



## 2021 Tour Owner's Manual



# Welcome to Motivo



From all of us at Motivo, thank you for purchasing the Tour. At Motivo, we are committed to producing exceptional independence enabling products that help enhance people's lives. We are very pleased you have chosen the Tour and invite you to connect with us and other Tour users at **[www.facebook.com/motivolife](https://www.facebook.com/motivolife)**.

The following owner's manual provides details on how to safely and effectively use your Motivo Tour and all its integrated features. If you have any questions, more information can be found at **[www.motivolife.com](http://www.motivolife.com)**. You can also reach customer support via email at **[support@motivolife.com](mailto:support@motivolife.com)**, as well as by phone at **(414) 235-9409**.

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For more information and help videos visit:  
**[www.motivolife.com/support](http://www.motivolife.com/support)**

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## WARNING & SAFETY INSTRUCTIONS

- DO NOT use your Tour without first completely reading this owner's manual. If you are unable to understand any portion of the owner's manual, please contact Motivo, your dealer, or healthcare professional before attempting to use your Tour. Failure to understand may result in personal injury or damage.
- You MUST be able to support the majority of your weight when using the Tour. Please seek advice from your healthcare professional to determine if the Tour is appropriate for you to use and the proper adjustment and usage of your Tour.
- **DO NOT use the Tour as a wheelchair or transport device. The Tour is NOT intended for propelling while seated. Serious injury can occur.**
- ALWAYS observe the Tour's 300 lb (136 kg) weight limit. The weight limit is the combined weight of the user and items placed in the storage area, on the tray, or otherwise attached to the Tour. The tray weight limit is 8 lb (3.6 kg) and the storage compartment is 10 lb (4.5 kg). The seat weight limit is 300 lb (136 kg).
- DO NOT put more than 5 lb (2.3 kg) on the storage door or use it as a seat.
- ALWAYS make sure both side latches are fully secured before use.
- Parking brakes MUST BE LOCKED before using the seat.

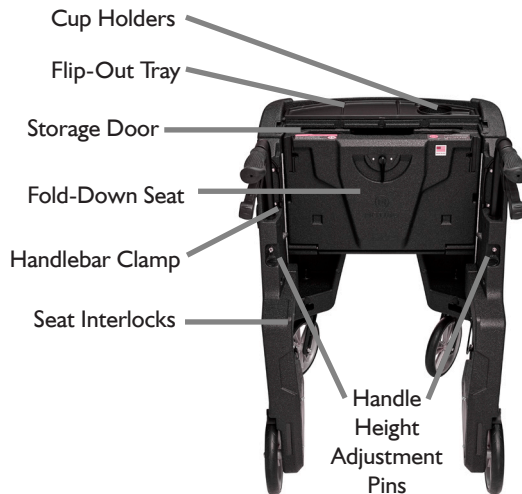
- **ONLY** use the seat when secured on both interlock features on the side panels and sits parallel to the ground. **DO NOT** use the seat when the Tour is on an uneven surface or incline.
- **DO NOT** use the Tour on stairs, escalators, soft ground, uneven surfaces, steep inclines, slippery surfaces, moving walkways, or in the shower.
- **ALWAYS** check to ensure handles are secure, handle grips do not twist, there is nothing hindering the movement of the wheels/casters, and the brakes are properly functioning before use.
- All four wheels **MUST** remain in contact with the ground at all time during use.
- **DO NOT** hang anything other than Motivo certified accessories from your Tour. Hanging items from the Tour can make it unstable and cause it to tip.
- **MAKE SURE** the handlebars are set to the appropriate height as specified by your healthcare professional before use.
- If traveling over a **BUMP** it may be necessary to temporarily walk slightly behind the Tour, vs. inside of it, until you are clear of the bump to provide maximum stability.



