

Croozer Dog

2-in-1 Bicycle Trailer
Stroller

OWNER'S MANUAL
ENGLISH



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CROOZER

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Additional manuals and instructions on the use of this vehicle and its accessories can be ordered from Zwei plus zwei GmbH or downloaded from the website www.croozer.eu. Every effort has been made to ensure the accuracy of this manual. However, if you do find an error, we would appreciate hearing about it so that we can correct it.

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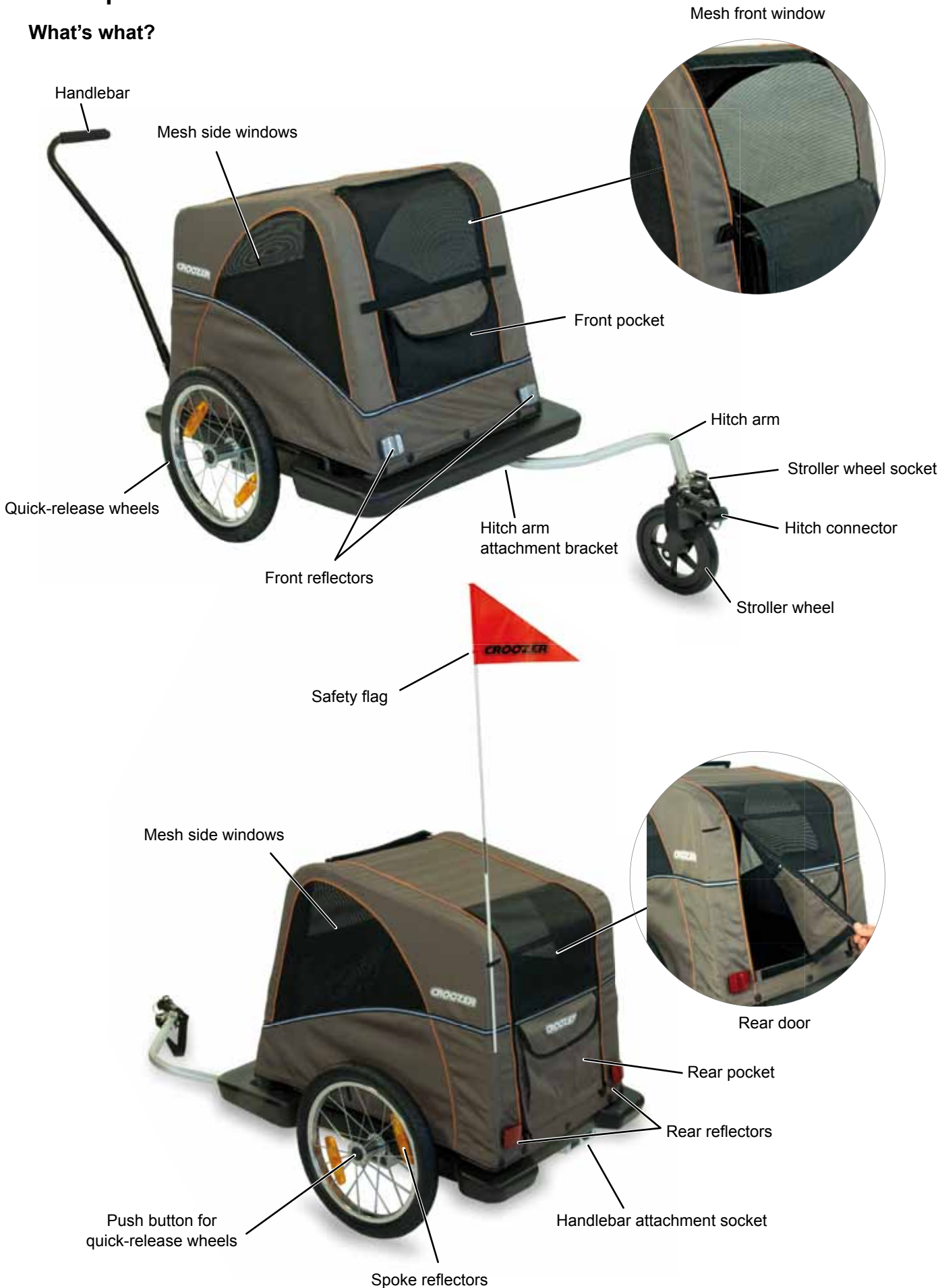
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Table of Contents

Description	2	Servicing the Stroller wheel	25
What's what?	2	Servicing the hitch-connector joint	25
2-in-1 System	3	Inspecting the Croozer Dog after an accident	25
What is the Croozer Dog?	4	Cleaning and Storing the Croozer Dog . 26	
How should the Croozer Dog be used?	4	How do I clean and maintain my Croozer Dog?	26
How shouldn't the Croozer Dog be used?	4	How do I store my Croozer Dog?	26
Orientation and wording	4	Preparing the Croozer Dog for disposal	27
Applicable standards	4	Technical Data	28
Safety Guidelines	5	Accessories	28
Symbols and warnings	5	Warranty	29
Read and observe this manual!	5	Servicing and warranty claims	29
Who can ride in the Croozer Dog?	5		
Requirements for the towing bicycle	5		
Legal requirements for using a Bicycle Trailer	5		
Before your first ride	5		
Pulling the Croozer Dog as a Bicycle Trailer	5		
Using the Croozer Dog as a Stroller	6		
Use, storage and transport.	6		
Assembly, maintenance and repair	6		
Initial Assembly and Unfolding the Croozer Dog	7		
Checking package contents	7		
Unfolding the Croozer Dog	8		
Attaching the mat.	9		
Attaching and removing the wheels	9		
Converting the Croozer Dog to a Bicycle Trailer	10		
Installing and removing the hitch arm	10		
Installing the axle hitch to the towing bicycle.	10		
Installing the safety flag	13		
Converting the Croozer Dog to a Stroller.	14		
Installing and removing the Stroller wheel	14		
Attaching and removing the handlebar.	15		
Using your Croozer Dog	16		
Getting your dog used to the Croozer Dog	16		
Loading, unloading and securing your dog.	16		
Opening and closing the front window	16		
Transporting dog and cargo	17		
Hitching the Croozer Dog to the Towing Bicycle	18		
Special considerations when riding with the Bicycle Trailer	19		
Special Considerations When Using the Stroller.	21		
Transporting your Croozer Dog	22		
Croozer Dog Inspections and Maintenance.	23		
Inspection intervals	23		
Service intervals	23		
Inspecting the hitch arm, hitch connector and Stroller Kit components	24		
Inspect the fabric body	24		
Checking tyre pressure and treads.	24		
Cleaning and lubricating the wheel axles	25		

Description

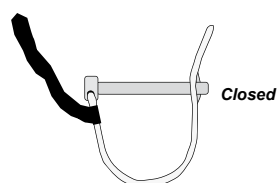
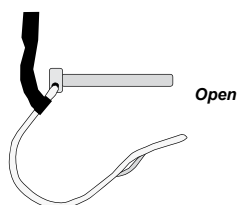
What's what?



2-in-1 System



Security pins for:
Hitch connector
and
Stroller wheel



Description

What is the Croozer Dog?

The Croozer Dog is a vehicle for transporting dogs and other small animals. It can also be quickly and easily converted to a dog stroller using a stroller wheel and handlebar.

How should the Croozer Dog be used?

The Croozer Dog is intended for private use for transporting dogs or other small animals in daylight hours on roads and other smooth, well-surfaced paths as a bicycle trailer or stroller. The instructions and safety guidelines provided in this manual must be followed at all times. For your safety and the safety of your dog and other road users, dogs should always be leashed inside the trailer.

Maximum Weight of Loaded Trailer (Trailer + Dog)	121 lbs (55 kg)
Maximum Load* (Dog)	88 lbs (40 kg)
Hitch-arm Load (Nose Weight)	6.6 - 16.6 lbs (3 - 7.5 kg)
* Weight limits only apply if the hitch-arm load is within the specified range of 6.6 to 16.6 lbs (3-7.5 kg). See page 17.	

When in use as a Bicycle Trailer in poor visibility conditions or at night, dusk, or dawn, the Croozer Dog must be equipped with a lighting system that complies with the applicable laws and regulations in the country of use. Any spare parts used for the Croozer Dog must be approved by Zwei plus zwei GmbH and properly installed, ideally by a professional bicycle mechanic. Use only accessories that are suited for the Croozer Dog and/or have been approved by Zwei plus zwei GmbH.

