



PRO REAR SUPPORT W H E E L C H A I R

OWNER'S MANUAL



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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 help you get the best use of your dog wheelchair.

Please read and follow the Assembly instructions before making any attempt to place your pet in the wheelchair. Should you encounter any problems with assembly and fitting, please call Best Friend Mobility directly through our hotline (843) 492-5283.

If you think you need a different size, we can process the exchange for you easily. Just contact us at support@dogwheelchairscenter.com or call our hotline.

NOTE: With regard to the front harness, it is possible that your pet may need to go one size smaller than you originally thought. If for some reason the front harness does not fit, please contact us immediately so we can send you the next size according to your pet's requirement.

If your pet is fully NON-weight-bearing on its hind legs, we recommend that you gradually condition your pet to wheelchair use before prolonged periods are attempted. It generally takes about two (2) weeks for your pet to develop satisfactory foreleg strength to compensate for the non-weight bearing state of the hind legs in the wheelchair.

We suggest that you start your pet on a 10-minute exercise regimen, walking over a hard surface. We advise using a leash attached to your pet's collar.

Once your pet adapts to the 10-minute exercise sessions, the length 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 of their wheelchair in order to get sufficient exercise. Time on the wheelchair will NOT prevent them from walking, it will instead encourage them to do so and aid in their rehabilitation.

PETS SHOULD NEVER BE LEFT UNSUPERVISED IN THEIR WHEELCHAIRS.

This is a learning process and can take time. We realize that both you and your pet are most likely unfamiliar with the use of a dog wheelchair so do not hesitate to contact us for help. Please be advised that most dogs do not intuitively know how to use a wheelchair, they will require training and practice.

Use treats. Treats held in front of your pet will encourage it to take steps and move forward; this will teach them to ambulate while in the chair. It may take several training sessions before a dog is able to actually use the wheelchair. It is okay and normal if your dog does not take to it right away.

It is very important, especially with skittish animals, that they come into physical contact with the wheelchair in some way every day. This should always be coupled with positive reinforcement like praise, pets, and treats. This will help to create a positive association with the wheelchair and help the animal to eventually to love the wheelchair and be able to learn to use it. This process may take from days to months, so please don't lose hope, persistence will pay off. Contact us for any help or questions.

Thank you for purchasing a Best Friend Mobility dog wheelchair. Again, we love receiving feedback, stories, photos, and videos of how your pets are doing in their wheelchairs. We can feature them on our site and share your pet's stories with other pet owners.

Sincerely,

TIM CANTRELL
Vice President
Best Friend Mobility
Phone: 843.492.5283

PRODUCT INFORMATION

The Best Friend Mobility Pro Rear Support Wheelchair is the latest in our line of pet mobility aids. The Pro makes giving our four-legged friends the support they need quicker, easier, and friendlier for both our pets and for us.

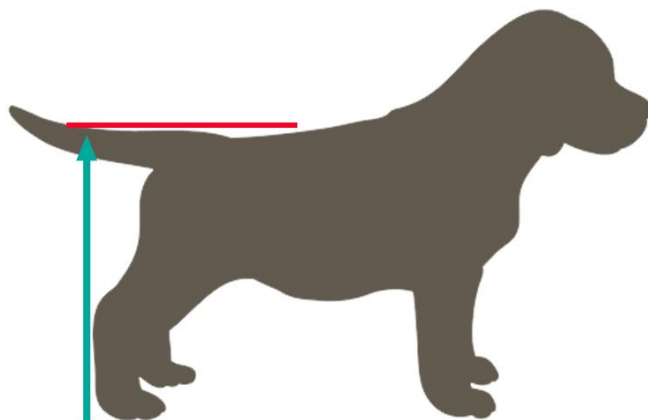
Still made from lightweight aluminum non-rust alloy with all-terrain wheels, the Best Friend Mobility Pro also features padded shoulder support, adjustable shoulder harness, and a built-in adjustable rear harness. Male or female pets will have no trouble relieving themselves comfortably even while on their Best Friend Mobility Pro Rear Support Wheelchair.

Our pet wheelchairs are made to fit dogs according to height. If you find that the wheelchair you received is too big or too small for your pet, please call us immediately so we can make sure you have the correct size.

