

iWALK2.0

User Guide

1 Assembly 

2 Fitting 

3 Use 



Learn iWALK faster by watching **instructional videos** on our website:

www.iwalk-free.com/help



**Follow the
Instructions**

**Don't go it
alone**

WALKING ON THE IWALK2.0 FOR THE FIRST TIME REQUIRES BASIC TRAINING AND UNDERSTANDING. FOR YOUR SAFETY AND FASTEST SUCCESS, FOLLOW FITTING AND USE INSTRUCTIONS BEFORE YOU USE YOUR IWALK2.0.

Before you start! Is iWALK 2.0 right for you?

Physical Abilities Requirements



1. Stair Test

Before your injury, could you easily walk up and down stairs at normal speed, without using the hand rail?



2. Balance Test

Can you balance on one foot for at least 30 seconds?



• If you cannot perform both of these tests, then iWALK2.0 is not going to work for you. Please contact us for a return authorization number.



• If you can perform both, then continue reviewing the remaining requirements.

Other Requirements



- You commit to reading and following all of the instructions in this manual or in our video tutorials at www.iwalk-free.com/help
- You're willing to allow 5-20 minutes to allow your body to learn and adapt to using the iWALK2.0



- Before your injury, you could walk normally without assistive devices
- Your injury is below the knee and your uninjured leg is fully functional
- You can bend your injured leg 90 degrees at the knee

Sizing Limitations



- Height - You are between 4'10" and 6'6", however, leg length proportions vary considerably, so if you are under 5'1" and above 6'1" consult our sizing chart on page 3
- You weigh 275lbs (125kg) or less
- Your thigh circumference at the top of your leg is 28" (71cm) or less



Age Limits

If you're over 55, pay careful attention - iWALK2.0 might not work for you. Physical ability is more important than how old you are. And it varies from person to person, especially as we age. So regardless of your age, if you do not meet ALL the requirements listed above, then iWALK2.0 isn't going to work for you.



If you meet the requirements listed above, iWALK2.0 will work for you.

More details on qualifications can be found at <http://www.iwalk-free.com/hands-free-crutches/how-to-use/>

iWALK 2.0 SIZE CHART - based on user's height

4'10" to 5'1" 147.5 cm to 155.0 cm	5'1" to 6'1" 155.0 cm to 185.5 cm	6'1" to 6'6" 185.5 cm to 198.0 cm
Review the Leg Length Diagram below.	The iWALK2.0 will fit you.	Review the Leg Length Diagram below.



If your height falls into either of the blue sections in the chart on the left, there's a 95% or greater chance the iWALK2.0 will fit you, but before you buy, confirm it will fit using the Leg Length Chart below.



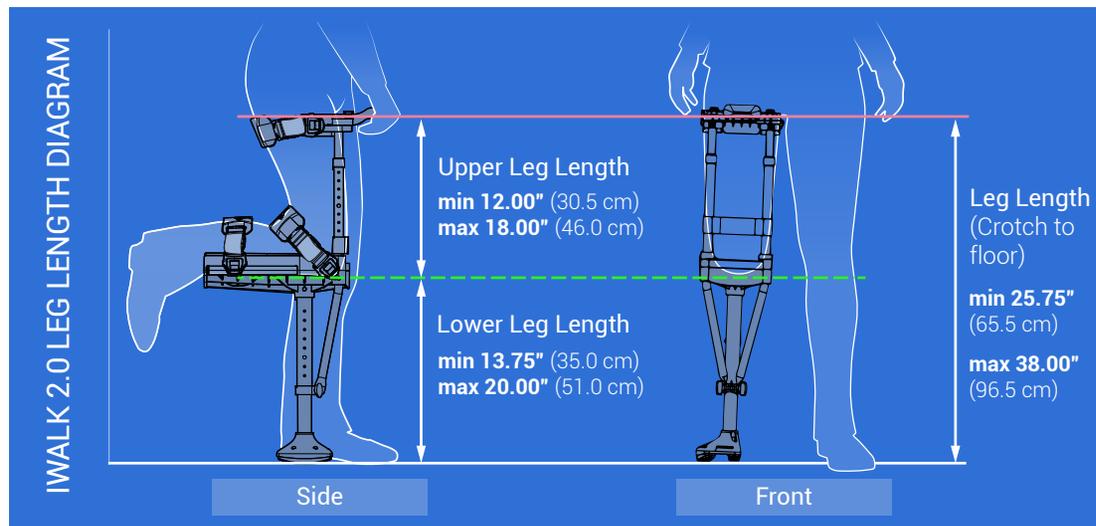
Still not sure?

If you are not certain that iWALK2.0 is right for you, contact our technical support at **562 653-4222** or e-mail your inquiry to info@iwalk-free.com

Extra links:

- [More info about sizing](#)
- [Why do Upper and Lower leg lengths matter?](#)
- [iWALK2.0 Capacities](#)
- [Potential Knee Comfort Issues](#)

iWALK 2.0 SIZE CHART - based on user's leg length



Measure both upper and lower leg as shown. **If you fall within the ranges shown, iWALK2.0 will fit you, no matter what your height is.**

LEARN TO USE YOUR iWALK 2.0 IN 3 EASY STEPS

1



ASSEMBLY

5 to 7

2



FITTING

8 to 17

3



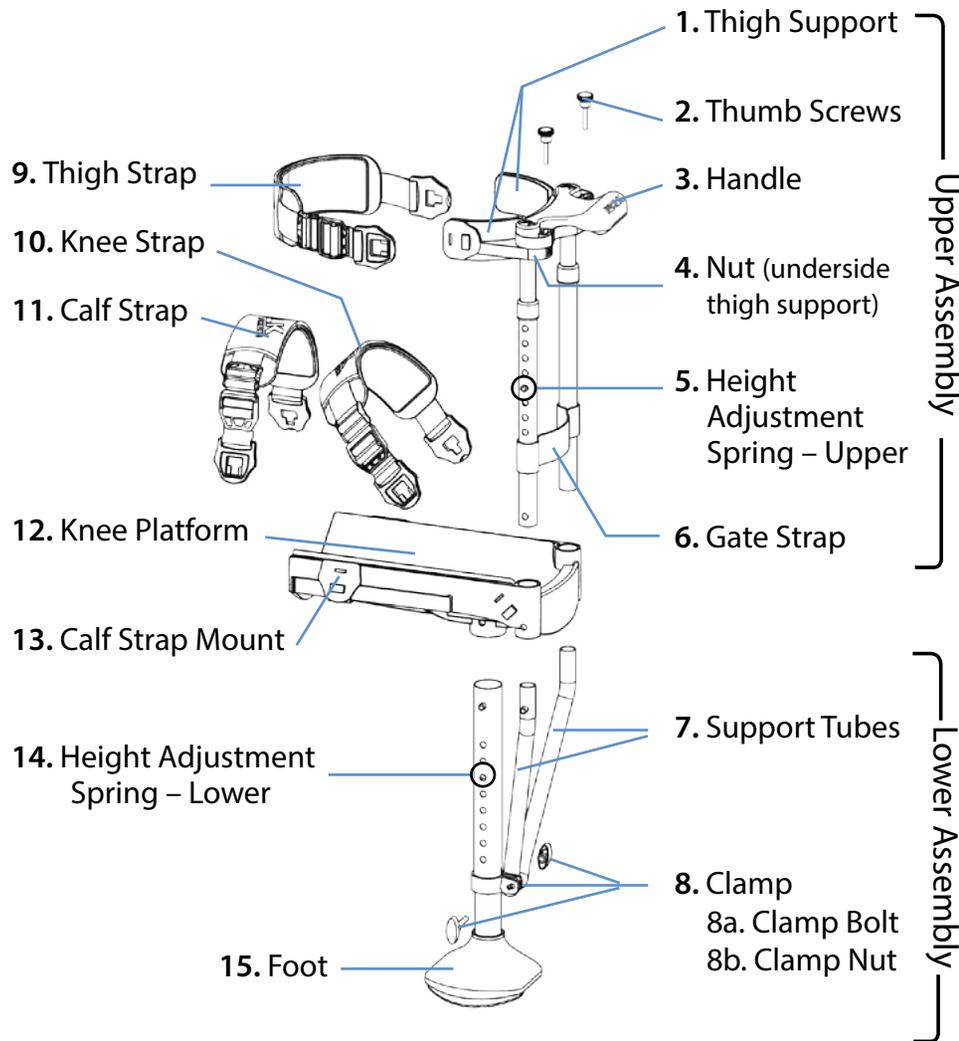
USE

18 to 25

Repackaging

26 to 30

Assembly Instructions

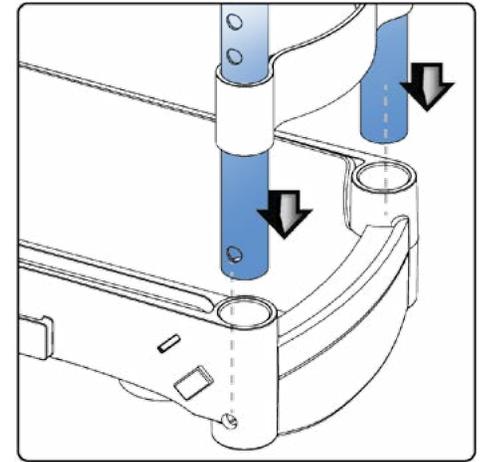


WANT TO LEARN FASTER? View our instructional video on how to assemble your iWALK2.0 at www.iwalk-free.com/help

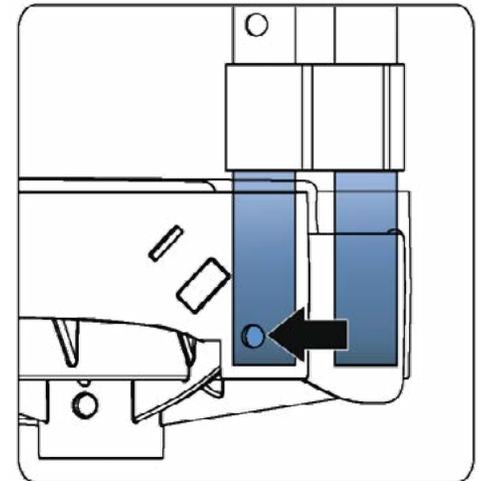
STEP 1

With the Handle facing forward, insert the Upper Assembly tubes into the sockets of the Knee Platform.

! Push down firmly on the Handle to make sure both tubes are fully bottomed out in the sockets. *You may have to pull down on the left side tube in order for it to reach the bottom.*

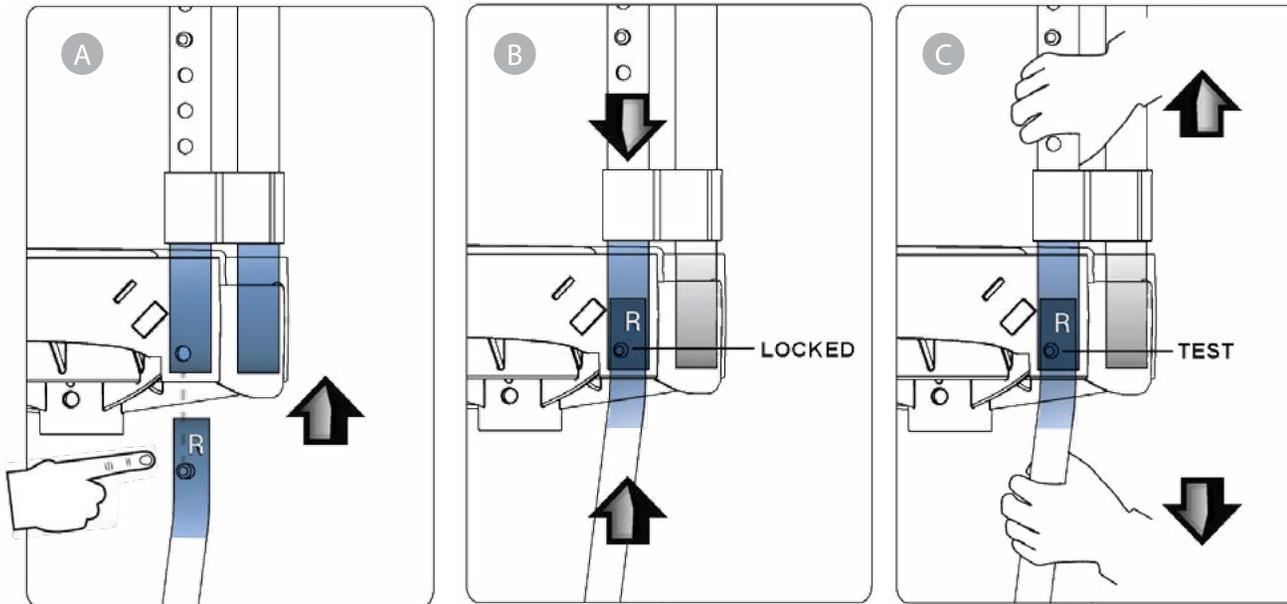


! Make sure that the holes at the bottom of the tubes align with the holes in the side of the Knee Platform. *You may need to pull down and/or rotate the left side tube for it to align.*



! **WARNING** – do not continue with assembly unless both left and right side holes have aligned.