How shouldn't the Croozer Dog be used?

The Croozer Dog may not be used in any manner other than as specified above. Never transport children in the Croozer Dog. Never use the Croozer Dog as a cargo trailer. Never use the Stroller for jogging or skating. Commercial use, overloading, excessive speeds (of more than 12 mph, or 20 km/h, when in use as Dog Trailer or more than walking speed when used as Stroller), improper repairs and use on unsurfaced roads or paths are not permitted.

Never pull the Croozer Dog with a motorised vehicle, such as a moped or scooter. This also applies to motorised bicycles with a maximum speed of more than 12 mph (20 km/h). Do not mount the hitch to a bicycle with a rear-wheel hub motor, unless this modification is approved by the manufacturer of the bicycle and/or motor. Zwei plus zwei GmbH will not be liable for any damages resulting from non-compliance with these requirements.

Orientation and wording

Unless otherwise indicated, the terms right and left in this manual refer to the passenger's right or left when seated in the Croozer Dog, facing forward (i.e. relative to the direction of travel).

Applicable standards

The following standards were taken into consideration:
EN 15918:2011

Safety Guidelines

Symbols and warnings



DANGER!

DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.



WARNING!

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION!

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE indicates a situation which, if not avoided, could result in damage to the Croozer Dog or the environment.

Tip: In this manual, "Tip" indicates helpful advice about the use or maintenance of the Croozer Dog.

Read and observe this manual!

This manual contains information that is extremely important for the safety of you, your dog and other road users. Therefore, it is essential that you read the entire manual carefully and follow the instructions closely. If you should experience difficulties understanding any of the information or instructions, please contact your Croozer dealer. Keep this manual handy at all times for future reference. If you loan or sell your Croozer Dog, pass on this manual to the new user. It is also vitally important that you read and observe the instructions provided in the manual of the towing bicycle.

Who can ride in the Croozer Dog?

The Croozer Dog is intended for use with dogs and other small animals up to 19 inches (48 cm) in height (chin to top of head when standing). The vehicle is designed to carry a maximum weight of 88 lbs (40 kg).

Who can ride the towing bicycle?

Be sure to acquaint yourself with the applicable laws in the state or country where you plan to use the Croozer Dog.

Requirements for the towing bicycle

The towing bicycle must be approved by its manufacturer for pulling a trailer. This information can be found in the owner's manual of the bicycle. Furthermore, the towing bicycle must be in perfect working order and have strong, properly functioning brakes. The rear wheel of the towing bicycle must be equipped with an effective splashguard. Otherwise, your dog could be injured by stones and other debris thrown up from the road. Motorised vehicles may not be used for pulling Bicycle Trailers. The only exception to this rule is a pedelec. This special type of e-bicycle has an electric motor that delivers assist only when the rider pedals. In many countries, pedelecs legally qualify as bicycles. However, e-bikes with a maximum speed of more than 12 mph (20 km/h) may not be used for pulling the

trailer. The towing bicycle should be equipped with a sturdy rear-mount kickstand to ensure safety when loading and unloading your dog.

Be sure to familiarise yourself with the legal requirements that apply to towing bicycles in the country or state where you will be using the Croozer Dog. The towing bicycle must have a 26" or 28" (559 or 622mm) rear wheel. This information can be found on the tyre sidewalls. The numbers 42-622, for example, indicate that the tyre has a width of 42 mm and a bead-seat diameter of 622 mm (28 inches).

Legal requirements for using a Bicycle Trailer

Be sure to familiarise yourself with the legal requirements that apply to pulling a Bicycle Trailer in the country or state where you will be using the Croozer Dog.

Before your first ride ...

It is vitally important that you familiarise yourself with the Croozer Dog before you use it for transporting your dog. You will also need to help your dog get used to the Croozer Dog (see page 16). Prior to your first trip, Zwei plus zwei GmbH recommends taking a practice ride (without your dog) in a calm, traffic-free area; load the Trailer with cargo of approximately the same weight as your dog, for example, by strapping a loaded rucksack into the cabin. This is a great way to become acquainted with the handling of the bicycle and the dimensions of the trailer.

Buckle up!

For your safety and the safety of your dog and other road users, dogs should always be leashed inside the trailer.

Crushing hazard

When folding and unfolding the Croozer Dog, keep fingers and hands clear of all possible pinch points (e.g. movable frame parts and locking mechanisms).

Pulling the Croozer Dog as a Bicycle Trailer

Before each ride, check the following:

- Are the wheels securely attached?
- Are both vertical frame tubes snapped securely into the clips?
- Are all security pins correctly inserted and locked? Check that none of the security pins are hanging freely from their straps.
- Check tyre pressure prior to each ride. The actual tyre pressure should never be higher or lower than the maximum and minimum inflation pressures marked on the tyre sidewall. (See also page 24). Never use compressed air, e.g. from a gas/petrol station, to fill your tyres. The rapid airflow and high pressure can overinflate the tyres, causing the tube and/or tyre to burst.

Turning

Always reduce your speed to a walking pace when making turns with the Bicycle Trailer. Keep in mind that riding speed is often underestimated, especially on bikes with electric assist. When turning at high speeds, the increased centrifugal force can cause the trailer to skid or tip over and result in accidents with serious injury or death.

Riding downhill

Always reduce your speed when riding downhill. Riding at excessive speeds can cause the Trailer to skid, potentially resulting in accidents with serious injury or death.

Riding over curbs or uneven surfaces

Riding over a curb or other obstacle with only one wheel of the Bicycle Trailer could cause the trailer to tip over, resulting in accidents with serious injury or death. Empty trailers are especially susceptible to tipping. Therefore, if you have to ride over a curb or similar obstruction, always use extreme caution and ride at very low speeds. Never use the Croozer Dog on stairs or escalators.

Being visible to others

Never use your Croozer Dog as a Bicycle Trailer in road traffic without the safety flag mounted. The safety flag makes it easier for other road users to see you.

Carrying cargo

Never transport cargo items together with a dog or other animal in the Trailer. Never attach cargo, such as bags or panniers, to the outside of the Trailer. Cargo attached outside of the Trailer can drastically affect the handling and stability of the Croozer Dog, potentially resulting in accidents with serious injury or death. Smaller objects, such as leashes etc., can be stowed in the pockets on the front and rear panels of the Trailer.

Using the Croozer Dog as a Stroller

The Croozer Dog with Stroller Kit is not approved for jogging or skating. Pushing the Stroller faster than a walking pace is not permitted.

Use, storage and transport

Never transport the Croozer Dog – even when folded – on the roof of a motor vehicle.

Never use or store the Croozer Dog at temperatures below -4°F (-20°C).

Assembly, maintenance and repair

If you have purchased the Croozer Dog from a shop, the dealer should have installed the axle hitch to the towing bicycle. If you ordered your Croozer Dog online or by mail-order catalogue, we recommend having the initial assembly performed by a professional bicycle mechanic. Furthermore, dealers are required to provide the customer with all important information on the use of the Croozer Dog.

Technical condition

Never use the Croozer Dog if it is not in perfect working order. The Croozer Dog must be periodically inspected for damage and/or wear to the wheels, hitch arm, frame, fabric body, security pins and axle hitch. If any of these parts are found to be damaged, the Croozer Dog may not be used until the damage has been properly repaired, ideally by a professional bicycle mechanic.

It is critical that all maintenance work specified in the section "Croozer Dog Inspections and Maintenance" (page 23) be performed in the specified intervals.

Using the Croozer Dog when it is not in perfect working order can result in accidents with serious injury or death.

Proper assembly and repair

The Croozer Dog must be properly assembled. Follow the instructions for the correct installation of the axle hitch, hitch arm and Stroller Kit components. When in doubt, contact your Croozer dealer. All repairs must be carried out to professional standards using only original Croozer parts, ideally by a professional bicycle mechanic. Incorrect installation or repair work could result in accidents with serious injury or death.

Suitable accessories and original spare parts

Only use accessories and original spare parts that have been recommended and approved by Zwei plus zwei GmbH. These are the only components that can be used safely with the Croozer Dog. When in doubt, consult a Croozer dealer. The use of non-approved accessories or incompatible spare parts could result in accidents with serious injury or death. Zwei plus zwei GmbH cannot be held responsible for any damage resulting from the use of non-approved accessories or incompatible spare parts.

