

*Best Friend Mobility*

Give a New Leash on Life



# OWNER'S MANUAL

For small-size wheelchair (15-40 lbs)

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Best Friend Mobility

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Introduction

## Best Friend Mobility® Rehabilitation Aids

Dear Pet Owner and Valued Customer:

The following guidelines, along with the attached assembly and fitting instructions, will assist you in gaining the best use of your dog wheelchair.

If your pet is fully NON-weight bearing on his/her hind legs, we recommend gradually conditioning your pet to his/her wheelchair before prolonged periods of exercise are attempted. It will take about 2 weeks for your pets to become strong enough in the front legs to compensate for the non-weight bearing in his/her new chair. We suggest starting your pet with ten minutes exercise, walking over hard surface. Using a leash, attached in a normal fashion to your pet's collar or to the front harness is advised. Repeat twice daily for the first few days, then increase to three times a day.

Once this amount of exercise is well tolerated, the amount of time can be extended to match your pet's stamina.

For pets that are coming back to walking on their own, we recommend daily use if their cart in order to get adequate exercise. This will NOT prevent them from walking but rather encourage them to do so.

### **DO NOT LEAVE YOUR PET ALONE IN THE CART**

If you have any questions please call us on the number provided in this manual. We also enjoy receiving pictures or a video of your pet in his/her wheelchair for our reference and also fitting evaluation. Photos should be taken from the side, rear, and looking down from above. These photos will help us to assist you in making all adjustments needed to ensure that your pet will gain the most benefit from its new mobility.

We realize that both you and your pet are unfamiliar with using a dog wheelchair, so do not hesitate to contact us for help.

Thank you for purchasing a Best Friend Mobility® dog wheelchair. We love receiving feedback, stories, photos and videos of how your pet is doing his/her own wheelchair.

Sincerely,

*Tim Cantrell*

Vice President

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**Introduction**

This Best Friend Mobility® is made to fit any dog from 15-40lbs. This cart is adjustable in length, height and width, so it can fit 99% of all dogs 15-40lbs.

**Product Information**

This dog wheelchair is lightweight 3.5lbs, responsive, sturdy, and maneuverable enough to handle even the most active of pets.

**How to Measure**

This wheelchair is made of high quality parts and sturdy, lightweight materials; powder-coated 6061-t6 aluminum and machined HDPE plastic, with stainless steel and black alloy screws.

**Parts List**

Includes deluxe wheels, made of a tough, lightweight plastic with knobby, polyurethane tires and precision-sealed ball bearings.

**Parts Identification**

The supportive rear leg rings, made of plastic-coated steel cable covered with a NBR-PVC closed-cell foam, offer full, flexible support and will not absorb waste or dirt. The dog can still go to the bathroom comfortably in the rear harness.

**Wheelchair Use****Specs:**

- Lightweight adjustable aluminum frame (non-rust)
- Non-rust stainless or galvanized hardware
- Deluxe space age NBR-PVC covering steel cables rear harness
- Designed and tested by K9 Orthopaedic surgeon
- Easy to adjust height, length and width to fit 99% of dogs
- Pet can use the cart for assisted walking or zero weight bearing on rear legs
- Allows pets to use bathroom while in cart
- All terrain polyurethane wheels with precision-sealed ball bearings
- Easy clip on function of front harness

**Care and Maintenance****Fitting the Dog****Troubleshooting**

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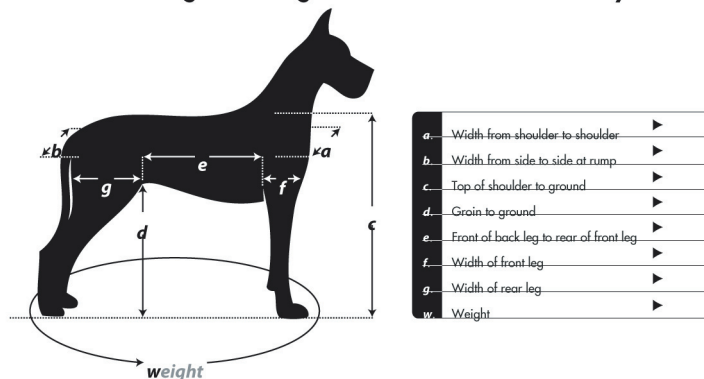
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The following dimensions may help you to adjust your new wheelchair to fit your best friend perfectly.