MEASURE YOUR PET

Measure your pet to confirm that you have the correct size Best Friend Mobility Pro Rear Support Wheelchair.

The only information you truly need to get the right size is the measurement from the floor to your pet's back—at its hindquarters. It's that simple!



Depending on your pet's current capabilities and its willingness to cooperate, this can be a 1-person or 2-person job.

If your pet has very little or no rear-limb strength, one person can be the support while the other does the measuring.

PRO REAR SUPPORT WHEELCHAIR SIZE CHART

Small	7 - 14 inches
Medium	15 - 23 inches
Large	24 - 34 inches

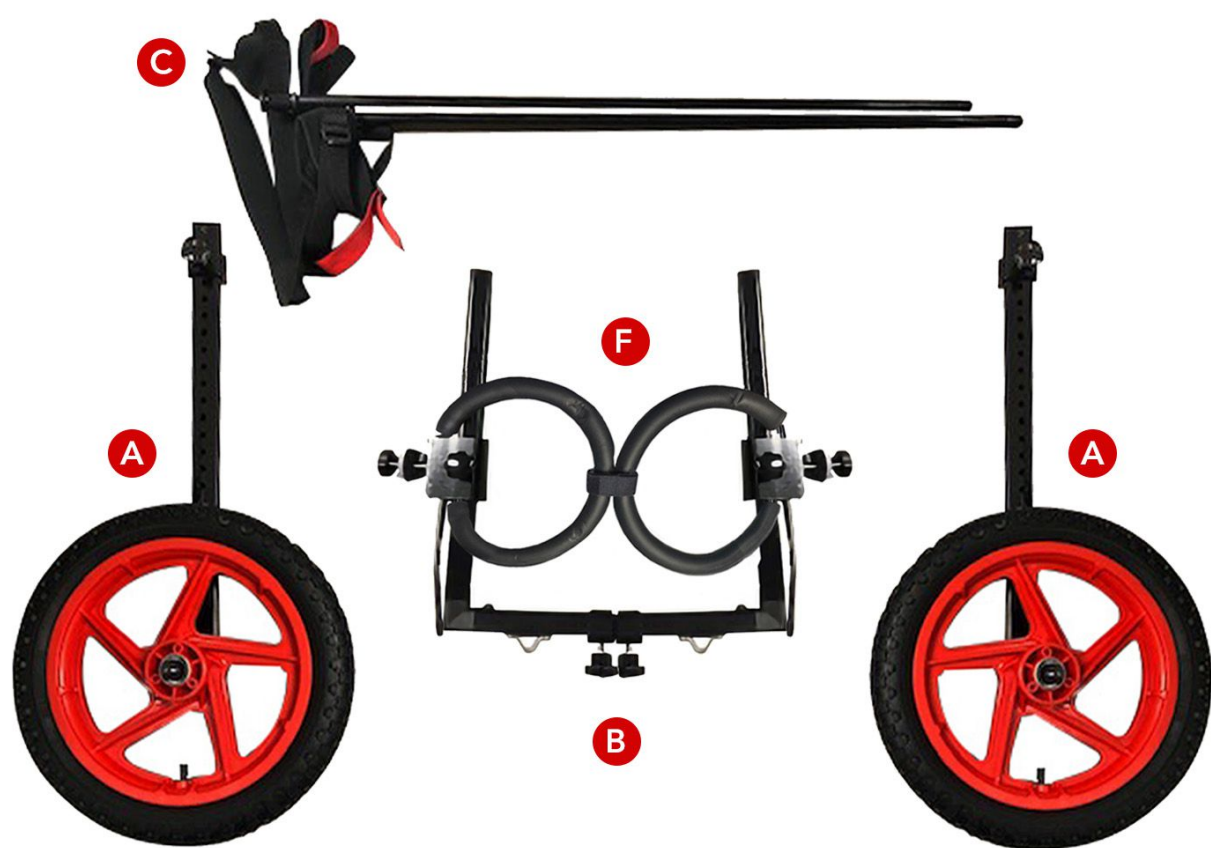
SPECIFICATIONS:

