

*Best Friend Mobility*



**USER'S MANUAL**



**Quad/Full Support Dog Wheelchair**  
(Extra Small , Small and Medium)

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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 carefully 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.

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, and they will require training and practice. Some dogs may be afraid at first, so it is important to give positive reinforcement when placing them in the chair, especially for the first time.

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 chair. It is okay and normal if your dog does not take to the chair 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.

Sincerely,

*Tim Cantrell*

TIM CANTRELL

Vice President

Best Friend Mobility

Phone: (843) 492-5283



# PRODUCT INFORMATION

One, two, three, four, we're telling our best buds we love them more.

Because sometimes all four legs and paws need is just a little extra help. Introducing the Best Friend Mobility Quad/Full Support Dog Wheelchair. Made from the same light yet sturdy materials as our rear support pet wheelchairs, our new Quad/Full Support Dog Wheelchair are for pets with both forelimb and hind limb disabilities.

The Quad/Full Support Dog Wheelchair is made to fit dogs as prescribed in the measurement category shown below.

## MEASURE YOUR PET

Measuring your pet to determine which size Best Friend Mobility Quad/Full Support wheelchair will best fit is the quickest and easiest thing.

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.



## QUAD SUPPORT WHEELCHAIR SIZE CHART

XS	9"-14"
S	13"-17"
M	16"-20"
L	20"-27"

### Specifications:

- Lightweight, non-rust aluminum
- Stainless steel hardware
- Fully and easily adjustable height, length, and width
- Deluxe neoprene front and rear harness for comfortable support
- All terrain polyurethane wheels with sealed bearings
- Easy clip-on front harness system
- Comfortable paw slings
- Durable and easy-to-clean rear harness

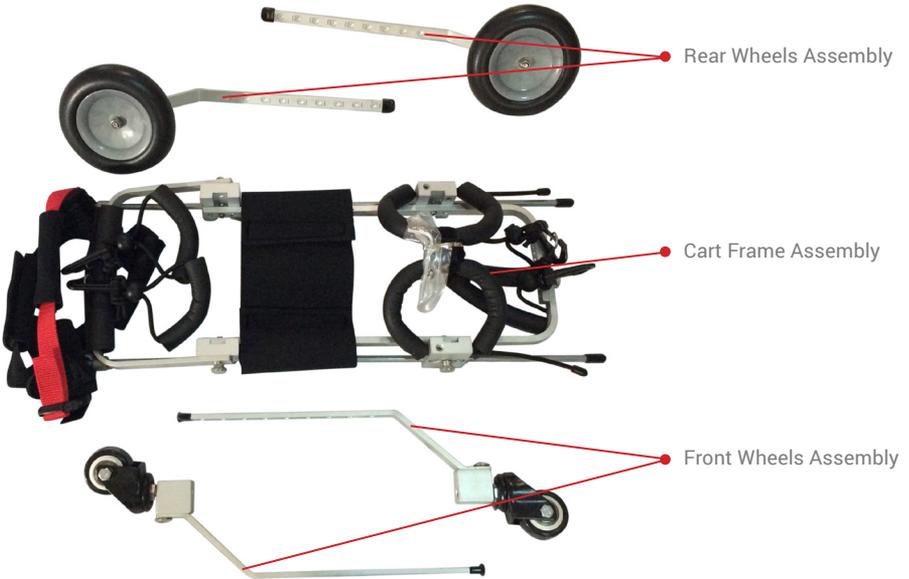
### The Quad/Full Support Dog Wheelchair is best for:

- Advanced stages of degenerative myelopathy (DM)
- Cervical spondylomyelopathy (CSM) or wobblers syndrome
- Multiple injury rehabilitation
- Unilateral or bilateral forelimb weakness
- Strokes and other neurological disorders
- Pets with amputations
- Instability in the forelimbs or on all four legs
- Pets with deformity in the forelimbs or on all four legs