# Product Description



RIGHT SIDE VIEW



INSIDE VIEW





LEFT SIDE VIEW



FOLDED VIEW

## Unfolding Your Tour

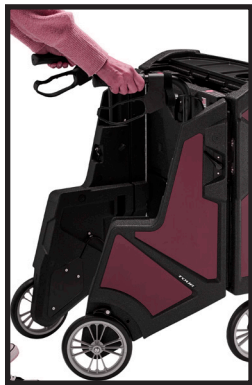


1. Pull the black strap to release the Velcro® style closure.



2. Using the LEFT handle, FULLY unfold the LEFT side. Press down on the LEFT side latch lever until it locks.

**WARNING:** Pinch points exist between the front and side panels.  
Make sure hands and body are clear of all pinch points.

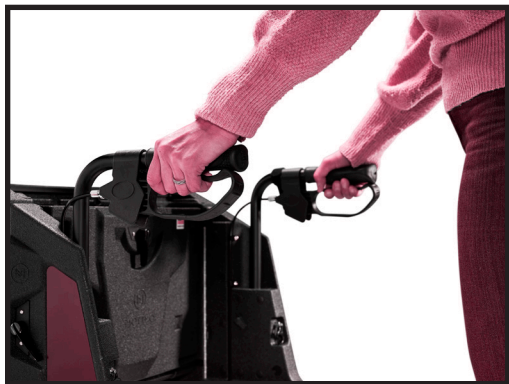


3. Using the RIGHT handle, FULLY unfold the RIGHT side. Press down on the RIGHT side latch lever until it locks.

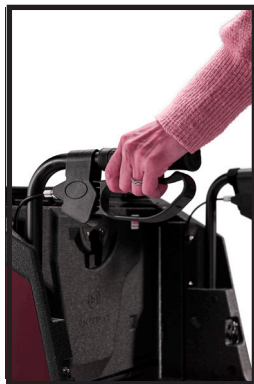


4. Squeeze handles towards each other to make certain latches are FULLY engaged before use. If either side folds in, repeat steps 2-4.

## How to Operate the Brakes



1. Squeeze both hand brake levers to slow the Tour down or stop the Tour temporarily.



2. Push down FULLY on each brake lever until both click to engage the parking brakes. Verify rear wheels do not rotate before sitting. To release, squeeze both brake levers.

## Adjusting Brake Tension



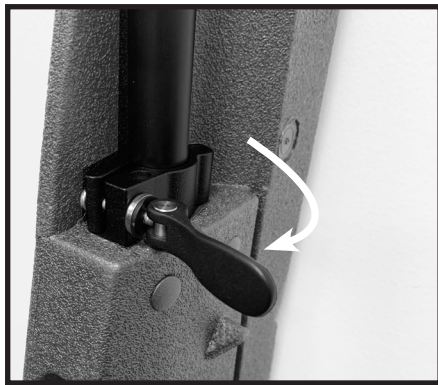
1. Standing inside the Tour, loosen the locking nut on the brake assembly by turning it clockwise.
2. For more tension and to move the brake shoe closer to the rear wheel, turn the adjustment screw counter-clockwise. To move the brake shoe away from the rear wheel, turn the adjustment screw clockwise.
3. When the tension is set, tighten the locking nut against the body to secure by turning it counter-clockwise.

DO NOT use if brakes are not properly adjusted. When properly adjusted, the brakes will prevent the rear wheels from rotating and when the brakes are released the rear wheels will rotate freely.

## Adjusting the Handle Height



1. To keep the Tour from rolling, set parking brakes (p. 8) and complete steps 2-3 for each handle.



2. Release the handlebar clamp by pulling on the lever.



3. Pull on the loop to disengage the spring-loaded pin.



4. Adjust the height of the handlebars. A common setup is such that the hand grips are even with the crease in your wrists when standing upright. (See pg. 17 for reference.)



