video #4

⚠WARNING

Movement of the seat height adjustment mechanism can cause crushing injuries to a person or their limbs.

Ensure that others-especially small children-and your own hands and fingers are clear of the mechanism prior to and during seat height adjustment.

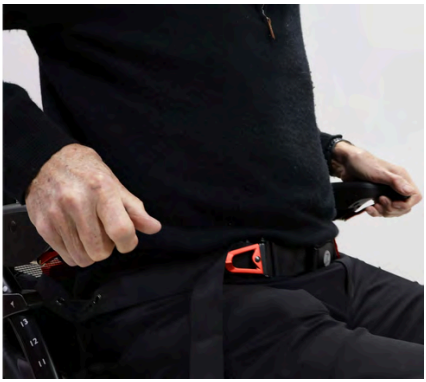
When adjusting the seat, squeeze both seat height adjustment levers and ensure that the seat is level after adjustment. If the seat is off level or seat is too low or too high, the Zeen may be less stable and this could potentially lead to tipping and serious injury.

1. To rise from seated to standing, shift toward the front of the saddle with your feet on the ground beneath you, and **maintain a portion of your weight on the seat.**



2. Grip armrests with fingers around red seat-release levers. Be sure that thumb remains within armrest notch to prevent pinching.





3. Squeeze both seat release levers simultaneously (Exception: one-hand control unit).
   a. The seat is now free to lift. If the seat does not release give the seat a light bounce.
   b. If seat release is difficult, the weight setting may be too light or too heavy. Using armrests and legs, adjust force applied until the seat is free to move. (To alter weight setting, see page 51 and/or video "Lift Setting Adjustment" #14C).

4. Let Zeen help lift seat all the way up until stopped by the max height car.





5. To lower to seated height, maintain a portion of your body weight on the seat, squeeze both red levers to release the seat and lower until stopped. Once fully at bottom position, release grip on the red Seat Release levers to lock in position. If the seat doesn't release immediately, try giving a slight bounce with your body weight.

NOTE: The Zeen will help lift you to full standing height. The max height car has been factory set to the leg length provided by the customer. The prow of the seat should be in contact with your buttocks and groin with your legs fully extended, feet directly beneath your hips and behind the front wheels. If the seat feels either too high or too low, adjust the max height car setting (reference page 47 and/or video "Maximum Seat Height Adjustment" #14A).

Please Note: You have many stopping point options between seated and standing heights of the seat. Adjust the height of the seat to fit the situation. Always ensure that the seat is level—see markings on outside of each frame to ensure the guides that travel up and down the frame are at the same level on both sides.

Seatbelt Use Tips

See Video #5

⚠WARNING

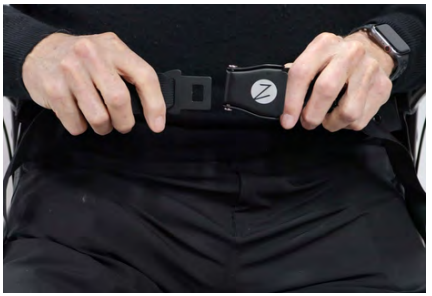
Proper adjustment of seat belt and seat height is needed to avoid instability, tipping, or falling which can cause serious injury.

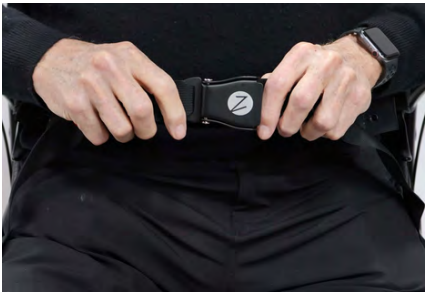
NOTE: Seatbelt can be stowed using sewn-in magnets. The magnet aligns with the “Z” logo on the armrest.

NOTE: Wait to snug your seatbelt until you’re in the standing position (legs straddling the prow of seat).



1. Connect seatbelt buckles, carefully check that the belt is not twisted.





2. If seated, rise to standing height.

3. If belt is too tight, loosen by pulling both red release tabs forward.



4. To tighten, pull loose ends of the seatbelt forward (to take up slack from retractors), then outward.
   a. Don't pull too tight for comfortable walking.
   b. Expert users often adjust seatbelt tighter for coasting, and lean into it for security and comfort.





