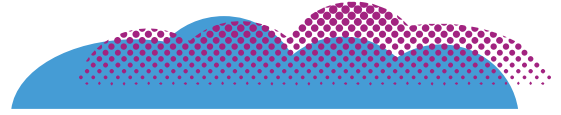


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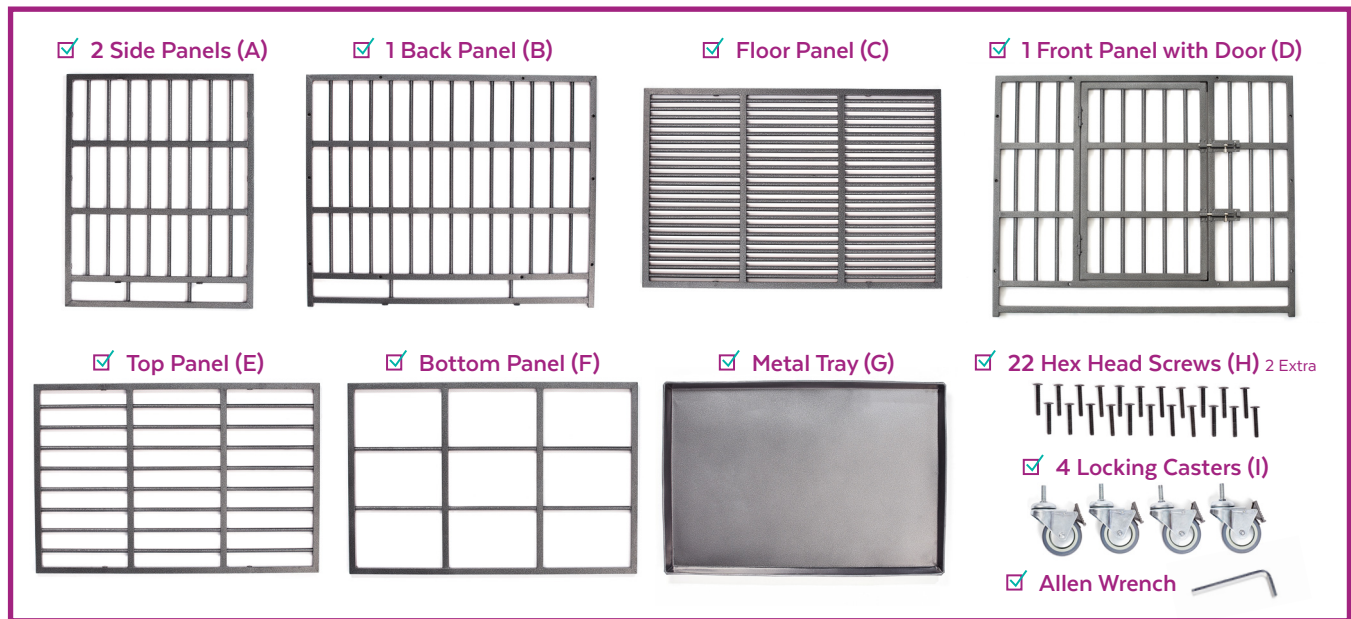


FOR SAFETY, REMOVE LEASH AND COLLAR
BEFORE YOUR PET ENTERS THE CRATE.

ULTIMATE HEAVY DUTY STEEL METAL DOG CRATE

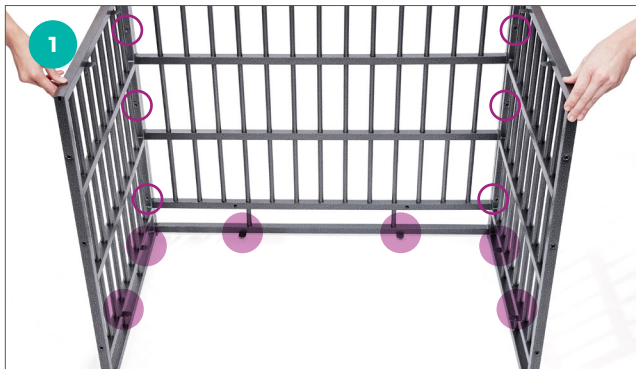
INSTRUCTION MANUAL

PARTS INCLUDED



DOG CRATE ASSEMBLY INSTRUCTIONS

This “castle” requires two people for assembly. **NOTE:** When attaching panels, only tighten the screws partway as you’re lining up all of the holes. Go back and finish tightening the screws once the panels have been lined up correctly.



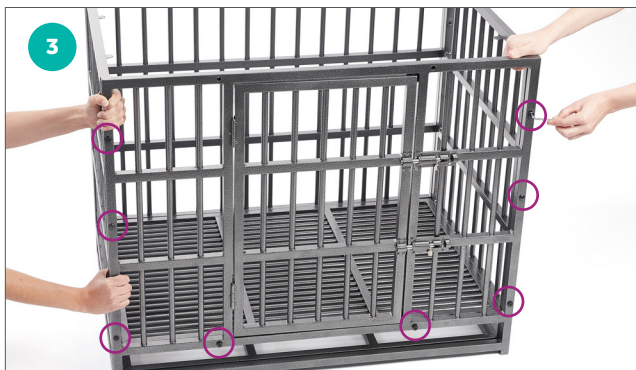
STEP 1 Attach the side panels (A) to the back panel (B) by fastening 3 hex head screws (H) on each side. Be sure the supporting plates are facing inwards.



STEP 2a Place the floor panel (C) on top of the 4 supporting plates.



STEP 2b Insert 2 hex head screws (H) at the bottom of the back panel to secure the floor panel.