### Measuring Your Dog for the Best Friend Mobility®



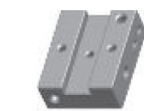
#### Tips for Measuring Your Dog:

- Measure your dog in an upright & natural standing position. Keep dog's body level while measuring precisely and accurately. Get a second person to help if steadying the dog is needed.
- Measurements of parts 'a' & 'b' should be straight across. Do not measure on a curve, as this will alter the actual measurements.
- Your veterinarian may be able to assist you, especially in weighing your dog.

### Best Friend Mobility is good for:

- Hip Dysplasia
- Arthritis
- Rehabilitation
- Neurological problems like osteomyelitis or degenerative myelopathy
- Fractures spine/back
- Rear limb amputee
- Ligamentous injury like PCL or ACL
- Thoracic or Lumbar disc injury
- Any other condition that results in rear leg pain or weakness

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1 - Left Sidearm Connector x1



2 - Left Sidearm Connector x1



3 - DC01B Wheel Bar x2



4 - Right Rear Harness Bar x1



5 - Left Rear Harness Bar x1



6 - Sidearm x2



7 - DC07 Wheels x2



8 - Wheel Bar Thumb Screw x2



9 - Sidearm Endcap x2



10 - Endcap Medium x2



11 - Wheel Bar Endcap x2



12 - Endcap Large x2



13 - Spacer Widget x2



14 - Rivet (Part of Frame)



15 - Carriage Bolt x2



16 - Mushroom Head Bolt (Long) x2



17 - Mushroom Head Bolt (Short) x2



18 - Adjustable Hex Screw x4



19 - Adjustable Hex Screw x4



20 - Star Washer x4



21 - Star Washer x4



22 - Flat Washer x4



23 - Wheel End Bolt x2



24 - Nut x4



25 - Cap Nut x2



26 - Front Harness x1



27 - Rear Leg Straps x1



28 - PVC Rear Harness x1



29 - Steel Cable Rear Harness x2



30 - Rear Harness Strap x2

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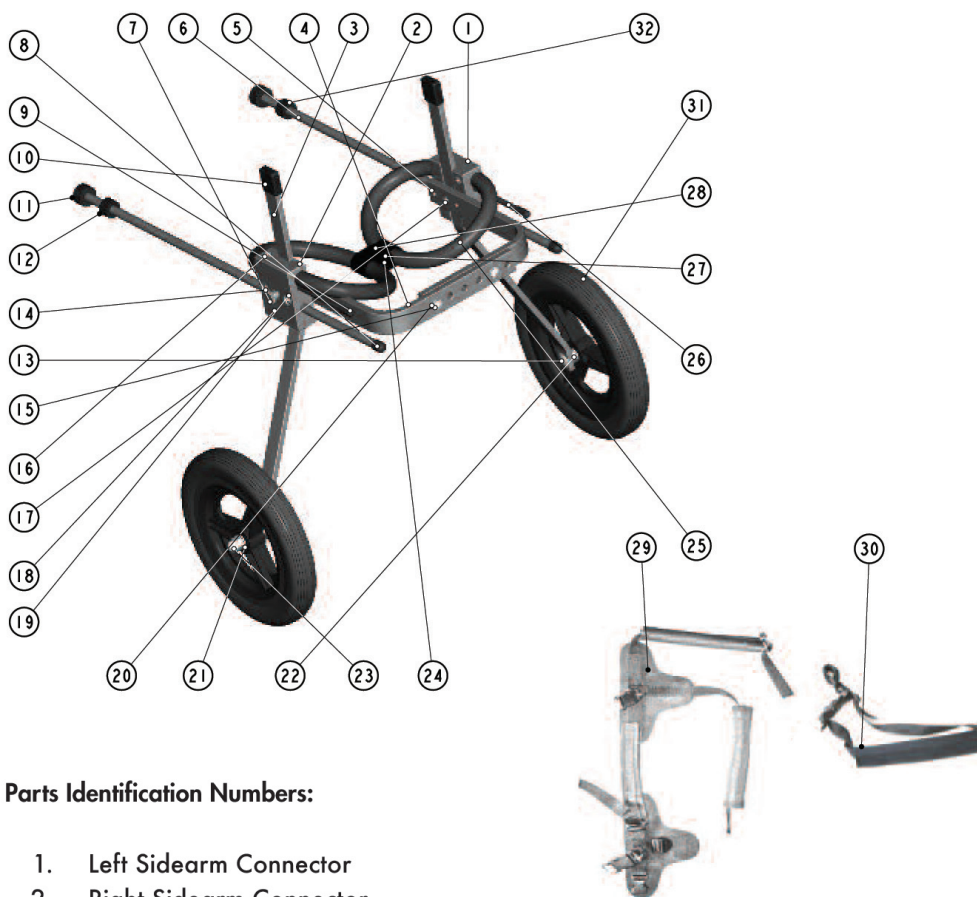
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**Parts Identification Numbers:**

