



Easy Stride.

USER MANUAL

Easy Stride powered walking support

How to fit it, use it, charge it and look after it — for the whole of your hire.



READ BEFORE YOU USE IT

Read this manual all the way through before you use Easy Stride for the first time, and keep it with the unit for the whole of your hire. Using it before you have read and understood these instructions can cause serious injury to you or to other people. If anything here is unclear, **call us on 0330 229 7340 before you use it.**

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Help while you have it

Call **0330 229 7340**, Monday to Friday, 9am to 5pm.

Email **support@easystride.co.uk** — we answer the same working day wherever we can.

Guides, videos and the latest version of this manual: **easystride.co.uk**

CHAPTER 1

Before you start

1.1 About this manual

This manual covers the Easy Stride powered exoskeleton supplied for hire by Ezi Stride Ltd. It is adapted from the hardware manufacturer's documentation and written for people hiring the unit from us.

Keep it with the unit throughout your hire and put it back in the case when you return everything. If you lose it, the current version is always on our website.

1.2 What Easy Stride is

Easy Stride is a wearable, battery-powered exoskeleton. It is worn over your clothes around your waist and thighs. Sensors read how you are moving and small motors add assistance at your hips, so walking, hills and stairs take less effort.

1.3 What Easy Stride is not

- It is **not a medical device**. It is not designed or intended for diagnosing, treating, curing or preventing any disease or condition, and it must not be used for rehabilitation or medical purposes.
- It **will not keep you balanced**, hold your weight or stop you falling. It is not a walking aid and it is not a substitute for one.
- It is **not for anyone with a mobility, balance or coordination problem**. Chapter 2 sets out in full who must not use it.

NOTHING TO SET UP

Everything in this manual is done on the unit itself, using the control button on the right leg lever. You do not need a smartphone, an online account, or anything to download or connect.

We set up, activate and test every unit before it leaves us, so your Easy Stride arrives ready to wear.

When you switch it on you may see the lights flash blue for a while. That is the unit looking for a wireless connection it does not need. You can ignore it — it does not affect how the unit works.

1.4 If you need help

Call us on **0330 229 7340**, Monday to Friday, 9am to 5pm, or email **support@easystride.co.uk**. If something does not seem right, stop using the unit and contact us before you use it again.

CHAPTER 2

Safety instructions

These instructions exist to keep you safe. Please read all of Chapter 2 before your first walk, and follow every warning in this manual.

2.1 The words we use

WARNING

Not following the instruction could result in serious personal injury.

CAUTION

Not following the instruction could damage the unit, stop it working properly, or cause minor injury.

NOTICE

Useful information or a tip. Not related to personal injury.

2.2 Who must not use Easy Stride

Do not use Easy Stride if any of the following apply to you.

- You are recovering from surgery or any medical procedure.
- You have any form of illness or long-term disability.
- You are pregnant.
- You are under 18.
- You cannot stand, balance and walk independently, without a walking aid or another person.
- You have a problem with balance, coordination or motor skills.
- A doctor or other healthcare professional has advised you not to stand, walk or exercise.
- You have had alcohol, recreational drugs, or any medication that can affect your balance, judgement or coordination.
- You feel unwell, dizzy, faint or unsteady.
- Your health or mobility has changed since you booked.
- You are outside the body size range in Chapter 4.
- You cannot understand or follow these instructions.

If you are not sure whether Easy Stride is right for you, call us before you use it, or read **Is it right for me?** at easystride.co.uk. We would rather answer the question than have you take a risk.

2.3 Using it safely

1. Easy Stride is a wearable exoskeleton for everyday and outdoor walking. Do not use it for rehabilitation or for any medical purpose.
2. Easy Stride cannot help you keep your balance while walking or standing, cannot support your weight, and cannot prevent falls or pain.
3. Do not use Easy Stride anywhere a failure of the unit could lead to death, personal injury or serious environmental damage.
4. Walking uphill and downhill, hill walking and rough ground depend heavily on your own fitness and on the terrain, and can cause injuries and accidents. Easy Stride cannot guarantee your safety. Plan your route, prepare properly and take sensible precautions.
5. Do not use Easy Stride for activities it is not intended for, including but not limited to skiing, skating and surfing.
6. Do not use it outdoors for the first time, or anywhere with hazards, until you have followed the setting-up instructions in Chapter 5 indoors.
7. Always wear the waist belt and leg straps **over your clothes**, never against bare skin. Direct contact with skin can cause irritation, allergic reaction or injury. Do not wear a dress or skirt while using the unit.
8. Easy Stride fits a limited range of adult body sizes. Check the size range in Chapter 4 before your first use. Outside that range the unit may not work properly and there is a risk of injury.
9. Keep the unit, both batteries and the charger out of reach of children and pets at all times.
10. Carry the spare battery so it cannot be damaged, crushed or shorted loose in a bag or pocket. Keep it away from keys, coins and anything else metal.
11. Start every session in a dry, safe, uncrowded place on the lowest assistance level, and increase assistance only when you are comfortable and in control.
12. Take particular care on stairs, slopes and uneven ground. Move slowly and use a handrail where there is one.
13. Check the frame, straps, buckles, battery, charging port and cable before and after every use.

WARNING

Wearing the unit incorrectly can cause it to work unexpectedly or cause a fall, leading to personal injury. Follow the fitting steps in Chapter 5 every time you put it on.

CAUTION

Stop using Easy Stride and contact us straight away if anything is damaged, loose, swollen, leaking, unusually hot, or behaving in a way you do not expect. Do not use it again after a fall, an impact or a soaking until we have confirmed it is safe.

2.4 Battery, electrical and environmental safety

13. Easy Stride contains lithium batteries, which hold potentially dangerous chemicals. Do not use or store the unit near a heat source such as a fire, heater or hot car.
14. Do not use the unit where there is strong static electricity or a strong magnetic field.
15. The unit contains components and a radio that produce electromagnetic fields. These can interfere with pacemakers, defibrillators and other medical devices. Ask your doctor and the maker of your device before using Easy Stride, and stop using it if there is any interference.
16. Do not put the unit or the battery in water. The unit is rated IP54: it copes with dust and light rain, but not with heavy or prolonged rain, hosing, or immersion. Keep it dry in transport and in storage.
17. Do not charge the unit if the metal contacts, the charging port, the cable or the plug are wet. Dry everything with a dry cloth first, or you risk electric shock, injury, burns or fire.
18. Do not alter, modify, open or dismantle any part of the unit, and never pierce it with a sharp object.
19. Do not use a damaged or modified battery. Damaged batteries can behave unpredictably and cause fire, explosion or injury.
20. Use only the cable and plug supplied with your hire. Other accessories can cause fire, electric shock or injury. If anything is missing, call us instead of substituting your own.
21. Do not charge the battery immediately after a walk, while it is still warm. Let it cool to room temperature first.
22. Never leave the unit charging unattended, and unplug it once it is full.

