



**your guide to Groov
& crate training**

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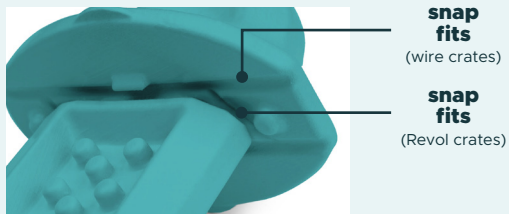
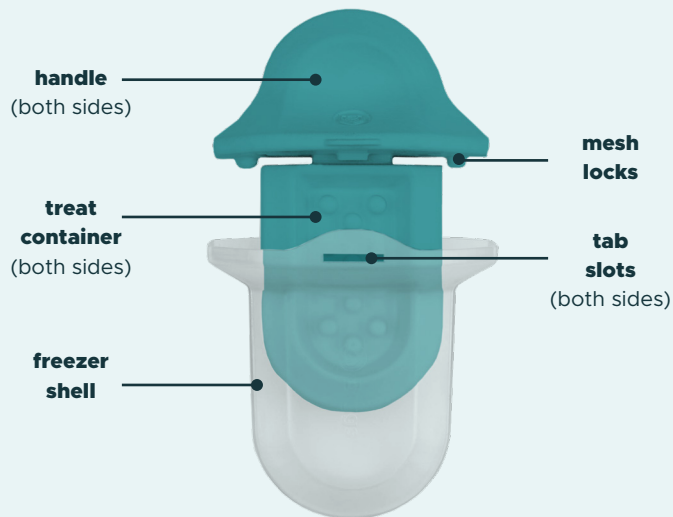
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About Diggs®

We design beautiful, thoughtfully engineered and safe products for pets, inspired by baby industry standards. We pour energy, creativity and not-just-a-little blood, sweat and tears into developing products that are so effortless, you hardly notice them at all.

Get to Know Groov



Using Treats

Step 1: Select the appropriate treat

- » Select a spreadable treat to use with Groov, such as nut butters (preferably smooth) or cream cheese.



IMPORTANT:

If using a nut butter, make sure it is free of xylitol. Xylitol is dangerous for dogs to consume and must be avoided. Xylitol is occasionally added as a sweetener, so please review product labels.

We recommend selecting a treat that is nutritious, preservative free, free of added sugars, and made only with natural ingredients. Good examples are all natural peanut or almond butter.

TIP:

Certain spreadable treats can be runny if not mixed thoroughly prior to use (e.g., natural peanut butter). Using a runny treat with Groov can be very messy. We advise mixing well and refrigerating the treat beforehand to reduce the likelihood of spills and messes.

If you will be using Groov extensively, or if your dog is at risk of weight gain, we suggest using a treat that is low in calories (ex: reduced fat cream cheese).

Using Treats (continued)

Step 2: Apply treat to Groov

- » Using a knife or spoon, apply the treat to Groov's treat container on either side (or both sides, for a more substantial treat!)

Acceptable portions of a treat will vary for each dog, depending on factors such as the dog's size, activity level, and general health, as well as the calorie content of the treat. Dogs that are young, active, large and/or healthy can generally consume more treats. We recommend starting with small amounts of the treat and adding more, as needed.



TIP:

Treats - even calming ones - can excite dogs (which is why they're effective in the first place). The goal is to get your dog calm in the crate, so try to use less and less treat as you progress in the crate training process.

Using Treats (continued)

Step 3 (optional): Freeze Treat

Frozen treats generally last longer (relative to the same amount of unfrozen treat), and we think your dog will love them! You can easily freeze Groov using the included freezer shell.

TIP:

You can use a wider variety of treats if you freeze them. For example, you can use low-fat yogurt for a protein rich, low calorie treat. Just be aware of potential messes once the treat thaws (if not consumed by then).

To freeze a treat:

- » Add the treat to Groov per the instructions above.
- » Slide the freezer shell over Groov until the shell snaps onto the freezer shell tabs.
- » Pop in the freezer and wait.