STEP 2

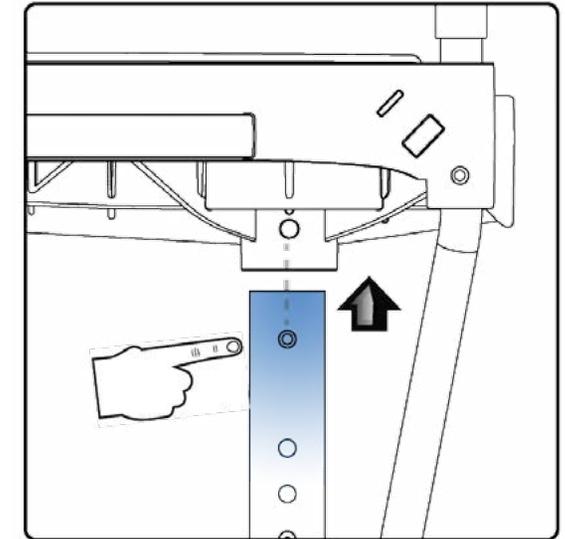


- A)** Identify the Right side Support Tube by the small "R" stamped near the top.
- B)** While pushing down on the Upper Assembly tube , press in the silver spring head and insert the Support Tube into the bottom of the Knee Platform socket until the spring head engages in the holes of the Upper Assembly tube AND the Knee Platform. All three must be locked together.
- C)** Test the connection by firmly grasping the Upper Assembly tube with one hand and the Support Tube with the other and forcibly try to pull them apart. If you cannot pull them apart, you have assembled the three components correctly.
- D)** Insert the Left side Support Tube using the same procedures. You may need to rotate the tube in order to align the hole.



WARNING – Aggressively test both connections (left and right). If the Support Tube, Knee Platform and Upper Assembly tubes are not locked together, instability and injury can result.

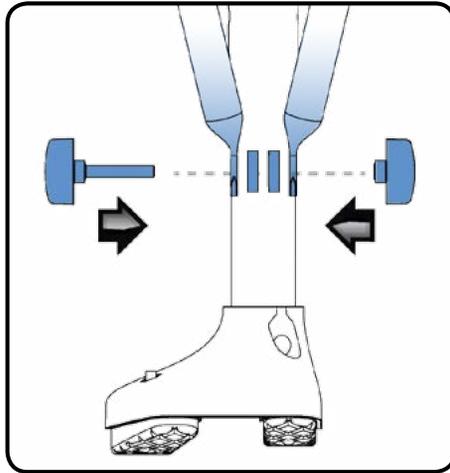
STEP 3



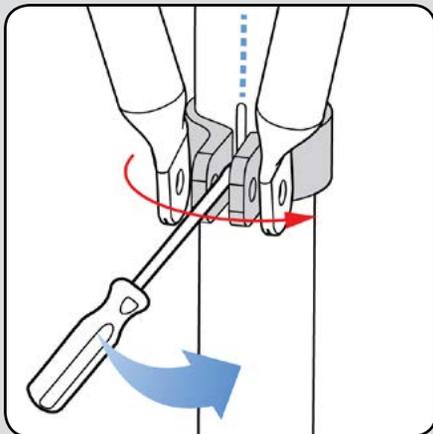
Attach the Lower Assembly to the Knee Platform by pressing in the spring head at the top of the Lower Assembly tube and inserting the tube into the socket of the Knee Platform. Grasping the tube, pull down forcibly to insure that the two parts are securely locked together.

STEP 4

The Clamp should be positioned between the flat ends of the Support Tubes. If not, you can remove the Support Tube and reinstall. Gently push on the ends of the Support Tubes to align the holes with the hole on the Clamp, then insert the Clamp Bolt and secure with the Clamp Nut. Do not tighten yet.

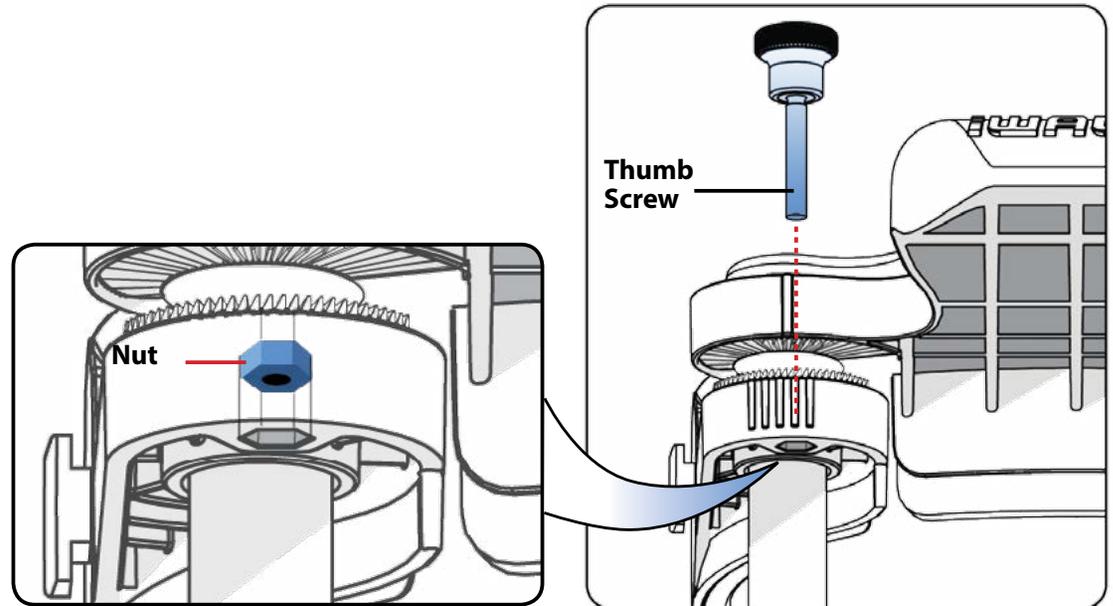


Note – Clamp should be centered between the Support Tube ends. Realign if necessary using a screwdriver or similar.



STEP 5

Insert the Thumb Screw into the slot on either side of the top of the Handle. Align the hole in the top of the Thigh Support with the threaded end of the Thumb Screw. Thread the Thumb Screw into the nut located on the underside of the Thigh Support (you can see it from underneath). Do not fully tighten yet, you should be able to rotate the Thigh Supports in and out.



Note – If the Thumb Screw will not fully tighten, check the underside of the Thigh Support and make sure there is a silver nut nested in the hex shaped cavity. Be careful not to accidentally push this nut out when pushing the Thumb Screw down.

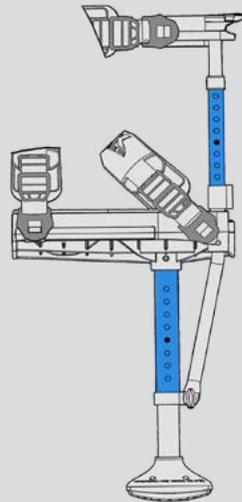
If you lose the nut, don't panic – you can call us for a replacement or find one at a local hardware store. The specification is M5 x .8 (metric, 5mm, .8 pitch)

Fitting Instructions



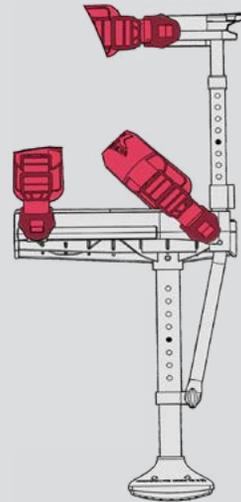
WANT TO LEARN FASTER? View our instructional video on how to fit your iWALK2.0 at www.iwalk-free.com/help

Proper fit is **essential!** But it's also **easy**. Get these three things right and you'll be iWALKing in minutes. We'll show you how.



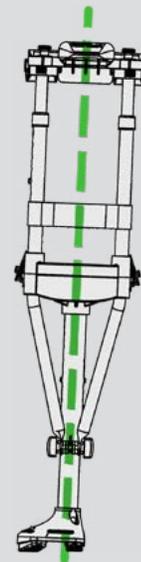
Height

Adjust both the upper and lower section of the crutch to the correct height.



Tight

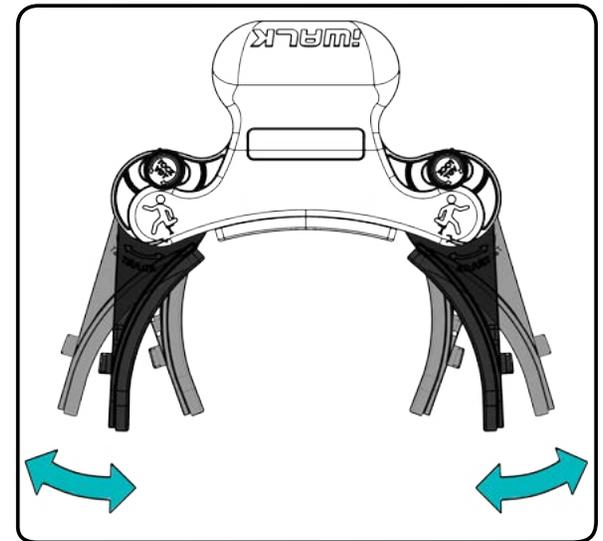
For control and stability, you want the straps tight!
Really, really tight!



Vertical Alignment

Essential for quick learning, and often overlooked, the vertical angle controls where the foot will be positioned.