Changes and modifications

For safety reasons, no modifications or changes can be made to the Croozer Dog.

Do not install attachment parts, such as luggage racks etc. Making modifications or changes to your Croozer Dog can result in accidents with serious injury or death. Furthermore, changes or modifications the vehicle will void any warranty claims. Zwei plus zwei GmbH will not be liable for damages of any kind resulting from changes or modifications that have been made to the Croozer Dog.

Initial Assembly and Unfolding the Croozer Dog

If you have purchased the Croozer Dog from a shop, the dealer should have installed the axle hitch to the towing bicycle and sold the vehicle "ready to use". If you ordered your Croozer Dog from an online or mail-order catalogue, we recommend having the initial assembly performed by a professional bicycle mechanic. Furthermore, dealers are required to provide the customer with all important information on the use of the Croozer Dog. If the initial assembly has been performed, you can skip the first few steps of this section.

If your Croozer Dog was not assembled prior to sale, then have the initial assembly performed by a professional bicycle mechanic or follow the assembly instructions below. No tools are required for the assembly.



WARNING!

The Croozer Dog must be properly assembled. Improper assembly can result in accidents with serious injury or death.

Checking package contents

The Croozer Dog is packaged in a box for shipment. In order to minimise package size, the Croozer Dog is shipped in its folded state (1). All of the removable parts are packed inside the Trailer.

1. Take the folded Croozer Dog out of the box and remove all packaging materials.
2. Open the cabin and remove all individual parts from inside the Trailer.

These parts include the wheels (2), hitch arm with axle hitch (3), handlebar (consists of two parts) (4), Stroller wheel (5), mat (6), safety flag (7) and this manual (8).

3. Remove all packaging material from the individual parts and recycle if possible. It is advisable to keep the box, e.g. for future storage or transport.
4. Remove all transport restraints on the frame of the Croozer Dog.

Unfold the Croozer Dog completely before installing the individual parts.



Initial Assembly and Unfolding the Croozer Dog

Unfolding the Croozer Dog

1. Place the folded Trailer on a clean and stable surface.



2. Pull up the two side panels (1).



3. Pull the rear frame tube (2) towards the back and press it into the clips (3) on both sides until you hear and feel it snap into place.
4. Pull the front frame tube (4) forwards and press it into the clips (5) until you hear and feel it snap into place.



CAUTION!

RISK OF PINCHING OR CRUSHING! There are pinch points between the tubes and clips, that may cause painful injuries. Use caution to avoid these points when folding or unfolding the trailer.

Tip: A new Croozer Dog will be slightly more difficult to unfold because the canvas is still stiff.

5. Check that the front and rear frame tubes (2 and 4) are snapped fully into the clips on both sides (3 and 5) by pulling the two frame tubes inwards with gentle pressure. There should be no movement in the frame tubes when you press against them.



CAUTION!

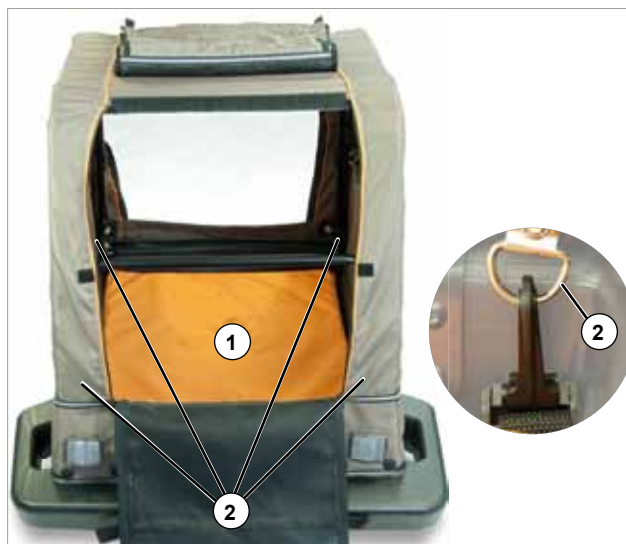
If the locking mechanisms are not properly engaged, the frame of the Croozer Dog could collapse while riding, potentially resulting in serious injuries for the dog.

6. To fold the Trailer, follow these instructions in the reverse order. Open all zippers and pull the frame tubes out of the clips (3 and 5 on both sides).

Attaching the mat

The mat is fastened inside the Trailer with four snap hooks. It can be easily removed at any time, e.g. for cleaning.

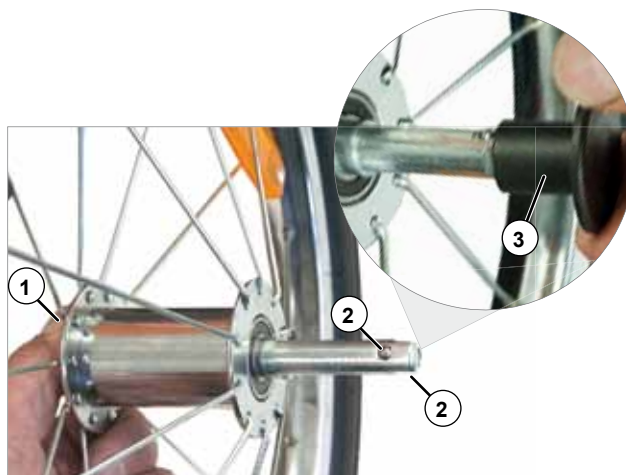
1. Open the zippers on the rear or front of the Croozer Dog.
2. Lay the mat (1) inside and secure it by connecting the four snap hooks to the D-rings (2) in the inside corners of Croozer Dog.



Attaching and removing the wheels

The wheels of the Croozer Dog are equipped with push-button axles. By pressing the dust cap (1) on the wheel hub, the retaining balls (2) will retract within the axle to permit the attachment or removal of the wheel. The wheels cannot be attached or removed unless the dust cap is pressed in.

1. Remove the protective caps (3) from the wheel axles. It is advisable to keep the protective caps for future use, e.g. when transporting the Croozer Dog.
2. Use one hand to lift up the back of the Croozer Dog.
3. Press the dust cap (1) of the wheel hub with the marking "PUSH".
4. Insert the wheel axle (4) into the axle receiver (5) of the Croozer Dog as far as it will go and release the dust cap.
5. Check whether the wheel is locked securely into the axle receiver by pulling firmly on the wheel without pressing the dust cap. It should not be possible to remove the wheel unless the dust cap is pressed.
6. Repeat steps 2-5 to attach the second wheel.



WARNING!

Wheels that have not been securely attached can fall off when riding, resulting in accidents with serious injury or death. After you have attached the wheels, it is vitally important that you check whether the axles are securely locked into the axle receivers by firmly pulling on the wheels. It should not be possible to remove the wheels without pressing on the dust cap.

7. To remove the wheels, follow these instructions in the reverse order. Press the dust caps (1) and pull the wheel axles out of the receivers.

Converting the Croozer Dog to a Bicycle Trailer

Installing and removing the hitch arm

The hitch arm is installed on the front left side of the Croozer Dog (relative to the direction of travel). The front of the Trailer has white reflectors.

1. Lift the front of the Croozer Dog.
2. Hold the hitch arm with the curvature and the hole (1) facing outwards, and slide the end into the hitch arm attachment bracket (2) until you hear and feel it snap into place.



WARNING!

It is very important that you do not confuse the hitch arm attachment bracket with the handlebar attachment bracket (marked with a warning label). The handlebar attachment bracket is not intended for use with the hitch arm. The use of the Trailer with the hitch arm attached to the wrong bracket could cause accidents with serious injury or death. The improper use of the brackets could also damage the Trailer.

3. To remove the hitch arm, press the release mechanism (3) and pull the hitch arm out of the bracket.

Installing the axle hitch to the towing bicycle

The hitch assembly is mounted to the left side of the bicycle (relative to the direction of travel) and consists of two parts: a hitch connector (1) on the hitch arm of the Croozer Dog and an axle hitch (2), which is mounted to the rear axle of the towing bicycle.

However, before using a bicycle for pulling the Croozer Dog, you must first check whether it is suitable for use as a towing bicycle. This information can be obtained from the bicycle manufacturer, a bicycle shop or the owner's manual of the bicycle.



WARNING!

