



**PortablePET**  
Version 1.5

## TWISTEP® Instructions Manual

### BEFORE YOU BEGIN

To ensure the best service and satisfaction from your PortablePET TWISTEP, please read and follow all instructions, recommendations, and warnings. Heininger Holdings, LLC is not responsible for damage or injury due to misuse of the TWISTEP product. And we always want to hear from you about our products and service. Contact us at [info@heininger.biz](mailto:info@heininger.biz).

### VERIFY ALL PARTS ARE INCLUDED IN PACKAGE:

#### TWISTEP® Hardware List

- 1- Hex Key
- 1- ½"x1.5" Receiver Bolt
- 1 ½" Lock Washer
- 1- 2" Aluminum Sleeve (already attached)



### Recommended Tools for Installation

- 19mm Socket or Wrench for Standard ½"x1.5" Receiver Bolt
- 21mm Socket or Wrench for Threaded HitchLock

Torque Specifications for tightening Receiver Bolt or Threaded HitchLock = 29

If you find a discrepancy, call us and we will help with any issues or questions.

**Toll Free 888-722-5240** (Pacific Coast, USA Time Zone)

### Installation of the Twistep

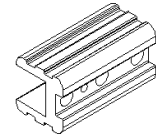
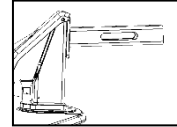
We have assembled the TWISTEP for the most-common height in either 2" x 2" or 1 ¼" x 1 ¼" installations. Your vehicle may require that you adjust the TWISTEP height, depending on the clearance for the TWISTEP to operate properly and to rotate correctly when it is not in use. The goal is to have the TWISTEP as high as it can be, yet still clear the underneath of the vehicle when you twist into the *not-in-use* position.



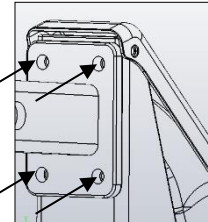
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a. Your TWISTEP has been assembled with the 2" x 2" adaptor. If you have the smaller hitch size, loosen and remove the screw holding the adaptor with the included Hex Key. The receiver bar is now compatible with the smaller hitch (1¼") size. Make sure you store the Hex Key for the 2" x 2" adaptor in a safe/memorable place.



b. Regardless of whether your hitch is 2" x 2" or 1¼" x 1¼" you want to match the TWISTEP up to and insert it into the hitch. You will easily see if it will fit and twist properly. If you need to make an adjustment, move on to Step c. If it fits properly, proceed to **g**.



c. Loosen and remove the 4 screws holding the receiver bar to the tower assembly of the TWISTEP with the included Hex Key.

d. Raise and/or lower the TWISTEP assembly to match the holes and the proper height you need for your particular vehicle. Identify which level you need and set the assembly down (it becomes heavy to hold up after a short time) and remove the receiver bar.

e. Re-attach it to the TWISTEP assembly with the receiver bar, using the 4 screws/washers you previously removed. Be sure to tighten them similar to how tight it was originally.

f. Now, reinstall the total unit, making sure the TWISTEP can be rotated and the step can be set in place for proper use.

g. Once you are satisfied with the height adjustment, insert the receiver bolt/washer included in the parts kit and tighten (with socket or wrench) to ensure it will not loosen on its own. When it is tightened the anti-wobble function included in the receiver bar will stop any wobbling or rattling.

***Notice! If you are trying to install the TWISTEP on a 2006-Present Chevrolet Tahoe or GMC Yukon, 2014-Present Jeep Grand Cherokee, Nissan Pathfinders, & 2018-Present Ford Expeditions, you may need to call our customer support for an additional bracket, item #3053 (sold separately) Available for purchase at [www.twistep.com](http://www.twistep.com)***



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## How to use your TWISTEP

After your TWISTEP is in place and securely fastened to the hitch:

- A. Lift T-Handle to release swivel movement of the platform
- B. Twist TWISTEP out to position 180 degrees until locating pin snaps back into place.
- C. Test it to make sure the placement is ideal for your use.
- D. Make sure to twist the Twistep back under the vehicle until the locating pins snaps back into place when not in use. Do not move the vehicle while the TWISTEP platform is out.
- E. ALWAYS thoroughly wash the Twistep by hand after a muddy, snowy, long distance journey, or when roads have excess salt on them to ensure product will provide the use you expect from such quality. Then use 3-In-One® oil to lubricate the working parts. (See Page 5 Care & Maintenance)

## When in USE

- Do not stand or ride on TWISTEP while the vehicle is in motion.
- Ensure the vehicle engine is shut off before/during use of TWISTEP.
- To prevent injury, always stow TWISTEP out of the way when not in use.
- Do not use TWISTEP as a platform to carry items while the vehicle is in motion.
- Do not use TWISTEP as a towing device.
- After rotating the TWISTEP into place to use or store, make sure the locating pin is locked and in place so the TWISTEP cannot rotate further.
- Do not rotate TWISTEP while someone (or dog) is standing on it.
- Basic safety precautions and close supervision are necessary when TWISTEP is used, especially when it is used by or near children and pets.
- Do not operate or use TWISTEP when you are tired, ill, or under the influence of alcohol, drugs, or medication.
- Use TWISTEP only for its intended use as described in this manual/literature.
- When using TWISTEP do not exceed the tongue weight limit of the hitch on your vehicle. Be sure to check the actual tongue weight rating of your hitch to determine the maximum load that the TWISTEP can support. The TWISTEP by itself can support up to 400 pounds but, depending on the tongue weight limit of your hitch, the actual weight limit could be less.  
*(For instance, most Class III hitches have a tongue weight limit of 500 pounds, but most Class II hitches have a tongue weight limit of 300 pounds.)*
- Take appropriate safety precautions if weather conditions warrant (e.g. dry the TWISTEP, remove any ice; be mindful that the TWISTEP may become hot if left out in the sun).
- Do not overreach while using TWISTEP. Always keep proper footing and balance.



