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Petmate 21225

Petmate Two-Door Plastic Pet Kennel Instruction Manual

Model: 21225

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INTRODUCTION

This manual provides instructions for the assembly, operation, and maintenance of your Petmate Two-Door Plastic Pet Kennel, Model 21225. This kennel is designed for the safe and comfortable transport of small dogs and cats, up to 15 pounds. Please read all instructions carefully before use to ensure proper setup and safety for your pet.

1. SETUP AND ASSEMBLY

The Petmate Two-Door Plastic Pet Kennel requires minor assembly. Follow these steps to ensure correct construction:

- 1. Unpack Components:** Carefully remove all parts from the packaging. Verify that you have the top and bottom kennel halves, metal door(s), metal bolts, and plastic nuts.
- 2. Align Kennel Halves:** Place the bottom half of the kennel on a flat surface. Align the top half over the bottom half, ensuring all edges and bolt holes match.
- 3. Secure with Bolts and Nuts:** Insert the metal bolts through the designated holes around the perimeter of the kennel. Secure each bolt with a plastic nut on the opposite side. Hand-tighten until snug, but do not overtighten to avoid damaging the plastic.
- 4. Install Doors:** Insert the metal doors into their respective openings (front and top). Ensure the door hinges are properly seated and the latch mechanisms operate smoothly. For the top door, note that the top wires of the door fit into the two points at the top corners of the door opening, not into holes.



Image 1.1: Assembled Petmate Two-Door Plastic Pet Kennel with the top door open, illustrating the two-door design and overall structure.

2. OPERATION

This kennel features both front and top-loading doors for ease of use and pet comfort.

2.1 Placing Your Pet Inside

- **Top-Loading:** For pets that may be hesitant to enter through the front, the top door allows you to gently lower your pet into the kennel. This method can reduce stress for both pet and owner.
- **Front-Loading:** For pets accustomed to carriers, the front door provides a traditional entry point.

Travel with ease

Front and top entry doors
are perfect for small pets



Keeps pets safe while satisfying
their natural denning instinct

Image 2.1: A small puppy comfortably positioned inside the kennel, demonstrating the convenience of the top-loading door for pet entry.

2.2 Securing the Doors

Both doors are equipped with durable squeeze-latches. To close, align the door and press the latch firmly until it clicks into place. Ensure both latches are fully engaged before transport.

2.3 Carrying the Kennel

The kennel includes a convenient carry handle located on the top. For optimal balance and pet comfort, carry the kennel with both hands, supporting the bottom, especially when a pet is inside.



Image 2.2: Detailed view of the kennel's features, highlighting the convenient carry handle, secure squeeze-latch system, and the interior moat design.

3. MAINTENANCE AND CARE

Regular cleaning and inspection will prolong the life of your pet kennel and ensure a hygienic environment for your pet.

- **Cleaning:** The plastic shell is easy to clean. Hand wash with mild soap and water. Rinse thoroughly and allow to air dry completely before storing or reuse.
- **Stay-Dry Moat:** The interior features a stay-dry moat designed to direct fluids away from your pet, helping to keep them dry during travel. Clean this area regularly.
- **Inspection:** Periodically check all latches, hinges, and bolts for wear or damage. Ensure all components are securely fastened. Replace any damaged parts immediately.

4. TROUBLESHOOTING

If you encounter issues with your Petmate Two-Door Plastic Pet Kennel, refer to the following common solutions:

- **Difficulty with Door Latch:** If a door latch is stiff or difficult to operate, ensure the door is properly aligned within its frame. A small amount of food-grade lubricant can be applied to the moving parts of the latch if needed, but avoid contact with pet. With regular use, latches typically become smoother.
- **Pet Resistance to Entry:** If your pet is reluctant to enter the kennel, try using the top-loading feature. You can also place familiar bedding or treats inside to create a positive association. Allow your pet to explore the kennel at their own pace in a calm environment.
- **Kennel Instability:** Ensure all metal bolts and plastic nuts are securely tightened. If the kennel feels unstable, disassemble and reassemble, double-checking that all components are correctly aligned and fastened.

5. SPECIFICATIONS

Feature	Detail
Model Number	21225
Product Dimensions	19.0" L x 13.0" W x 10.0" H
Item Weight	1 pound
Material	Plastic
Color	White
Maximum Recommended Load	10 Pounds
Special Features	Made from Recycled Materials, Side Loading, Top Loading
Assembly Required	Yes
Care Instructions	Hand Wash
Origin	Made in the USA (Plastic), Handle & Other Components Imported

Find the right size

Size up kennel if pet is over the weight



xsmall
0-10 lbs
chihuahua, kitten,
or similar



Image 5.1: Dimensional diagram of the 19-inch Petmate kennel, indicating its length, width, and height.



Image 5.2: Manufacturing origin label, indicating that the plastic components are made in the USA.

6. WARRANTY & SUPPORT

6.1 Warranty Information

For specific warranty details and claims, please contact the manufacturer directly. Warranty information is typically provided with the product packaging or available on the manufacturer's official website.

6.2 Customer Support

For further assistance, questions, or to report any issues, please visit the official Petmate website or refer to the contact information provided on the product packaging.