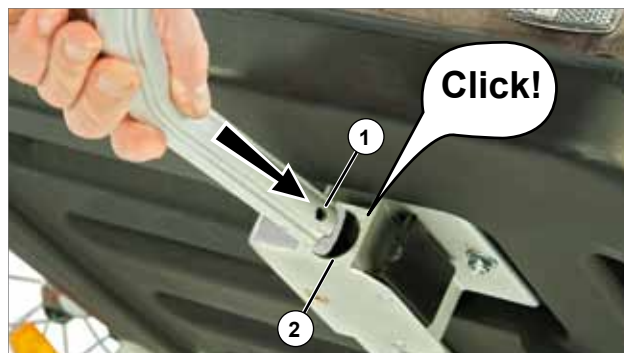
It is vitally important to confirm that the towing bicycle is suitable for pulling trailers. Pulling a trailer with a bicycle that has not been approved by its manufacturer for use as a towing bicycle can result in frame breakage or other material damage. This could cause accidents with serious injury or death.

If you are not completely confident about your ability to install the axle hitch correctly, please consult with, or have the installation performed by, a professional bicycle mechanic.



WARNING!

It is vitally important that the hitch be properly installed. An improperly installed hitch could come loose while riding and cause accidents with serious injury or death.



Installing the axle hitch to a bicycle with a quick-release axle

The quick-release lever (1) must be positioned on the right side of the bicycle (relative to the direction of travel). If the lever is on the left side, the quick-release assembly must be removed and reinserted from the right side. Be sure to follow the applicable instructions in the owner's manual of the bicycle and/or consult a professional bicycle mechanic.

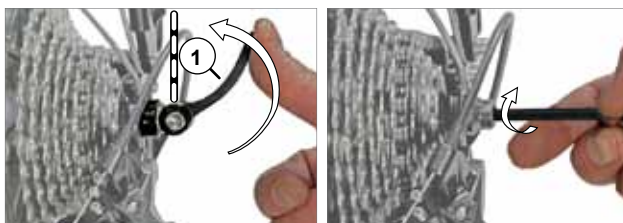
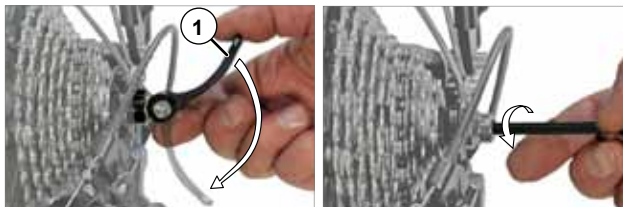
1. Disengage the quick-release lever (1) on the rear wheel of the towing bicycle or loosen the hex bolt (5 mm), depending on the version. Often, the open position is indicated on the lever by the word "OPEN". In this case, when the word "OPEN" can be seen, the lever is in the open position.
2. Remove the tension-adjusting nut (2) of the quick-release assembly by turning the nut anticlockwise. Use caution: the spring located just beneath the nut is under tension and could fly off when removing the nut.
3. Fit the axle hitch (3) over the end of the quick-release skewer by sliding the skewer (with the spring) through the hole in the hitch.
4. Without removing the spring on the end of the quick-release skewer, thread the tension-adjusting nut (2) back onto the skewer. Tighten the tension-adjusting nut until you feel a slight resistance.



WARNING!

The tension-adjusting nut must engage the threads for at least five full turns in order to ensure adequate clamping force for holding the rear wheel securely. Failure to tighten the tension-adjusting nut adequately may result in accidents with serious injury or death. If the quick-release skewer is too short, it must be replaced. Consult a professional bicycle mechanic for the appropriate parts and assistance.

5. Check that the rear wheel is properly aligned, adjusting the position if necessary; then close the quick-release lever (1) or tighten the hex bolt, depending on the version. Often, the closed position is indicated on the lever by the word "CLOSE". In this case, when the lever side marked "CLOSE" can be seen, the lever is in the closed position. If the tension-adjusting nut has been tightened the proper amount, you will be able to feel the resistance increase when the lever is about halfway closed, i.e. parallel to the axle. The adjustment is correct if you can fully close the lever but with considerable force. In the closed position, the lever should be parallel to the frame, i.e. it should not stick out to the side.
6. Check whether the quick-release is securely engaged by trying to rotate the endcap of the mechanism (where the lever is attached) without opening the lever. If the endcap is loose enough to rotate, then the clamping force is inadequate. In this case, open the lever, and tighten the tension-adjusting nut half a turn clockwise. Repeat steps 5 and 6. If it is impossible to push the quick-release lever into the closed position, then open the lever, and unscrew the tension-adjusting nut half a turn anticlockwise. Repeat steps 5 and 6. Keep in mind that the tension-adjusting nut must engage the threads of the quick-release skewer for at least five full turns.



Converting the Croozer Dog to a Bicycle Trailer



WARNING!

The tension-adjusting nut must engage the threads for at least five full turns in order to ensure adequate clamping force for holding the rear wheel securely. Failure to tighten the tension-adjusting nut adequately may result in accidents with serious injury or death. If the quick-release skewer is too short, it must be replaced. Consult a professional bicycle mechanic for the appropriate parts and assistance.

7. Hold the rear wheel with both hands, and try to rock it back and forth to check that the quick-release mechanism is securely fastened. If there is any play in the wheel, repeat steps 5 and 6.



WARNING!

It is vitally important that the rear wheel with the hitch be installed correctly. Riding with an incorrectly installed rear wheel could result in accidents with serious injury or death. Follow the instructions and warnings given in the owner's manual of the towing bicycle. When in doubt, consult a professional bicycle mechanic.

Installing the axle hitch to a bicycle with a solid axle

1. Remove the nut (1) on the left side of the solid axle by turning it anticlockwise.



WARNING!

It is vitally important that you leave the existing washer on the axle. This washer prevents the axle from rotating in the dropouts. Riding without the axle washer can result in accidents with serious injury or death.

2. Without removing the retaining washer, place the axle hitch (3) onto the axle by feeding the end of the axle through the hole in the hitch.
3. Screw the nut (1) back onto the axle, tightening lightly at first.



WARNING!

To ensure adequate clamping force, the axle nut must be tightened onto the threads of the axle by at least 5 full turns. If it is not possible to tighten the nut at least 5 full turns, then the axle is too short, which could allow the rear wheel or hitch to come loose, resulting in accidents with serious injury or death.

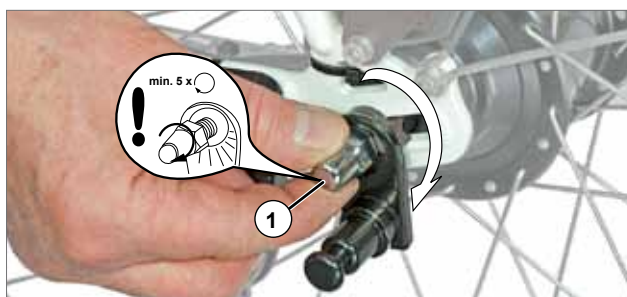
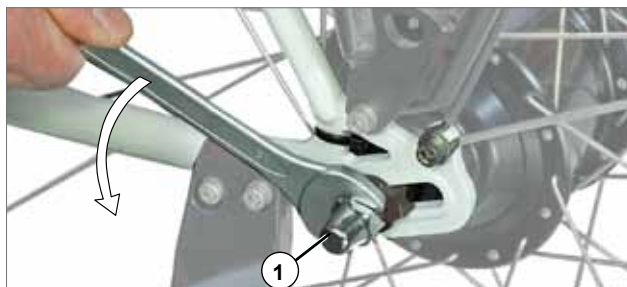
When in doubt, consult a professional bicycle mechanic!

4. Check that the rear wheel is properly centred, adjusting the position if necessary; then tighten the nut (1) using the tightening torque specified in the owner's manual of the bicycle.
5. Finally, hold the rear wheel with both hands and try to rock it back and forth to check that the wheel is held securely in the dropouts.



WARNING!

The rear wheel must be properly attached after the axle hitch has been installed. Riding with an improperly installed rear wheel can result in accidents with serious injury or death. Follow the instructions and warnings given in the owner's manual of the towing bicycle. When in doubt, consult a professional bicycle mechanic.



Installing the safety flag

Never use your trailer without the safety flag in place. The safety flag makes it easier for other road users to see the Croozer Dog, increasing your safety and the safety of other road users.