STOP USING IT IMMEDIATELY IF

- you smell burning, or see smoke;
- the unit stops working unexpectedly;
- any internal component is damaged, or the case is cracked or deformed;
- there is an unusual sound, light, heat or smell;
- the battery looks swollen, or is leaking.

Power it off if you safely can, put it somewhere away from anything that can burn, and call us on 0330 229 7340. Do not use it again until we tell you it is safe.

NOTICE

The full safety do's and don'ts, including guidance for the people around you, are on the safety page at easystride.co.uk. Where this manual and that page differ, follow whichever is stricter and call us.

CHAPTER 3

What is in the case

Your Easy Stride arrives in a hard case, inspected, cleaned and charged. Check everything is there before your first walk.



Everything arrives in one hard case. Keep the case, the return label and the return bag together — you need all three on your last day.

In the case

- ☐ Easy Stride unit, with a battery fitted and charged
- ☐ Spare battery, charged
- ☐ USB-C charging cable and UK plug
- ☐ This user manual, and the quick-start guide in large print
- ☐ Prepaid return label and return bag
- ☐ Our direct number

Everything in this list belongs to us and all of it comes back to us at the end of your hire, including both batteries, the cable and the plug.

Something missing? Call us on 0330 229 7340 before you use the unit.

Check it on arrival

Open the case somewhere clear and dry, and look the unit over before you wear it:

- the frame and levers are straight, with no cracks or dents;
- the waist belt, leg straps and buckles are intact and fasten properly;
- both batteries are present and undamaged, the fitted one is seated properly, and the charging port is clean and dry;
- nothing is loose, and nothing rattles.

CAUTION

If something is missing, or anything looks damaged, **do not use the unit**. Tell us within 24 hours where you reasonably can, with a couple of photos, and we will sort it out.

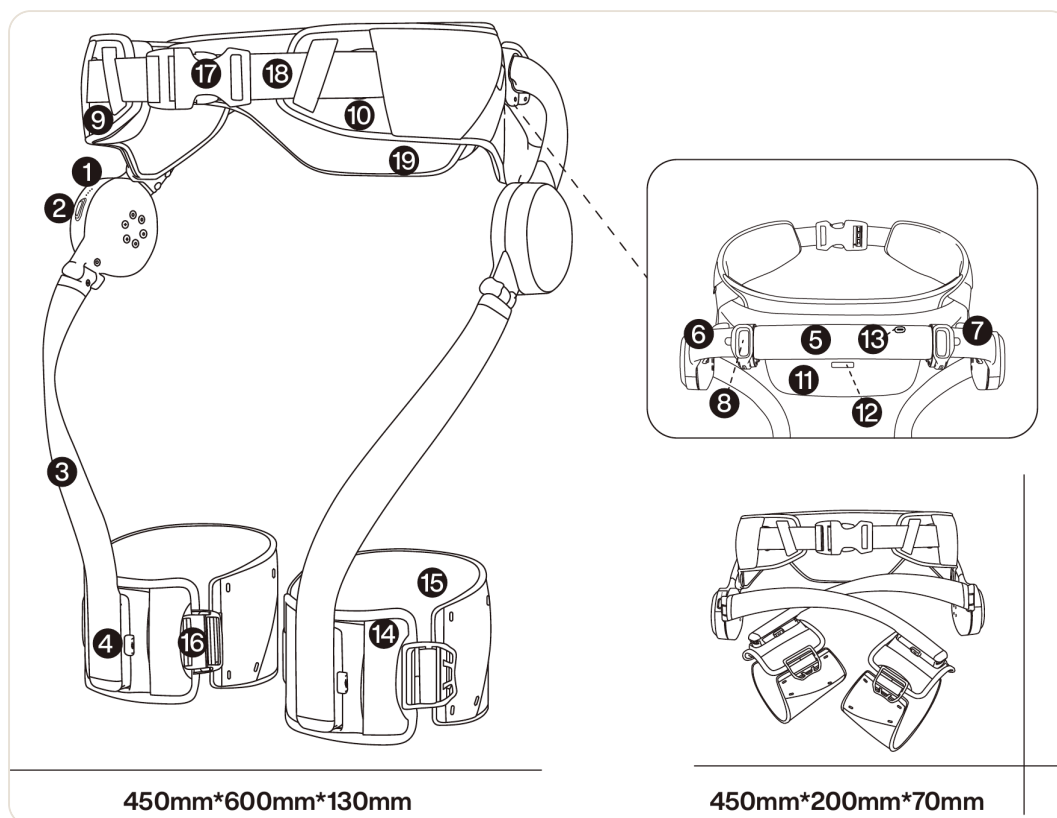
NOTICE

The unit stays our property throughout your hire. Please do not dismantle it, adjust anything beyond the settings described in this manual, or fit parts of your own.

CHAPTER 4

Your Easy Stride at a glance

4.1 The parts



The unit unfolded (left) and folded for the case (inset). Dimensions are shown in millimetres.

1	Status lights	11	Battery
2	Control button	12	Battery release button
3	Leg lever	13	Charging port
4	Leg lever slide button	14	Front leg strap
5	Hip lever	15	Back leg strap
6	Left hip lever tube	16	Leg buckle
7	Right hip lever tube	17	Waist buckle
8	Hip clamp	18	Waist belt strap
9	Right hip support	19	Hip rest
10	Left hip support		

The illustration is for guidance only. Your unit may differ slightly in design, finish or detail.