Freezing times will vary depending on the temperature of the freezer and the treat that you've selected. Freezing for 1-3 hours will generally make the treat longer to consume (the goal!), and longer than that (e.g., overnight) even more so.

TIP:

If you're using a runny treat, position Groov in your freezer such that the handle is facing upwards. That way, any runny treats will collect into the bottom of the freezer shell (before they freeze) and not make a mess!

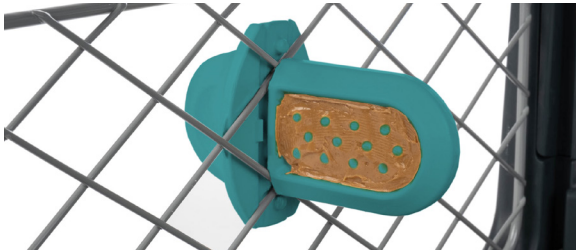
Securing Groov to a crate

Securing Groov to a Diggs Revol dog crate

- » Remove the freezer shell, if used.
- » Holding Groov by the handle, slide Groov into the diamond mesh with the treat container facing up.



- » Push Groov all the way in until the backstop touches the wire mesh and turn it 90 degrees counter-clockwise. You will feel a “snap” sensation as the mesh passes over the mesh locks.



- » You may need to slightly adjust the position of Groov in the mesh so that the wire mesh sits nicely in the snap fits on the handle and behind the treat container. When Groov is positioned correctly, you should feel that it is not easy to move and feels secure in place.

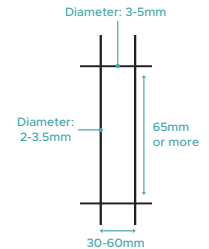
Securing Groov to a crate (continued)

Securing Groov to a regular wire crate

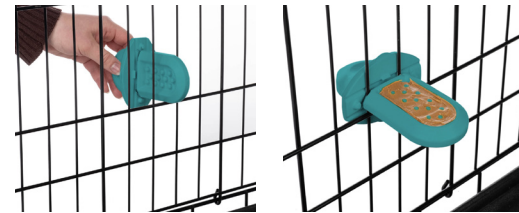
Groov can also be used with regular wire crates (horizontal and vertical wire bars)

- » that have the following characteristics:

- » horizontal diameter of 3-5mm
- » vertical diameter of 2-3.5mm
- » horizontal width of 30-60mm
- » vertical height of 65mm or more



- » Remove the freezer shell, if used.
- » Holding Groov by the handle, slide Groov into the rectangular mesh with the treat container facing sideways.



- » Push Groov all the way in until the backstop touches the wire mesh and turn it 90 degrees in either direction. You will feel a “snap” sensation as the mesh passes over the mesh locks.
- » To further secure Groov to the crate, you can slide Groov down to lock onto the horizontal cross bar. To do so, you'll need to slightly lift up on the backstop and push Groov down until you feel it lock into place. When Groov is positioned correctly, you should feel that it is not easy to move and feels secure in place.

IMPORTANT:

If you're using a puppy divider with your crate, DO NOT insert Groov into any puppy dividers. Instead, insert Groov along the side walls as far back as just in front of the puppy divider.

Using Groov

- » For guidance on how to use Groov effectively in crate training, jump to page 14.
- » Once Groov is secured to the crate, it is ready to help with training!
- » Allow your dog to lick the treat at his or her pace.

IMPORTANT:

Never allow your dog to chew, bite or paw at Groov. The act of licking helps to calm your dog, which in turn helps with crate training. In the unlikely scenario that your dog manages to damage Groov, stop using Groov immediately.

- » Once your dog finishes eating the treat, remove Groov from the crate following the steps from the previous section in reverse order.

IMPORTANT:

Groov is meant to be used as a crate training aid under constant supervision. NEVER leave Groov attached to a dog crate with your dog inside without supervision.