- Lightweight, adjustable non-rust aluminum frame
- Stainless steel hardware
- Deluxe front and rear harness for complete comfort
- Designed and tested by a canine orthopedic surgeon
- Easy adjustment of height, length, and width
- Great for pets needing assisted walking or full weight support (zero weight-bearing) for hind legs
- Allows pets to go to the bathroom even while in the wheelchair
- All terrain wheels with precision-sealed ball bearings
- Easy clip-on front harness system
- Durable and easy-to-clean rear harness

THE PRO REAR SUPPORT WHEELCHAIR IS GOOD FOR:

- Hip Dysplasia
- Arthritis
- Neurological problems such as osteomyelitis or degenerative myelopathy
- Rear limb amputation
- Ligamentous injuries such as PCL or ACL
- Thoracic or lumbar disc injuries
- Rehabilitation
- Any other condition that results in rear leg or joint pain, or weakness and discomfort from any weight-bearing activities

OUT OF THE BOX



- A** Left and Right Wheel Bar Assembly with Wheels
- B** Crossbar with Rear Harness
- C** Side Arms with Front Harness

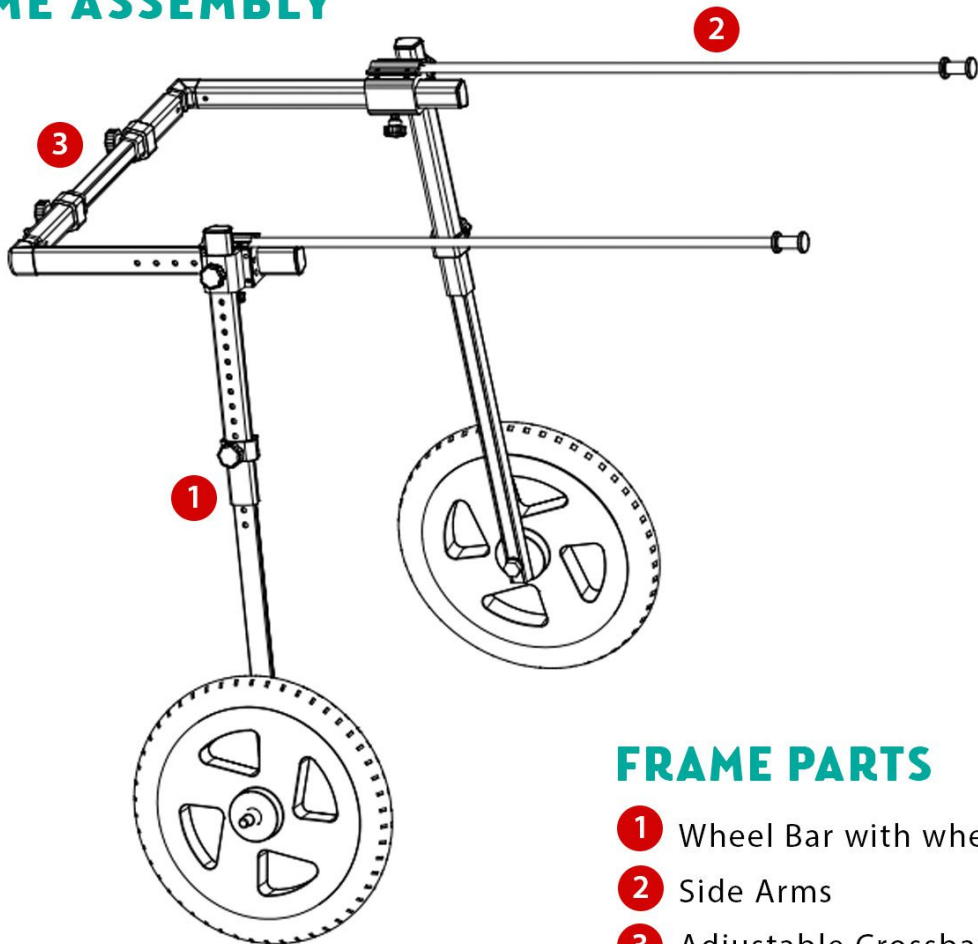


- D** Knob Screws for Cross Bar (already attached)
- E** Hex Wrench and Screwdriver
- F** Rear leg straps