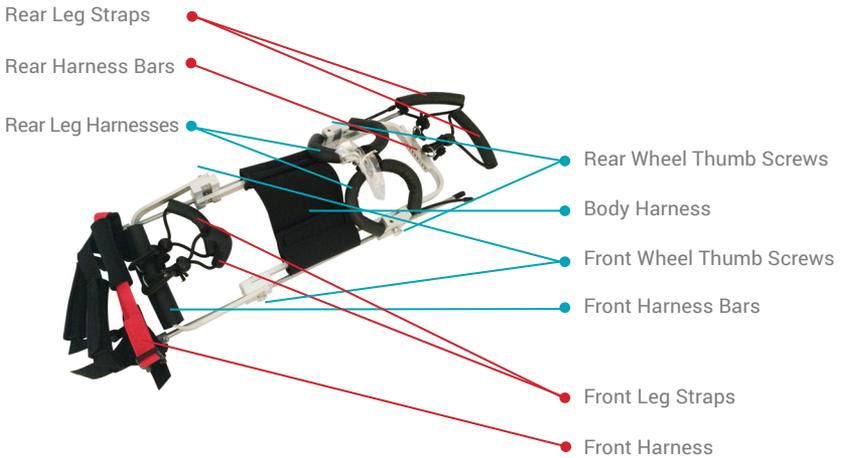


# ASSEMBLY

Let us begin with the assembly by checking out all the pre-assembled parts and tool (hex wrench).

