

HIWOKK 48IN-W

HIWOKK 48-Inch Heavy Duty Dog Crate Instruction Manual

Model: 48IN-W | Brand: HIWOKK

1. INTRODUCTION

Thank you for choosing the HIWOKK 48-Inch Heavy Duty Dog Crate. This manual provides essential information for the safe and effective assembly, operation, and maintenance of your new dog crate. Please read these instructions thoroughly before use and retain them for future reference.

2. SAFETY INFORMATION

- Always ensure the crate is assembled correctly and all locks are securely fastened before placing your pet inside.
- Do not leave pets unattended for extended periods, especially during initial use.
- Ensure the crate size is appropriate for your dog, allowing them to stand, turn around, and lie down comfortably.
- Regularly inspect the crate for any damage, loose parts, or sharp edges. Discontinue use if damage is found.
- Keep children away from the crate during assembly and ensure they do not play inside or around the crate when a pet is present.
- This crate is designed for indoor use. While it can be used outdoors temporarily, prolonged exposure to weather elements may cause damage or rust.

3. PACKAGE CONTENTS

Please verify that all components are present before beginning assembly:

- Crate Panels (sides, top, bottom, doors)
- 4 x 360-degree Lockable Rolling Casters (Wheels)

- 1 x Removable Plastic Tray
- 1 x Floor Grate
- Assembly Hardware (bolts, nuts, wrench - typically included)

4. SETUP AND ASSEMBLY INSTRUCTIONS

Assembly is designed to be straightforward. It is recommended to have two people for easier setup.

1. **Unpack Components:** Carefully remove all parts from the packaging and lay them out on a clean, flat surface. Check against the package contents list.
2. **Assemble Side Panels:** Connect the side panels to the front and back panels using the provided hardware. Ensure all connections are secure but do not fully tighten bolts until the entire frame is assembled.
3. **Attach Top Panel:** Secure the top panel to the assembled side and front/back panels.
4. **Install Doors:** Attach the front and top doors to their respective hinges. Ensure they swing freely and the latch mechanisms align.
5. **Install Floor Grate:** Place the metal floor grate inside the bottom of the crate.
6. **Insert Removable Tray:** Slide the plastic tray into the designated slot beneath the floor grate.
7. **Attach Rolling Casters:** Turn the crate upside down. Screw the four 360-degree rolling casters into the designated holes on the bottom frame. Ensure they are tightly secured.
8. **Final Tightening:** Once all components are in place, go back and fully tighten all bolts and connections.

Indestructible Design, Escape-proof



This diagram illustrates key features of the crate's robust construction, including the stainless steel anti-collision lock, the removable base plate and tray for easy cleaning, and the strong steel panels designed for durability and security.



360° Rolling Casters

Easily move the crate and lock it wherever you want



This visual explains the functionality of the crate's 360-degree rolling casters, which allow for easy movement. An inset shows a foot engaging the lock mechanism to secure the crate in place.

5. OPERATING INSTRUCTIONS

5.1 Using the Double Doors

The HIWOKK dog crate features both a front door and a top door for convenience.

- **Front Door:** Use the front door for your pet's entry and exit. Ensure the stainless steel anti-collision lock is securely engaged when the door is closed.
- **Top Door:** The top door allows for easy interaction with your pet, such as feeding, petting, or placing items inside without opening the main entry. Always secure the top door lock after use.

Double Door Design



This image highlights the dual entry points of the crate: a convenient front door for pet access and a top door for interaction and feeding. It also details the robust 0.79-inch steel bar construction and the stronger load-bearing floor for pet comfort.

This image provides a detailed view of the stainless steel anti-collision lock, demonstrating its robust construction and how it secures the crate doors to prevent escapes.

5.2 Moving the Crate

The crate is equipped with 360-degree rolling casters for easy repositioning.

- To move the crate, ensure all caster locks are disengaged.
- To secure the crate in place, press down on the locking mechanism on at least two of the casters until they click into position.

A detailed shot of one of the crate's 360-degree rolling casters, highlighting its silent bearing design and the integrated lock mechanism for stability.

6. MAINTENANCE

6.1 Cleaning

Regular cleaning will ensure a hygienic environment for your pet.

- **Removable Tray:** The plastic tray can be easily slid out for cleaning. Wash with mild soap and water, then rinse thoroughly and dry before reinserting.
- **Floor Grate:** The metal floor grate can also be removed for cleaning. Wipe down with a damp cloth or wash with mild soap and water. Ensure it is completely dry to prevent rust.
- **Crate Panels:** Wipe down the steel panels with a damp cloth and mild, non-toxic cleaner. Avoid abrasive cleaners that could damage the coating.

This image shows the removable base plate and slide-out tray, emphasizing how easily they can be detached and cleaned, simplifying crate maintenance.

6.2 General Care

- Periodically check all bolts and connections to ensure they remain tight.
- Inspect the casters for smooth operation and ensure locks are functioning correctly.
- Avoid exposing the crate to harsh chemicals or extreme temperatures.

7. TROUBLESHOOTING

- **Difficulty with Door Latches:** If latches feel loose or do not secure properly, check for any obstructions or misalignment. Ensure all assembly bolts are fully tightened, as a slightly misaligned frame can affect door operation.
- **Crate Not Moving Smoothly:** Check if caster locks are engaged. Ensure no debris is caught in the wheels. If a wheel is damaged, contact customer support for replacement options.
- **Rust Formation:** While the crate has a protective coating, prolonged exposure to moisture can lead to rust. Ensure the crate is kept dry, especially after cleaning. Address any rust spots promptly with appropriate rust treatment to prevent spread.
- **Unstable Crate:** Verify that all assembly bolts are securely tightened. Ensure the crate is placed on a flat, level surface.

8. SPECIFICATIONS

Feature	Detail
Model Number	48IN-W
Overall Dimensions (L x W x H)	47.2 x 29.7 x 33.3 inches

Internal Dimensions (L x W x H)	45.7 x 28.1 x 26 inches
Item Weight	68.1 pounds
Material	Metal (Steel)
Color	White
Breed Recommendation	All Breed Sizes
Specific Uses	Indoor
Special Feature	Easy Assembly, Double Door, Removable Tray, Rolling Casters



This diagram provides precise measurements for the HIWOKK dog crate, detailing its overall size and internal door

dimensions. It also features images of different dog breeds to illustrate the crate's suitability for various sizes.

9. WARRANTY AND SUPPORT

9.1 Warranty Information

This HIWOKK dog crate comes with a **one-year warranty** from the date of purchase, covering manufacturing defects. Additionally, a **30-day easy return policy** is available for eligible purchases.

9.2 Customer Support

If you have any questions regarding the assembly, operation, maintenance, or warranty of your HIWOKK dog crate, please do not hesitate to contact our customer service team. Our customer service is available 24 hours a day to assist you.

For support, please refer to the contact information provided with your purchase or visit the official HIWOKK website.