



**PortablePET**  
Version 1.0

# **TWISTEP®** for Pick-Up Trucks

## Instructions Manual

### **BEFORE YOU BEGIN**

To ensure the best service and satisfaction from your PortablePET TWISTEP designed specifically for a pick-up with a functioning tailgate, 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. We are always interested about our products and service. You may contact us at [info@heininger.biz](mailto:info@heininger.biz).

#### **VERIFY ALL PARTS ARE INCLUDED IN PACKAGE:**

TWISTEP® Hardware List

- 1- Hex Key
- 1 5/8" x 1.5" Receiver Bolt
- 1 5/8" Lock Washer



(anti-wobble nut & retainer are already installed in receiver tube)

If you find a discrepancy, please contact us to help with any issues or questions.

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



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## Installation of the Twistep

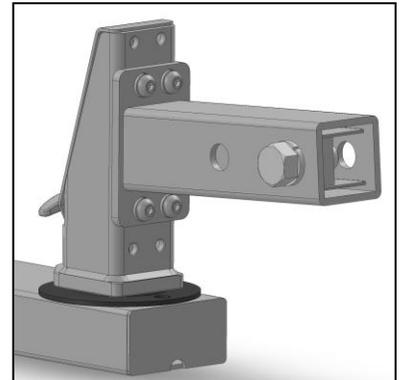
We have assembled the TWISTEP for the most-common step height for your truck. Your vehicle may require that you adjust the TWISTEP height, depending on the clearance, for the TWISTEP to operate properly. The goal is to position the TWISTEP at about half way between the height of the tailgate and the ground, yet still clear the underneath of the vehicle when you twist into the *not-in-use* position.

a. Your TWISTEP has been fully assembled to fit the 2" x 2" receiver hitch adaptor. Therefore, you want to match the TWISTEP up to and insert it into the hitch. You will easily see if this height is appropriate and it twists properly with no interference. If you need to make an adjustment, move on to Step **b**. If it twists properly, proceed to **f**.

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

c. 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.

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



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

f. Once you are satisfied with the height adjustment, insert the receiver bolt/washer included in the parts kit and tighten with 24mm wrench or socket (tools not included) to ensure it will not loosen on its own. When it has been securely tightened, the anti-wobble device, included in the receiver tube, will eliminate any wobbling or rattling.



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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 allow for swivel movement of the platform
- B. Twist the TWISTEP out to a 180 degree position until locating pin (T-Handle) snaps back into place. Now lift the small lever (with Twistep printing) located at the rear pivot and rotate the platform again to a 180 degree position as it "clicks" into position. It should now be extended past the tailgate.
- C. Take a test step on the platform to make sure the placement is ideal for you and/or your Dog's use.
- D. Make sure to twist the Twistep back under the vehicle until the locating pins snaps back into place when not in use.
- E. ALWAYS wash the Twistep after a muddy, snowy, long distance journey to insure the product will provide the use you expect from such quality. Then use 3-In-One® oil to lubricate the working parts.

## When in USE

- Confirm the vehicle engine is shut off before/during use of the TWISTEP.
- **DO NOT** stand or ride on TWISTEP while the vehicle is in motion.
- 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/or 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 may vary.



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*(For instance, most Class III hitches have a tongue weight limit of 500 pounds and many Class II hitches have a tongue weight limit of 300 pounds.)*

- Take appropriate safety precautions if weather conditions warrant (e.g. wash the TWISTEP after use, remove any ice; be mindful that the TWISTEP may become hot if left out in the sun).
- Do not overreach while using TWISTEP. Keep proper footing and balance at all times.
- Stop using your TWISTEP immediately if it appears unstable. If damage is visible or if the unit malfunctions or operates intermittently stop using it until you have identified the problem with our Customer Service contacts. 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.
- Never leave the Twistep in the extended position when vehicle is in motion.

## Spares & Replacements

Item/Product	Description	Price with Handling-shipping
#3051 T-Handle Replacement	New T-Handle Pin/Bolt	\$14.95
#6001 Threaded Hitch Lock	Anti-Wobble lock rack/vehicle	\$29.95
Hardware Kit	Hitch Bolt, Hex Key & Washer	\$14.95
#6039 Anti-Wobble Kit	Replaces all anti-wobble related components	\$14.95
#3048 Pet Partition	Pet Barrier for SUV	\$59.95



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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/normal use.
- For proper operating performance, we recommend you clean your TWISTEP from time to time with soap and water, to make sure sand, grit and other debris do not interfere with TWISTEP's smooth operation. In salty conditions, wash the TWISTEP thoroughly at least every week due to the fact that salt can be very damaging.
- Please remember to stow TWISTEP out of the way if 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 on all moving parts.



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



Please share a photo of your pet on TWISTEP® by uploading a photo/comments onto the **PortablePET** Facebook

page.

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

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

Office Hours Monday-Friday 8 A.M. – 5 P.M. Pacific Time



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

*Heininger Holdings, LLC, warrants the original owner of each new PortablePET product against defects in workmanship and materials for two years from the date of purchase (at retail) of the product, provided it is purchased from an authorized PortablePET dealer. This Limited Two 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 other 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 Two 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.*

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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**

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