5. To undo the seatbelt buckle, lift the metal flap away from the user's torso and separate belt ends.



Zeen Safety Basics

See Video #6

1. Seatbelt use is easy with Zeen and, along with the saddle, helps prevent falls.

2. Always maintain control: Keep hands on the brakes when coasting and wheels away from path edges.

3. Lower seat height and walk (don't coast) on hills, side-slopes and up/down a single step/curb.
Reference videos #15C and #15E.

4. Lower seat for curbs-so there's space between the prow of the seat and your body to allow you to lift the front wheels high enough to clear curb. Reference video "Up/Down Curb or Single Step" #15B.

5. Maintain awareness of surroundings when raising and lowering the seat. Confirm that others—especially small children—and your own hands and fingers are clear of the mechanism prior to seat height adjustment.

6. **Do not attempt to use Zeen on stairs or escalators.**

7. Use barstool mode only on flat ground.

8. Do not lean over the side frames.

Turning

See Video #7

NOTE: There are multiple ways to turn. Turns are performed best with most of your weight on your legs and minimal weight on the seat. When coasting with weight on seat, push harder with one foot or use a swiping motion from one-side to the other to achieve the turn.

1. Standing, plant feet beneath you.

2. Using a combination of your body's core, hands on handlebars, and squeezing legs against the seat prow, spin the frame of the Zeen around behind you so it's always 'following' and you don't need to steer with the front wheels. Forcing the Zeen to follow you will prevent the wheels from interacting with your feet.





Coasting/'Zeening'

See Video #8

⚠WARNING

Uncontrolled coasting can lead to potentially life-threatening injury. Carefully read the instructions for coasting and practice on a level surface with an attendant holding the push bars.

1. While in standing mode, rest your weight back onto the seat.

2. Optionally, it may be more comfortable to lower the seat to the next available position below standing height and temporarily tighten the seatbelt so you can lean against it while coasting. The Zeen is equipped to automatically lower you to a comfortable coasting height.
   a. Squeeze the seat release levers momentarily.
   b. Slowly ride down until seat locks in first available position.



3. Proceed to coast by lengthening your stride and lifting your feet between steps; the Zeen will carry your momentum forward.

NOTE: The Zeen is most maneuverable when unweighted. When sitting on the seat, it is harder to turn the Zeen around the user - try a larger turn radius!

Caster Locks

See Videos #9 and #10

⚠WARNING

Disengage caster locks prior to attempting tight turns with Zeen. Attempting a tight turn with caster locks engaged could lead to tipping and potential injury.

Avoid traveling across hills and inclines of slope greater than 5 degrees.

If traveling across a hill or incline:
-Lower the seat height and lock rear casters to improve stability.
-Use your feet and keep hands on the brakes to walk.
-**Don't coast** while on an inclined surface.

Zeen is less stable when crossing slopes and easier to tip, which can lead to severe injury.

NOTE: Left & right '**caster locks**' just above the rear casters can be reached from seated height and help keep the Zeen on track when 'touring' on side-slopes. Flipping these levers downward will lock the casters straight as soon as you move forward. Drop back down to release them to recover Zeen's agility in close quarters. See videos #9 and #10 for instructions on use of the caster locks indoors and outdoors.

Caster Lock Engagement



Caster locks off/levers are up



Caster lock levers on/off in seated mode





Caster locks ready to engage

Barstool Mode

See Video #11

1. Lock both parking brakes.

2. Use the seat-release levers to take the Zeen to your standing height.

3. Place one foot on footrest and push yourself back onto the seat.

4. With both feet resting on the footrests, slide all the way back against the backrest.



⚠ WARNING

Remember to adjust seat to lowest comfortable position prior to attendant pushing. Attendant pushing with seat too high could potentially lead to tipping, fall, and serious injury.

When an attendant is pushing the Zeen across a hill with a slope greater than 5 degrees, be sure to lock the rear casters and control coasting to prevent potentially life-threatening injury.

Only use Zeen unattended in barstool mode on level surfaces. Use on sloped surface could potentially lead to tipping and serious injury.

NOTE: If a user wishes to be pushed while sitting in barstool mode, we recommend adjusting seat height as low as comfortable to increase safety.

Folding

See Video #12

NOTE: The Zeen can fold at any height, but for most compact folding, lower Zeen to seated position then stand up from seat.