For the attachment of the safety flag, there is a loop (2) and a canvas sleeve (3) on the left side of the Croozer Dog.

1. Assemble the flag pole (1) by connecting the two sections of the pole.
2. Slide the flag pole through the loop (2) and into the canvas sleeve (3).



WARNING!

When pulling the Croozer Dog as a Bicycle Trailer, the safety flag must be properly mounted at all times. If the safety flag is not properly mounted, other road users may fail to see the Croozer Dog, which could result in accidents with serious injury or death.



Converting the Croozer Dog to a Stroller

To convert the Croozer Dog to a Stroller, a Stroller wheel is mounted on the hitch arm, and a handlebar on the rear of the Croozer Dog.

Installing and removing the Stroller wheel

1. Lift the hitch arm.
2. Open the wire loop of the security pin (1) on the Stroller wheel socket (3) or the hitch connector, and remove the security pin (1).

Tip: Apply some silicone spray to the swivel stud of the Stroller wheel to reduce friction and help the wheel turn more easily.

3. Insert the Stroller wheel (2) into the Stroller wheel socket (3) on the hitch arm.
4. Push the security pin (1) through the hole in the Stroller wheel socket (3).
5. Snap the wire loop (4) of the security pin over the pin end protruding from the other side of the socket to lock it into place.

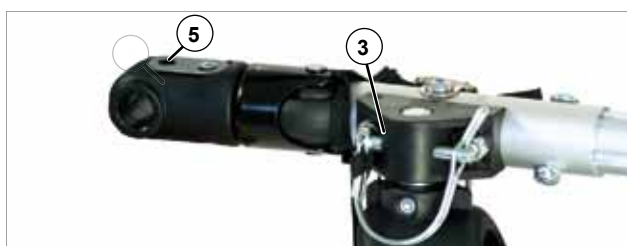
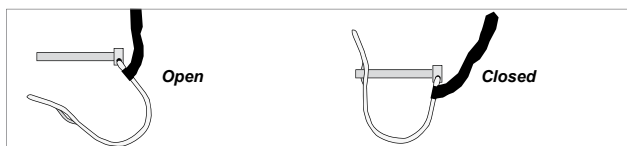
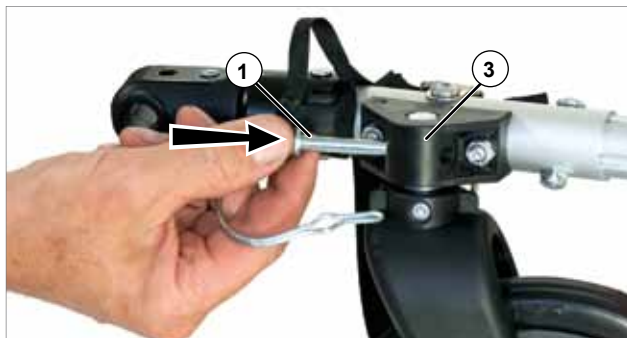
NOTICE

Always check that the wire loop of the security pin is snapped securely onto the pin end. If the security pin is not securely locked, the Stroller wheel could fall off while in use, potentially damaging the hitch arm.

6. To remove the Stroller wheel, follow these steps in the reverse order.

NOTICE

After removing the Stroller wheel, be sure to lock the security pin back into the hole in the Stroller wheel socket (3) or in the hitch connector (5). Never leave the security pin hanging freely from its strap! It could get caught on passing objects and be pulled off, damaging the vehicle.



Attaching and removing the handlebar

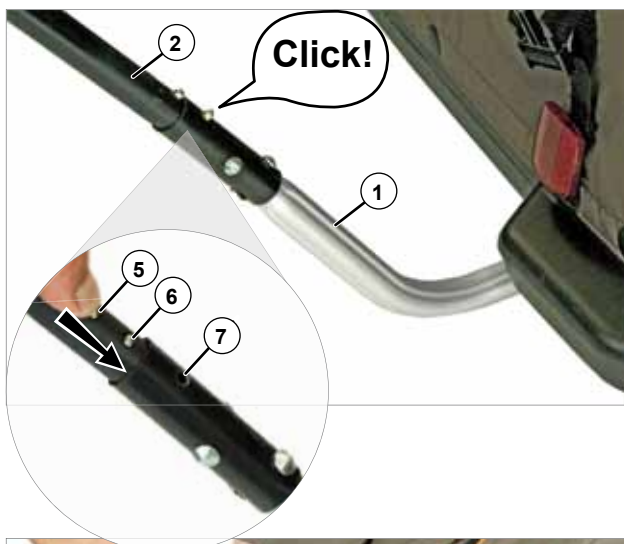
The handlebar consists of two parts: a curved lower tube (1) and the push bar (2). The push bar fits into the lower tube. The handlebar is installed on the rear right side of the Croozer Dog (relative to the direction of travel). The rear of the Trailer has red reflectors.



1. Lift the rear of the Croozer Dog.
2. Hold the curved lower tube (1) with the tube curving upwards and the hole (3) facing outwards, and slide the end into the handlebar attachment bracket (4) (marked with the warning label) until you hear and feel it snap into place.



3. After the curved lower tube has been securely mounted, press the push button (5) on the push bar (2) and slide it into the upper end of the curved lower tube (1). When the push bar is fully inserted, you will be able to hear and see the second button (6) snap into the hole (7) in the curved lower tube.



4. Pull the handlebar upwards to check whether it is securely attached.

5. To remove the handlebar, follow these instructions in the reverse order. Press the release mechanism (8) and pull the curved lower tube out of the bracket.



Using your Croozer Dog

Getting your dog used to the Croozer Dog

Initially, your dog may be afraid of using the Trailer. Therefore, you should spend some time slowly familiarising your dog to the Croozer Dog. Place the trailer with its wheels removed in a place that is familiar for your dog (e.g. in the living room), and hide your dog's favourite toy inside, or some small treats etc. Give your dog a few days to get used to the Croozer Dog. Once your dog seems to feel comfortable in the Trailer, you can start by taking short trips with him. On these first few rides, be sure to check on your dog frequently and observe his reactions to the movement of the Trailer.

Loading, unloading and securing your dog

The Croozer Dog has a rear door that can be zipped fully open to allow for easy loading and unloading of your dog.

1. Open the zippers (1) of the rear door (2) of the Croozer Dog and fold it upwards.
2. Help your dog into the cabin of the Croozer Dog.
3. Attach your dog's leash to one of the D-rings (3) in the inside corners of the cabin.



WARNING!

Always leash your dog inside the cabin when using the Croozer Dog as a Bicycle Trailer. Sudden movements and shifting weight, especially with large dogs, can cause erratic handling, which can lead to accidents with serious injury or death.



WARNING!

Always close the rear door of the Bicycle Trailer before riding! Otherwise, your dog could jump out of the Trailer while riding, which would put himself and other road users in danger, and potentially cause accidents with serious injury or death.

4. When unloading your dog, follow these instructions in the reverse order.

Opening and closing the front window

To allow your dog to look out from the front of the cabin when using as a Stroller, the front window can be zipped either halfway open (for large dogs) or fully open (for small dogs).

1. Open the zippers (4) of the front window (5) of the Croozer Dog halfway, and drape the window mesh over the crosspiece (6).
2. Open the zippers (4) of the front window (5) completely, and roll the window mesh inwards.
3. To close the window, follow these instructions in the reverse order.



CAUTION!

When riding with the Croozer Dog as a Bicycle Trailer, keep the front window closed at all times to prevent insects, small stones and other road debris from flying into the cabin and injuring your dog!



Transporting dog and cargo

Loading capacity and cargo compartments

The Croozer Dog has a pocket (1) on the front and rear panels for holding small take-along items, such as leashes etc.



WARNING!

Never transport cargo items together with a dog or other animal in the cabin of the Croozer Dog! The cargo items can shift during transport, resulting in sudden changes in weight distribution, especially if the dog reacts by moving around the cabin. Shifting weight can cause erratic handling, which can lead to accidents with serious injury or death.

When using the Croozer Dog, never exceed the weight limits specified below:

Maximum Loading Capacity* (Dog) 88 lbs (40 kg)

* Weight limits only apply if the hitch-arm load is within the specified range of 6.6 to 16.6 lbs (3-7.5 kg). See below.



WARNING!