4.2 Specification

The unit	
Weight	1.8 kg
Size, unfolded	450 × 600 × 130 mm
Size, folded	450 × 200 × 70 mm
Fits	One adjustable size, waists 28" to 44", worn over clothes
Time to put on	Under 90 seconds, once you are used to it
Frame	Carbon fibre
Belt and straps	GORE-TEX fabric
Dust and water resistance	IP54 — dust protected, resists splashes and light rain. Not for heavy rain, hosing or immersion.
Assistance	
Maximum output	800 W
Reduction in effort	Up to 30% (see note 2)
Assisted up to	20 km/h (12.4 mph)
Modes	Transparent, ECO and Hyper, each with four power levels
Movements recognised	Walking, brisk walking, uphill, downhill, up stairs, down stairs, gravel and rough ground, cycling, running, hill walking
Battery and charging	
Range per charge	Up to 17.5 km (11 miles) (see note 1)
Battery	Removable, 5000 mAh / 72 Wh, about 400 g. Two come with every hire , so one can charge while you walk on the other.
Nominal voltage	14.4 V (maximum charging voltage 16.8 V)
Charging time	About 90 minutes with the cable and plug supplied
Charging port	USB-C, Power Delivery
Working temperature	–20°C to 60°C
Charging temperature	0°C to 40°C
Storage temperature	0°C to 40°C

Note 1. Range is measured by the manufacturer at a walking speed of 3 km/h with 7 Nm of assistance, in test conditions. Hills, cold weather, your weight, your pace and higher assistance levels all reduce it.

Note 2. Measured by the manufacturer against the body's energy use for a 90 kg adult on a slope steeper than 15°, in test conditions. Real-world figures vary.

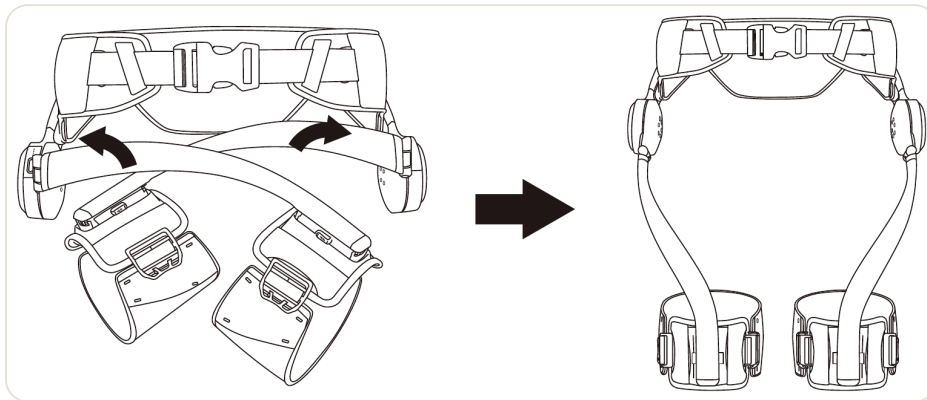
CHAPTER 5

Setting up for the first time

Do this indoors, somewhere dry with clear floor space. Allow about half an hour the first time.

5.1 Unfold it

The unit travels folded. Take it out of the case and rotate the two leg levers outwards, in opposite directions, until the body of the unit is open.



Rotate both leg levers outwards to unfold the unit.

5.2 Charge it

Your unit arrives charged. Top it up before your first walk so you start with a full battery, and charge it again after each day out.

- Plug the USB-C cable into the charging port on the hip lever, and the plug into a socket.
- The status lights flow while it charges, and all four turn steady white when it is full.
- A full charge takes about 90 minutes. Unplug it once it is full.

CAUTION

Charge indoors, somewhere dry, on a hard surface. Stay nearby. Never charge the unit unattended or overnight, and never charge a battery that is wet or still warm from a walk.

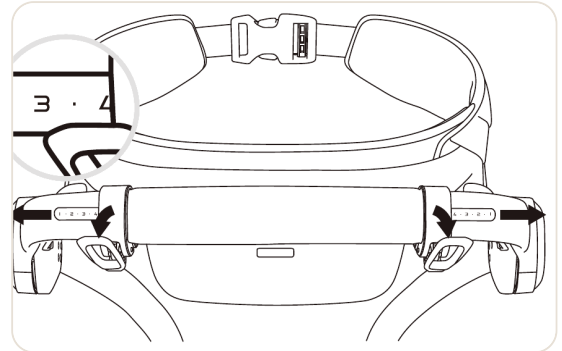
Chapter 7 covers charging, battery care and what each light means in full.

5.3 Fit it

Wear Easy Stride over your normal trousers, never against bare skin. Sit down to put it on if that is easier, and ask someone to steady the unit if you can.

1 Set the two hip lever tubes to the same length

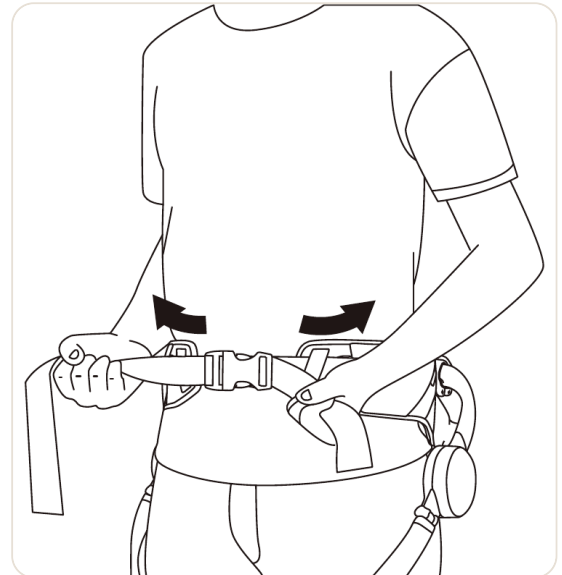
Unlock the hip clamp and slide the two hip lever tubes until both show the same number on the scale. Start near the middle of the range; taller wearers need a longer setting.



Both tubes must read the same number.

2 Put the waist belt on

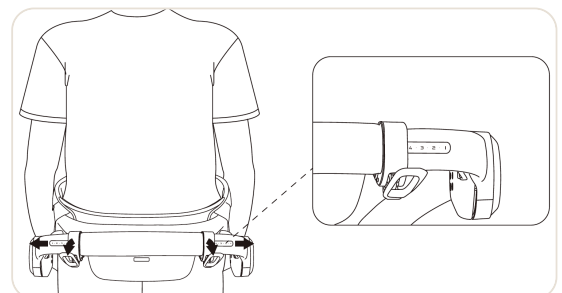
Rest the waist belt on the top edge of your hip bones, not around your stomach.