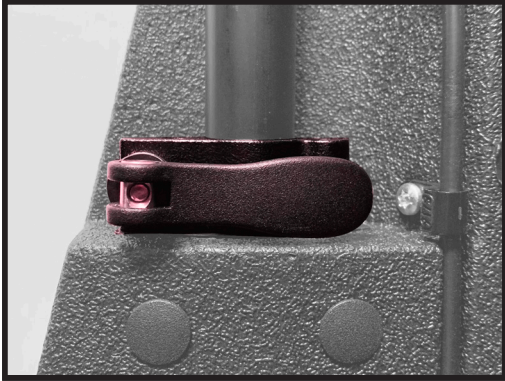
5. Slide handle until the selected handle hole aligns with spring-loaded pin. To secure, release the pin and make sure its springs back fully into the handlebar hole.



6. Close the handlebar clamp to fully secure handlebar again. The clamp is functioning when the handlebar does not have any free movement.



## Handle Height Guide



7. Check that the clamp is fully clasped, and that the lever is not pressed against foam.

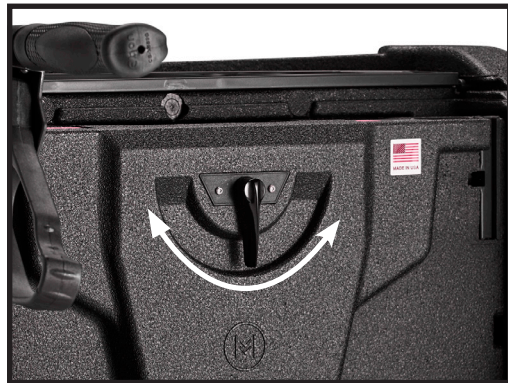
- 31" (78.7 cm) TOP Hole
- 32" (81.3 cm)
- 33" (83.8 cm)
- 34" (86.4 cm)
- 35" (88.9 cm)
- 36" (91.4 cm)
- 37" (94.0 cm) BOTTOM Hole

Above measurements are from the ground to the top of the grip. ALWAYS consult your healthcare professional to determine proper adjustment and usage of the Tour.

## Using & Storing the Seat



1. Activate both parking brakes **FULLY** before using the seat (p. 8). Make sure tray is folded and storage door is closed (pp. 16-18).



2. Turn the lever located on the seat panel in either direction to release the seat from the storage door.

**WARNING:** Pinch points exist as you fold down the seat.  
Make sure hands and body are clear of all pinch points.



3. Lower the seat onto the side panels so that the seat engages with the interlock ridges on the side panels. **ONLY** use seat when secured on **BOTH** side panel interlocks and sits parallel to the ground.



4. To store, lift seat and press into the storage door until you hear the click of the seat locking into the storage door.

Then you may release the parking brakes.

For more information and help videos see [www.motivolife.com/support](http://www.motivolife.com/support)

## Unfolding & Folding the Tray



1. To unfold, pull up on the top half of the tray and rotate open. The tray **weight limit is 8 lb (3.6 kg)**.



2. To fold, rotate the tray up and press to fasten the magnetic closure.

**WARNING:** Pinch points exist as you fold down the tray.  
Use caution when transporting hot beverages.

## Removing the Tray for Cleaning



1. You may want to remove the tray for cleaning, either by hand or in a dishwasher. After securing the parking brake, firmly grab the tray at either end. Pull to remove tray from unit.



2. To reattach the tray, line up the posts on the ends of the tray with the slots in the center panel. Then press until the posts lock into the end of the slots.

## Opening & Closing the Storage Compartment



1. Pivot the Storage Door Retainer 90 degrees to allow the Storage Door to pass.



2. Using hand opening, pull to open. The door will stop at 45°. Compartment **weight limit is 10 lb (4.5 kg)**. **DO NOT** try to force the door more open or put more than 5 lb (2.3 kg) on the storage door when open or use as a seat.



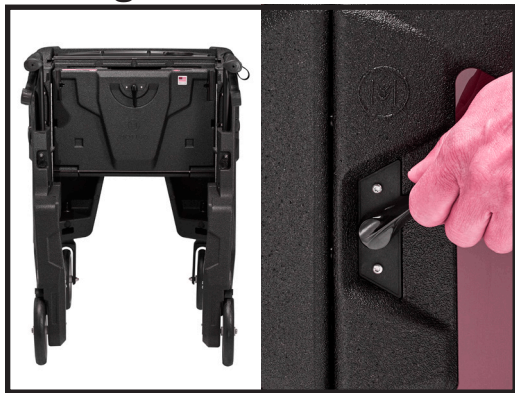
3. To close, lift the storage door up until it tucks under the tray area.