ASSEMBLY



FRAME ASSEMBLY



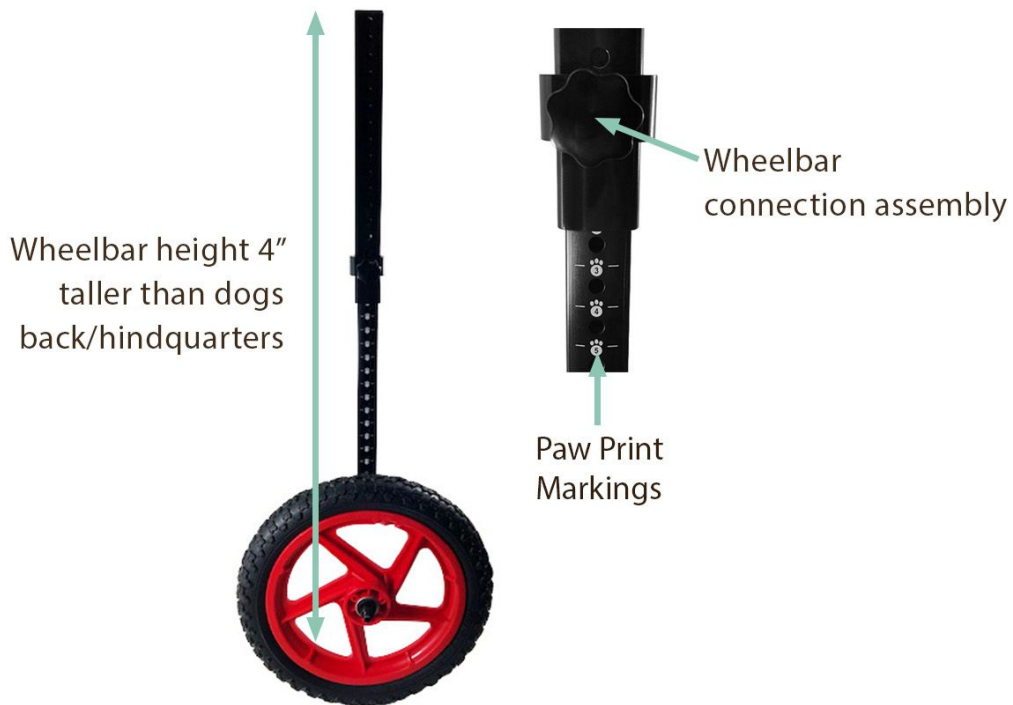
FRAME PARTS

- 1 Wheel Bar with wheels
- 2 Side Arms
- 3 Adjustable Crossbar

ASSEMBLING THE WHEELCHAIR



Adjust the length of the wheel bars so that they are 4" taller than your dog. Please note that the graded markings on the wheel bars are for aligning holes only and are not a reference to the height of the dog.



2

Insert the wheel bars into the frame and adjust the frame height to just 1 inch lower than the top of your dog's hindquarters.



3

Remove rubber caps from the sidebars.



4

Slide the sidebars into the frame and adjust to your dog's length.