On the top edge of your hip bones.

3 Adjust the tubes so the hip levers sit against you

With the belt on, fine-tune both tubes until each hip lever rests lightly against the side of your body. Keep both tubes on the same number.



Touching your side, not pressing into it.

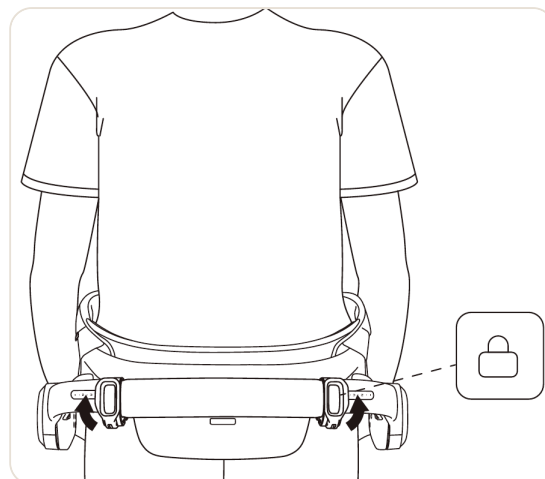
NOTICE

Matching the two tubes evenly spreads the assistance between your legs and makes the unit far more comfortable to walk in. If you cannot find a setting that feels right, call us and we will talk you through it.

5.3 Fit it, continued

4 Lock the hip clamp

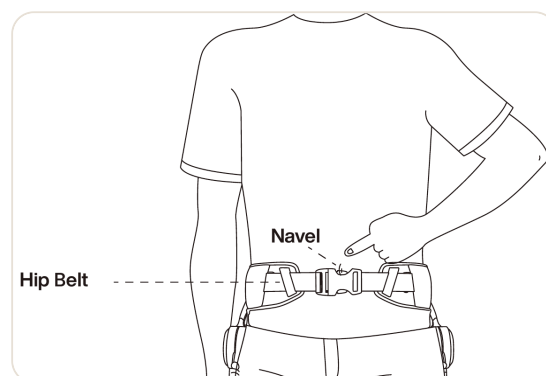
Close the hip clamp to hold the tubes in place. Check it is properly locked before you go any further.



The tubes must not move once it is closed.

5 Fasten and tighten the waist buckle

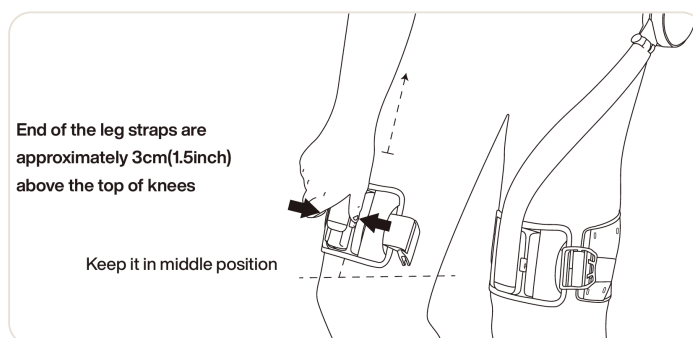
Do up the waist buckle and pull it snug, so the top edge of the belt lines up roughly with your navel. Snug, never tight.



Top edge of the belt level with your navel.

6 Set the leg levers to the right height

Press the leg lever slide buttons on both sides at the same time and move the levers until the ends of the leg straps sit about 3 cm (1.5 inches) above the top of your knees. Keep the leg lever in its middle position.



Straps about 3 cm above your knees; lever centred.

CAUTION

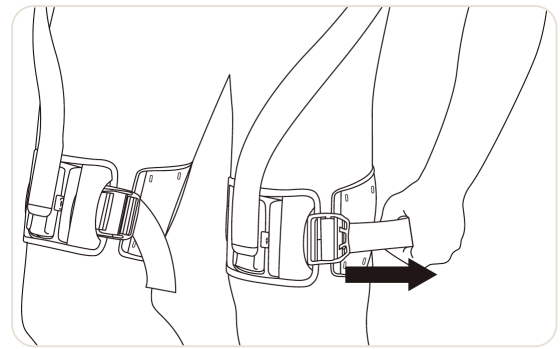
Always wear the waist belt and leg straps over your clothes. Do not wear a dress or a skirt while using the unit.

5.3 Fit it, continued

7

Fasten the leg straps

Wrap a strap around each thigh, fasten the leg buckles and pull them snug. If a strap digs in or pinches, loosen it a notch.



One strap on each thigh — snug, never tight.

Before you take a step, check

- ☐ Both hip lever tubes read the same number and the hip clamp is locked
- ☐ The waist belt sits on your hip bones, with its top edge near your navel
- ☐ Both leg straps are fastened, snug and not pinching
- ☐ Nothing is loose, twisted or digging in
- ☐ You can stand, sit and turn comfortably

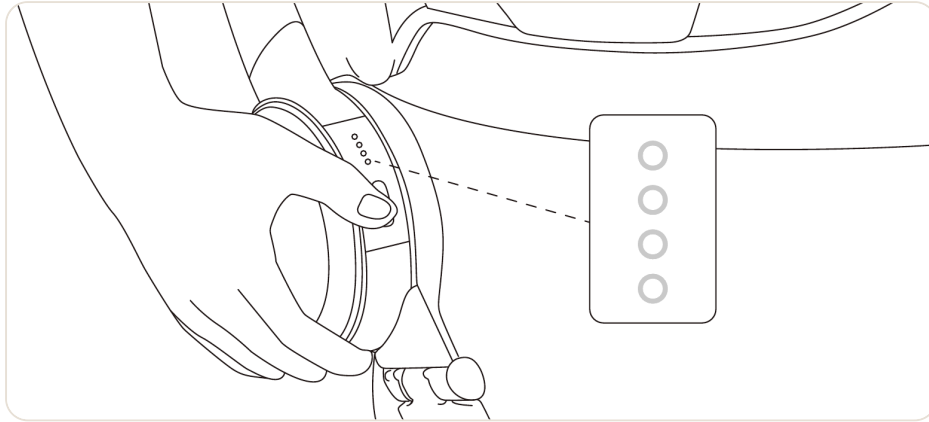
WARNING

Wearing the unit incorrectly can cause it to work unexpectedly, or cause a fall. Run through this check every time you put it on, not just the first time.