STEP 3 Lift the front panel (D) to ensure that it is level with the 2 side panels, then attach by fastening 3 hex head screws (H) on each side and 2 hex head screws (H) at the bottom of the front panel. Be careful not to overtighten the screws.



STEP 4 Place the top panel (E) onto the 4 supporting plates, then fasten 2 hex head screws (H) into the front and 2 into the back.



STEP 5 Tighten all screws for security.



STEP 6 Close and lock the door. Carefully turn the crate upside down (using 2 people) and screw in the 4 locking casters (I). Lock the wheels and turn the caster to screw each into the cage bottom.



STEP 7 Turn the crate (using 2 people) onto its side, with the door facing up. Slide the bottom panel (F) into the narrow opening to rest on the 4 bottom support plates.



STEP 8 Turn the crate upright (using 2 people). Then slide the metal tray (G) into the bottom of the cage. It should rest on the bottom panel, below the floor panel, with the handle at the front.

LOCKING AND UNLOCKING

To lock the door, push the knob up halfway, and slide it all the way to the left. Push the knob down so that it fits into the groove to the far left. Make sure the knob is pointing down toward the floor. Check the lock by trying to push the knob to the right while it's pointing down.

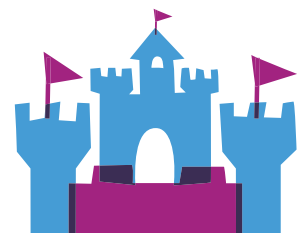


To open the door, push the knob halfway up from the locked position. Slide the knob all the way to the right, and push it down all the way so that it fits into the groove at the far right side of the latch.

The Ultimate Heavy Duty Steel Metal Dog Crate is available in the following model numbers for the sizes below:
141212 Medium 37" L x 25.2" W x 33.9" H
141213 Large 42.1" L x 30.7" W x 41.3" H

MAINTENANCE

To provide your pet with the most comfortable "castle" possible, clean his crate routinely with a mild, non-toxic cleaner and water.





CRATE TRAINING TIPS



INTRODUCTION

Introduce your pet to his new home. Let him explore it first – on his own time. Don't force him or rush the process. Remember, you want your pet to think of his crate as a positive, safe space of his own, so let his natural curiosity lead. If he seems reluctant, entice him to explore by putting his favorite toy inside.



TIME

Acclimate him to it slowly. Once your pet is comfortable, get him used to the idea of staying in his crate little by little. At first, keep him inside the crate by sitting or standing in front of the open door while talking soothingly. Do this for a short amount of time, then gradually increase it. Eventually, close the door, leaving it closed for a short duration, increasing it gradually. Praise him and reward him with treats each time. Remember, positive associations!



DENNING

Appeal to your pet's instinct as a denning animal. Help him associate his crate with a den (or a castle) of his own by creating the safe space where all his basic needs are met. And make it comfy for him by placing a towel, bed or blanket at the bottom.



BATHROOM

Take him out for regular potty breaks. Wild animals don't do their business in their dens. Reinforce this natural instinct in your pet by taking him outside, away from his "castle" to do his business. And do it regularly. Younger animals especially need to be let out more frequently.



POSITIVE ASSOCIATION

Never put your pet in his crate as punishment. That creates negative associations and will make him reluctant to use it.



PROFESSIONAL HELP

Always consult your veterinarian or trainer with specific questions for crate training your pet.

WARNINGS AND CAUTIONS

We care about the safety of your pet, so please **READ AND FOLLOW ALL INSTRUCTIONS** before using a new crate. Improper use may result in serious injury or even the death of your pet.

- To prevent choking and other serious injuries, always remove any collars, tags or leashes from your pet before placing him in his crate.
- You can transport your pet in his crate for short distances inside the home, but not for long distances. Please use a carrier specifically designed for the purposes of pet long-distance transport.
- This crate is not designed to restrain aggressive breeds of dogs who may thrash and launch themselves inside the crate. Consult your veterinarian for recommendations on restraining aggressive pets.
- Before your pet enters his crate, make sure that it's secure. Double-check that the crate is properly assembled, all screws are tightened, and all locks are secure before leaving your pet inside his crate.
- It's never a good idea to leave your pet inside his crate for too long. Remember, pets need time to socialize, exercise and go potty! Consult your veterinarian or trainer to determine the appropriate amount of time that your pet can safely and comfortably be left in his crate.
- Make sure that your dog's paws are large enough that they won't slip through the bars in the floor panel.
- Always be sure your pet has enough food and water before leaving him in his crate.
- Consult your veterinarian about whether it's safe to leave food, toys or other items in the crate with your particular pet. They all have unique personalities and habits, so what works for one might not work for another.
- Never place multiple pets into one crate.
- Never use the crate without its metal tray properly fitted and secured, and be sure not to place your pet into a crate with a damaged tray.
- Please, never allow your children to play in, on, or around the crate.
- We know how excited pets can get, but do be sure to make sure his paws, snout, ears or tail aren't in the way of the door hinge or latch. Ouch!
- Never place your pet's crate in direct sunlight or store your crate outside or in a car, because the metal can become very hot. Never leave your pet in a closed car on a hot day. Serious heatstroke or death could result from an overheated pet.
- While we are dedicated to providing the best for your pet, Chewy, Inc. is not responsible for any loss, damage, discomfort, injury, illness, death or costs of any kind as a result of or by use of this crate.

QUESTIONS?

**CALL OUR FRIENDLY CUSTOMER SERVICE TEAM ANYTIME.
WE'RE HERE 24/7! 1-800-67-CHEWY (672-4399)**