STEP 1



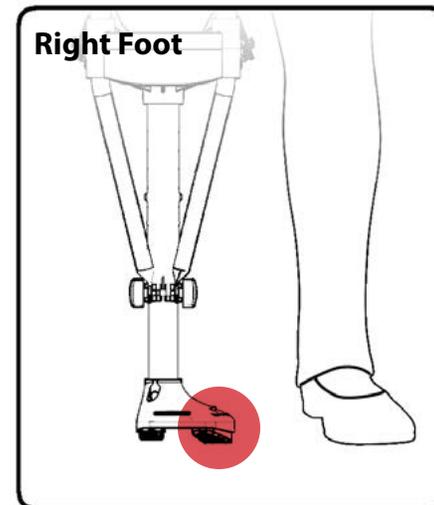
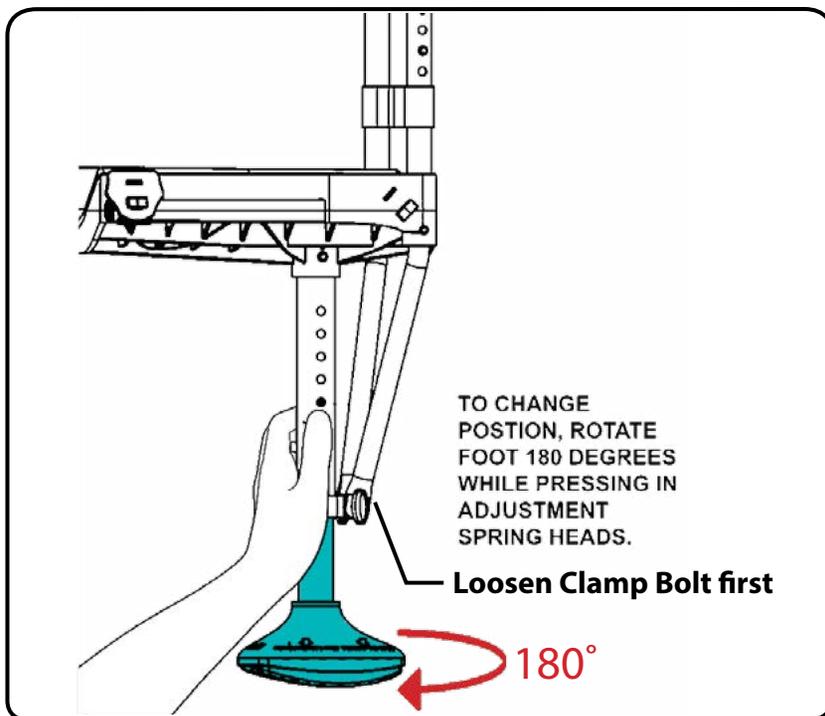
Make sure that Thigh Supports can rotate freely. If necessary, loosen Thumb Screws.

Foot Positioning (for Left or Right) - Position the Foot so that the curved edge is toward the outside of your leg. To reposition the foot,

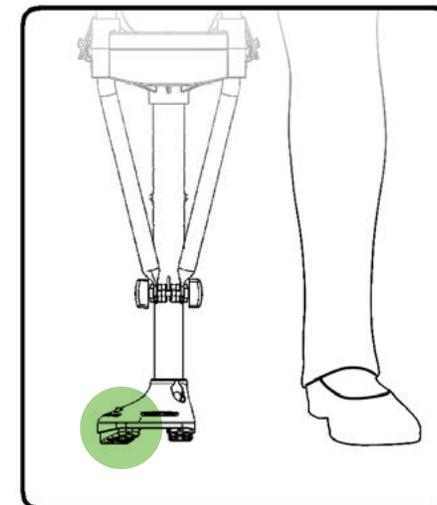
1. Loosen the Clamp Bolt.
2. Press in the height adjustment springs as shown below.
3. Continue pressing; simultaneously grasp and rotate the Foot 180 degrees until the spring heads pop out of the adjustment holes.



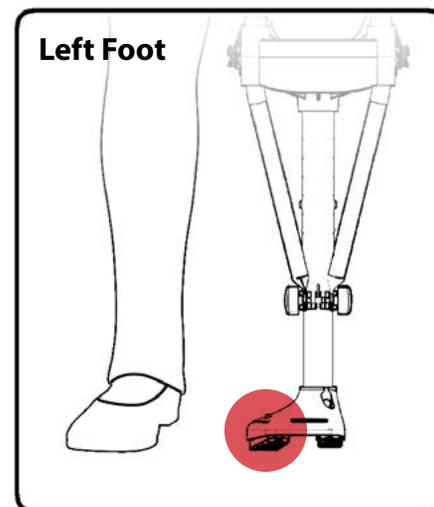
Note - The Foot and lower tube will rotate . The upper tube stays stationary.



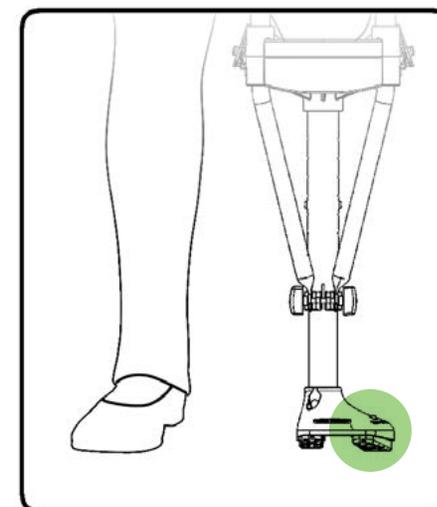
Incorrect



Correct



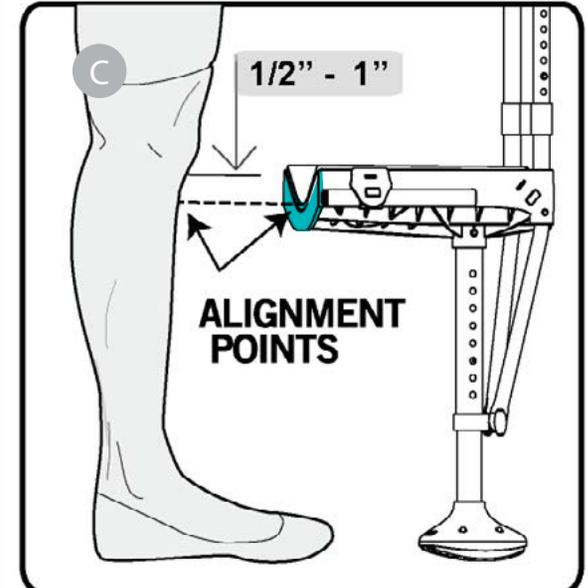
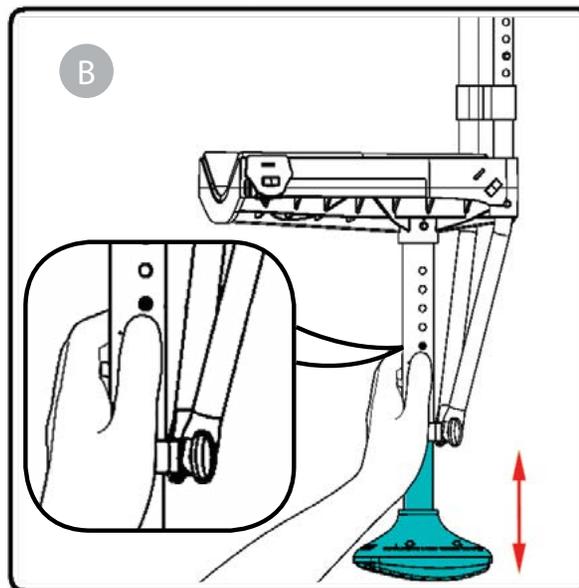
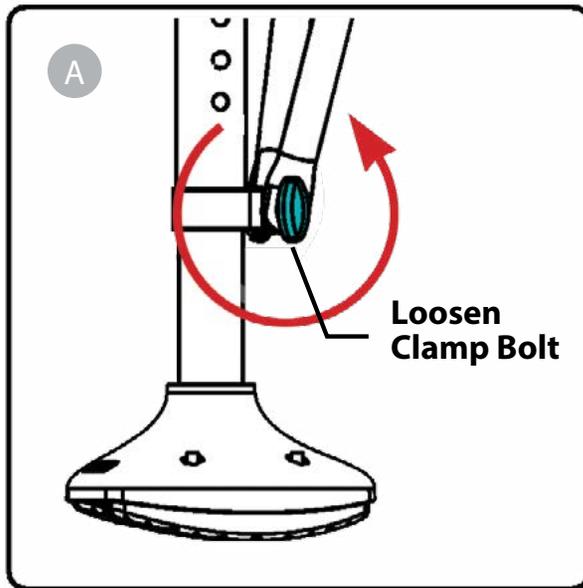
Incorrect



Correct



Improper orientation of the Foot causes instability which could result in a fall and/or injury.



Lower Leg Height Adjustment - The “V” at the back of the Knee Platform should align with a point $\frac{1}{2}$ ” – 1” below the bottom of your kneecap. This will result in your iWALK leg being slightly shorter than your human leg. If in doubt about the correct height setting, it’s better to adjust the crutch slightly too low than too high.

To adjust the height:

A) Loosen the Clamp Nut and Bolt.

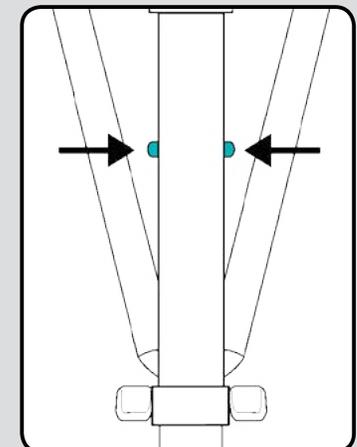
B) Press in the two silver spring heads. Grasp the Foot and rotate slightly back and forth while pulling or pushing to the desired length. When both spring heads are fully engaged in their new position, tighten the Clamp Nut and Bolt.

C) Confirm correct height setting before proceeding.

Note – After you gain basic proficiency, you will readjust the lower leg height to achieve equal leg length.



Before putting weight on the crutch, make certain that both spring heads are fully engaged (“popped out”) in the adjustment holes. Then tighten the Clamp Bolt. Failure to do so could result in a fall and / or injury.

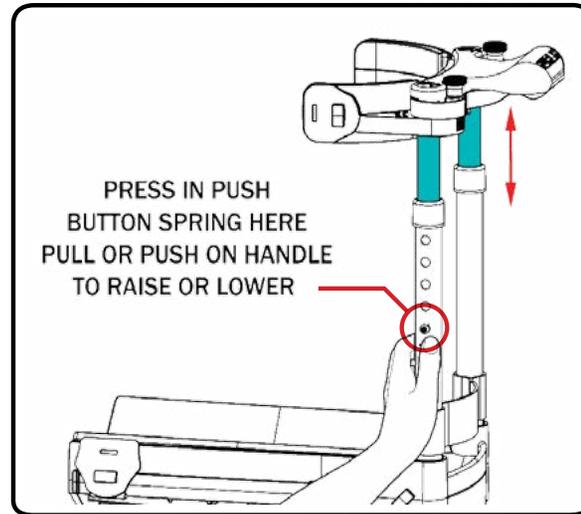


STEP 4

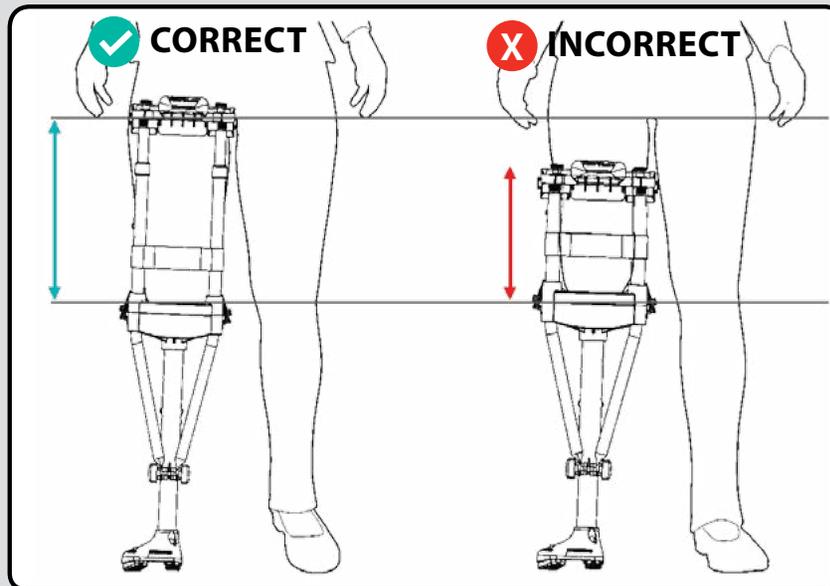
Upper Leg Height Adjustment

Press the push button spring head and pull up on the Handle until the Thigh Supports are as high as possible on your leg. Make sure the spring head pops all the way out of the hole to lock in your setting.

Note – If the spring head will not pop out, twist the Handle back and forth until it engages fully.