There is a short fitting video, and one on taking it off, at easystride.co.uk. If you would rather we talked you through the first fitting on the phone, call 0330 229 7340 — we are happy to.

5.4 Switch it on and take your first walk

With the unit fitted, click the control button on the right leg lever and immediately hold it for two seconds. The four status lights come on one after another and the unit is powered on.



Click, then hold for two seconds. The four lights come on in sequence.

The unit checks you are wearing it

Each time it is switched on, Easy Stride runs a short wear-detection check and then switches itself to ECO mode. If the check fails, the lights flash yellow: stand upright, re-fasten the waist belt and leg straps, then press the control button once to run the check again.

Your first walk

1. Start indoors, in a clear space such as a hallway, with something solid nearby to steady yourself.
2. Take a few steps at the lowest power level and let yourself get used to the assistance. It should feel like a gentle push at the hips.
3. Double-click the control button to increase power a level at a time, until walking feels natural.
4. When you are comfortable indoors, try a short, familiar, level route outside.
5. Leave hills, stairs and longer walks until you have had a few easy walks first.

WARNING

If anything feels uncomfortable, unsteady or simply not right, **stop, switch the unit off and take it off.** Then call us on 0330 229 7340. Never try to push through it.

CHAPTER 6

Everyday use

6.1 Power on and off

- **To switch on:** click the control button and immediately hold it for two seconds, until the four lights come on one after another.
- **To switch off:** click the control button and immediately hold it for two seconds, until the four lights go out one after another.

6.2 The three assistance modes

Easy Stride has three modes. You change between them with the control button on the right leg lever — there is nothing else to set up.

Mode	What it does
Transparent	No assistance. The unit moves freely with you — use it when you want to walk unaided, or when you are standing about.
ECO	Steady assistance for ordinary walking. This is the mode the unit starts in, and the one most people use most of the time.
Hyper	Stronger, more responsive assistance for hills, stairs and harder going. It uses more battery.

ECO and Hyper each have four power levels, so there are eight settings in total. Start low and work up.

NOTICE

Hyper mode is not available when the battery is low. If the unit will not switch to Hyper, charge it.

CAUTION

Change mode while you are standing still, not mid-stride, and give yourself a moment to feel the difference before you walk on.

6.3 The control button

The control button is on the right leg lever, next to the status lights.

Press	What happens
Click and hold, 2 seconds	Switches the unit on, or off
Single click	Switches between Transparent mode and ECO or Hyper mode. If the wear-detection check has failed, a single click runs it again.
Double click	Increases the power level by one
Triple click	Decreases the power level by one
Press and hold, 2 seconds	Switches between ECO mode and Hyper mode

6.4 What the lights mean

The four status lights on the right leg lever show the mode and the power level.

● lit ○ not lit ◐ flashing

Lights	Colour	Means
● ● ● ●	Steady blue	Transparent mode — no assistance
◐ ◐ ◐ ◐	Flashing blue	Looking for a wireless connection. Nothing for you to do — ignore it.
● ○ ○ ○	Steady green	ECO mode, power level 1
● ● ○ ○	Steady green	ECO mode, power level 2
● ● ● ○	Steady green	ECO mode, power level 3
● ● ● ●	Steady green	ECO mode, power level 4
● ○ ○ ○	Steady red	Hyper mode, power level 1
● ● ○ ○	Steady red	Hyper mode, power level 2
● ● ● ○	Steady red	Hyper mode, power level 3
● ● ● ●	Steady red	Hyper mode, power level 4
◐ ◐ ◐ ◐	Flashing yellow	The wear-detection check failed. Re-fasten the belt and straps, then click once.

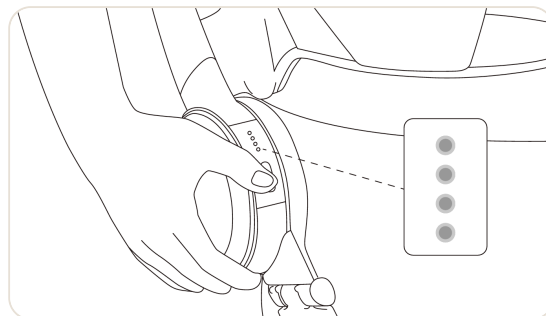
If you do not press the button for ten seconds, the lights switch to showing how much battery is left (Chapter 7). Press the control button to go back to the mode display.

6.5 Taking it off

Take it off in this order, sitting down or with something to hold on to. Ask someone to support the unit if you can.

1 Switch the unit off

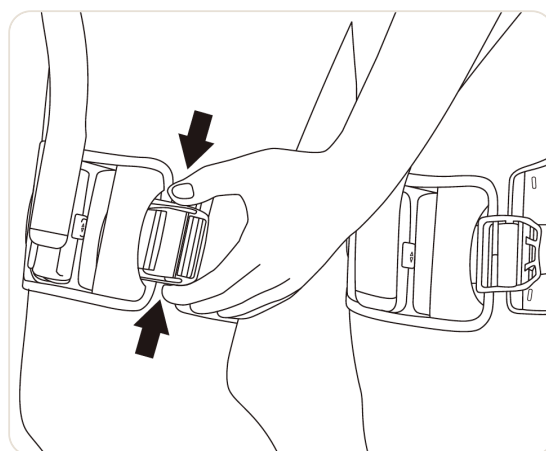
Click the control button and hold it for two seconds, until the four lights go out one after another.



Click and hold for two seconds.

2 Release the leg straps

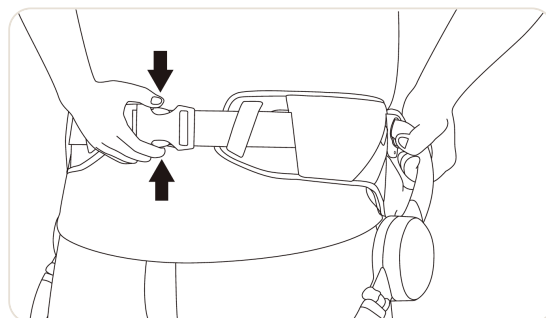
Press and hold the buttons on both sides of each leg buckle, and slide the straps off your thighs.