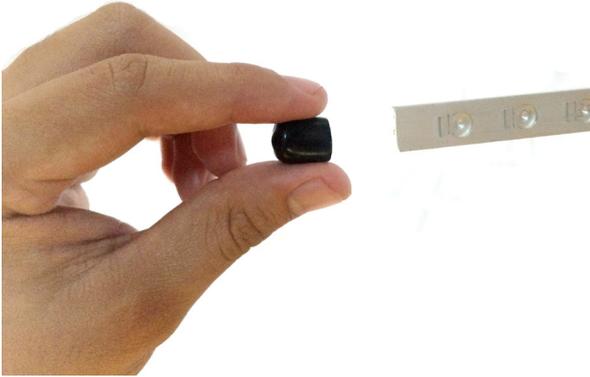


## Pre-assembled parts and tools

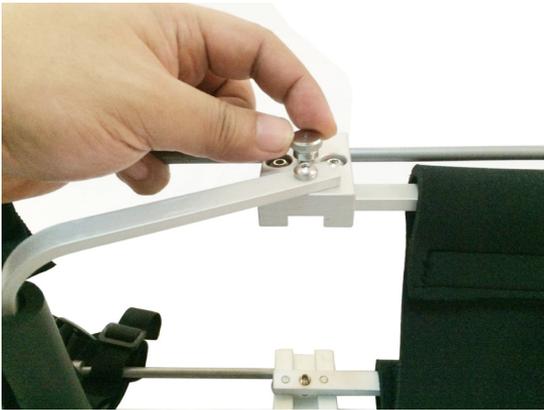


## ASSEMBLING THE WHEELCHAIR

### 1. To install the Front Wheels Assembly



#### 1.1. Remove End Cap from the Front Wheels Assembly

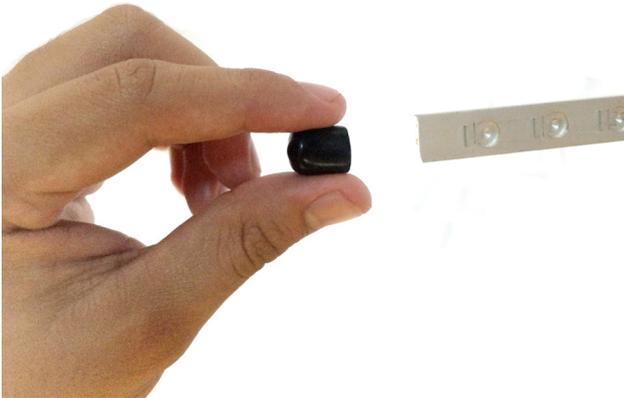


#### 1.2. Loosen front Wheel Thumb Screws.

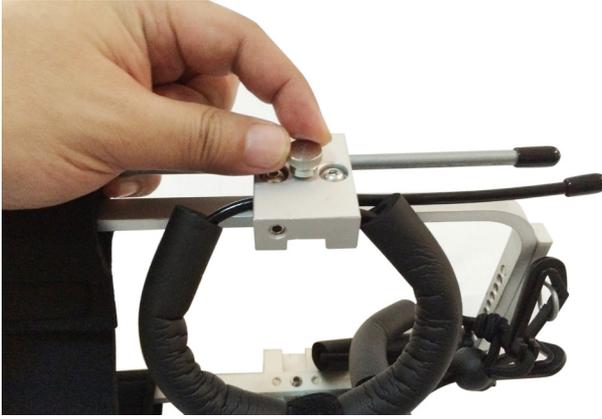


- 1.3. Insert Front Wheel Assembly. Make sure side with hollowed circles is facing outward.
- 1.4. Adjust to desired height. Make sure a hollowed circle is aligned with the Thumb Screw. Tighten Front Wheel Thumb Screw.
- 1.5. Return the end cap on the Front Wheel Assembly.
- 1.6. Repeat 1.1 to 1.5 to install the other Front Wheel Assembly.

## 2. To install the Rear Wheels Assembly



- 2.1. Remove the end cap from the Rear Wheel Assembly.



2.2. Loosen the Rear Wheel Thumb Screws.



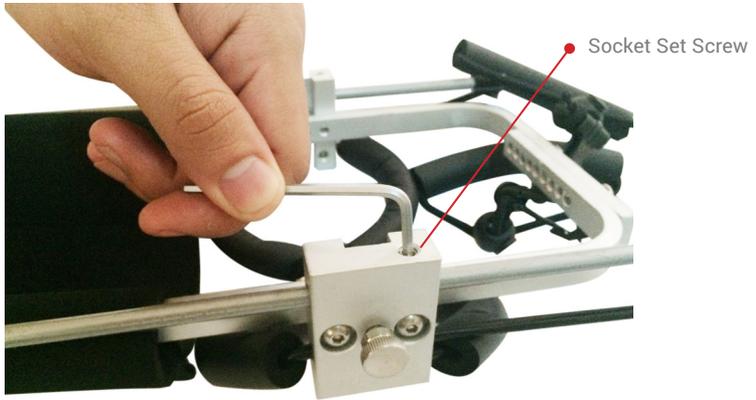
2.3. Insert Rear Wheel Assembly. Make sure side with hollowed circles is facing outward.

2.4. Adjust to desired height. Make sure a hollowed circle is aligned with the Thumb Screw. Tighten Rear Wheel Thumb Screw.

2.5. Return the end cap on the Rear Wheel Assembly.

2.6. Repeat 2.1 to 2.5 to install the other Rear Wheel Assembly.

### 3. To adjust length



3.1. Loosen Socket Set Screws located on both sides of the Rear Harness Bars with the Hex Wrench.



3.2. Adjust length by pulling or pushing along the Side Arms.

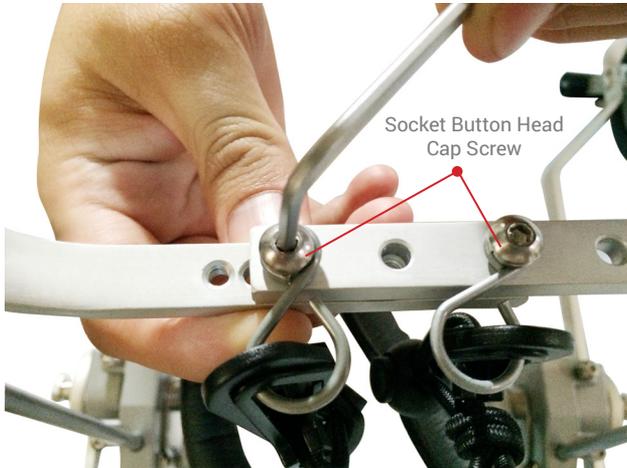
3.3. Tighten Socket Set Screws.

3.4. Loosen Socket Set Screws located on both sides of the Front Harness Bars with the Hex Wrench.

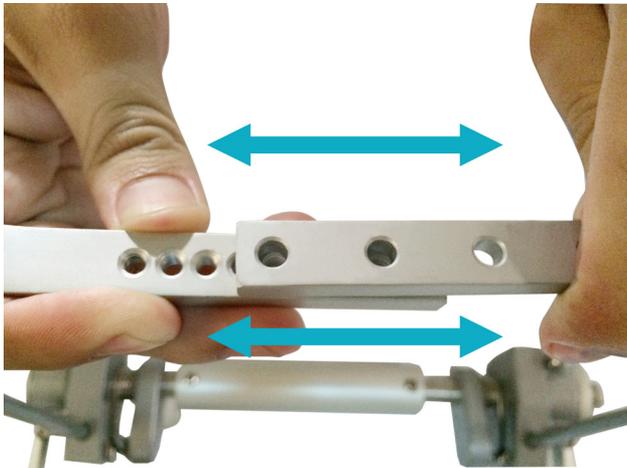
3.5. Adjust length by pulling or pushing along the Side Arms.