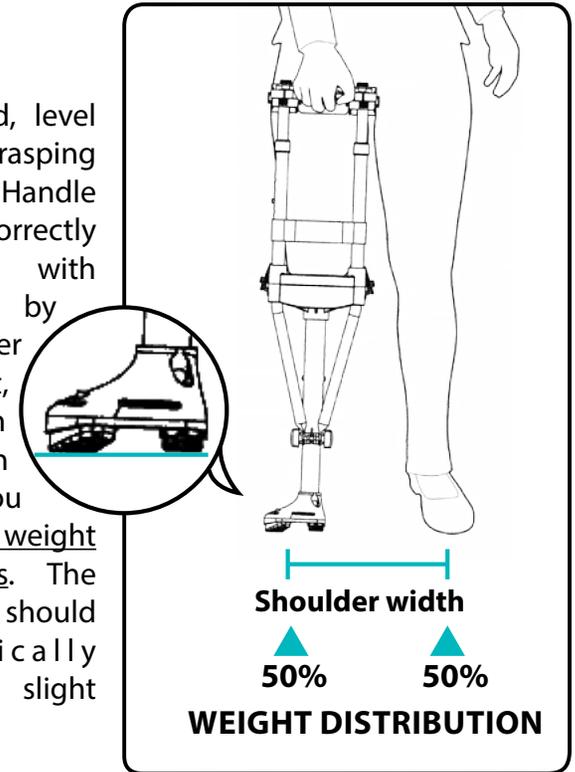
Positioning the Thigh Supports lower than the top of the leg will reduce stability and efficiency.



STEP 5

Grasping the Handle, kneel on the crutch with the crutch Foot and your human foot side by side, shoulder width apart.

On a hard, level surface, grasping the Handle and correctly positioned with feet side by side, shoulder width apart, kneel on the crutch so that you have equal weight on both legs. The crutch should automatically assume a slight outward tilt.

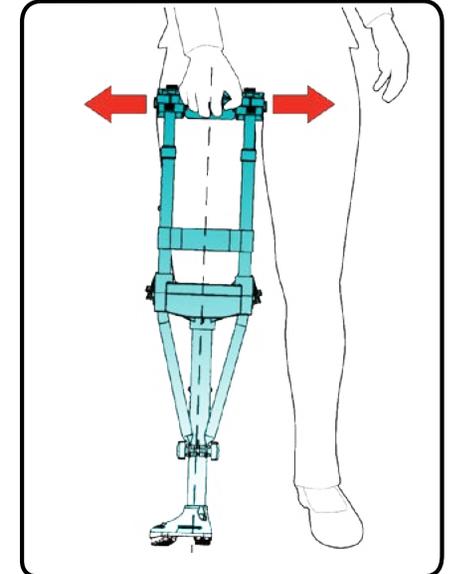
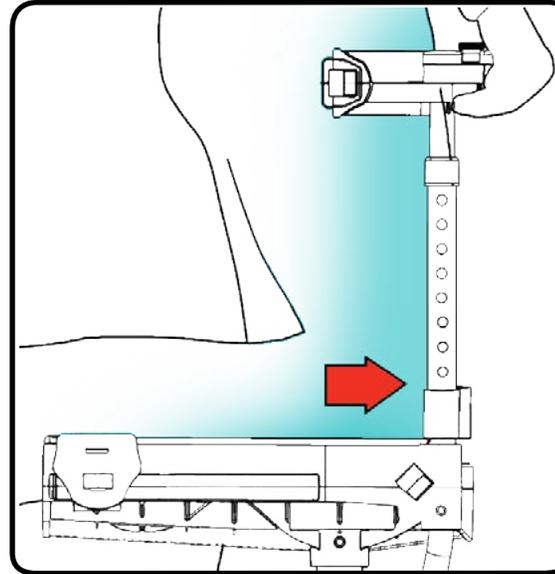


1. The goal is to position the crutch Foot where your human foot would normally be.

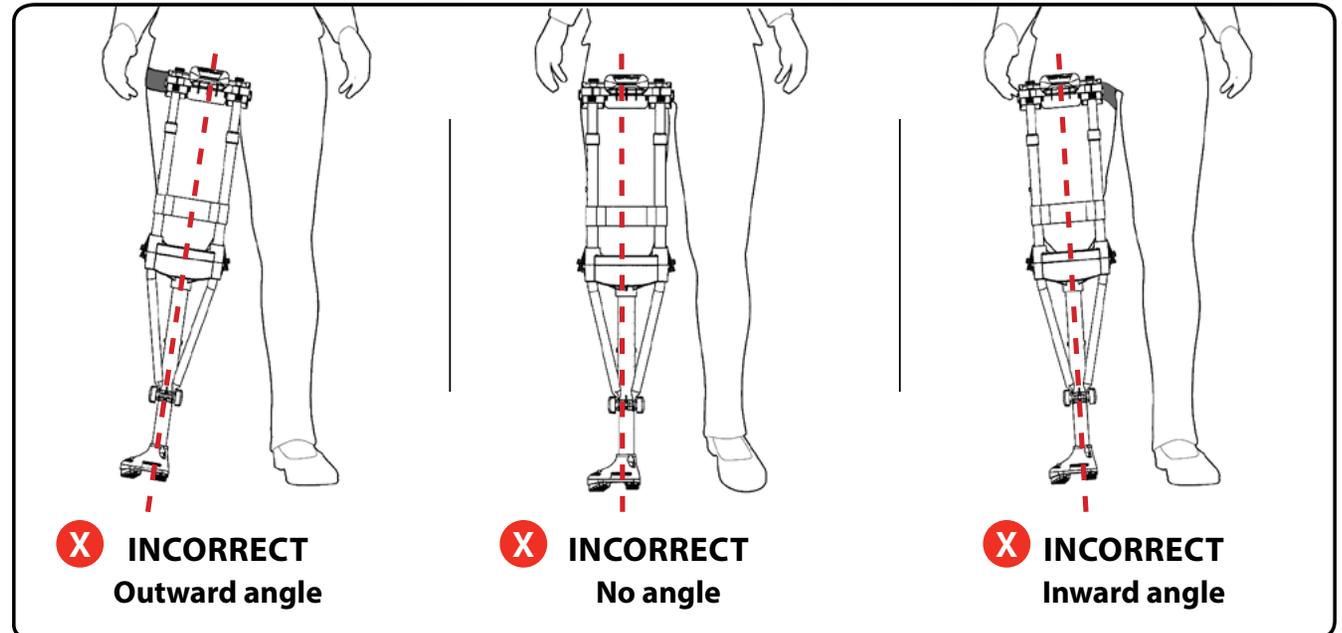
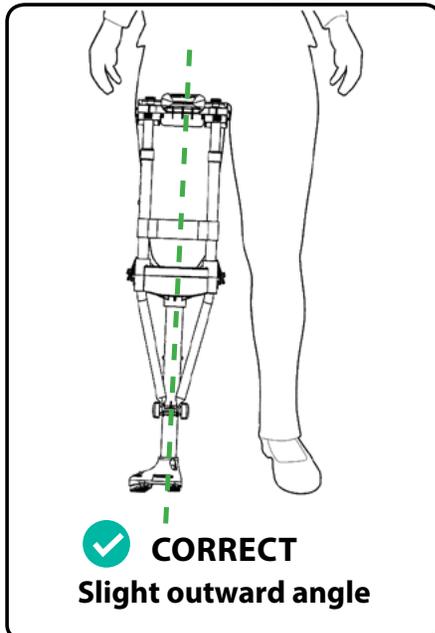
2. Most people will automatically shift their weight to their good leg, so you need to continually monitor this. Keep your weight evenly distributed on both legs.

Positioning the Crutch

Position your knee as far forward as possible, and move the Handle laterally across your leg to help achieve the correct angle. Remember to keep 50/50 weight distribution during this step.



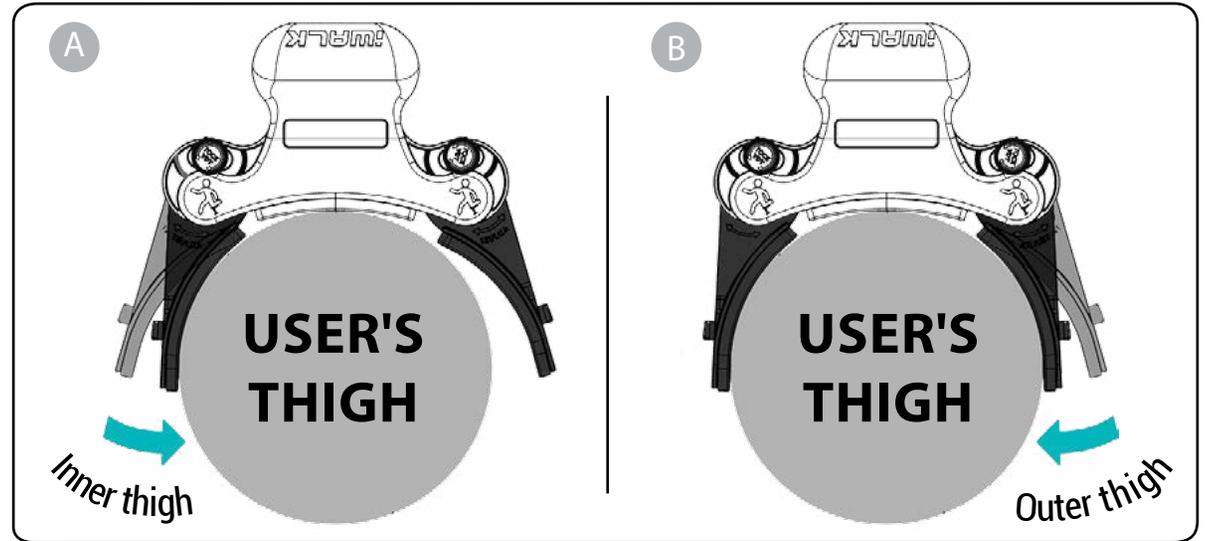
When properly fitted, the crutch should be angled slightly outward as shown below. Achieving the correct angle is automatic if you follow our instructions. The goal is to position the crutch so that the crutch Foot is located where your human foot would normally be. Once you have the crutch at the correct angle, hold this position and proceed to [Step 7](#).



Thigh Supports Adjustment

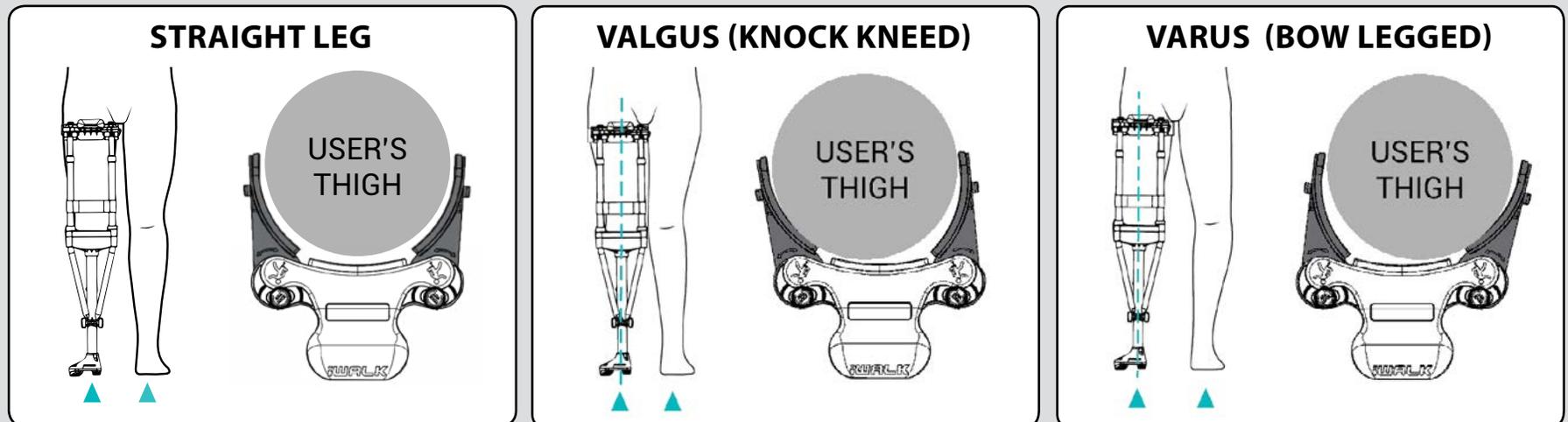
A) Rotate INNER Thigh Support until it contacts your thigh, then rotate it another inch or so. Lock it down securely using the Thumb Screw.