NEVER OVERLOAD THE CROOZER DOG. Doing so can severely affect the Croozer Dog's handling and cause accidents with serious injury or death.

Proper weight distribution and hitch-arm load

For safe handling, the weight on the hitch connector should be between 6.6 and 16.6 lbs (3 and 7.5 kg); the hitch-arm load (nose weight) is associated with an even distribution of weight in the trailer. If the centre of gravity is too far forward, the hitch connector will be overloaded. If the centre of gravity is too far behind the wheels, the rear wheel of the towing bicycle could lose traction, especially when making turns. If the centre of gravity is too far right or left, the trailer has a stronger tendency to tip over when making turns. Check the weight on the hitch connector before using the Croozer Dog as a Bicycle Trailer. Follow these steps, using your bathroom scales, to determine the weight on the hitch connector:

1. Place your bathroom scales beside the hitch arm of the loaded and unhitched trailer.
2. Step onto the scales and make a note of your weight.
3. Now lift the hitch connector of the hitch arm about 1 foot (30 cm) off the ground.
4. The weight shown on the scales should be 6.6 to 16.6 lbs (3 - 7.5 kg) more than your own weight.



WARNING!

Never overload the trailer and never ride with a hitch-arm load that is outside the specified range of 6.6 to 16.6 lbs (3 - 7.5 kg). Always distribute the load evenly. Failure to do so could compromise the handling properties and cause accidents with serious injury or death.



Hitching the Croozer Dog to the Towing Bicycle



WARNING!

It is vitally important that you check whether the towing bicycle has been approved by its manufacturer for pulling a trailer. Towing a trailer with an unsuitable bicycle can result in frame breakage and accidents with serious injury or death.

Never hitch the Trailer with your dog inside. First, hitch the Trailer, and then load your dog.

1. Open the security pin (3) on the hitch arm or on the Stroller wheel socket (7) and remove it.
2. Lift the hitch arm of the Croozer Dog, and push the hitch connector (1) as far as it will go onto the hitch (2) that has been installed on the towing bicycle.
3. Insert the security pin (3) attached to the end of the hitch arm through the hitch connector.
4. Snap the wire loop (4) of the security pin over the pin end protruding from the other side of the hitch connector to lock it in place. Then pull gently on the security pin to ensure that the wire loop is locked securely onto the end of the pin.
5. Check whether the hitch connector is securely fastened to the towing bicycle.



WARNING!

Always check that the wire loop of the security pin is snapped securely onto the pin end. If the security pin is not securely locked, the hitch arm could fall off the towing bicycle while riding, resulting in accidents with serious injury or death.

6. Wrap the hitch-arm safety strap (5) around the chain-stay, and clip it to the D-ring (6) on the hitch arm. Make sure there is no danger of the hitch-arm safety strap (5) getting caught in the spokes or disc brakes of the towing bicycle.



WARNING!

Never pull the Croozer Dog as a Trailer without the hitch-arm safety strap securely fastened to the towing bicycle. The safety strap ensures that the Trailer would remain connected to the towing bicycle if the hitch connector were to fall off the axle hitch. Failure to use the safety strap as specified above could cause accidents with serious injury or death.



WARNING!

Never leave the Stroller wheel attached when using the Croozer Dog as a Trailer. The Stroller wheel could get caught on obstacles as you pass, resulting in accidents with serious injury or death.

Proper removal of the Trailer from the Bicycle

To remove the Trailer from the bicycle, follow steps above in the reverse order.



Special considerations when riding with the Bicycle Trailer

Speed

When pulling the Croozer Dog, never ride faster than the trailers's maximum allowable speed of 12 mph (20 km/h). Always reduce your speed to a walking pace when turning. Keep in mind that riding speed is often underestimated, especially on bikes with electric assist, which require less muscle power.



WARNING!

Riding too fast could cause the trailer to skid or even tip over, resulting in accidents with serious injury or death.

Loading capacity

Never transport more than the specified load capacity (weight of dog). And never ride with less than 6.6 lbs (3 kg) or more than 16.6 lbs (7.5 kg) of weight on the hitch connector (nose weight). See section "Transporting dog and cargo" on page 17.



WARNING!

Never overload the Croozer Dog. Excessive weight will have a significant effect on the Croozer Dog's handling, which could result in accidents with serious injury or death.

Riding in conditions of poor visibility

If you plan to use the Croozer Dog as a Bicycle Trailer at night, dusk or dawn – or when visibility is in any way reduced – the trailer must be equipped with a lighting system. Battery-powered LED lights, for example, are commonly used lighting options. The tail light is mounted to a loop (1) in the upper left corner of the rear panel.



WARNING!

Never use a trailer without lighting at night, dusk or dawn – or whenever visibility is in any way reduced. Other road-users may not be able to see you, which could result in accidents with serious injury or death.

Tips for the towing bicycle

- We recommend using a towing bicycle with multiple gears. The more speeds the bicycle has, the easier it will be to find the appropriate gear, for example, when starting, climbing hills and riding with a headwind.
- The towing bicycle must have two strong, independently operated brakes that are not only in perfect working order but also work effectively in wet weather conditions. This is vitally important, as the brakes must be able to stop the bike with the additional weight of the trailer.
- The towing bicycle must have a sturdy, rear-mount kickstand able to hold the bicycle firmly upright to guarantee safety and comfort when loading and unloading dog. Single-legged kickstands mounted in the middle of the bicycle, under the bottom bracket, are NOT suitable because the weight of the hitched bicycle trailer, which rests on the chainstay, would make the parked bicycle unstable. Consult a bicycle shop for choosing the right kickstand.
- We recommend riding with a rear-view mirror on the towing bicycle. A rear-view mirror makes it easier to check on your dog in the trailer and keep an eye on the vehicles behind you so that you can react appropriately. Always ride defensively.

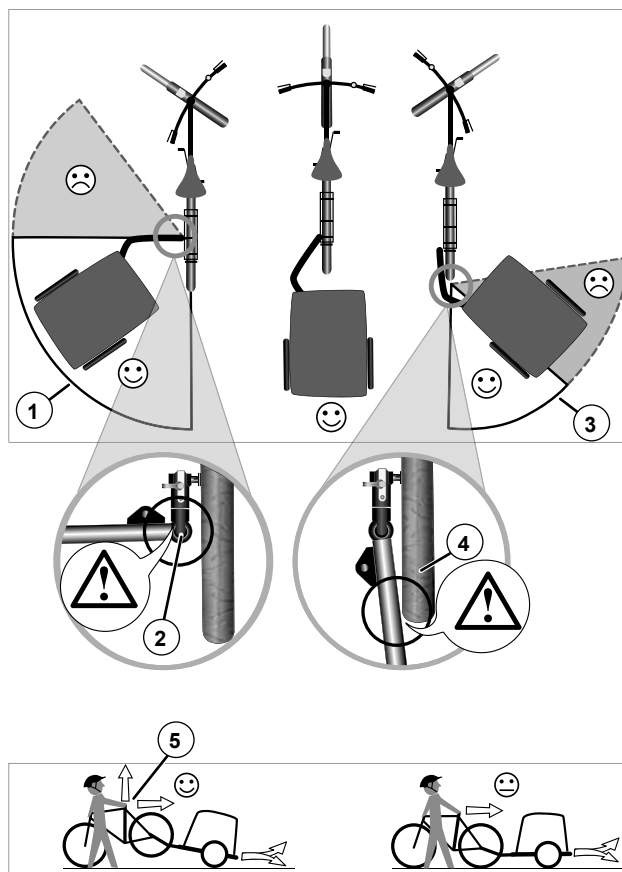


Using your Croozer Dog

- The towing bicycle should have a long rear fender with a mudflap in order to protect the dog from stones and other road debris that could be thrown up by the rear tyre and to avoid soiling the body or interior of the trailer.