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- Stop using your TWISTEP immediately if it appears unstable, if damage is visible or if the unit malfunctions or operates intermittently. Never use undue force to operate your TWISTEP.
- Follow all instructions and warnings. Failure to do so can result in injury. Be thoroughly familiar with the assembly, operation, proper use and maintenance of this product.
- The TWISTEP is designed to ride higher than the drive and suspension components of your vehicle. Take care when driving in or out of steep driveways or other uneven road surfaces as the TWISTEP could impact the ground in these situations.

## Spares & Replacements

Item/Product	Description	Price with Handling-Shipping*
#3051 T-Handle Replacement	New T-Handle Pin/Bolt	\$14.95
#6033 Hitch Lock	Anti-wobble lock rack/vehicle	\$29.95
Hardware Kit	Hitch Bolt, Hex Key & Washer	\$14.95
2" Aluminum Sleeve	Adapter for 2" receiver	\$29.95
#3053 Extension Bracket	Twistep Height Extension	\$54.95

\*Pricing reflects shipping within the Continental United States only. Please call customer service for shipping fees outside of the Continental U.S (888) 722-5240 or visit [www.twistep.com](http://www.twistep.com)



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## Care and Maintenance

- As an extra precaution, we recommend you double check the hitch bolt and all TWISTEP fasteners once a month (or every time you reinstall it, whichever is more often) to ensure everything is securely fastened and attached correctly. Address anything that has loosened or shifted over time with vehicle/road vibration. Using a socket or wrench is highly recommended for tightening the hitch bolt.
- For proper operating performance, we recommend you clean your TWISTEP monthly with gentle soap and water, to ensure sand, grit and other debris do not interfere with TWISTEP's smooth operation. In salty conditions, wash the TWISTEP thoroughly at least once every week.
- Please remember to remove TWISTEP from your vehicle completely any time you drive through an automated car wash.
- Routine lubrication of TWISTEP® is required around the T-handle shaft to ensure the knob lifts easily and the platform rotates with ease. Use 3-In-One® Oil generously and often.



For more information on 3-In-One Oil, please visit [www.3inone.com](http://www.3inone.com)



Please share & show your pet on the TWISTEP® by uploading a photo/comments onto the **PortablePET** Facebook page or share a photo on Instagram with **#Twistep**

**If you have questions: Call 888-722-5240**

**Email: [info@heininger.biz](mailto:info@heininger.biz)**

Office Hours Monday-Friday 8 A.M. – 4:30 P.M. Pacific Time



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## **One-Year Limited Liability, Warranty Policy**

*Heininger Holdings, LLC, warrants the original owner of each new PortablePET product against defects in workmanship and materials for one year from the date of purchase (at retail) of the product, provided it is purchased from an authorized PortablePET dealer. This Limited One Year Warranty is not transferable and shall only apply to normal and ordinary use, for which the product was intended.*

*Warranty claims are to be made directly to Heininger Holdings and must be accompanied by a sales receipt or another appropriate proof-of-purchase document. Should this product or any part or accessory be determined by Heininger Holdings, to be defective and covered by this Limited One Year Warranty, it will be repaired or replaced at the option of Heininger Holdings, without further charge. The cost of transportation to and from the Heininger warranty inspection facility for repair or replacement of any defective part and/or accessory and any related charges is not covered by this warranty, and is to be paid by the owner.*

*The warranty does not cover normal wear and tear, worn and normal use cosmetic blemishes, improper assembly, lack of maintenance, or custom alteration/installation of any parts or accessories not originally intended or compatible with the product as sold. The warranty does not apply to damage or failure resulting from an accident, abuse or neglect.*

*This warranty is given in lieu of all other expressed warranties, implied warranties, including without limitation implied warranties of merchandising ability and fitness for a particular purpose, and are limited to the duration and specification of this warranty. In no event shall Heininger Holdings, be liable for damages in excess of the purchase price of the PortablePET product, for any loss of use, loss of time, inconvenience, commercial loss, lost profits or savings or any incidental, special, consequential, direct or indirect damages arising out of the use or inability to use such product, to the full extent as such may be disclaimed by the law. Labor charges for part changeover are not covered by this warranty.*

PortablePET is a trademark of Heininger Holdings, LLC, Bellingham, WA,  
TWISTEP is a registered trademark of Practical Pet Solutions, LLC, Seattle, WA  
3-In-One® is a registered trademark of WD-40 Company, San Diego, CA

**Patent Number: 7,204,501; 7,025,365 ; 6,935,647 ; 6,659,484**