1. When folding/unfolding, make sure parking brake and rear caster locks are disengaged, as this will permit the two side frames to move.

2. Rest attached seatbelt over the backrest fabric.



3. Position hands on the two red folding levers. First, lift the rear folding handle behind seat back. Unlock the seat by lifting the other handle on the side of the seat.



4. Lift both handles, sides of Zeen will begin moving together.



5. Before fully collapsing, fold handlebars back. Be sure that the handlebars go past the backrest tubes.



6. Squeeze side frames together until fully folded. Make sure seat belt retractor does not interfere with seat and limit folding (push retractor to rear if necessary).



7. Feed front Velcro folding strap through the opposite loop and secure.





8. Repeat with rear folding strap for extra security.





9. To reduce overall size during travel, collapse either side of rear bag and tie down with Velcro strap.





NOTE: If transporting Zeen on a plane, train, or in a vehicle, we recommend installing provided shipping pins into the lowest possible hole on the frame elevating tubes. Secure the shipping pins by wrapping the elastic cord around tube and over the shipping pin. Ensure that shipping pins are installed on both frame sides. Remove pins before next use.

Unfolding

See Video #13

1. Unlatch the Velcro front folding straps and rotate them vertical to aid handlebar locking operation.



2. Unlatch rear folding strap and the strap across the rear bag.



3. Unfold Zeen by gripping and expanding the two side frames near the armrests. when mid-way expanded, pivot handlebars forward and push down on the red rear cross-frame handle and lock into expanded position.





4. Finally push down on seat until audible click confirms the seat is fully locked.




NOTE: Be careful to lift the right handlebar out of the way before pushing down on the seat to avoid interference.

Seat-height Setting Adjustment

See Video #14A

⚠WARNING

The lift setting and maximum seat height have been preset at the factory based on measurements you provided. Adjustment should be made in accordance with the instructions in this manual to accommodate the user's height and weight. Improper adjustment can potentially lead to serious injury.

1. Lower seat all the way down to seated mode.



2.Pull max-height car knob to release height setting.



3. Slide max-height car up or down tube to desired position.



4. Release knob and be sure the pin inside the max-height car finds the desired new hole to lock into.

NOTE: The arrow on the max height car points to the current height setting.



5. Ensure the max-height cars are adjusted to the same setting on both side frames.

NOTE: See table on following page for height settings and the corresponding 'stand-over' heights. See video #14B on how to measure your stand-over height.

NOTE: If your stand-over height measurement is close to another setting on this chart, we recommend you start with the lower Max Height Setting number, and adjust to your preference and comfort.

NOTE: Using the Zeen Seat Cushion Accessory can affect a user's Maximum Height Setting. The cushion effectively raises the seat an extra setting.

⚠WARNING

Uneven adjustment of the max height cars between the two side frames could lead to instability.

Max Height Setting	Stand-over Height Range
Seated	20.5" (52 cm)
1	24" (61 cm) and below
2	24"–25" (61–64 cm)
3	25"–26" (64–66 cm)
4	26"–27" (66–69 cm)
5	27"–28" (69–71 cm)
6	28"–29" (71–74 cm)
7	29"–30" (74–76 cm)
8	30"–31" (76–79 cm)
9	31"–32" (79–81 cm)
10	32"–33" (81–84 cm)
11	33"–34" (84–86 cm)
12	34"–35" (86–89 cm)
13	35" (89 cm) and above

Lift setting adjustment steps

See Video #14C

⚠WARNING

The lift setting and maximum seat height have been preset at the factory based on measurements you provided. Adjustment should be made in accordance with the instructions in this manual to accommodate the user's height and weight. Improper adjustment can potentially lead to serious injury.

NOTE: This adjustment can be challenging physically. Please seek assistance if appropriate.

NOTE: The amount of lift provided by the Zeen is set pre-set by adjusting the angle of the gas spring in five increments. This angle cannot be altered unless the Zeen seat is raised to the 'weight-adjust' position at the top of its travel.



1. Lock parking brakes.

2. Drop seat all the way down to seated mode.

3. Take note of your maximum height setting by looking at the number directly below the max height car on elevating tube.

4. Pull max-height car knob fully to release.





5. Slide max height car up all the way to the top of the elevating tube and release knob into top hole. Complete process on both sides.