Tips for riding with the Trailer

- When pulling a loaded trailer, the handling, balance and performance of the towing bicycle will be affected, especially when starting, braking, turning and riding downhill. Prior to your first trip, we recommend taking a practice ride (without your dog) in a calm, traffic-free area; load the Trailer with cargo of approximately the same weight as your dog, for example, by strapping a loaded rucksack into the cabin. This is a great way to become acquainted with the handling of the bicycle and the dimensions of the Trailer.
- Before using the Trailer in traffic, it is very important that you take time to familiarise your dog to the Croozer Dog (see page 16).
- The safety flag on the long, vertical pole will make you more visible to other road-users. Never ride without the safety flag properly mounted.
- Cyclists should always use available bike paths or lanes, even when pulling a trailer. Be especially careful when riding on narrow bike paths or lanes, as well as on paths and trails with two-way traffic. The trailer is generally wider than the handlebars of the towing bicycle. In addition, most trailers will not be centred behind the towing bicycle. Reduce your speed in places where navigation is especially challenging; and if you are ever in doubt about whether the trailer will be able to fit through an opening, dismount and push the bike and trailer through.
- Reduce your speed when riding on paths or streets with bumps or uneven surfaces. Reduce your speed when turning. Otherwise the centrifugal force could cause the trailer to tip over.
- The trailer requires a wide turning radius in both directions. Do not turn sharply. When turning left, keep in mind that the angle (1) between the rear wheel of the towing bicycle and hitch arm of the Trailer must never be greater than 90°. Turning at sharper angles could damage the hitch connector (2). Be extremely cautious when turning right (3), as sharp right turns can cause the wheel to hit the hitch arm, potentially damaging the hitch arm and/or the rear wheel of the towing bicycle (4).
- When pushing the towing bicycle backwards, keep in mind that the angle (1) between the rear wheel of the towing bicycle and the hitch arm of the Trailer must never be greater than 90°. The hitch connector (2) could be damaged if bent beyond this angle. When manoeuvring backwards, it is advisable to lift up the rear wheel (5) of the towing bicycle or, ideally, the whole bicycle.
- If you are planning a cycling trip with the trailer in another country, be sure to familiarise yourself in advance with the legal requirements that apply in the country or countries you intend to visit. Some countries do not permit the use of bicycle trailers, and others impose certain age restrictions for their use.
- The equipment legally required for bicycle trailers varies from country to country, and sometimes even from state to state. Be sure to observe and comply with the laws that apply in the country or state in which you



will be using the Croozer Dog.

Special Considerations When Using the Stroller

Speed and loading capacity

The Croozer Dog with Stroller Kit can only be used as a dog stroller. Pushing the Stroller faster than a walking pace is not permitted.

The Stroller has a loading capacity of 88 lbs (40 kg).



WARNING!

Never overload the Croozer Dog. Excessive weight will have a significant effect on the Croozer Dog's handling, which could result in accidents with serious injury or death.

Tips for using the Stroller

- Never manoeuvre the Stroller over stairs or large obstacles. This could damage the Croozer Dog.
- Always leash a dog inside the cabin to prevent them from jumping around.
- Never leave your dog or other pet in the Stroller unattended.
- Never let go of the handlebar when pushing the Stroller. The Stroller could roll away.

Transporting your Croozer Dog

The Croozer Dog can be folded to a compact size for transport.

1. Before folding, make sure that the cabin of the Croozer Dog is completely empty.
2. Remove the hitch arm, safety flag, handlebar and Stroller wheel, as applicable.
3. Remove the wheels. See page 9.
4. Place all removed parts inside the cabin of the Croozer Dog. Use packaging as necessary to protect individual parts.
5. Fold the Croozer Dog as shown in the photos on the right and on page 8.
6. The Croozer Dog is now ready for transport in a vehicle.

NOTICE

Check that no sharp objects are positioned in such a way that they could damage the fabric body during transport. Use packaging material if necessary.

NOTICE

Never transport the Croozer Dog – even when folded – on the roof of a motor vehicle, as this could damage the body.

Tip: *Use caution when placing the folded Croozer into the trunk of a car or laying it on the floor of a room because the exposed metal parts beneath the Croozer could damage the surface it is placed on.*

7. For air travel etc., we recommend packing the folded Croozer Dog in its original box. Use padding material so that the Croozer cannot move around inside the box.

NOTICE

Check that no sharp objects are positioned in such a way that they could damage the fabric body during transport. Use packaging material if necessary.

Tip: *The cabin of the Croozer Dog with the wheels removed can also be used in a car as a dog carrier.*



Croozer Dog Inspections and Maintenance

To ensure that your Croozer Dog will have a safe, long and problem-free service life, inspections and maintenance must be performed at regular intervals. The Croozer Dog's wheels, hitch arm, frame, fabric body, security pins, and hitch connector must be checked periodically for damage. If any of these parts are found to be damaged, the Croozer Dog may not be used until the damage has been properly repaired.



WARNING!

Never use the Croozer Dog if it is not in perfect working order. Damaged parts could cause accidents with serious injury or death. Therefore, it is vitally important that you have your Croozer Dog serviced regularly – at least once a year – by a professional bicycle mechanic.



WARNING!

It is vitally important that the maintenance work described in this section be performed to professional standards and at the specified intervals.

Inspection intervals

Check the overall condition of the Croozer Dog before each use, or daily, to identify any parts in need of repair or replacement. Generally, a visual inspection is sufficient: is everything where it belongs, are there any tears in the fabric body, are any of the metal parts cracked or bent, are the tyres in good condition and properly inflated, are all security pins securely locked in the appropriate positions and, if applicable, are the accessories in perfect working order? A complete checklist for inspection is provided in the table on the right.

Service intervals

Have the Croozer Dog serviced by a professional bicycle mechanic at least once a year. The actual necessary service intervals will depend on various factors, such as weather conditions, road conditions, loading etc. If the Croozer Dog is not being used very often, then an annual service by a professional bicycle mechanic is sufficient. If the Croozer Dog is used on a daily basis, even in the winter, then we recommend having it professionally serviced more often, as the parts can wear significantly faster. Pulling the trailer with an e-bike (with electric assist) will also subject the Croozer Dog's parts to much greater wear, meaning that shorter service intervals will be necessary.

Before each use/Daily	What should be done?
Visual Inspection by User	
Overall condition	Check for damaged parts
Fabric body	Check for tears etc.
Locking mechanisms and security pins	Check for proper function and whether securely locked
Hitch arm, hitch connector, Stroller wheel	Check for damage and proper installation
Attachment of side wheels	Check that the axles are locked securely in the axle receivers
Lighting system (optional)	Check for proper function
Tyres	Check tyre pressure Check for damage or cracks
Quick-release axles with retaining balls and push-button pins (side wheels)	Check for proper function
Cargo weight and hitch-arm load (nose weight)	Ensure that all values are within specified limits
Safety flag on Bicycle Trailer	Check that flag is mounted
Towing bicycle	Check that towing bicycle is in perfect working order

Monthly*	What should be done?
Tyres	Check tyre pressure Check for damage or cracks Check tread depth
Side wheel axles	Clean and lubricate retaining balls and push-button pins
Swivel stud of Stroller wheel	Clean and coat with silicone spray
Hitch-connector joint	Coat with silicone spray

Yearly*	What should be done?
Thorough maintenance check	Croozer must be serviced by a professional bicycle mechanic
* depending on type and frequency of use	

Inspecting the hitch arm, hitch connector and Stroller Kit components

Inspect the hitch arm, hitch connector, Stroller Kit components and their respective attachment brackets regularly for damage. If a part is cracked, dented, bent or damaged in any way, the Croozer Dog may not be used with the respective part until it has been replaced or repaired. Have all damaged parts repaired or replaced immediately by a professional bicycle mechanic. Check that the axle hitch is securely fastened.

Inspect the fabric body

Check the fabric body and the two-in-one cover regularly for damage. Small tears or holes can be repaired. In the case of irreparable damage, the fabric body must be replaced.

Inspecting and servicing the wheels

The wheels should be checked for alignment (radial and lateral true) on a regular basis and retuned as necessary. An annual wheel inspection by a professional bicycle mechanic is usually sufficient.

Checking tyre pressure and treads

Check the tyre pressure before each use. The actual tyre pressure should never be higher or lower than the maximum and minimum inflation pressures (1) marked on the tyre sidewall. Riding with under-inflated tyres can damage the tyres and rims. Over-inflation can cause the inner tube or tyre to explode. The inner tubes have Schrader valves, also known as car valves. You will need a pump with the appropriate nozzle. Never use compressed air, e.g. from a gas/petrol station, to fill your tyres. The quick flow and high pressure can overinflate the tyres, causing the tube and/or tyre to burst.

Inspect the tyres periodically for adequate tread depth and any signs of damage or excessive wear. Worn-out or damaged tyres can affect the handling and even burst, which could result in accidents with serious injury or death.