B) Rotate the OUTER Thigh Support until it contacts your outer thigh. Lock it down securely with the Thumb Screw.



Note - Thigh Support adjustment affects both sizing and vertical alignment of the crutch. If you are straight legged, adjust your Thigh Supports symmetrically. If you are Valgus (knock kneed) or Varus (bow legged), you will adjust the Thigh Supports asymmetrically to tilt the crutch in the proper direction. Correct vertical alignment is essential to the crutch working correctly.

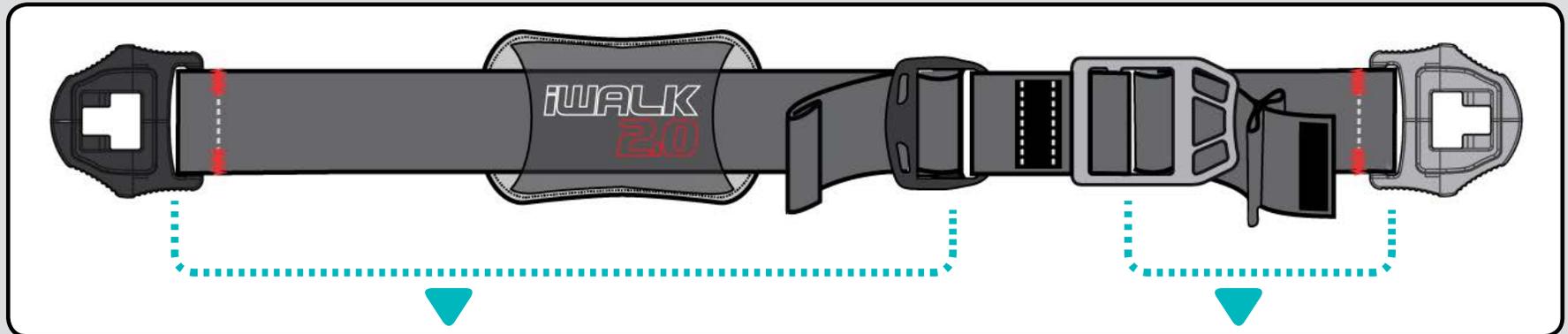
Example shows adjustment sequence for Right leg



Straps Adjustment

Before you adjust the straps, you need to understand how they work.

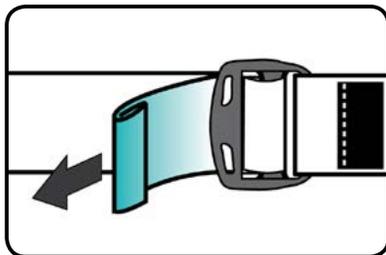
There are two distinct sections. The Length Adjustment section and the Tighten/ Loosen section. See details below.



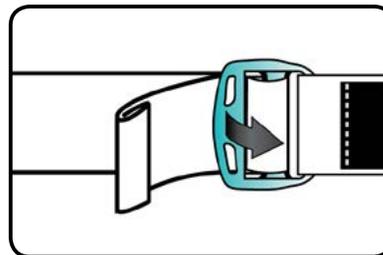
Length Adjustment Section

This section has BLACK buckles on either end. Used only for adjusting the length of the strap to fit your leg circumference.

⚠ *Not used for final tightening of the strap. For this, use TIGHTEN and LOOSEN section at right.*



To shorten or tighten the Strap, pull on the end of the strap as shown above.



To lengthen or release the Strap, lift up on the end of the buckle.

Tighten / Loosen Section

This section has GRAY buckles on either end. Used only for TIGHTENING and LOOSENING of the strap.

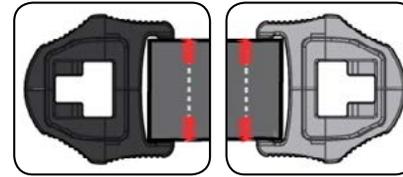
TIGHTEN FULLY to achieve maximum strap tension before using the crutch.

LOOSEN for easy buckle removal (when taking the crutch off).

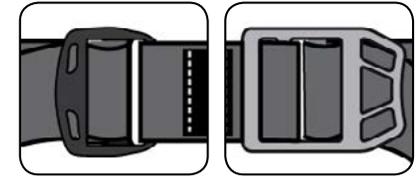
Different Buckle Types

T Lock Buckles are located at the ends of the Straps. They are used to attach the Straps to the crutch.

Tensionlock Buckles are used to adjust the length (and tension) of the Straps. Each Strap has two T Lock buckles and two Tensionlock buckles.



T Lock Buckles



Tensionlock Buckles

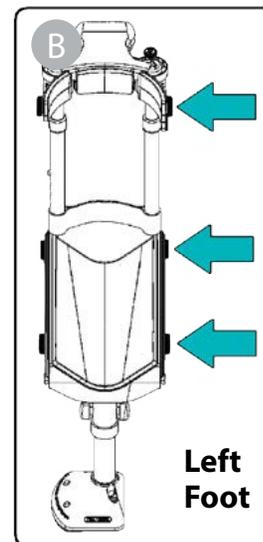
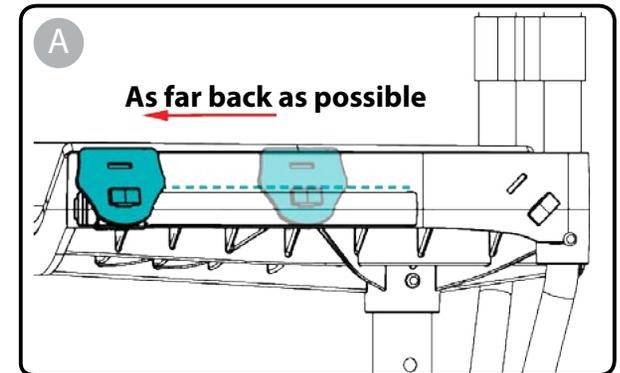
Strap Installation

Before installing the Straps extend both the LENGTH ADJUSTMENT and the TIGHTEN LOOSEN sections to their maximum length.

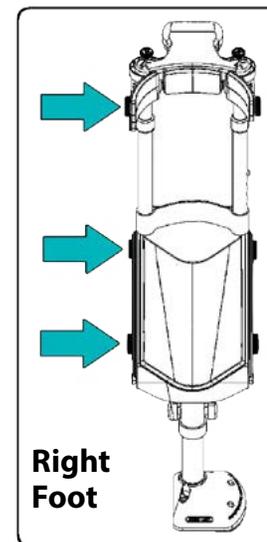
A) Slide the Strap mounts to the back of the Knee Platform. Strap mounts can slide forward if alternate positioning is needed.

B) Install the black T Lock buckles onto the crutch on the inner leg side as shown at right. Do not install the gray buckles yet. Leave the Straps hanging for now.

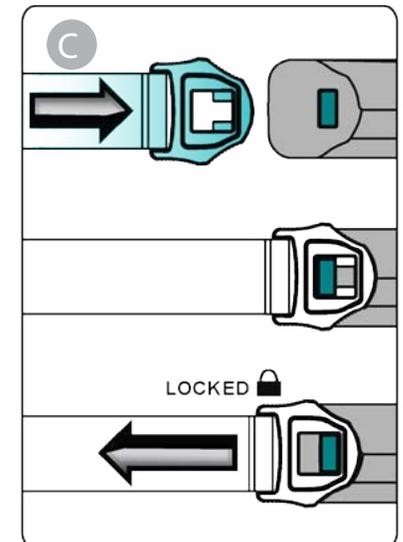
C) Lock the buckles as shown at far right.



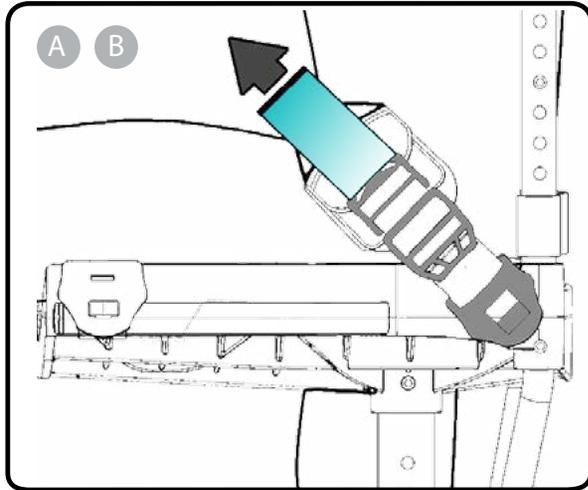
Left Foot



Right Foot

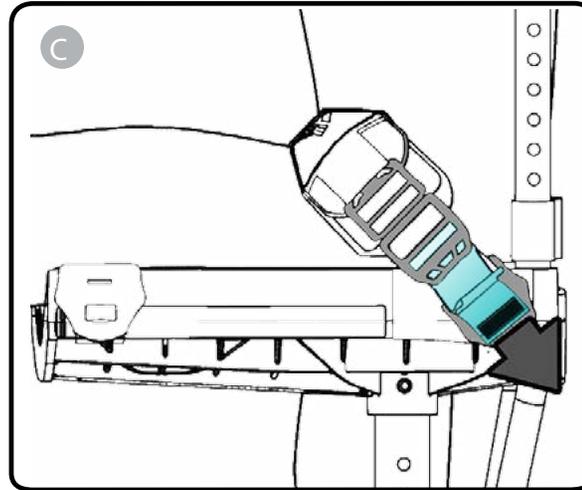


Strap Adjustment and Tightening



A) Position your leg on the Knee Platform. Make certain you are as far forward as possible. Drape the Strap over the back of your knee and fasten the Gray buckle onto the Knee Platform.

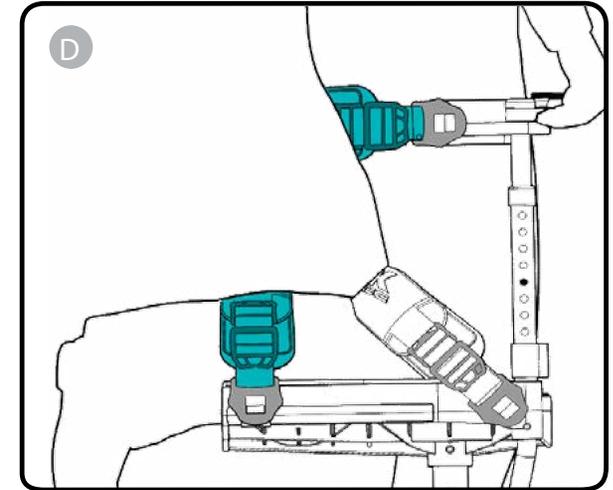
B) Adjust the length of the strap by pulling on the end of the LENGTH ADJUSTMENT SECTION. Pull until the strap is snug, but not fully tensioned.



C) Fully tension the strap using the TIGHTEN / LOOSEN SECTION. Pull on the tail of the webbing until the Strap is extremely tight.

Hint - if you can slip a finger under the strap, it's too loose.

If you cannot achieve the required tension, loosen the TIGHTEN / LOOSEN section (lift up on the end of the tensionlock buckle), then shorten the length using the LENGTH ADJUSTMENT SECTION, then re-tighten using TIGHTEN / LOOSEN section.



D) Repeat for upper thigh Strap and calf Strap. Reposition strap pads if needed.



