



6689 Peachtree Industrial Blvd., Suite A, Peachtree Corners, GA 30092 · (770) 991-4417

MOBILITY AND AMBULATORY AIDS

PC-INS-003 · Rev 1.0 · Effective 08/14/2026 · Approved: A.B. Harvard · Product insert to PC-FRM-007 — provide together with the packet

Walkers · rollators · crutches · canes · wheelchairs · commodes

What this equipment does

Mobility and ambulatory aids support your weight and balance so you can move safely while you recover or manage a longer-term condition.

How your equipment reaches you

Delivered and fitted in your home by a trained Range of Motion, Inc. representative, or picked up at our Peachtree Corners location, depending on the item and your preference. Smaller accessories may be shipped to you by common carrier.

How you are instructed on safe and effective use

Provided in person at delivery or pickup. The representative will adjust the item to your height and build, show you how to use it on level ground, on stairs and thresholds, how to fold and transport it, and how to check it for wear. You will be asked to demonstrate safe use before they leave. If the item was shipped to you, we will telephone you to walk through fitting and safe use and confirm you can use it safely. Call (770) 991-4417 at any time for more help, at no charge.

Medicare requires us to document that you were instructed on the safe and effective use of this item — that is why we ask you to sign the acknowledgment page in your packet. If you ever feel you were not adequately instructed, tell us: we will re-instruct you at no charge and correct our record.

Rental or purchase

Varies by item. Standard walkers, canes, crutches and commodes are inexpensive or routinely purchased equipment — you may choose to rent or to purchase. Wheelchairs are generally capped rental, with ownership transferring to you after 13 months of continuous rental. We will tell you which applies to your item before service begins.

Warranty

Covered by the manufacturer's warranty, typically one year against defects for standard mobility products. If you rent the item, we maintain, repair or replace it at no charge and no repair cost to you.

Returns, pickup and exchanges

Call (770) 991-4417. We accept the return of any item that is substandard or unsuitable for you at no charge, and will arrange pickup or a prepaid return label.

Using this equipment safely

- Check that all height adjustment pins are fully engaged and locked before each use.
- Replace worn rubber tips, grips and wheels — call us and we will supply them.
- Remove throw rugs and clear cords from walkways; most falls happen at home on level floors.
- Lock both wheelchair brakes before transferring in or out.
- Do not use a walker or rollator on stairs or an escalator.
- Do not hang bags on handles that could tip the device.

Questions or problems

Call (770) 991-4417. Our office is open Monday–Friday 9:00 AM–5:00 PM Eastern, and a technician is available 24 hours a day for urgent equipment problems. Call 911 for a life-threatening emergency, and your physician for medical questions. Your rights, our complaint process, and how to report a concern to The Joint Commission, Medicare or the State of Georgia are in the Patient Care & Compliance Information Packet provided with this insert and at www.rangeofmotion.us.

Controlled document PC-INS-003 Rev 1.0 — issued from the ROM-DCMS master register. Product insert to PC-FRM-007 Rev 1.0; not to be distributed alone. Related standards: 42 C.F.R. § 424.57(c) Supplier Standards #5, #6, #12, #14, #15; JC RI, PC, EQ. Clinical safety content is general information and does not replace the manufacturer's instructions for use or your physician's directions.