Loosen screw and
insert sidebars

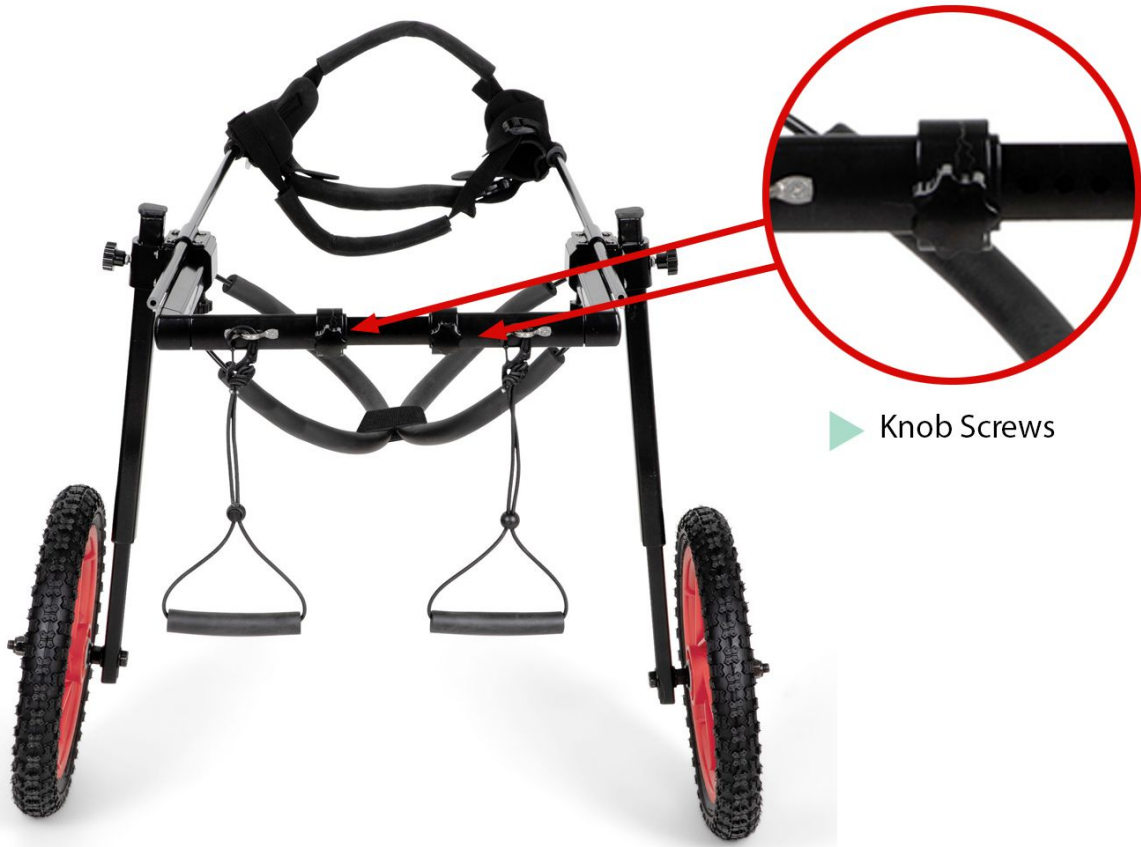
Slide the sidebars into the frame and adjust to your dog's length.



Adjust length of sidebars for your
dog and then tighten down screws
and replace end caps

5

Adjust the width of the wheelchair for you dog if needed. To adjust the width of the frame, turn the knob screws at the back of the frame so that they are equally distant from each other with reference to the center. You need to allow for at least 1 ½ inch clearance between the frame and your dog's sides for a proper fit.



If you need to make the wheelchair wider beyond the stretch of the rear harness, DO NOT REMOVE THE VELCRO STRAP ON THE REAR HARNESS.