3.6. Tighten Socket Set Screws.

#### 4. To adjust width



- 4.1. Loosen and remove Socket Button Head Cap Screws on the Front and Rear Harness Bars with the Hex Wrench.



- 4.2. Move the Front Harness Bars to desired width. Make sure that at least two holes on Right Front Harness Bar are aligned to two holes on Left Front Harness Bar.

- 4.3. Repeat step 4.4 on the Rear Harness Bars.

- 4.4. Return and tighten Socket Button Head Cap Screws on the Front and Rear Harness Bars with the Hex Wrench.

**You are done with the assembly!**



# FITTING YOUR DOG TO THE WHEELCHAIR

## 1. To put your pet into the Rear Harness

- 1.1. Carry your pet gently place him above the wheelchair.
- 1.2. Lower your pet while inserting the legs in the corresponding Rear Harness Holes.
- 1.3. Placing your pet's mid-chest and stomach on the Body Harness. Make sure his body is balanced on the Body Harness.
- 1.4. Make sure that the Front Harness Bar is not protruding your pet's upper body from reaching the Front Harness Bar. If it is, push the Front Harness Bars downwards.

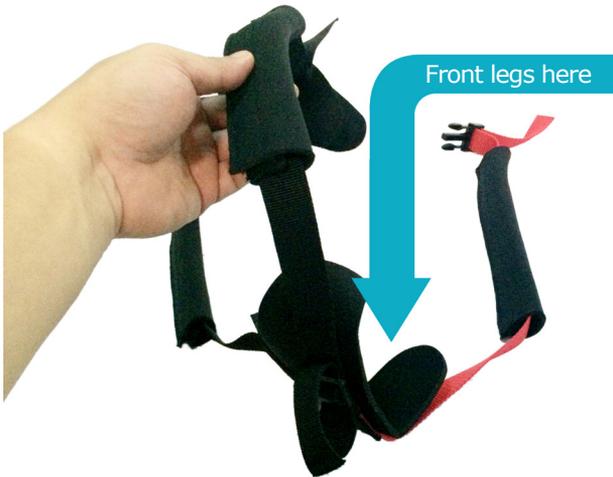
## 2. To put on the front harness on your pet



- 2.1. Unclip the front leg strap (red strap).



- 2.2. Guide your pet's head thru the two black straps until middle black strap reaches your pet's upper chest below the neck and the upper black strap is across your pets back shoulder area. Make sure the front leg strap (red strap) is at the bottom.



- 2.3. Place the front leg strap (red strap) behind the front leg, across the bottom chest, behind the other front leg until it reaches the clip lock on the other side.
- 2.4. Lock the clip.



2.5. Adjust the straps so it fits your pet snugly and comfortably.

3. To harness your pet's front and rear legs to the Front and Rear Leg Straps. Use the Front and Rear Leg Straps to protect your pet's paws and keep them from dragging.

- 3.1. Loosen the Front and Rear Leg Straps.
- 3.2. Insert each leg to corresponding Leg Strap.
- 3.3. Adjust to a comfortable tightness.
- 3.4. Make sure that legs can rest at a relaxed angle.