Press both sides of each leg buckle.

3 Release the waist belt

Press and hold the buttons on both sides of the waist buckle. Support the hip lever as the belt comes free.



Support the unit as the belt comes free.

CAUTION

Take care that the unit does not drop suddenly as the last strap is released. It weighs 1.8 kg and can bruise a foot or damage a floor.

NOTICE

Switch the unit off whenever you are not walking in it. It is not designed to be sat in for long periods, and leaving it on runs the battery down.

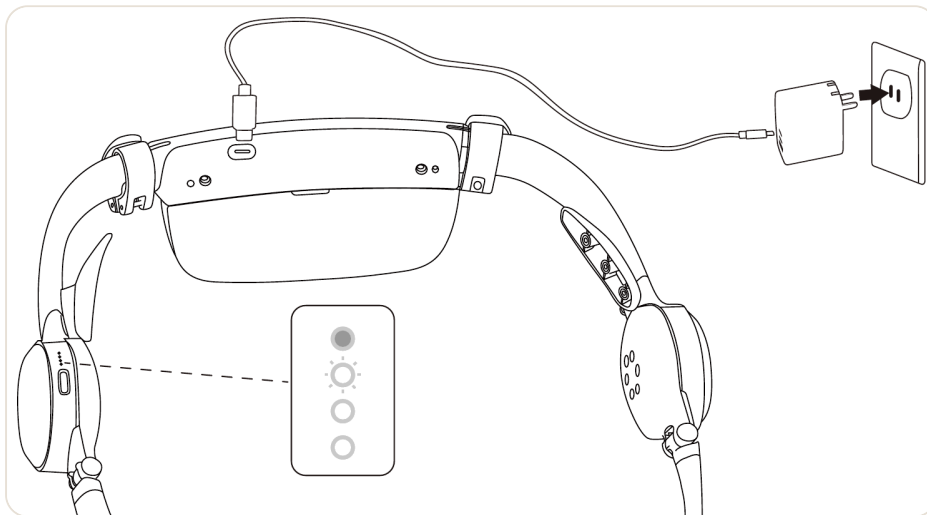
CHAPTER 7

Battery and charging

Charge it when you get in, and unplug it when it is full. That habit alone will keep you going all hire.

7.1 Charging

1. Check the charging port and the cable are clean and dry.
2. Plug the USB-C cable into the charging port on the hip lever.
3. Plug the charger into a mains socket. The status lights on the right leg lever flow while it charges.
4. When all four lights are steady white, the battery is full. Unplug the charger, then the cable.



Charge through the port on the hip lever. The status lights are on the right leg lever.

A full charge takes about 90 minutes with the plug supplied. A lower-powered plug will take longer.

Charge **both** batteries before a long day out. There is one charging port, on the hip lever, so charge the spare by fitting it to the unit in place of the other one.

CAUTION

- Use only the USB-C cable and plug supplied with your hire.
- Make sure the battery contacts and the charging port are dry before you plug anything in.
- Let the battery cool to room temperature after a walk before you charge it.
- The battery will only charge between 0°C and 40°C. Outside that range, charging stops until the temperature comes back.

7.2 Battery lights

If you do not press the control button for ten seconds, the status lights show how much charge is left. Press the control button to go back to the mode display.

● lit white ○ not lit ◐ flashing

How much charge is left

Lights	Colour	Charge remaining
● ● ● ●	Steady white	75% to 100%
● ● ● ○	Steady white	50% to 75%
● ● ○ ○	Steady white	25% to 50%
● ○ ○ ○	Steady white	10% to 25%
◐ ○ ○ ○	Flashing red	Under 10% — charge it now

While it is charging

Lights	Colour	Charged to
◐ ○ ○ ○	Flashing white	0% to 25%
● ◐ ○ ○	One steady, one flashing	25% to 50%
● ● ◐ ○	Two steady, one flashing	50% to 75%
● ● ● ◐	Three steady, one flashing	75% to 100%
● ● ● ●	All steady white	Fully charged — unplug it

7.3 When the battery runs low

- Below 10%, the first light flashes red. Charge the unit, or switch it off, as soon as you safely can.
- Below 10%, the unit gradually reduces assistance until it is in Transparent mode. You can keep walking; you just will not be helped.
- When the battery is empty the unit switches itself off. It is safe to walk in, but it is dead weight — plan your route so this does not happen far from home.

7.4 What the battery does by itself

The battery looks after itself in several ways. None of this needs anything from you, but it helps to know what is normal.

Feature	What it does
Automatic discharging	To stop the cells swelling, the battery discharges itself to about 96% after three days unused, and to about 60% after nine days. It is normal for it to feel mildly warm while this happens.
Balanced charging	The cells are balanced against each other automatically while charging.
Overcharge protection	Charging stops on its own once the battery is full.
Temperature protection	The battery only charges between 0°C and 40°C.
Overcurrent protection	Charging stops if too much current is detected.
Over-discharge protection	Discharging stops automatically when the battery is not in use, so it cannot flatten itself completely in storage.
Short-circuit protection	Power is cut immediately if a short circuit is detected.

WARNING

- Do not charge the battery straight after a walk, while it is still warm.
- Do not use a battery that is damaged, swollen, leaking or has been modified.
- Do not open, pierce, crush or dismantle the battery, and never put it in water.
- Keep the battery away from heat, fire and direct sun.
- If the battery becomes hot, swells, smells or leaks: stop, move it somewhere away from anything that can burn, and call us.

NOTICE

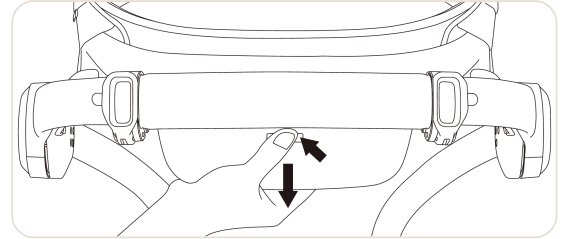
Both batteries are ours to look after. You never need to replace, recycle or dispose of either one — they come back to us with the unit at the end of your hire.

