

zeen – Specification Sheet

Date: 11/30/2022

The Zeen is a mobility and fall-prevention device that offers exceptional maneuverability and an assisted lift to stand up from a seated position. The device resides on four swiveling casters and features gas springs to raise and lower the seat between the fixed frame. The amount of assistive lift is adjustable for the needs of each specific user. The device is meant to be ridden with a portion of the user's weight resting on the seat and maintained with a retractable seat belt. It has handlebars to offer additional support and provide wheel braking controls. The posterior support architecture promotes a user centric approach, where the user is the most visible to others and allows for unrestricted front access to work surfaces / countertops. The Zeen folds compactly and can fit within most vehicle trunks and/or rear seats for transport.



Picture 1: Zeen Device

User Requirements:

- Minimum User Weight: must be at least 100 lbs (45 kg)
- Maximum User Weight: must not be greater than 250 lbs. (113 kg)
- Stand-over height from 22" – 36" (61 – 89 cm). For measurement instructions please visit: <https://vimeo.com/649672835>
 - Please note this is not the same as pants inseam measurement.
(Typically suited for heights 4'-11" to 6'-3")
- Bi-lateral hand strength—to squeeze seat release and brake levers. Optional one-handed version upon request for an additional charge
- Ability to learn and retain new information to successfully use all Zeen mechanisms
- Standing / Walking ability—able to stand and walk with or without assistance / device

Environmental Recommendations:

Interior:

- Primarily single level living space
- Acceptable to have a single 6" maximum step down / step up
- Minimum clearance of 27" required around furniture and through doorways, with minimal clutter on the floor.
- Hard flooring surface preferred, light pile carpet acceptable
- Zeen requires 45" turning circle diameter (for example between kitchen cabinets and/or hallway walls)

Exterior:

- Paved exterior pathways are ideal—small & packed gravel may be manageable
- Awareness and caution encountering curbs, bumps, lintels, stones, gravel, etc.
- Recommended for ADA compliant ramps / inclines
 - Your legs and feet control the Zeen; maintain control with feet on the ground and use of the Zeen brakes.
- Use caution when coasting, taking close note of possible hazards and pedestrians
 - Transition from coasting to walking for hills; use of rear caster lock is recommended for traversing side slopes

ZEEN Measurements / Specifications:

- Seated Mode Dimensions:
 - L: 33.5" (85 cm) x W: 25.2" (64 cm) x H: 36.8" (94 cm)
- Maximum Standing Height Dimensions:
 - L: 33.5" (85 cm) x W: 25.2" (64 cm) x H: 51.3" (130 cm)
- Folded Dimensions:
 - L: 33.5" (85 cm) x W: 11.0" (28 cm) x D: 38 (97 cm)
- Handlebar Height from seat top surface:
 - Vertical distance: 6" (consistent for all users)
- Minimum Turning Diameter: 45 in (114 cm)
- Footrest Height from Ground: 13 in
- Lowest Seated Height from Ground: 20 in
- Highest Seat Height from Ground: 35 in
- Width Between Armrests at Seated Position: 21 in
- Height of Backrest from Seating Surface: 15 in
- Wheel Diameter: 8 inches (200 mm)
- Wheel Width: 1.25 inches (31mm)
- Brake Lever to Grip Distance (at center of grip): 75mm
- Maximum Force to Apply Brake: 40 N (~9 lbs)
- Zeen Total Weight: 42 lbs

5 Lift Adjustment Settings:

- Lift Setting 1: 100 lbs – 130 lbs
- Lift Setting 2: 130 lbs – 160 lbs
- Lift Setting 3: 160 lbs – 190 lbs
- Lift Setting 4: 190 lbs – 220 lbs
- Lift Setting 5: 220 lbs – 250 lbs

Zeen Options / Accessories:

- Frame Colors Available: “Black Matte” finish
- Standard (two-hand) version or One-Hand Control version
- Wheel Options:
 - Pneumatic (air-filled) tires for outdoor use
 - Foam run-flat type (standard)
- Accessories Available:
 - Cup Holder
 - Trunk Lift Straps
 - Travel Cover
 - Travel / Exercise Pins
 - Spare Wheel Kits: Pneumatic OR Never Flat (Kit: 2 tires & wrenches)

Product Name:	SKU:	UPC:	GTIN:
Zeen Standard / Foam Wheels	ZEEN-000	86000926510	00860009265103
Zeen Standard / Pneumatic Wheels	ZEEN-002	86000926511	00860009265110
Zeen One-Hand Control / Foam Wheels	ZEEN-004	86000926512	00860009265127
Zeen One-Hand Control / Pneumatic Wheels	ZEEN-006	86000926513	00860009265134
Spare Wheel Kit - 2 Never Flat Tires	100002		
Spare Wheel Kit - 2 Pneumatic Tires	100001		
Zeen Cup Holder	002-A9004-50		
Zeen Travel Cover	002-A9005-60		
Trunk Lift Straps	002-A9002-60	860009265141	00860009265141
Travel / Exercise Pins	1000003		

Zeen Shipping:

- Zeen box dimensions: L: 37.5” (95 cm) x W: 15.5” (39 cm) x D: 41” (104 cm)
 Box weight = 58 lbs.
 Shipping cost within continental US typically ranges = ~\$200 to ~\$250 via UPS
- Zeen accessory box dimensions: L: 20” (51 cm) x W: 15” (38 cm) x D: 3” (8 cm)
 Shipping cost for accessories varies by weight. Typical range: ~\$8 - \$14

Zeen Misc. Information:

- Multiple US and PTC patents pending and issued.
- FDA Class 1, 510(k) exempt medical device, ITJ filing
- Assembled in USA, comprised of US and foreign manufactured components
- US based live customer support: Monday - Friday 8 AM – 5 PM EST
info@gozeen.com / 1-833-367-9336
- Physical therapist Zeen demos and training available
- 14-day trial period (risk free return policy)
- Not currently reimbursable by Medicare / Medicaid
- Authorized to sell within the USA only

Returns / Refund Policy:

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 a week 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...we are available to you to make the experience as enjoyable and successful as possible.

If within the initial 14 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 full refund by following the steps described here.

Process for Returns

1. Start by contacting customer service per the contact information below. As long as 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 14-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, which may involve an additional fee.
3. The Zeen must be in good condition to be returned, which means “like new” condition, allowing for reasonable wear and tear under normal conditions during the 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.

5. Once the Exokinetics team receives your returned product, we will check 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 time-period to return your Zeen to 30 days from receipt if:

- The Zeen being returned is in unopened condition inside the original shipping box.
- If a manufacturing defect exists and confirmed by Exokinetics customer service.
- If 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 any of the following ways:

- Call 1-833-FOR-ZEEN Monday through Friday 8 AM - 5 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

Warranty Policy:

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. We also warranty the paint for a period of 2-years against corrosion and/or manufacturing defects. All non-structural parts 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, 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. 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. Warranty on component details: Exokinetics will determine, using reasonable judgement, 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. 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:

Monday through Friday 8 AM - 5 PM EST Ph: 1-833-FOR-ZEEN OR e-mail: support@gozeen.com