Rear Support Wheelchair Assembly & Fitting Instructions

Thank you for your order! Please send us photos/video (from the side, back, and looking down onto your pet), so that we may ensure your cart is fitted and balanced correctly. We would love to include your pet’s photos in our photo gallery!
Assembly

Your cart will be shipped in 3 parts.

a) Main Frame  
b) Wheel Blades With Wheels  
c) Allen Wrench

Step 1: Make sure the frame is right side up as shown in picture. The frame is right side up when the label is right side up.

Step 2: Pull off the caps on the wheel blades.

Step 3: Flip the main frame upside down. With the wheels facing outward, insert the wheel blades into the black blocks.
Step 4: Using the Allen wrench, tighten the one outside set screw so that it holds the blades in place on the 3rd score mark on the wheel blade (this will be a temporary height adjustment). Note the 3rd score mark is the 3rd mark from the top of the wheel blade.

**Important Note:** Some carts may have additional set screws on the inside (side facing pet) of the black plastic blocks. These additional set screws lock the wheel blades in place after cart is set at the correct height.

Step 5: Put the black caps back on the wheel blades.

Step 6: Check that the side bars are locked in place. If they are loose, slide them forward in the block, so that 3 inches of the side bars are extended out the back of the block. Tighten the screw underneath the block to temporarily hold in place.

**Congratulations, your cart is now assembled!**
Assembled Carts & Parts Identification

Supportive Rings
Sid Bars

Wheel Blades
Foot Slings

Girth Straps

XS Cart
Large Cart
Placing Your Pet In The Cart

It is best to select a non-slippery surface when placing your pet in their cart.

Step 1: Unclip the top girth strap on one side.

Step 2: Bring the cart up behind your pet and rest the front of the cart on the ground.

Step 3: Leaving your pet’s front legs on the ground, lift the rear and guide the legs straight down through the supportive rings.

Step 4: Lift the front of the cart and refasten the clip on the top strap.

If you have a large dog that is able to stand and does not have knee problems, stand on one side and reach over their back, placing one hand on front of each knee. Lifting them up, keep the legs straight and guide them down through the supportive rings.
Fitting Your Pet to Its Cart

**Height:**

Height should be set so when dog is seated within the supportive rings, the paws are flat on the ground with legs at full extension.

For totally paralyzed animals, see optional leg slings below.

Set initial height by tightening the set screw(s) on the outside of the back bar. Once you have the correct height set, take your pet out of the cart and tighten the center set screw(s) on the inside of the black blocks to lock the wheel blade in place. To tighten the inside screw(s), you will have to remove the outside set screw(s) on the back bar. **Please note:** If you do not tighten the inside screw(s), the wheel blades will not be held in place.

Using the optional foot slings:
If your pet has use of one or both rear legs, the leg slings will not be needed at this time.

If your pet is paralyzed in both rear legs, you will need to use the leg slings attached to your cart. **Please note:** The leg slings will be fed down through the supportive rings. Unclip the leg sling from the back bar and wrap 1-1/2 times around the leg, just above the hock (first bend up from the paw). Clip to back bar and adjust to that paws just clear the ground - approximately 1”.
Fitting Your Pet to His/Her Cart Continued

Length:

Side bars should fit right behind the front legs. Side bars are adjusted by loosening the screw on the bottom outside of the black blocks with the Allen wrench provided and sliding the side bars forward or backwards. Then retighten the screws.

Width:

You should be able to slide your hands sideways down through the supportive rings, on the outside of your pets hips.

To adjust the same width undo the screws on the back bar and then readjust it in width. Line up the holes and retighten the screws holding the two pieces of the back bar together. Please note: there must be at least 1 screw hole in between tightened screws on the back bar.

To adjust the leg rings loosen the screw on the top of the block and either pull on the end of the cable to make smaller, or push towards the front of the cart to make bigger then retighten the screws. Make sure foam is slid around to the front of the rings, and it's ok to cut the foam down if needed.
Balancing Your K9 Cart

After correctly fitting the height, length, and width, look at your pet from the side and make sure the bars are parallel or level with the ground.

Bars dipping downwards - you will need to loosen the underneath girth strap and tighten the top strap to pull the bars up level. If the top strap is too loose the front of the cart will dip downward putting pressure on the back. If the chest strap is tight, it will pull pressure down on the back. The chest strap should not be tight. You should be able to comfortably get your fingers inside.