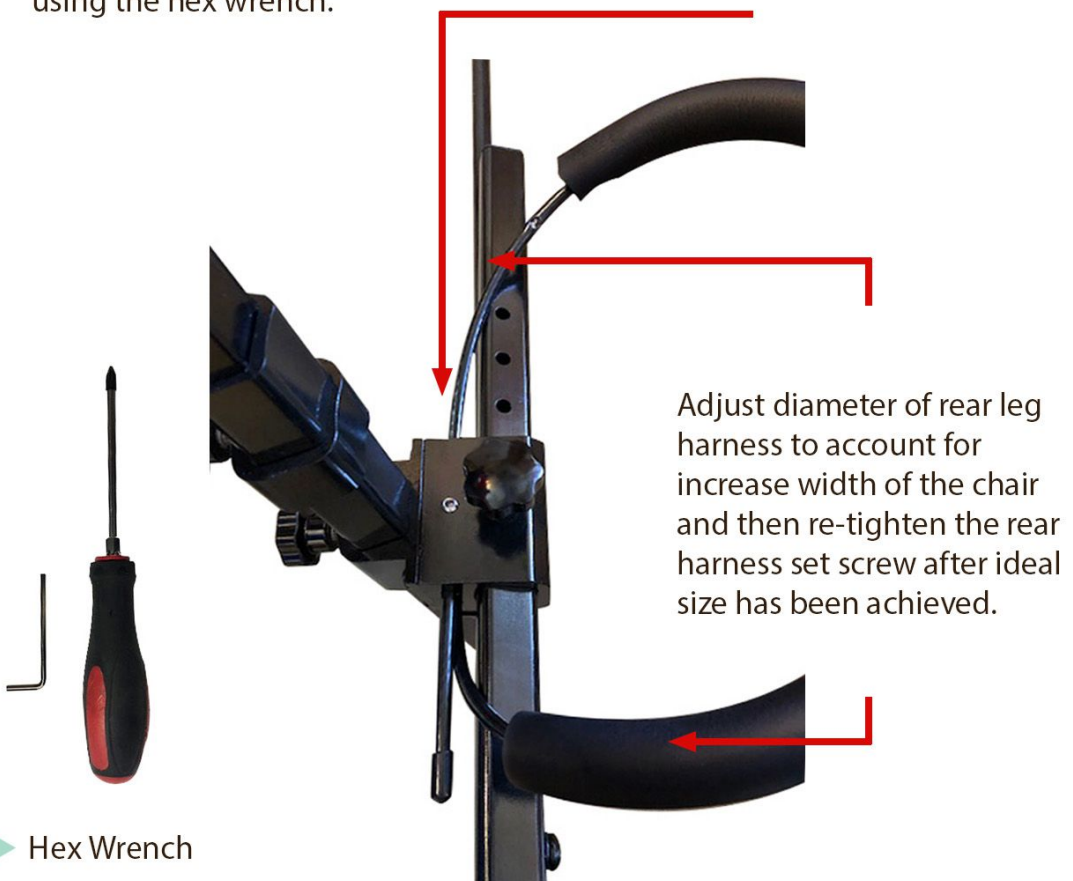


▶ DO NOT REMOVE THE VELCRO STRAP ON THE REAR HARNESS.



▶ Instead, adjust the size of the rear harness on the bottom of the frame using the hex wrench.

▶ Loosen rear harness set screw on bottom of frame



▶ Hex Wrench



Attach the rear leg straps to the assembled cart.



► Your Best Friend Mobility Pro Rear Support Wheelchair is now ready to roll!



WHEELCHAIR USE

If your pet's hind legs are completely non-weight bearing and will need the use of the leg straps, the forelegs will require some conditioning time; it will need additional strength in order to compensate for the weight of the hind legs and for added comfort while in the Best Friend Mobility Pro Rear Support Wheelchair. Please allow about two weeks for full strengthening of the forelegs before using the pet wheelchair for prolonged periods.

Again, to develop foreleg strength, we recommend 10-minute exercise sessions, with your pet walking over a hard surface. Begin with four to five 10-minute exercise sessions a day for the first few days and increase frequency afterwards. When your pet adapts to the 10-minute exercise sessions, you can extend the time to conform to your pet's stamina.

Is your pet too weak to stay on its forelegs while in the Best Friend Mobility Pro Rear Support wheelchair due to being inactive or overweight?

Attaching a leash on your pet's collar will help encourage your pet to walk or move and eventually work up to completing the conditioning regimen.

If your pet's forelegs do not display enough strength within a few weeks, it may mean that your dog does not have enough front leg strength. Observe if your pet is always trying to lie down or is still unable to hold its own weight after a couple of weeks. These are signs that its forelegs aren't strong enough—and not improving—to use a rear support wheelchair. Your pet might need a Best Friend Mobility Quad Wheelchair instead, which supports both front and rear legs

Your pet may initially move backward instead of forward once in the wheelchair. No need to worry. Your pet is "backing out" due to unfamiliarity. With a bit of assurance and encouragement, he or she will eventually settle down, become familiar and comfortable, and start moving forward.

Get your pet and its Best Friend Mobility wheelchair wet! Best Friend Mobility wheelchairs are made mostly of aluminum and will not rust. If the wheelchair is used at the beach and in salt water, just give it a thorough rinse to get the sand, salt water, and dirt off the moving parts; otherwise, getting the unit wet will not damage it.

If the wheels track to one side more than the other, it may simply be due to how your pet naturally walks. You may notice your pet's gait more due to the new wheelchair, however, he or she will get used to the Pro Rear Support wheelchair and be able to compensate in due time. Also, check both sides to make sure that your pet is centered on the wheelchair and adjust the straps if necessary.