Cleaning and lubricating the wheel axles

The wheels of the Croozer Dog are equipped with a special mechanism for easy attachment and removal. The retaining balls (1) and push-button pins (2) of the axles must be cleaned and lubricated on a regular basis.



WARNING!

The retaining balls (1) and push-button pins (2) of the axles must be cleaned and lubricated on a regular basis. Otherwise, the wheel could fall off while riding, resulting in accidents with severe injury or death.

1. Wipe off the axle with a clean cloth to remove dirt and grime.
2. If any dirt or grime remains around the push-button pin (2) or retaining balls (1), then clean them with a small brush.
3. Lubricate these parts, and press the push-button (3) several times to distribute the lubricant evenly. The push-button pin and retaining balls must be able to move freely.
4. Use a clean cloth to wipe off any excess lubricant.

Tip: The axle can be lubricated using a bicycle-chain lubricant.



Servicing the Stroller wheel

To ensure that the Stroller wheel is able to pivot freely in the necessary direction, silicone spray must be applied periodically to the swivel stud (4) of the wheel.



Servicing the hitch-connector joint

To prevent damage to the hitch connector, silicone spray must be applied periodically to the hitch-connector joint (5).



Inspecting the Croozer Dog after an accident

If the Croozer Dog has been involved in an accident, it must be inspected by a professional bicycle mechanic before it can be used again, even if there is no visible damage. Accidents can leave behind tiny, and often invisible, hairline cracks in critical components whose failure would adversely affect the safety of the vehicle.

Cleaning and Storing the Croozer Dog

How do I clean and maintain my Croozer Dog?

Fabric body, mat, frame and metal parts

Clean the fabric body, mat and all metal parts with water, a soap solution or a mild household detergent. Use biodegradable cleaning agents whenever possible to minimise environmental impact. A soft brush can be used to clean areas of heavy soiling. Clean the mat in the same way as the fabric body. If the mat is heavily soiled, the foam padding can be removed and the canvas shell cleaned separately.

Never use solvents, such as mineral spirits, or other aggressive chemicals, as these can damage or destroy the fabric, the mat or the metal parts. Never use pressure washers. The force could destroy the fabric or force water into the wheel bearings, shortening their service life.

To protect metal parts from corrosion, a thin coat of paste wax can be applied. Preserving metal parts with paste wax is especially important if you plan to use the Croozer Dog often in wet weather, in salty air near the sea or in the winter.



How do I store my Croozer Dog?

General information

Store your Croozer Dog, if possible, in a dry, warm and well-ventilated area. The minimum storage temperature is -4°F (-20°C); lower temperatures could cause the fabric to become brittle.

If you cannot store your Croozer Dog indoors, then use a waterproof cover to protect it from the rain.

Avoid long-term exposure to direct sunlight, which will fade the fabric over time.

If possible, avoid using the Croozer Dog in salty air, e.g. near the sea, or during winter months on salted roads, as the salt can corrode metal parts. To protect metal parts from corrosion, apply a thin coating of paste wax to all metal surfaces.

Long-term storage

If you will not be using your Croozer Dog for an extended period of time, for example over the winter months, then prepare the vehicle for storage as follows:

1. Clean the Croozer Dog thoroughly as described above.
2. Allow the Croozer Dog to dry completely, and apply paste wax to protect the metal parts from corrosion.
3. Store the Croozer Dog in a dry, dust-free and well-ventilated room. Cover the Croozer Dog with an appropriate sheet or tarpaulin.

NOTICE

To prevent mildew and mould growth, the Croozer Dog must be completely dry and clean before being put into storage.

Tip: *To save space, the Croozer Dog can be stored in its folded state.*

4. Inner tubes will slowly lose pressure over time. Storing the Croozer Dog on flat tyres for an extended period of time could damage the tyres. Therefore, if you plan to store the Croozer Dog several weeks or months, it should be either hung from the wall or ceiling or propped up with its wheels off the ground. Otherwise, check the tyre pressure periodically, and keep the tyres inflated.
5. Before using your Croozer Dog after a long period of storage – for example, if you have stored it over the winter – check that it is in perfect working order, and have it serviced by a professional bicycle mechanic.

Tip: *The fabric of the Croozer Dog body is not, in itself, an ideal medium for the growth of mould and mildew. Moulds feed off organic matter in the fabric, e.g. food residues, dirt etc., and grow best in warm, damp and humid conditions. Therefore, it is very important that you follow these storage guidelines to prevent mould growth.*

However, if you do happen to find mould or mildew on your Croozer Dog, it can be cleaned in mild cases, using a mild alcohol-based cleaning agent, 5% household vinegar or a 5% sodium bicarbonate solution. NEVER USE HARSH CHEMICAL FUNGICIDES. These chemicals are often highly toxic and could be very dangerous to your dog's health. For severe cases of mould or mildew, the fabric body must be replaced. Contact a Croozer dealer.

Preparing the Croozer Dog for disposal

The Croozer Dog is extremely durable and robust. However, if the vehicle must be disposed of, e.g., owing to severe damage etc., then contact your Croozer dealer, who can help you dispose of the Croozer Dog, or individual parts, in an environmentally sound manner. Furthermore, be sure to dispose of any spare parts, such as tyres, in an environmentally sound manner. In case of doubt, contact your Croozer dealer.

Technical Data

Dimensions of Open Chassis (Without Handlebar, with Wheels L x W x H)	33.5 x 30.5 x 29 inch (85 x 77.5 x 74 cm)
Dimensions of Folded Chassis (L x W x H)	33.5 x 26.8 x 16.2 inch (85 x 68 x 41 cm)
Internal Dimensions (L x W x H)	23 x 19.3 x 22 inch (59 x 49 x 56 cm)
Weight of Empty Chassis (With Wheels and Hitch Arm)	33.7 lbs (15,3 kg)
Maximum Weight of Loaded Trailer (Trailer + Dog)	121 lbs (55 kg)
Maximum Loading Capacity* (Dog)	88 lbs (40 kg)
Maximum Speed with Trailer Maximum Speed with Stroller	12 mph (20 km/h) 4 mph (7 km/h)
Minimum Temperature for Use/Storage	-4°F (-20°C)
Wheel/Tyre Size	16", 16 x 1,75 inch (47- 305)
Recommended Tyre Pressure	Minimum and maximum values marked on tyre sidewall
Valves	Schrader (car valve)
Wheel Size, Stroller Wheel	8"
* Weight limits only apply if the hitch-arm load is within the specified range of 6.6 to 15.56 lbs (3-7,5 kg). See page 17.	

Accessories

Several accessories are available for adding even more comfort and versatility to the Croozer. Accessories can be purchased from any Croozer dealer.

Rain Cover



Axle hitch

for an additional towing bicycle



Warranty

The statutory warranty in the country or state of purchase has unlimited application to the above-mentioned products. This warranty only applies to defects inherent to the material supplied and does not cover damage due to improper use, use of force, lack of maintenance or normal wear and tear. The period of statutory warranty depends on the law of the country in question.

Our products have parts and components that, even with normal use, are subject to natural wear and tear; the rate of wear, however, will depend very much on the type and intensity of use, as well as the respective level of care and maintenance.

Therefore, individual parts or components may reach their wear limits before the end of the statutory warranty period, especially if the product has been used intensively (daily use in any weather, the use of a towing bicycle with electric assist etc.). In such cases, premature wear is caused by the product's use and does not represent a defect in the sense of the warranty.

The rate at which parts will reach their wear limits depends very much on the type and intensity of use, the level of care and maintenance, and the following factors:

- mileage
- loading:
 - dog
 - cargo
- riding style:
 - harshness of acceleration and braking
- high-speed turning
- weather and environmental factors:
 - UV radiation
 - moisture and humidity
 - soiling/dirt/dust
 - temperature
 - salty air
 - contact with salt water
 - road salt
- storage
- maintenance status:
 - service intervals
 - use of maintenance products
 - maintenance work and inspections

Servicing and warranty claims

If any part of the Croozer Dog is not working properly, if the vehicle requires servicing or to make a warranty claim, contact the dealer from whom you purchased your Croozer Dog. The dealer will either help you directly or forward your claim to us. In order to process your claim, we – and/or your dealer – will need the original sales receipt and the serial number of your Croozer Dog.

The serial number can be found on the sticker that is affixed to the bottom of the black frame on the left side.



CONTACT

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