

## CRATE TRAINING TIPS



### INTRODUCTION

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



### TIME

Acclimate your pet to it slowly. Once your pet is comfortable, get your pet used to the idea of staying in their crate little by little. At first, keep your pet 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 your pet and reward them with treats each time. Remember, positive associations!



### DENNING

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



### BATHROOM

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



### POSITIVE ASSOCIATION

Never put your pet in their crate as punishment. That creates negative associations and will make your pet 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 your pet in their crate.
- 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 their 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 their crate.
- It's never a good idea to leave your pet inside their 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 their 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 your pet in their 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 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 their 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.

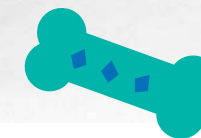
### QUESTIONS?

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

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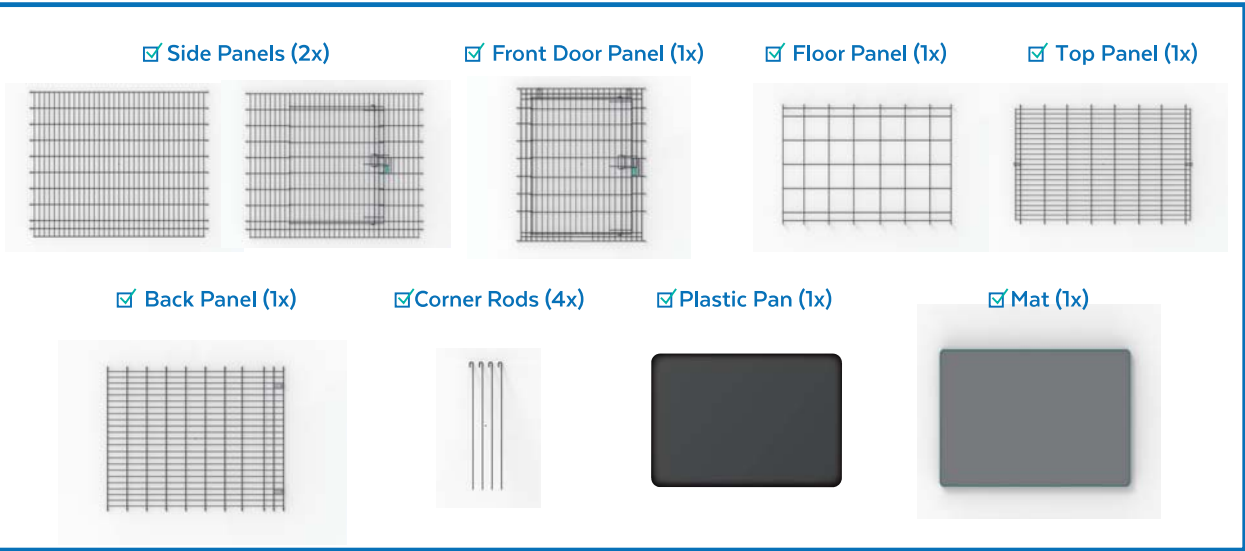


**FOR SAFETY, REMOVE LEASH AND COLLAR  
BEFORE YOUR PET ENTERS THE CRATE.**



## ENHANCED LOCK DOUBLE DOOR COLLAPSIBLE WIRE DOG CRATE INSTRUCTION MANUAL

PARTS INCLUDED

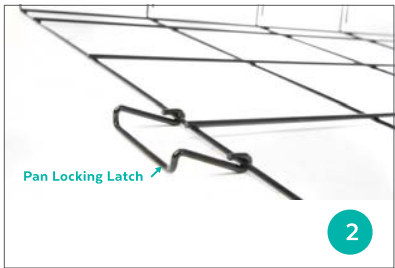


CRATE ASSEMBLY INSTRUCTIONS

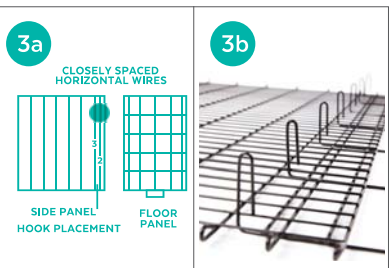
Assembly instructions for Crate models 318116/318117. This “castle” requires two people for assembly.