DO NOT LEAVE YOUR PET ALONE IN THE CART



NOTES ON FIT

Checking Correct Height Setting

- For pets without the use of their hind legs: while standing still on a level surface, the height of the wheelchair should be set so that the shoulders and hips are even. Please note that when your pet is walking or running, their backs will not stay even due to their movement.
- For pets with the use of one or both its hind legs, the wheelchair height needs to be set so that their paws are able to lightly graze the ground and provide them with enough traction to push off with the rear paws.

Often, pets experiencing weakness in their rear legs are affected on one side more than the other. While on their wheelchair, one paw might knuckle over and lead them to depend on the stronger leg more often or lean on that side of the wheelchair. This is something to watch out for so that it can be corrected and countered. A paw that gets knuckled over can be protected by a bootie. And while we cannot stop some pets from favoring their stronger leg, we can help them avoid leaning against the wheelchair and possibly injuring themselves. Do this by placing a piece of foam or a folded towel to act as padding between the leg and the side they are leaning against.

The two side arms of the Pro Rear Support Wheelchair's frame should be parallel to your pet's back and 1 inch below the top of his or her back. The wheelchair's height may vary depending on your pet's build (e.g. shoulders being lower than the hip). When the harnesses are positioned properly on the side arms, according to your pet's length, the forelegs should in no way rub against them while your pet is walking.

The front harness should rest comfortably under your pet's forelegs. The rear harness should also be adjusted with comfort in mind. Make sure to have the front harness's front strap sit slightly above the center of the chest. Never allow it to press against the throat or rest below the center of the chest; such placement may be harmful to your pet. Adjust all straps so that they are comfortably snug; do not overtighten.

TROUBLE SHOOTING

The Best Friend Mobility Pro Rear Support Wheelchair is fully adjustable. With just a few adjustments, you can ensure proper fit and make it a safe vehicle for your pet. Avoiding misuse and common errors will allow your pet to quickly start enjoying the use of this mobility aid.

PROBLEM

SOLUTION

The wheelchair tips backward.

- Make sure that the frame's side arm height is 1 inch below your pet's back.
- Check the front harness. Make sure that it is centered across your pet's chest. Adjust the straps and see if this keeps the wheelchair from tipping.

The wheelchair tips forward.

- Make sure that the frame's side arm height is 1 inch below your pet's back.
- Check the front harness. Make sure that it is centered across your pet's chest. Adjust the straps and see if this keeps the wheelchair from tipping.

Your pet loses breath while moving using wheelchair.

- Check the front harness. If it is positioned too high, it will press against your pet's throat when walking. Adjust front harness height so that your pet can breathe freely especially while moving.

Your pet takes shorter strides.

- A too low front harness is the usual culprit. Adjust height so as not to hamper your pet's natural stride.

The wheelchair's side arm bars are pointing downward.

Your straps may not be evenly distributed.

1. Loosen the lower girth strap (red strap)
2. Tighten the top girth strap enough to hold the side arm bars parallel to the ground.
3. Re-tighten the lower girth strap enough so that both straps are snug but comfortable.

The wheelchair's side arm bars are pointing upward.

Same problem as above, uneven distribution of the straps this time favoring the opposite side.

1. Loosen the top girth strap.
2. Tighten the lower girth strap (red strap) to pull the side arm bars down parallel to the ground.
3. Re-tighten top girth strap

CARE AND MAINTENANCE

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

Check the bolts and screws frequently; retighten if loose. Adjust or tighten loose straps as well. Remember to hose or wipe down wheels to keep them from tracking dirt.

Wash the harness, and straps in cool, soapy water and hang them to dry. Opting for a perfume-free detergent will help your pet avoid skin irritation. You may want to try odor neutralizers (homemade or store-bought) to counter any smell that may remain in the harness.

CONTACT US

If you find that you have further questions regarding the use of the **Best Friend Mobility wheelchair**, please contact us at:

Best Friend Mobility

279 Hwy 57 S STE4 Little River, SC 29566

Phone: (843) 492-5283

Email: support@dogwheelchairscenter.com