- |                                |                          |
|--------------------------------|--------------------------|
| 1. Left Sidearm Connector      | 19. Adjustable Hex Screw |
| 2. Right Sidearm Connector     | 20. Washer               |
| 3. Right Wheel Bar             | 21. Washer               |
| 4. Right Rear Harness Bar      | 22. Locknut              |
| 5. Left Rear Harness Bar       | 23. Cap Nut              |
| 6. Sidearm                     | 24. Bolt Head            |
| 7. Wheel Bar Thumb Screw       | 25. Rear Harness         |
| 8. Endcap                      | 26. Sidearm              |
| 9. Sidearm Endcap              | 27. Rear Harness Strap   |
| 10. Wheelbar Endcap            | 28. Rear Harness Strap   |
| 11. Endcap Large               | 29. Front Harness        |
| 12. Spacer Widget              | 30. Rear Leg Straps      |
| 13. Carriage Bolt              | 31. Wheel                |
| 14. Mushroom Head Bolt (Long)  | 32. Spacer Widget        |
| 15. Mushroom Head Bolt (Short) |                          |
| 16. Adjustable Hex Screw       |                          |
| 17. Adjustable Hex Screw       |                          |
| 18. PVC                        |                          |

**Introduction**

If your dog is completely non-weight bearing on the hind legs and will be using the leg straps, then it is normal for the front legs to require some strengthening time for compensation of the rear legs and full comfortable use of the Best Friend Mobility® wheelchair. Please allow about 2-weeks for full strengthening of the front limbs; you can strength train your dog with partial weight bearing assist using a leash connected to the front harness.

**Product Information****How to Measure**

Is your dog too weak to stay on his front legs while in the Best Friend Mobility®, from being overweight or being inactive? You may need to attached a leash to the front harness to help support his weight until your pet gets conditioned.

**Parts List**

If your dog's front legs do not get strong enough within a few short weeks, he may need something other than what the Best Friend Mobility® can provide. Make sure your dog isn't always trying to lay down or not able to hold his own weight after a couple of weeks. He may even roll backwards, even with continued use. These are all signs that his front legs aren't strong enough to use the Best Friend Mobility®.

**Parts Identification****Wheelchair Use**

However, your dog may initially move backwards instead of forward in the Best Friend Mobility®. This is an unfamiliar situation and your dog is "backing out." Your dog will eventually become comfortable and begin to move forward with some assurance and encouragement.

**Care and Maintenance**

Get your Best Friend Mobility® wet! Your Best Friend Mobility® is mostly made of aluminum, which will not rust. If you use the Best Friend Mobility® in salt water, rinse it off after use, otherwise, getting the unit wet will not damage it. If you are near a beach, don't forget to rinse off the sand and dirt from moving parts of the Best Friend Mobility®.

**Fitting the Dog**

If the traction on the heels of your dog's Best Friend Mobility® are poor, there may be an easy solution. You may want to check the tire pressure remembering to keep the pressure at slightly below the required PSI. Make the wheels are also spinning freely.

**Troubleshooting**

If the wheels track to one side more than the other, it may simply be how your dog walks naturally. You may notice his walk more due to his new wheelchair, however, he or she will get used to the Best Friend Mobility® and be able to compensate in due time. Also make sure that your dog is centered from side to side and adjust straps if necessary.