**STEP 1** Take all parts out of the box and remove the tie on it.



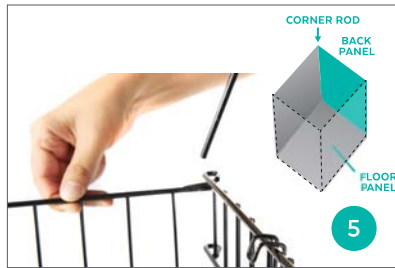
**STEP 2** Identify and locate each of the components listed above. Remove the four corner rods from the front and back panels. Place the floor panel flat on the floor with the hooks extending upward. Locate the pan locking latch on one end of the floor panel – this is the front of the crate. It’ll be your point of reference.



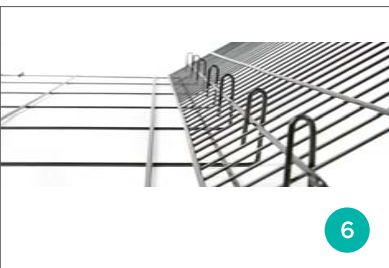
**STEP 3** (a) Locate the side panel without the door and lay it on the floor along the left side of the floor panel. The loops should be facing up. The closely spaced horizontal wires should be closest to the floor panel. (b) Place the floor panel hooks between the second and third horizontal wires and inside the first vertical wires of the side panel.



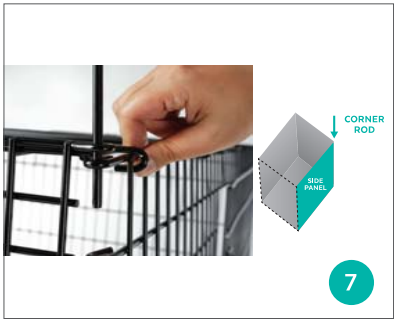
**STEP 4** Slightly lift the side panel, making sure the floor panel hooks go over and wrap around the second horizontal wire. Continue lifting until the side panel is vertical.



**STEP 5** Locate the back panel and place it at the back of the floor panel and alongside the vertical side panel. The two u-shaped hooks should be on top and facing inward. Align the uppermost loop of the back panel to rest on the uppermost loop of the side panel. Insert the corner rod downward through all of the intersecting loops of this corner.



**STEP 6** Locate the side panel with the door and lay it flat on the floor along the right side of the floor panel. The door lock should be facing out and down. The loops on the short ends should be facing up with the closely spaced horizontal wires closest to the floor panel.



**STEP 7** Slightly lift the side panel, making sure the floor panel hooks go over and wrap around the second horizontal wire. Continue lifting until the side panel is vertical. Align the uppermost loop of the back panel to rest on the uppermost loop of the side panel. Insert the corner rod downward through all of the intersecting loops of this corner.



**STEP 8** (a) Locate the top panel and place on top of all three upright panels with the hooks facing down. First, connect the hooks over the top rung of the side panels. (b) Second, connect the u-shaped hooks of the back panel over the top rung of the top panel, while making sure the center horseshoe tab of the top panel is resting on top of the backpanel.



**STEP 9** (a) To open door(s), press the teal lock device and turn the wire lever to the unlocked position. (b) To lock door(s), turn the wire lever to the locked position, make sure they are firmly in place and press the teal lock device.

PLASTIC PAN INSTRUCTIONS



**STEP 1** From the front of the crate, lift the pan above the pan-locking latch, then push the pan-locking latch inward under the pan.



**STEP 2** Remove the pan by sliding it out toward you from the front of the crate. Reverse steps to reinsert pan and reengage the pan-locking latch.  
Tip: Please remove the mat before removing the pan.

For all models, make sure to secure the 3 hooks on each side of the front and back panels. There will be 2 U-shaped hooks and 1 N-shaped hook to secure.

**FINAL ASSEMBLY CHECKLIST**  
Before introducing your pup to their new castle, remember to double-check the following:

- Check that the side panels are resting inside the base of the crate.

**NOTE:**

- Never put your pet into their crate without the pan in place or the pan-locking latch engaged.
- Please do not attempt to remove or reinsert the pan in any other way than the one described here or it may break or be damaged.
- Never remove or replace the pan while your pet is in the crate.

To order a replacement pan, call 1-800-67-CHEWY or visit [www.chewy.com](http://www.chewy.com).

WEIGHT RECOMMENDATIONS

For your pet’s safety, please follow the recommended weight limitations for each crate model. Never use a crate for a pet that exceeds the maximum stated weight.

**XX-LARGE 54 in** (54.3 in L × 36.5 in W × 44.88 in H) (137.9 cm × 92.71 cm × 1134.0 cm) **91+lbs** (200.6+kg)

NOTE: Crate size may vary based on assembly.

MAINTENANCE

To provide your pet with the most comfortable “castle” possible, clean your pet’s crate routinely with a mild, non-toxic cleaner and water.