4. Pivot the Retainer so it secures the Storage Door in place.



## Folding Your Tour



1. Before folding, turn the Tour slightly to rotate the front wheels to one side. Then, release a side by pulling up on that side's latch lever to unlock.



2. Fold in the released side. Next, release the other side by pulling up on the other side's latch lever to unlock.



## Transporting Your Tour



3. Fold the the remaining side in and secure the folded Tour with the Velcro® style closure.



- I. To transport, fold your Tour (p. 19) and with the folded sides facing you pick up your Tour by the handlebars.

**WARNING:** Pinch points exist between the front and side panels.  
Make sure hands and body are clear of all pinch points.



2. After folding your Tour, you will still be able to roll your Tour along with you. If it does not roll properly, check your front wheels.



3. To lift into a car, securely hold the folded unit by the handlebars and beneath the center panel (p 20). Then slide your unit up into the car.

## General Maintenance & Care

- The Tour is designed for indoor and outdoor use.
- Periodically inspect the wheels for tightness, wear, and damage.
- Before use, make sure that the wheels rotate freely and are free of hair, lint, and debris.
- Before use, make sure the brakes are functioning properly.
- Regular inspection of parts including hardware, brackets, and plastics, for deformation, corrosion, breakage, wear or compression is recommended.
- Regular cleaning of the Tour is recommended. Wipe all surfaces, including cushions, with a damp cloth and wipe surfaces dry before use. **DO NOT** use harsh chemicals or solvents.
- **DO NOT** clean cushions in a washing machine. The tray is dishwasher safe.
- **ONLY** use certified Motivo replacement parts and accessories.

## LIFETIME LIMITED WARRANTY

**Motivo, Inc. warrants the Tour for lifetime against defects in material and workmanship except for wear and tear items that have a one year limited warranty from date of purchase including but not limited to handle grips, seat cushions, wheel assembly, brake cables, latches, levers, handle clamps, and straps.**

### EXCLUSIVE REMEDY

The exclusive remedy for the above warranty shall be repair or replacement of defective parts within the warranty period. If within such warranty period the Tour shall be proven to be defective, it shall be repaired or replaced, at Motivo's option, with refurbished or new parts. This warranty does not include any labor or shipping charges incurred in replacement part installation or repair of the Tour. Repairs shall not extend this warranty. Coverage for repaired products shall end when this limited warranty terminates. Motivo's sole obligation and your exclusive remedy under this warranty shall be limited to such repair and/or replacement. For warranty service, please contact the dealer where purchased or if you bought the product directly from Motivo, please contact Motivo directly at **[www.motivolife.com](http://www.motivolife.com)**.

## EXCLUSIONS AND LIMITATIONS

This warranty applies only to the original owner and is not transferable. **To be eligible for the warranty, product must be registered within 90 days of purchase at [www.motivolife.com/product-registration](http://www.motivolife.com/product-registration).** This warranty is expressly limited to the repair or replacement of a defective part(s) and is the sole remedy of the warranty. The warranty does not cover normal wear and tear, improper maintenance, or installation of parts or accessories not originally intended or compatible with the Motivo Tour. The warranty does not apply to damage or failure due to accident, abuse, corrosion, discoloration, or neglect. Motivo, Inc. shall not be responsible for incidental or consequential damages. Any warranty replacement parts shall be warranted for the remainder of the original warranty term.

Motivo, Inc. expressly disclaims all other warranties, express or implied, including but not limited to all warranties of fitness for a particular purpose or of merchantability. This warranty gives the original owner specific legal rights, and those rights may vary from state to state.

Owner Notes:

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