Check your dog's weight balance and height to see if the Best Friend Mobility® is suitable for him or her to use (See *How to Measure*, page 3.)



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Keep your Best Friend Mobility® clean... your dog will surely appreciate it and ride with pride. Wipe down aluminum surfaces with warm soapy water using a soft cloth, such as microfiber or a cotton rag. Rinse and dry.

Product Information

Frequently check the tightness of the bolts and screws and retighten if too loose. Adjust straps if they also become too loose.

How to Measure

Remember to hose or wipe down the tires, to keep it from tracking dirt. Check the tire pressure every so often and inflate when needed. To reduce bounce and increase traction, slightly underinflate the tires (from recommended PSI) to make the unit a more comfortable ride. Do not underinflate too much.

Parts List

Parts Identification

Please wash the sling, harness and straps in cool water and hand them dry. You may want to use a perfume-free detergent so that your pet will not have any skin irritations. You might want to try some odor neutralizers to get the smell out of the harnesses.

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## Introduction

1. Place front harness on pet guiding over head/neck and under front legs (adjust for comfort and firmness).

## Product Information

2. Guide rear legs into rear harness and adjust for comfort and firmness.

## How to Measure

3. Bring up cart behind pet.

4. Snap front harness into sidebar snaps, and rear harness into rear snaps.

## Parts List

5. Adjust lift of rear harness according to pet comfortable weight bearing.

## Parts Identification

6. If pet is non-weight bearing on rear legs, use leg straps and secure on rear fastenings. Be sure rear legs can rest at relaxed angle.

## Wheelchair Use

**Fitting your dog to the Best Friend Mobility®**

The two sidearms of the frame should be a couple of inches above the top and parallel to the dog's back. However, the height may vary depending on your dog's build (shoulders being lower than the hips). When the position of the harnesses, according to your dog's length, is set properly to the sidearms, the front legs should, in no way, rub against the sidearms while your dog is walking.

## Care and Maintenance

## Fitting the Dog

The front harness should be placed comfortably behind your dogs front legs and the rear legs should be adjusted for a comfortable fit. Do not raise at an angle which is too unnatural for your dog.

## Troubleshooting

Make sure to place the front strap to sit slightly above center of the chest. Do not allow it to press against the throat or rest below the center of the chest as it may be harmful to you rpet. Adjust all the straps to be snug but do not overtighten.

Also, check your dog's weight balance and height to see if the Best Friend Mobility® is suitable for him or her to use (See 'How to Measure,' page 3.)

**Introduction**

Adjusting your dog's Best Friend Mobility® and making sure it is a proper fit will allow it to be safe vehicle for your dog. Avoiding misuse and common errors will allow your dog to quickly start enjoying the use of the Best Friend Mobility®.

**Product Information****Why does the wheelchair tip backwards?**

The frame should be a couple of inches your dog's back. Adjust the front posts.

Make sure the length is proper for your dog. Adjust sidearms and/or straps.

**Parts List**

Check your dogs' front harness making sure the front strap is centered across his or her chest. Adjust the straps and see if this stop the wheelchair from tipping.

**Parts Identification****Why does the wheelchair tip forwards?**

The frame should be a couple of inches your dog's back. Adjust the front posts.

Check your dogs' front harness making sure the front strap is centered across his or her chest. Adjust the straps and see if this stop the wheelchair from tipping.

**Wheelchair Use****Care and Maintenance**

Checking for weight balance is crucial. Make sure the wheel position is adjusted toward the middle or front of the connector blocks. Make sure all your straps and sidearms are adjusted to the new position accordingly, keeping in mind previous instructions.

**Fitting the Dog****Common Problems:**

The angle of the rear leg slings are too high and the slings do not extend beyond your dog's rear. Make sure to keep th elegs at a comfortable and natural height.

If the front harness is too hihg it will cause your dog to lose his breath, as it presses against his or her throat while walking.

If the front harness is too low it will cause your dog to take shorter strides.

**Contacting Us:**

After having read all directions, if you have any further questions regarding the use of the Best Friend Mobility® wheelchair, please contact us:

Best Friend Mobility®  
16520 SW 72nd Ave. Portland, OR 97224  
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**Troubleshooting**