6. Release the seat and rise it to the full extent of the gas spring.

   Optionally if full extent of gas springs is beyond leg length range, step onto footrests for rest of travel.





7. Carefully exit the seat (using footrests as step-stool if necessary). Do not let the seat drop and lock into the elevating tube. The seat must remain unloaded while exiting.



8. Lift seat/handlebars up all the way until it clicks against max-height car.



9. Holding the gas spring on each side of the Zeen by the black tube, push down to disengage cross-pin from notches.



10. Pivot retracted gas spring and release to re-engage cross-pin in appropriate notch. Be sure to set both sides to the same lift.

⚠WARNING
Confirm gas spring lift settings are the same for both sides.
Uneven lift settings will reduce stability increasing the risk of tipping and serious injury.



11. See table below for exact settings and their corresponding weight ranges:

Weight Setting	Standard Lift Range	Light Lift Range	Heavy Lift Range
1	100–130 lbs	50–75 lbs	150–185 lbs
2	130–160 lbs	75–100 lbs	185–220lbs
3	160–190 lbs	100–125 lbs	220–255lbs
4	190–220 lbs	125–150 lbs	255–290lbs
5	220–250 lbs	150–175 lbs	290–325lbs

NOTE: If your weight measurement is close to another setting on this chart, we recommend you start with the lower Lift Setting number, and adjust as you prefer.

12. Squeeze both red seat-release handles on the armrests to drop seat onto gas springs.
    a. May need to lightly lift the seat vertically to release.

13. Sit on seat, squeeze red seat release levers and lower back down to seated mode.

14. Reset left and right max-height cars to your selected seat-height number.

Brake Adjustment

See Video #17B

⚠WARNING
Check and adjust the brakes according to these instructions.
Serious injury can result from improper brake adjustment.

NOTE: Over time, the tension in the brake line may slacken. We've equipped the Zeen with a simple method to adjust that. Underneath the seat, there are two in-line barrel adjusters.

NOTE: If brakes are too hard to squeeze, you can use this method to reduce the required force at the cost of some efficacy of the brakes.

1. Release the seat folding release handle and slightly lift seat.



2. Just beneath the seat on either side, there are black barrels on the brake cables. Grasp the central body of the barrel.





3. While standing behind the seat, twist the adjustment barrel counter-clockwise to loosen the brakes. Tightening the brakes by turning this adjustment barrel clockwise.



Exokinetics proudly manufactures the Zeen with a commitment to high quality construction and excellent customer support. Our customer service team is dedicated to helping you understand and enjoy your Zeen. This commitment is represented in our Zeen warranty, as detailed below:

The Zeen frame and structural metal components are warrantied for a 2-year period, starting on the date we ship the device to you. We guarantee against structural deformities or manufacturing defects under normal use during this time-period. All non-structural parts, including non-structural components on accessories, will be covered under normal use for a period of 6-months from the date we ship the Zeen out of our factory, including: tires, brakes, cables, springs, seat, backrest, fabric, and plastic components.

Our warranty does not cover negligence, abuse, misuse, non-factory modifications or use of the Zeen other than in accordance with our written and video instructions. The warranty is only valid if your Zeen is registered with Exokinetics within 30 days from date of receipt.

Please fill out and return the Zeen product registration card provided immediately upon receiving product. This warranty is non-transferable and only valid for the original purchaser, or gift recipient who receives a Zeen promptly after original purchase.

The warranty excludes damage to the Zeen (or parts thereof) as a result of:

1) Faulty adjustments.

2) Damage resulting from failure to replace parts subject to wear.

3) UV and environmental influences such as normal weathering of paint, or other components.

4) Improper use, use inconsistent with our written and video instructions, or negligence.

5) Improper packaging for shipment - only ship in original Zeen packaging.

Warranty on component details: Exokinetics will determine, using reasonable judgment, whether defects are due to material or manufacturing defects during the warranty period and will repair, replace, or reimburse qualifying defects at its sole discretion.

If during a repair or return, Exokinetics requests components or a Zeen unit to be returned, Exokinetics will provide a Return Authorization number for the return shipment.