## **CONGRATULATIONS!**

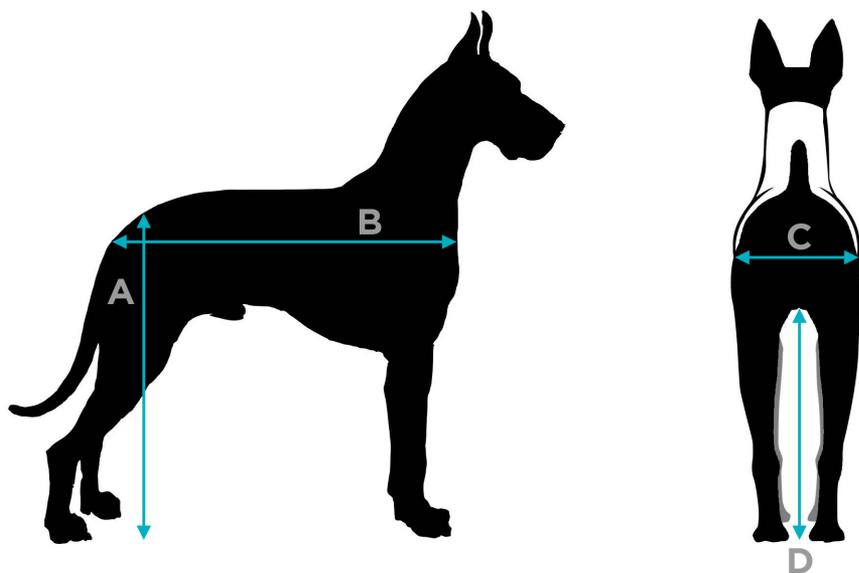
**Your pet is now ready to take the first steps towards mobility.**

## ADDITIONAL MEASUREMENTS FOR A PROPER FIT

Once you have assembled your pet's new Best Friend Mobility wheelchair, you can use the measuring guide below to give it a customized fit.

We always strive to keep things simple. The following are the key measurements you need to take to ensure a comfortable ride for your pet.

Please remember to use a rigid tape measure. If your pet has difficulty standing or staying upright, get someone to help either support your pet or do the measuring.



- A. Rear leg height, from floor all the way to the backbone (top of the pelvis)
- B. Body length
- C. Hip width—straight across
- D. Floor to groin height

## Notes on measurements

1. The rear leg height measurements (A and D) are to ensure that the wheelchair is set so that your dog's body is properly supported. When set at the correct height, your pet can use what movement and strength it has in its legs—allowing your pet some traction (instead of pawing air). If your pet has no hind leg strength, use the leg straps to prevent paw dragging.

2. The hip width measurement (C) will help you get the right setting for the crossbars. The right width setting will prevent painful chafing that can occur in improperly set wheelchairs, where your pet's body may end up repeatedly rubbing against the metal frame.

## Tips

- The front side arms should be approximately 2 inches below the top of your pet's shoulders.
- The rear side arms should be approximately 2 inches below the top of your pet's hip.
- The two side arms of the wheelchair's frame should be parallel to your pet's back
- Your pet's sides should be approximately 1 inch away from the side arms.
- Your pet's sides should not rub against the side arms while your pet is walking.
- The front harness should rest snugly but comfortably under your pet's forelegs.
- The front strap should sit slightly above the center of the chest.
- The front strap must not press against the throat.
- The front strap must not rest below the center of the chest.

Because Best Friend Mobility wheelchairs are adjustable in all three dimensions, it is important to get your pet fitted properly. Setting the height, length, and width will be your task. You might get it right on the first try or a bit of fine-tuning might be required. Please keep in mind that although some pets are able to ambulate in the chair on their first time, it is much more likely to take several sessions before your pet is able to use the wheelchair with assistance, and even longer without. Please be patient and remember that this is a learning process.

**DO NOT LEAVE YOUR PET ALONE IN THE WHEELCHAIR!**



## Using the Quad/Full Support Wheelchair

It is usually best to attach a leash to the front bar to help with the training, and to help give the dog cues and assistance in moving the chair. Please note that if the dog has not ambulated in some time, they will not be able to push a full support chair on their own, they will require some exercise first. You must assist them with pushing the chair for several sessions before they can build the strength to walk and run in the quad chair unassisted.

Please feel free to call us for assistance or visit our YouTube Channel <https://www.youtube.com/channel/UCvcCwjFFW0kPZl6asNfBKmA> and our website's FAQ page <http://bestfriendmobility.net/faq-i-18.html?osCsid=268q8eqrmb1f2e20pslpdrn9n2> for more information.



## 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 tires to keep them from tracking dirt. Check tire pressure every so often and inflate when needed. To reduce bounce and increase traction, lessen tire pressure (to just under 35 PSI) to give the wheelchair a more comfortable ride.

Wash the sling, 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](mailto:support@dogwheelchairscenter.com)**





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