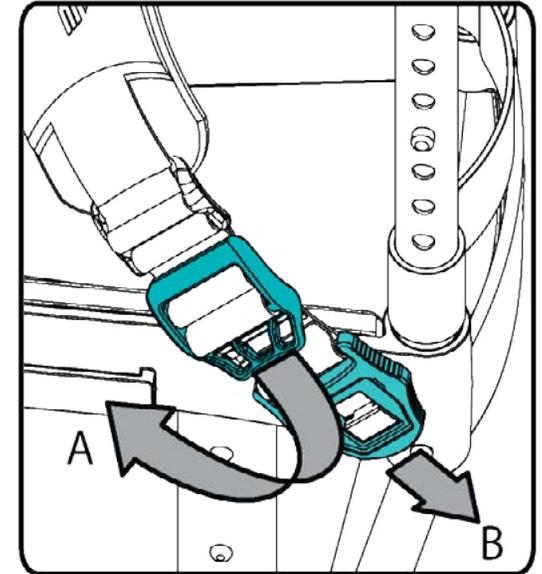
When we say tight, we mean it. Seriously, tighten those straps down. If they're not super tight, don't even use the crutch. Properly tightened straps make it so much easier to learn and use the iWALK2.0. The goal is to make the crutch an integral part of your leg.

STEP 10

To remove the crutch, you need to loosen the Straps first. Starting with the calf Strap, lift the lip of the Gray Tensionlock buckle. This will loosen the Strap enough that you can push forward on the Gray T Lock buckle. Next, do the upper thigh Strap, and do the knee Strap last.



To remove the crutch, (A) lift up on the buckles as shown to release Strap tension, then (B) push forward on the T Lock buckle to release from the crutch.



Use Instructions



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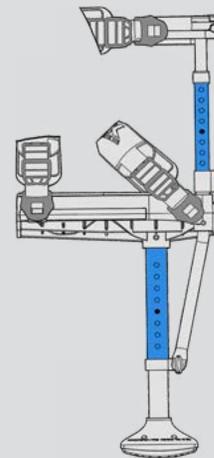
If properly fitted, learning to walk with your iWALK2.0 is easier than you think, provided that you follow our instructions. People learn at different rates – some people can walk in the first couple minutes, but others can take longer. It's important that you are willing to spend up to thirty minutes to allow yourself to adapt to the device.

Pre-iWALK safety check list:

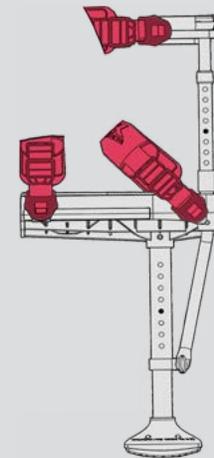
Fit

Proper fit is ESSENTIAL.

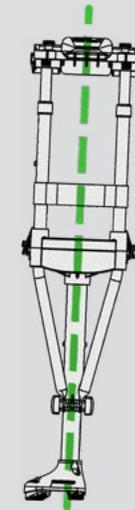
1. Height – You want the height to be correct. See [steps 5 through 7](#) in the Fitting section
2. Tight – Eliminate all unwanted movement of the crutch by making sure that all three straps are extremely tight. See [steps 8 and 9](#) in the Fitting section of this manual.
3. Vertical Alignment - Correct vertical alignment of the crutch to match your leg type is essential. Correct alignment will place the crutch foot approximately where your human foot would normally be. This provides you with a natural, familiar balancing point. Review [step 6](#) in the Fitting section to ensure that you have made the correct adjustments.
4. You want the iWALK Foot positioned approximately where your human foot would have been. See [Step 5](#) in the Fitting section.



Height



Tight



Vertical Alignment

Environment

Find a hard, level surface that allows you to walk in a straight line for as far as possible. There should be no obstacles to navigate. Avoid uneven surfaces or padded carpets when learning. An ideal environment would allow you to take at least 20 steps before turning. A hallway or long balcony are examples of good environments for learning to iWALK.

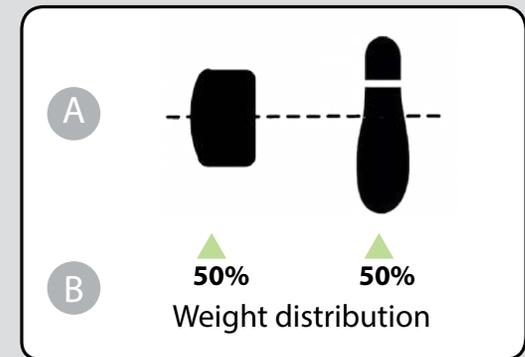
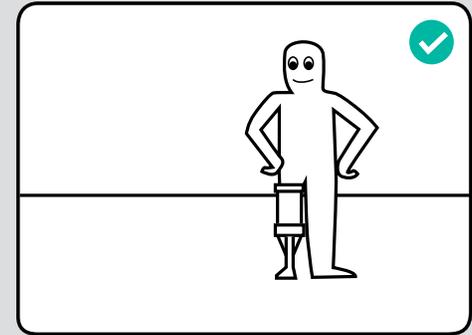
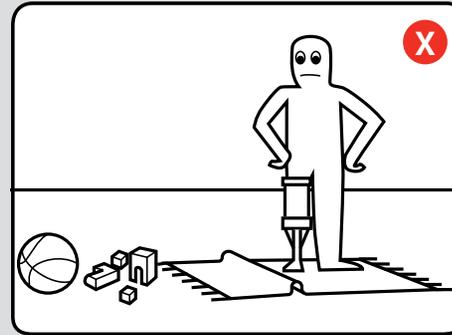
Starting Position

Before you start walking, you always want to be in the starting position, which is:

- A) Feet side by side, approximately shoulder width apart
- B) Weight **EVENLY DISTRIBUTED** between your human leg and your iWALK leg. This is essential for normal balance and control.

Walk As Normal As Possible

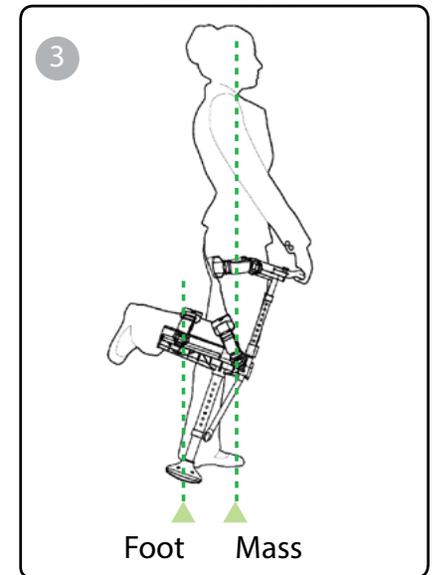
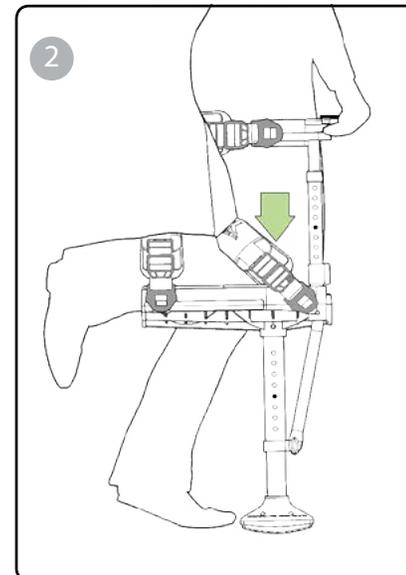
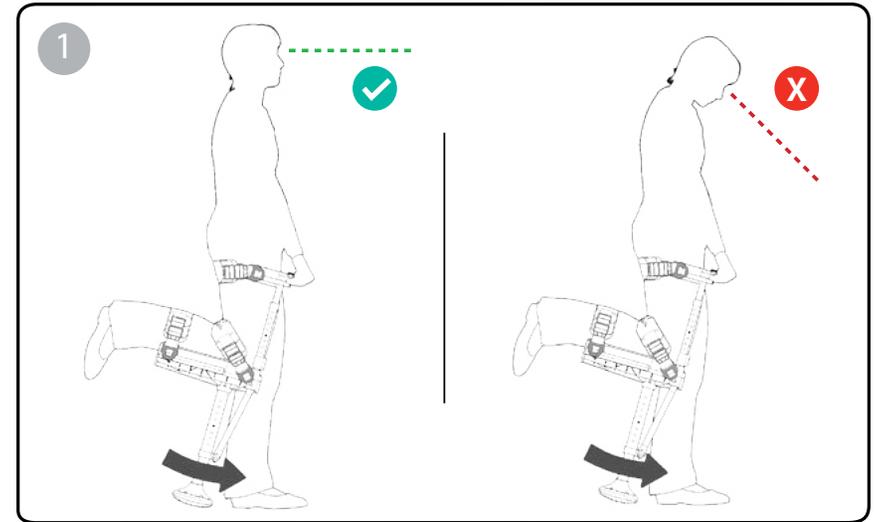
The iWALK 2.0 is easy to learn and very efficient because it uses most of the natural instincts you already use for walking. The more you try to walk normally, the better it will work. The adaptation from normal gait to iWALK gait is minor, so your body already knows how to walk on it. Try not to over adapt or over think it.



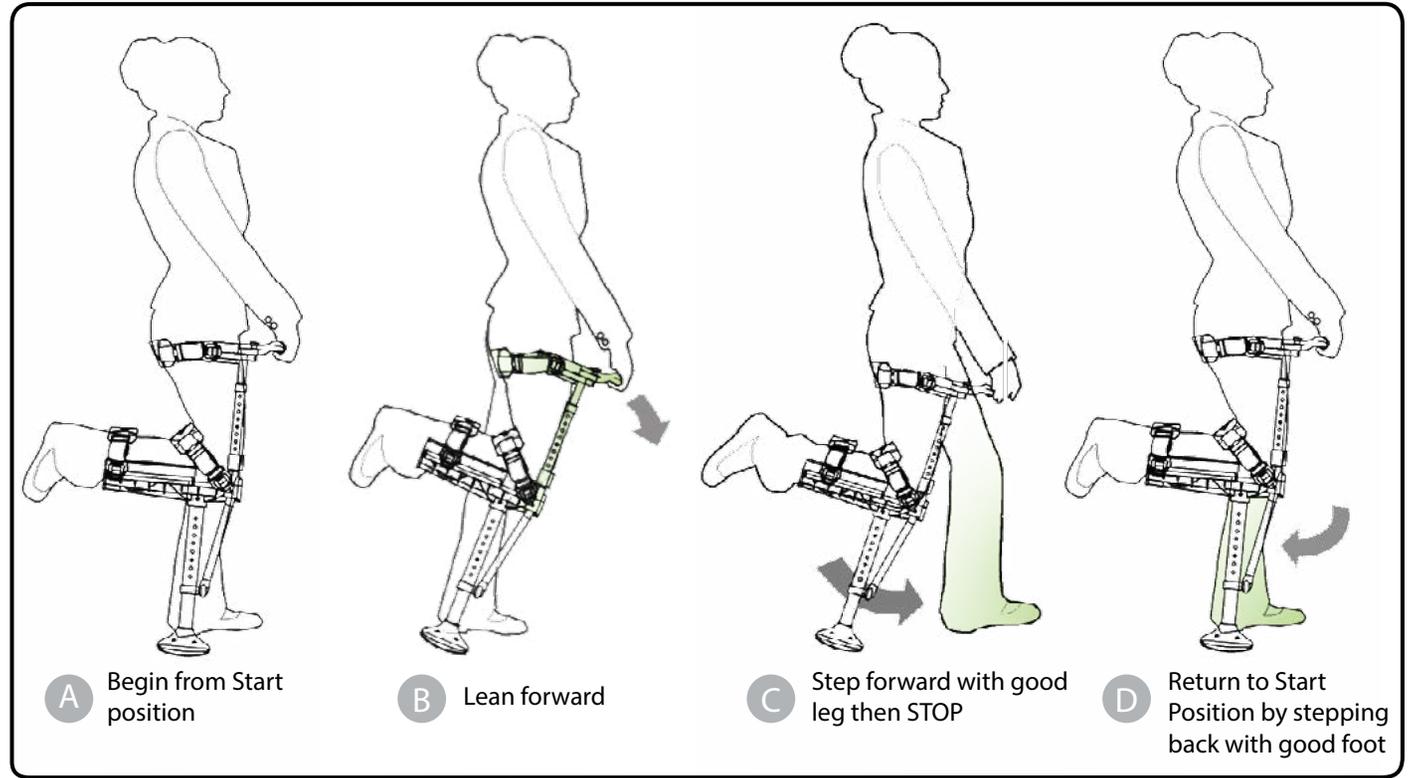
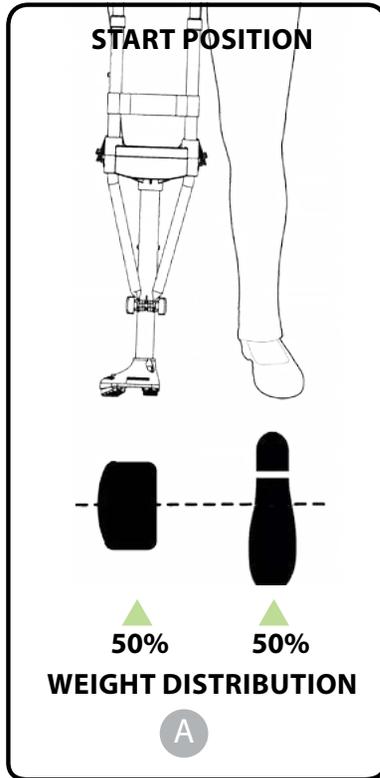
Before You Start:

How To Avoid the Common Mistakes

- 1. Look up.** A human head weighs over ten pounds, so rocking it forward to watch the ground throws off your natural balance. Also, you don't normally look down while walking, so don't do that when iWALKing. Hint - look at an object in the distance and keep your eyes locked on it.
- 2. Commit your weight to the crutch.** When you are bringing your good foot from back to front (swing gait), all of your weight will be on your iWALK crutch. Most beginners rush to get their good foot back down, but this makes it harder to learn. Trust the crutch, commit all your weight to it, just as you would your normal leg.
- 3. Maintain forward momentum.** When we walk, we put our body mass in front of our feet. We're actually falling forward, but we don't fall because we instinctively catch ourselves by stepping forward. The iWALK crutch exploits these instincts. If you don't commit to moving your body forward, ahead of your feet, you can't walk.



Let's get started:

**Practice:**

A) Position yourself in the start position, feet side by side, shoulder width apart, weight distributed 50 / 50.

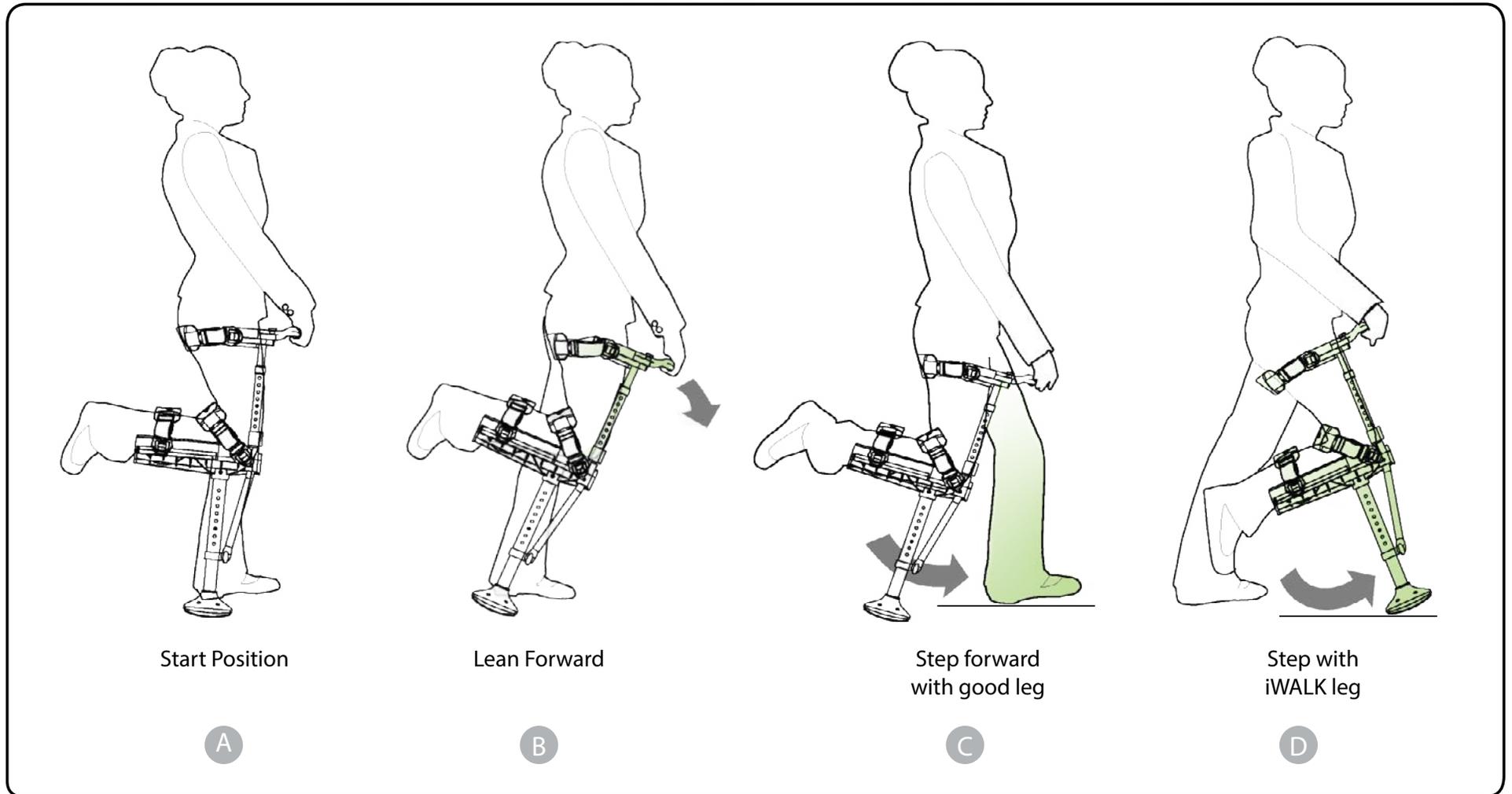
B) Grasping the Handle, lean the crutch forward while you simultaneously bring your upper body forward of your feet.

C) You will instinctively step forward with your good foot. Take this step, but don't step forward with the crutch Foot yet.

D) Stop, step back and return to the start position. Repeat this exercise at least four times, until you are very comfortable stepping forward and stepping back.

STEP 2

Start Walking:



A) Position yourself in the starting position.

B) Following the same routine as you did in practice, this time, continue walking with your crutch leg.

C) Maintain momentum as long as your environment allows - try to keep iWALKing without stopping.

D) If you stop, return to the start position before resuming. Follow the same routine to start iWALKing again.



Tip 1 - If your good leg feels significant fatigue, it's a sure indication that you are not committing all your weight to the crutch. This is a common mistake, and will slow your progress. Pushing down hard on the handle (when your weight is on the crutch leg) to remind yourself to commit all your weight to the crutch.

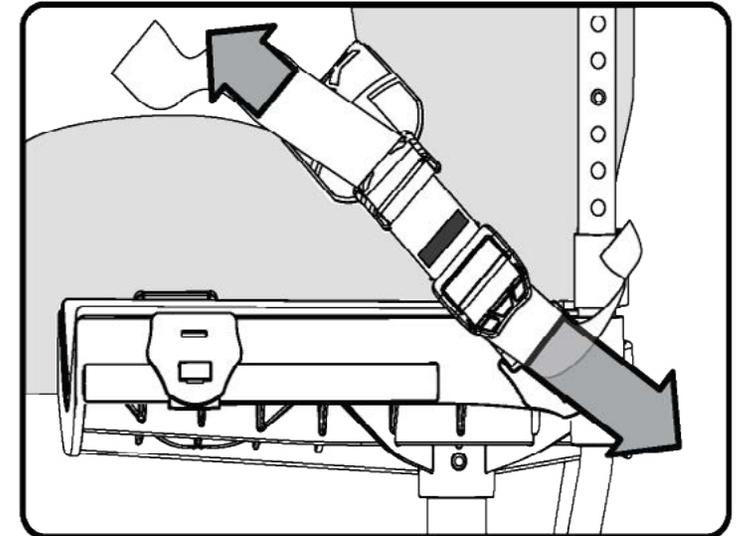


Tip 2 - Keep walking without stopping and you will rapidly improve as your body recognizes the gait adaptation. As soon as possible, let go of the Handle and let your arms swing naturally. Most people will be hands free in the first couple minutes.

STEP 3

Retighten the Straps

After a few steps, retighten the Straps. For proper control and balance, we cannot overemphasize how important it is to properly tension the straps. If you cannot get the straps fully tightened, readjust the length by following the provided instruction in the [Fitting section](#).



Change Adjustment Settings

Learning Settings

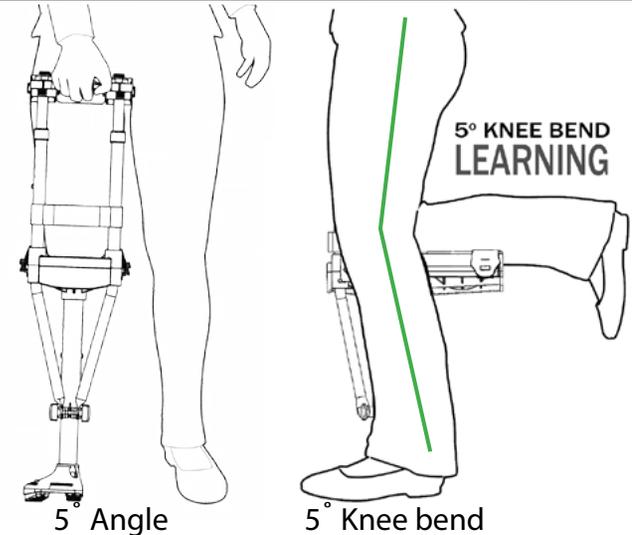
So far you have been in the Learning Settings (crutch leg length slightly shorter than human leg length, crutch angled out slightly). After you've gained basic proficiency walking, you can change to the Maximum Efficiency Settings.

Maximum Efficiency Settings

- A) Remove the crutch.
- B) Lengthen the Lower Leg Height Adjustment to achieve equal leg length (see [Fitting Section, Step 3](#)).
- C) Reposition the Thigh Supports to achieve a more vertical alignment of the crutch (see [Fitting, Step 7](#)). When standing in the start position, your crutch foot should now be where your human foot would normally be.
- D) Fully tighten the Straps and practice walking with the Maximum Efficiency Settings. Feel free to experiment until you find your perfect fit.

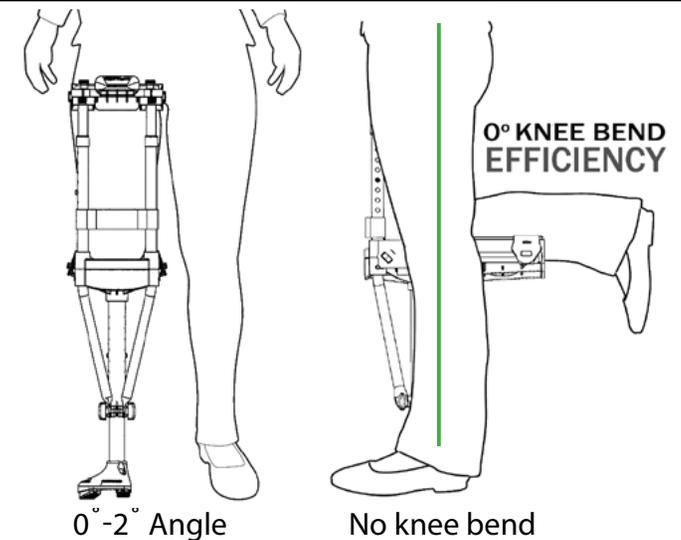
PHASE 1
Learning Settings
Initial 3 to 5 minutes.
Temporary setting

iWALK leg is shorter
than human leg



PHASE 2
Maximum Efficiency
Settings
Minor adjustments
that allow maximum
walking efficiency.

