



H0013 & H0020 INSTRUCTION MANUAL

Thank you for purchasing the Heeve 'Up-Ya-Get' Folding Aluminium Dog Ramp.

To get the best use out of your ramp it's essential that you train your pet to use the ramp correctly. It's recommended that you allow your pet to get used to the ramp before you get them to use it by allowing them to sniff and feel the ramp first.

Place treats or other things that they like on top of the ramp whilst the ramp is laying flat on the ground. Invite your pet to take a closer look at the ramp and give them reassurance and praise when they approach and investigate the ramp. Next, try to get your pet to walk on the ramp whilst the ramp is on the flat on the floor. This will help get them used to the ramp before it's in place.

Raise the ramp in small amounts and continue training before using fully extended. Try holding your pet's collar or guiding them with a leash as they go up and down the ramp making sure your pet only walks on the high-traction surface and stays away from the edges of the ramp.

1. WARNING

- 1.1 Never exceed the rated capacity of your ramp (113kg).
- 1.2 Never exceed the capacity of a loading surface.
- 1.3 Use caution at all times when loading and unloading.
- 1.4 Only load and unload onto a stable, level surface.
- 1.5 Ramp surfaces will have less traction when wet. Use caution.
- 1.6 The ramp is not a toy. Do not use it as a jump, scaffold, bridge, ladder or anything other than its designed purpose.
- 1.7 If the lock located on the side of the ramp is not engaged, the ramp can open unintentionally. To avoid this potentially unsafe situation, always fasten the lock when the ramp is not in use.

2. OPERATION GUIDANCE

- 2.1 To use the ramp, follow the simple method below:
 - a) Release the lock and lay the ramp flat on the floor.
 - b) Grab the top of the ramp and lift up gradually.
 - c) Slide the ramp up against the intended surface (car, bed, couch etc.), ensuring it's on flat level ground.
 - d) Make sure the ends of the ramp are resting firmly on a stable surface. Failure to do this could allow the ramp to shift in use. The ramp is designed to hold itself in place when weight is applied, so there is no need for extra devices to lock the ramp in position.
 - e) Once done, follow the steps in reverse and stow away.

3. MAINTENANCE

- 3.1 It is the user's responsibility to check the ramp and components before each and every use. If the ramp is damaged, it should NOT be used.
- 3.2 Maintain the ramp by regular cleaning with household detergent. Periodically lubricate the hinges
- 3.3 If a problem occurs, or a replacement part is needed, please contact Heeve Customer Service.

CAUTION: The Heeve 'Up-Ya-Get' Folding Aluminium Dog Ramp is designed for use only by pets such as dogs, cats, and small animals. It is not intended to carry humans or heavy loads. Using the ramp aside from its intended use is very unsafe and will void the warranty. Please follow this guideline strictly.