Bars tipping upward - loosen the top strap and tighten the underneath so that it pulls the side bars down.
TROUBLE SHOOTING

Answers to Common questions and concerns

RUNNING OVER BACK PAWS- If your pet has any feeling in even one paw then height needs to be set so that paws just touch the ground.

ONLY ABLE TO USE ONE REAR LEG- Both paws have to be on the ground. Purchase a protective boot for the paw that knuckles over.

LEANING TO ONE SIDE IN THE RINGS- Place padding (either foam or a towel) on the side that your pet leans against in the supportive rings. This will help center its rear in the rings. Your pet’s rear must be centered in the supportive rings.

NOT MOVING IN CART- If you feel your cart is fitted and balanced correctly, it could be weakness in the front legs. Slip a leash under the top strap and lifting up on it see if your pet will take any steps. If in doubt send photos/video. We may recommend that you add on the extra supportive parts.

CART ROLLING BACKWARDS- Either weakness in the front legs or cart is not balanced correctly. Send photos/video

TRYING TO LIE DOWN IN CART- usually indicates weakness in the front legs. Probably needs support for the front legs

DOWNWARD PRESSURE ON TOP GIRTH STRAP- Check to ensure that the side bars are parallel. Top strap may be too long causing bars to dip downward. Also make sure the chest strap is not tight.

HOPPING OUT OF CART- Height not set correctly and side bars not parallel.

GETTING SORES IN GROIN AREA- Contact us and send photos. Dogs should never get sores in our carts. Probably side bars are dipping downwards and or height set incorrectly.

FEET CANNOT TOUCH GROUND AT LOWEST SETTING- Send photos of entire pet from side, back and looking down on pet
CART TIPPING OVER- If your dog is wild it is possible that it could tip over especially on hilly terrain. Send photos/video to ensure that your car is correctly balanced.

URINATING OR DEFECATING ON RINGS Pet not seated correctly in supportive rings (bars may be dipping downwards)

Removal of leg slings Remove if not needed but recommend leaving the Velcro strip on the back bar for future use.

REMOVING VELCRO LEG RING CONNECTOR- DO NOT REMOVE. If your pet has a narrow groin and it is causing the legs to splay outwards then we may suggest narrower foam. If your pet is a male dog then there will be a connector between the rings. Again send photos of your pet in its cart.

HOW LONG SHOULD YOU KEEP YOUR PET IN ITS CART? - Never leave your pet alone in its cart. You can leave it outside provided you keep an eye on it. Length of time depends on age and activity level. If your pet is older and has not been walking for some time take it easy and exercise little and often.

CAN MY PET LAY DOWN IN ITS CART? If you have a small pet then often they will lay down on their chest or on their bed with their rear up in the air. Eg Dachshunds, Corgis and cats. Otherwise laying down would indicate forelimb weakness.

TIME IN CART DAILY- If your pet has not been able to walk for some time then take it slowly and gradually increase the time. Young pets tend to take off and run right away.

USING CARTS INDOORS – Small dogs may use them indoors but watch your furniture as sometimes they bang into chairs and tables. Large dogs you can place them in their cart for their meals if you wish. Place the food dish up on a stool.

WILL MY PET BECOME DEPENDENT ON ITS CART? - The only way a pet will become dependent on a cart is because it enjoys going for walks and being active once again. Carts encourage return to mobility. We have had many pets return to full mobility. Pets will never become dependent on carts.
WHEN TO DISCONTINUE USE OF THE CART - When your pet regains 100% mobility.

LEG HITTING WHEEL BLADE - Cart is incorrectly fitted possibly leaning to one side of the cart. Send photos.

PET BITING OR FIGHTING WHEN PLACED IN CART - Difficult disposition or pet could be hurting. Send photos.

CORRECT HEIGHT AND LENGTH FOR EXTRA SUPPORTIVE AND FULLY SUPPORTIVE CARTS - Follow fitting instructions and send us photos for evaluation one from the side, one from the front, one from the back and one looking down on your pet.

MAINTENANCE OF CART - Keep cart clean. Wipe of any dirt with a towel and water. If using in salt water or beach please wipe of any sand and salt water residue periodically check and tighten screws.

If you need replacement parts please call or email us with photos.

Remember we are here to help and with our extensive knowledge we will be able to help you. Photos from the side, back front and looking down on your pet and or a video will help us help your pet.

Thank you for allowing us to help your pet with its mobility problems! We truly care!

Barbara, Glenn, Krystle and Amanda