7.5 Swapping to the spare battery

Two batteries come with every hire. For an ordinary walk, leave one fitted and charge the unit through the port on the hip lever. Swap to the spare when the fitted one is low, when you want to charge one while you walk on the other, or when we ask you to.

To take it out

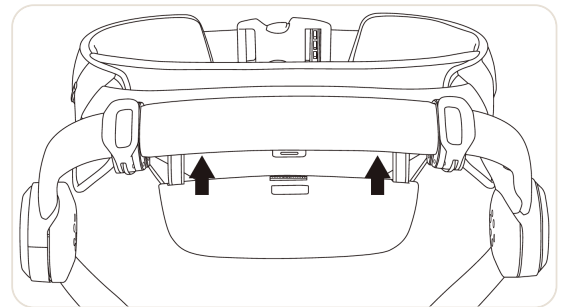
Switch the unit off. Press and hold the battery release button, then slide the battery out of the hip lever.



Hold the release button in and draw the battery out.

To put it back

Line the recess in the battery up with the locking post on the hip lever, then push it in until you hear it click.



Push it home until it clicks.

WARNING

Make sure the battery is fully seated and locked before you wear the unit. If you did not hear a click, it is not locked in, and a battery that is not locked in can fall out while you are walking.

CAUTION

Switch the unit off before swapping a battery, and keep the contacts clean and dry. Never force a battery: if it does not slide out easily, check you are holding the release button all the way in.

Keep the spare somewhere it cannot be crushed or shorted — not loose in a bag with keys or coins.

CHAPTER 8

Care, cleaning and storage

8.1 After each walk

- Look over the frame, straps, buckles and charging port.
- Wipe off mud or dust with a soft, damp cloth and let the unit dry naturally.
- Charge it, and unplug it once it is full.
- Store it indoors, dry, at room temperature, out of reach of children and pets.

8.2 Cleaning the frame

- Clean the frame gently with a soft, damp cloth.
- For stubborn marks, a soft toothbrush with a little toothpaste works well. Wipe clean afterwards with a damp cloth.

CAUTION

- Never clean the frame with alcohol, petrol, diesel, acetone or any other harsh or volatile solvent. They damage the finish and the parts underneath.
- Never use a pressure washer or hose, and never hold the unit under running water.
- Keep water out of the charging port and away from the metal battery contacts.

8.3 Cleaning the belt and straps

The belt and leg straps on your unit are GORE-TEX fabric.

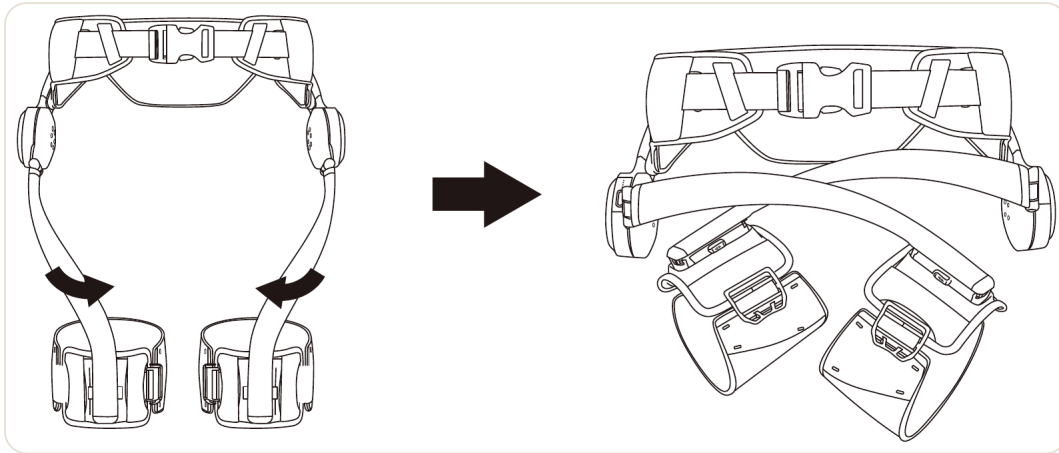
- Wipe them with a damp cloth and a mild detergent.
- Do not use bleach or strongly alkaline cleaners — they ruin the fabric's performance.
- Do not put them in a washing machine: the agitation damages the material.
- Do not tumble dry them, and keep them out of direct sunlight. Let them air dry naturally.

NOTICE

The belt and straps are wear parts. We inspect them between every hire and replace them when they need it, so there is nothing for you to remove, unscrew or replace. If a strap, buckle or fastening is worn, torn or damaged, stop using the unit and call us.

8.4 Folding it

To put the unit back in its case, rotate the two leg levers inwards until it folds flat.



Rotate both leg levers inwards to fold the unit.

8.5 Storing it between walks

- Keep the unit indoors, somewhere dry and well ventilated, at room temperature.
- Do not store it outdoors, in a shed or garage, in direct sun, or in a car.
- Avoid sudden changes of temperature or humidity, and avoid storing or charging the battery anywhere very hot or very cold. Both shorten battery life.
- The battery performs best at room temperature. In the cold you will get less range; it comes back as things warm up.
- If you are not going to use it for several days, leave it at roughly half charge rather than full or empty.
- Keep the hard case, the prepaid return label and the return bag together, ready for your last day.

CAUTION

Do not store the unit anywhere it can fall, be tripped over, or be reached by children or pets. It is heavier than it looks.

CHAPTER 9

If something is not right

Most things are quickly sorted. When in doubt, stop using the unit and call us on 0330 229 7340 — that is what the number is for.

What you see	What to do
It will not switch on	Check the battery is pushed fully home and clicked in. Charge it for at least 90 minutes, then click and hold the control button for two seconds. If there is still nothing, call us.
The lights do not come on when you press the control button	Stop using the unit and call us.
The unit does not respond, or will not change mode	Switch it off, wait ten seconds and switch it on again. If it still does not respond, stop using it and call us.
The lights flash yellow	The wear-detection check has failed. Stand upright, re-fasten the waist belt and then the leg straps, and press the control button once to run the check again.
Assistance fades away while you walk	Check the battery lights. Under 10%, the unit reduces assistance on purpose — charge it. If the battery is fine, the motor may have protected itself against heat: stop, let the unit cool to room temperature, then switch it on again.
It will not switch to Hyper mode	Hyper mode is not available on a low battery. Charge the unit.
It will not charge	Check the cable is fully in and the port is dry, and try another socket. The battery only charges between 0°C and 40°C, so let it warm up or cool down if it has been in the cold or has just been used. If it still will not charge, call us.
The battery feels warm when it has not been used	Normal. The battery discharges itself slightly after a few days unused, and gives off mild heat while it does.