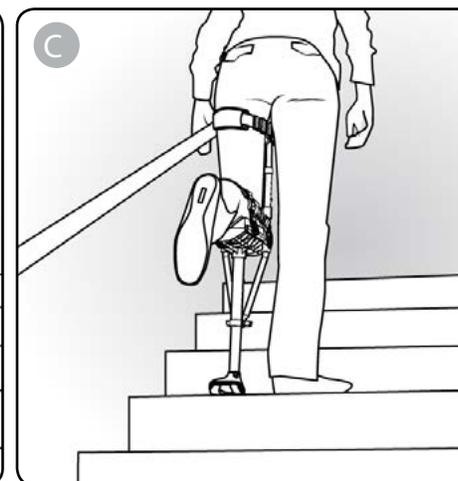
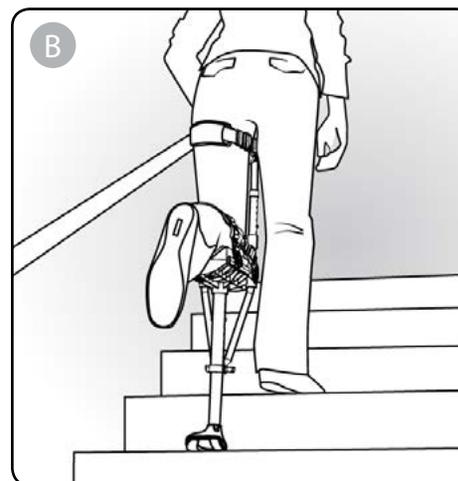
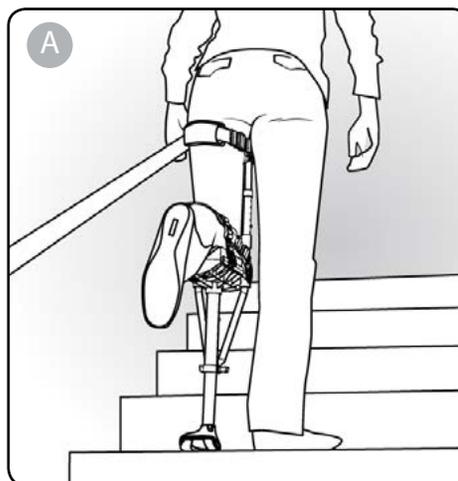
Both legs are equal
length



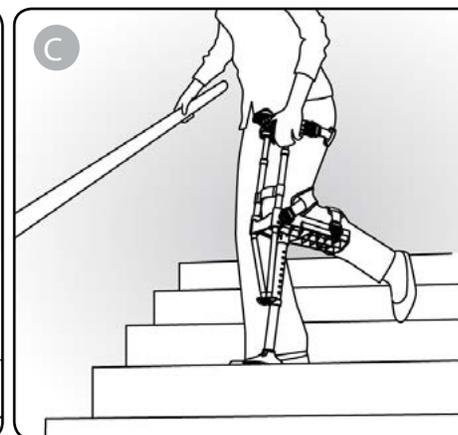
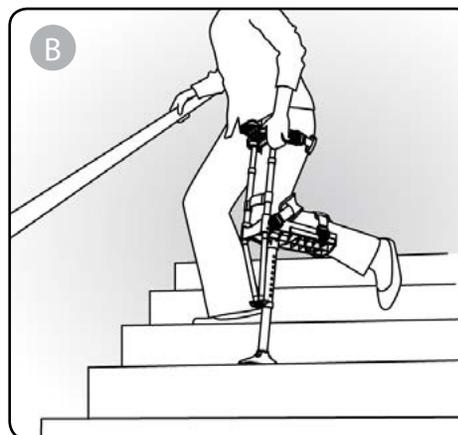
Stairs

Stairs are easy on the iWALK2.0, however, stairs should NOT BE ATTEMPTED until you've gained full proficiency. Always hang onto the rail(s) when using stairs.

UP - Always lead with your good leg, followed by your iWALK leg. Take one step at a time.



DOWN - Always lead with your iWALK leg. Take one step at a time. On steeper stairs you may need to slightly rotate your body so that the foot of your injured leg can clear the step.



Hint - on steep stairs, you can descend by going backwards (facing up while descending). It's easier than you think!

Repackage Instructions

WHAT YOU HAVE:



SMALL PARTS BAG CONTENTS:

- 1x Strap
- 2x Thumb Screw
- 1x T-nut
- 1x T-bolt



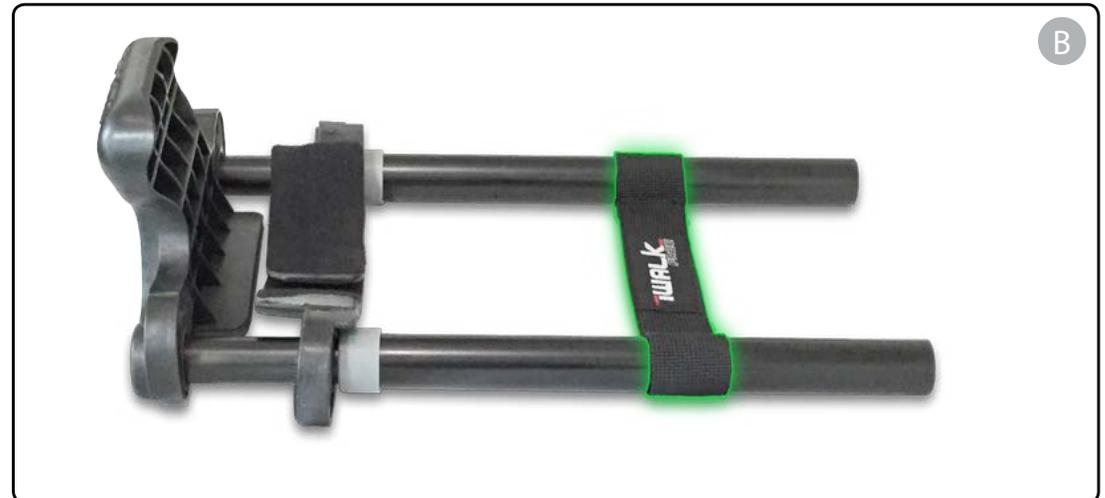
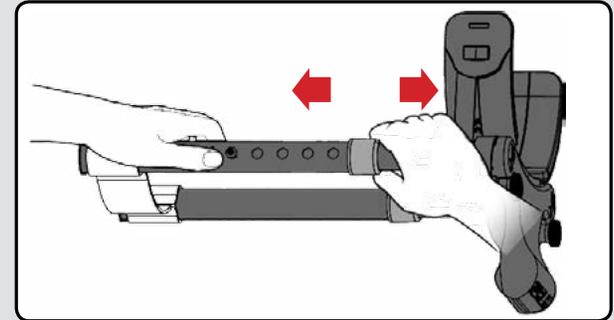
Note - To prevent shipping damage, make sure that all metal tubes are placed back in the protective plastic bag they came in.



A. Extend the tubes just enough so that you can rotate the two Thigh Supports so they nest together inside the tubes as shown.



Hint – To extend the tubes, grasp the tubes above and below the gray plastic collars and pull in opposite directions. Depress the push button spring head on the right side tube.



B. Lay the Upper Crutch Assembly, with Thigh Supports rotated inwards and Handle facing up (as shown), on a flat surface.

Make sure the Knee Strap is installed.

A. Make sure both of the straps on the Knee Platform are attached. Then tighten them all the way so that they are neat and secure.

Tuck strap tails under the pad sleeve as shown below.



B. Place the Knee Platform on top of the Upper Crutch Assembly.



! VERY IMPORTANT:

Make sure the rounded part (forward edge) is placed closest to the Handle of the Upper Crutch Assembly.



A

A. Slide the Lower Crutch Assembly under the straps and onto the Knee Platform.



B

B. Place the Support Tubes on top of the Knee Platform, underneath the straps and beside the Lower Crutch Assembly.



C

C. Nest the bag of Small Parts on the Knee Platform between the straps and beside the Lower Crutch Assembly.



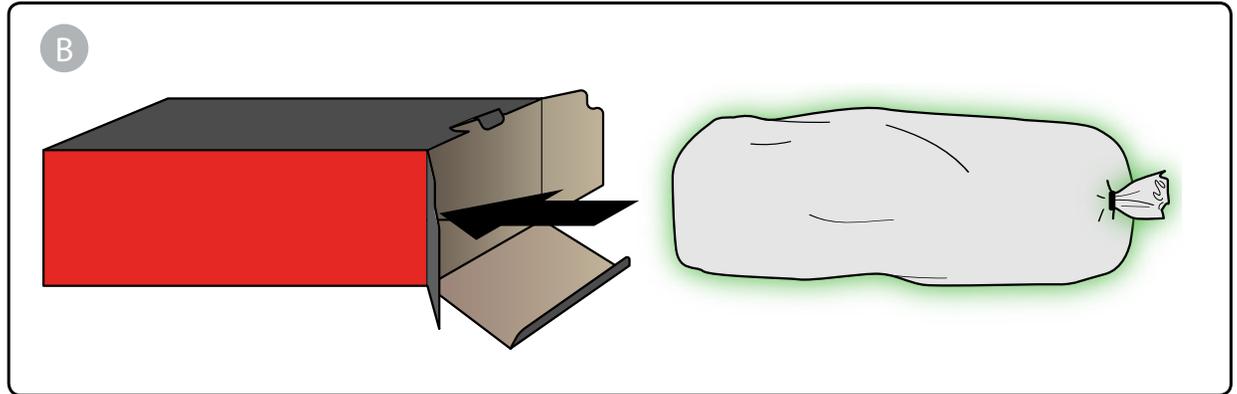
Note - Make sure the Lower Crutch Assembly tubes are at their shortest length and that curved edge of the foot is facing down.



A. Slide the entire crutch back into the bag it came in and put it in the box.



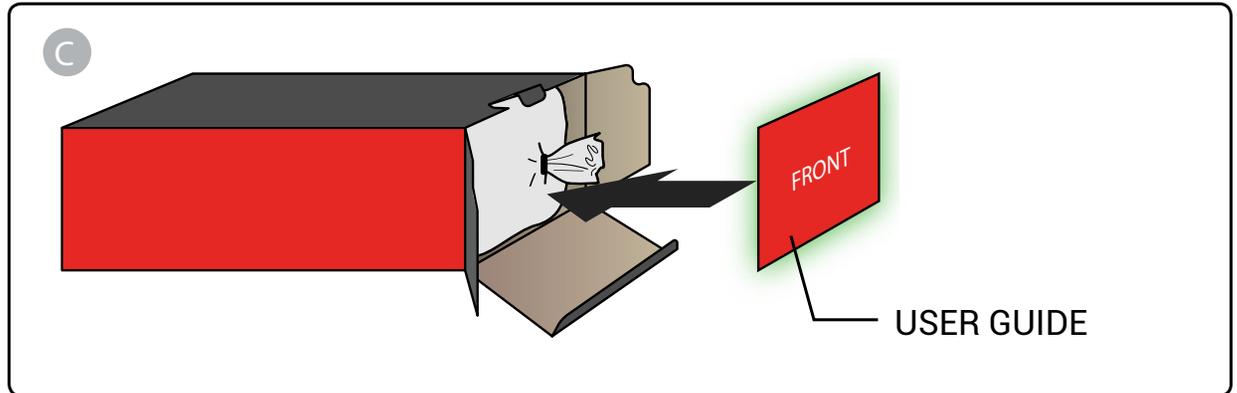
B. Slide the plastic bag containing the crutch parts in, with the wire tied end facing toward the opening.



C. Place the User Guide on top of the bag, with the front side facing up.



FRONT





**HAVE A QUESTION?
NEED MORE HELP?**

Let us know!

Email: info@iwalk-free.com

Technical Assistance Hotline:

562-653-4222



Have this page open when calling iWALKFree for technical support.