Transportation costs for all eligible repairs and replacements under this warranty will be covered by Exokinetics if they originate from within the United States and US territories. Eligible repairs and replacements must be shipped in the original Zeen packaging and per packaging methods provided by Exokinetics. Shipping methods will be determined solely by Exokinetics. If a particular component is eligible for warranty, and the original part is no longer available, Exokinetics will provide the closest available alternative. Please report all warranty claims to Exokinetics.

Please contact our customer service team during normal business hours:

- Call 1-833-FOR-ZEEN (1-833-367-9336) Monday through Friday 9 AM–5:30 PM EST. If we are closed, you can leave a message, and someone will respond as soon as possible.
- Email us at support@gozeen.com

The Zeen is a device unlike any other on the market. We know that the Zeen will let many people facing mobility limitations do more for longer and increase their enjoyment of life. But like a new bicycle or an unfamiliar exercise machine, it will take some time for you to feel completely comfortable and natural with the Zeen. We humbly ask that new Zeen customers take at least two weeks of regular use to learn and become accustomed to the Zeen. During that time, you should watch our tutorial videos that explain how to adjust the Zeen and how to use it in different situations and environments. If you still have questions or any concerns, reach out to us. Our team is available to you to make the experience as enjoyable and successful as possible.

The Zeen Team offers a session of up to one hour that we encourage all users to take advantage of early in their trial period. We also offer a second session of up to thirty (30) minutes for extended training and adjustment. Any additional training is offered at $200/hour charged up front. Please speak with our support team with any questions or to schedule.

If within the initial 21 days of receiving the Zeen and after your orientation process, you are not fully satisfied with the product, you may return the Zeen to us for a refund (excluding a $275 restocking fee and two-way shipping fees) by following the steps described here.

Process for Returns

1. Contact customer service at 1-833-FOR-ZEEN (1-833-367-9336) or support@gozeen.com. If you meet the requirements, we will give you a Return Authorization number (RA number) and send written instructions for returning the Zeen. Please note that returns must be authorized by Exokinetics and assigned an RA number before shipping the product. Returned Zeens that do not have an associated RA number will not be accepted.

2. Please keep your original packaging during this 21-day evaluation period, as the Zeen MUST be returned in its original packaging. If the primary packaging is not available, please request new packaging to be sent to you. If a replacement box is required, a $325 charge will be due. You can choose to be charged or have the fee deducted from the refund. If you elect to send the Zeen back in packaging that is not the Zeen-approved packaging, you will be held financially responsible for any damages that occur during the return shipment. Once your return has been inspected, any damage-related costs incurred will be deducted from the original order amount with an explanation.

3. The Zeen must be in "like new" condition, allowing for reasonable wear and tear under normal conditions during the 21-day trial period.

4. Exokinetics will send a prepaid shipping label for the Zeen return with the provided RA number. Please attach this label to the packaging and schedule your box pickup for return shipment/or deliver the box directly to the shipping vendor selected by Exokinetics.

   Approved Zeen returns with a RA number must arrive back to Exokinetics factory within 3 weeks of initiating the return process.

   All returns must originate from within the United States and US territories. Standard return shipping fee applies for shipments using the original Zeen packaging within the continental United States. Additional fees will be incurred from shipments originating outside of the continental United States. Please contact our team for further details.

5. Upon receipt of the returned Zeen, the Exokinetics team will assess the Zeen for damage. If your Zeen is damaged, either during use or shipment, your refund may be reduced accordingly. Our team will notify you once the product is received and fully inspected for refund details. Please expect the refund to take 4–6 weeks for completion. Exokinetics will extend the return period for your Zeen to 31 days from receipt if:

- The Zeen being returned is in unopened condition inside the original shipping box.
- A manufacturing defect exists and is confirmed by Exokinetics customer service.
- No Zeen replacement parts are available to bring the Zeen to working condition.

We hope you enjoy your Zeen! If there is any help you need with the product, please review our library of training videos or reach out to us at any time.

You may contact customer service in any of the following ways:

•Call 1-833-FOR-ZEEN (1-833-367-9336) Monday through Friday 9 AM–5:30 PM EST. If we are closed, you can leave a message, and someone will respond as soon as possible.

•Email us at support@gozeen.com

Exokinetics, Inc.

zeen®

gozeen.com

Designed and assembled in the USA.

Let's stay in touch

Need Help?
Please contact us

1-833-FOR-ZEEN (1-833-367-9336)
info@gozeen.com