What you see	What to do
The assistance feels stronger on one side	Check both hip lever tubes are set to the same number and the hip clamp is locked. Re-fit the unit following Chapter 5.
The straps feel loose while walking	Stop somewhere safe. Re-fasten the waist belt first, so it sits on your hip bones, then tighten each leg strap a notch. Snug, not pinching.
The battery runs down faster than you expected	Hyper mode, hills, rough ground, a faster pace and cold weather all use more power. Use a lower level for ordinary walking and charge fully between walks. If it still drops quickly, call us and we will check it.
It got wet	Switch it off, dry it with a soft cloth, and leave it somewhere warm and dry. Do not charge it until the port, the contacts and the cable are completely dry.
It has been dropped, or you have had a fall	Stop using it. Check it over for cracks, bends or loose parts and call us before you use it again, even if it looks fine.

STOP AND CALL US STRAIGHT AWAY IF

- you smell burning or see smoke;
- there is an unusual noise, heat, light or smell;
- the battery is swollen or leaking;
- any part is cracked, bent or loose;
- the unit behaves in a way this manual does not describe.

Switch it off if you safely can, put it somewhere away from anything that can burn, and do not use it again until we have confirmed it is safe.

We are here while you have it

Call **0330 229 7340**, Monday to Friday, 9am to 5pm, or email **support@easystride.co.uk**. Every hire includes service cover: if the unit fails through no fault of yours, we replace it free of charge.

CHAPTER 10

The end of your hire

Your hire runs for a fixed period. Post the unit back to us by your return-by date and there is nothing more to pay.

Packing it up

1. Wipe the unit down and let it dry completely.
2. Fold it by rotating both leg levers inwards (Chapter 8).
3. Put the unit, **both batteries**, the cable and the plug back in the hard case, with this manual and the quick-start guide.
4. Close the case, put it in the return bag and attach the prepaid label.
5. Hand it in at any Post Office. Returning it is free.
6. **Keep your Post Office receipt.** Posted on time with proof of posting is not late.

Before you seal the case

- ☐ Easy Stride unit, wiped down and dry, with one battery fitted and the spare alongside
- ☐ USB-C cable and UK plug
- ☐ This manual and the quick-start guide
- ☐ Prepaid label attached and the case in the return bag
- ☐ Post Office receipt kept somewhere safe

NOTICE

Need it for longer? Ask us **before** your return-by date and we will extend the hire if we can. If the unit is not posted back by that date, a late-return charge is taken from the card on file for each day it is late; it does not buy extra hire time.

Full details of returns, extensions and what happens after we inspect the unit are at easystride.co.uk.

CAUTION

Lithium batteries have postal restrictions. Send the unit back only in the case and packaging we provided, with the label we gave you. Do not post the battery separately or in any other packaging.

CHAPTER 11

Compliance, batteries and disposal

11.1 Radio and electromagnetic compatibility

The unit contains a low-power short-range radio. The manufacturer declares that it meets the applicable radio equipment and electromagnetic compatibility requirements.

Changes or modifications that the manufacturer has not approved can void your authority to operate the equipment. This is one of the reasons the unit must not be altered or dismantled.

The unit produces electromagnetic fields, which can interfere with pacemakers, defibrillators and other medical devices. See Chapter 2.

11.2 Restriction of hazardous substances

The manufacturer states that the unit and the parts supplied with it, including cables and cords, meet the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 2).

11.3 Waste electrical equipment and batteries

The crossed-out wheelie bin symbol means this equipment must not be thrown away with household waste. It also appears on the battery: batteries and accumulators are labelled under Directive 2006/66/EC and its amendment 2013/56/EU, which set out how used batteries are collected and recycled.

Separate collection keeps hazardous substances out of the environment and lets materials be recovered and reused.

YOU DO NOT NEED TO DISPOSE OF ANYTHING

The unit, both batteries, the cable and the plug all belong to us and all come back to us at the end of your hire. Please do not put any part of your Easy Stride in household waste, in a kerbside recycling box, or in a battery recycling bin.

If a part is damaged during your hire, keep it, tell us, and send it back with the rest. We deal with repair and recycling.

WARNING

Never put a lithium battery in household waste, and never leave a damaged battery in a bin, a car or a warm room. If you believe the battery is damaged, swollen or leaking, move it somewhere safe away from anything that can burn and call us on 0330 229 7340 straight away.

CHAPTER 12

Legal and document control

12.1 Using the unit

Before using Easy Stride, please read and make sure you understand this manual and the other documents supplied with your hire. Keep this manual for reference.

Not operating the unit properly can cause serious injury to you or to other people, or damage to the unit and to other property. By using the unit you confirm that you have read, understood and accepted the contents of this manual, and that you take responsibility for how you use it.

Easy Stride is not liable for loss caused by use of the unit that does not follow this manual and the safety instructions in it. Nothing in this manual limits your legal rights as a consumer, or our liability for death or personal injury caused by our negligence, or for fraud.

12.2 Your hire

The unit and everything supplied with it remain the property of Ezi Stride Ltd throughout your hire. Your hire is governed by our hire terms, which you agreed when you booked and which are published at easystride.co.uk.

12.3 Trademarks and copyright

Easy Stride is a trading name of Ezi Stride Ltd. This manual is copyright © 2026 Ezi Stride Ltd. It is adapted from the hardware manufacturer's user documentation for the exoskeleton supplied. Product names, brand names and trademarks in this manual are the property of their respective owners.

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12.4 Document control

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Easy Stride.

Any question is worth asking.

If something is unclear, if the fit does not feel right, or if you are simply not sure — stop and call us. We would far rather talk it through than have you guess.

PHONE

0330 229 7340 — Mon to Fri, 9am to 5pm

EMAIL

support@easystride.co.uk

ONLINE

easystride.co.uk

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