



V1.0

BE30E1-1A0A0
BE30E1-1A0B0
BE30E1-1B0A0
BE30E1-1B0B0
BE30E1-1C0A0
BE30E1-1C0B0

Pet Playpen

CONTACT US

EN

- **Email:** service@grandtunnel.com

In order to receive assistance more quickly, please provide

THE FOLLOWING INFORMATION:

- Order number
- Purchase platform
- Purchase date
- Detailed description of the issue along with photos (if applicable)

Important – Please read these instructions carefully before starting the installation.

CUSTOMER SERVICE GUIDE

Thank you for choosing our product! We are committed to providing you with excellent service. If you find any missing parts, damaged packaging, or product damage after receiving all packages, please follow the steps below to quickly contact our customer service team. We will do our best to resolve your issue.

1. Missing Parts

Verify Parts:

1. Refer to the “Parts List” in the manual to verify the name, specifications, and quantity of the missing parts.
2. Take a clear photo of the parts list and mark the missing parts with detailed information, e.g., “Missing 5 pieces of M6x30mm screws.”

Contact Us:

- By Email:
Send an email to service@grandtunnel.com, with the subject line “Missing Parts Issue.” Include the following in the email:
- A description of the missing parts and a photo of the parts list.
- Order details (order number, purchase platform, purchase date).

2. Product or Packaging Damage

If it affects normal use:

Steps:

1. Take clear photos or videos showing the damaged parts and the extent of the damage (multi-angle shots are recommended).
2. Email the photos/videos along with other details to service@grandtunnel.com, with the subject line “Product Damage Issue.”

Resolution:

After verification, we will arrange for a replacement part, product exchange, or refund as quickly as possible.

If it does not affect normal use:

Steps:

1. Contact our customer service team (by Email: service@grandtunnel.com).
2. Provide a description of the damage and include relevant photos or videos.

Resolution:

We will provide repair guidance or an appropriate compensation plan based on the specific situation.

Contact Us:

- Customer Service Email: service@grandtunnel.com

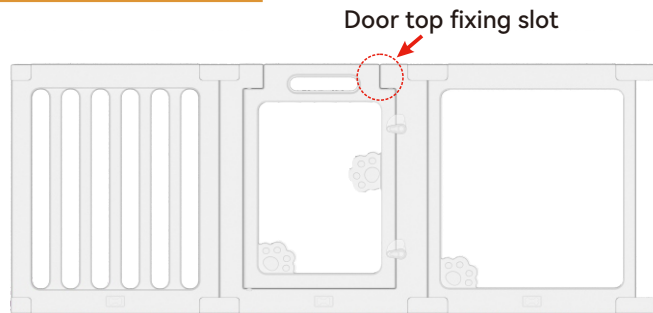
Helpful Tips

To process your issue efficiently, please prepare the following information:

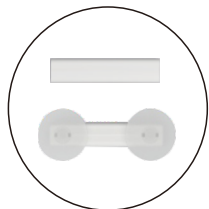
- Order details (order number, purchase platform, purchase date).
- Clear photos or videos.
- We are committed to providing quick and professional solutions, no matter the size of the issue, to ensure your satisfaction.

Thank you for your trust and support! We hope you enjoy using our product!

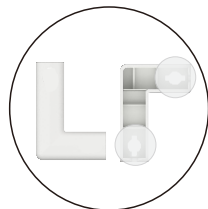
Parts List



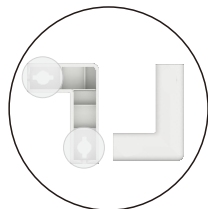
DOOR



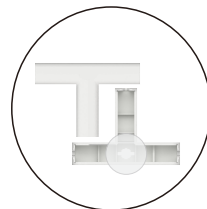
Straight Connector
(10 pairs)



Left Corner Connector
(3 pairs)



Right Corner Connector
(3 pairs)



T-Connector
(8 pairs)



Adhesive Mounting Pad
(5 pairs)

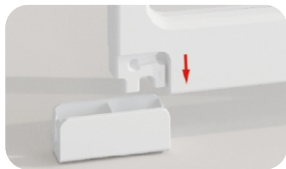
NOTICE

1. Align the holes of the column and accessories, press down and insert the holes.
2. When the suction cup is used, wipe it clean and dip it in water. Do not install the suction cup on the floor suture.
3. Low temperature in winter will cause the sucker to harden, you can soak it to make it soft.

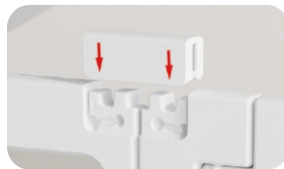
Installation Procedure



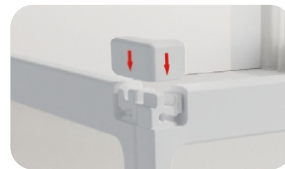
1. Check the direction, the bone mark is the bottom, the side with screws is inside, the door lock is outside.



2. The door lock face to yourself, the bottom accessories on the ground, aligned with the hole after hard pressure.



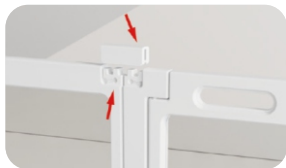
3. After loading the adjacent position according to the second step, press the top accessory to the hole position and insert it.



4. According to the purchased specifications, use the corner fittings in the appropriate position, following steps 2 and 3.



5. **Optional T-connector (flush-mounted):** insert into rail with branch toward door; align rod and push in firmly.



6. Connect successively as shown in the figure.



7. Connect all product accessories in turn, and finally connect to the other side of the door.



8. If additional adhesion is required Use the fixing pads: Peel off the backing film, align with the desired position, and press firmly into place. For best results, apply to both sides.

| Model



This drawing is for display only, the specific specifications and dimensions are subject to the actual purchase. Please read the instructions carefully before use.

| Dimensions

14-piece pack



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