Washing and Caring for Groov

- » We recommend washing Groov and the freezer shell after every use to avoid bacteria growth.
- » Wash Groov and the freezer shell on the top rack of your dishwasher, or by hand using dish soap and warm water.
- » Examine your Groov before and after every use. Discontinue use if you see cracking on any part.

IMPORTANT:

Putting Groov or the freezer shell in the bottom rack of a dishwasher could result in warping and permanent damage.

For both Groov and the freezer shell, NEVER:

- » Place in boiling water
- » Leave outdoors for extended periods of time
- » Microwave
- » Place in a hot oven

Warranty

Diggs Inc. warrants to the original purchaser of every Groov (“Crate Training Aid”) that the unit will be free of defects in materials and workmanship under normal use for 1 year from the date of original purchase, with the exceptions stated below.

Diggs Inc. will repair any Crate Training Aid that proves to be defective in materials or workmanship. In the event repair is not possible, or if Diggs Inc. otherwise thinks necessary, Diggs Inc. either will replace your Crate Training Aid with a new Crate Training Aid of similar composition and price or refund the full purchase price of your Crate Training Aid.

This warranty expressly excludes any defects or damages caused by accessories, replacement parts, modification, or repair service other than those that have been authorized by Diggs Inc. This warranty does not cover any damage caused by accident, misuse, shipment, or other than ordinary use. This warranty does not cover fading or discoloration by exposure to sunlight or chemicals.

This warranty excludes all incidental or consequential damages. Some jurisdictions do not allow the exclusion or limitation of these damages, so these exclusions may not apply to you.

To request service or obtain additional warranty information, contact Diggs Inc. at help@diggs.pet. A service representative will instruct you on any necessary action required to correct problems covered by this warranty.

This warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

Registration

If through some unforeseen circumstance Diggs Inc. needs to issue a product recall, we ask that you please register your Groov Crate Training Aid. You may do this by registering online at <https://www.diggs.pet/registration>.

If you have any problems or questions with the assembly or usage of your new Diggs® Crate Training Aid, contact our customer service department at help@diggs.pet

Introduction to Crate Training

This section will guide you in using Groov to help with the crate training process. Crate training is quick and easy for some dogs, but can be longer and more difficult with other dogs. Groov helps to make this process easier and faster, but it may not work for all dogs. If you find that your dog is not taking to his crate at all, please contact Diggs at help@diggs.pet or your dog trainer to discuss potential solutions.

In the crate training process outlined below, you will be giving your dog plenty of spreadable treats. We use spreadable treats because this forces your dog to lick the treat. Licking in dogs has been shown to have a calming effect, particularly compared to other mouth movements such as chewing or gnawing, which is how traditional training treats are consumed.

Normally, you should avoid giving too many treats to your pup because they can be fattening (particularly with older or less active dogs), or because they can upset your dog's tummy (particularly with young puppies who tend to have sensitive stomachs). It's important to choose a spreadable treat that is nutritious and applied in modest amounts - just enough to entice your dog but not too much that they gorge on the treats. Try using smaller amounts of treats at first and add more only if you find it necessary to do so (e.g., treat not lasting long enough to complete a step).

IMPORTANT:

We've laid out the steps here for a typical dog, but each dog is different and will require different pacing - some will go very quickly through the steps, whereas others may need to spend a lot of time (possibly hours or days) on one particular step. It's critical to read your dog's behavior to ensure that he or she is comfortable (e.g., not whining, panting heavily, or barking) and ready to proceed to the next step. Rushing any steps or getting upset with your pup will only frustrate you both and set you back in the crate training process. Also, be ready to move back a step or two if your dog shows regression at any point. Temporary regression is completely normal.

Crate Training

Step 1 - Teach your dog that Groov is awesome

Objective:

Teach your pup to love Groov. When he sees Groov, he should get excited and know that delicious treats are on the way.



Process:

- 1.1 Apply a small amount of a spreadable treat to Groov.
- 1.2 **Show Groov to your pup**, letting him smell it and hold it while he licks the treat. Make sure not to let your dog chew or grab Groov - you want your dog to learn that Groov is for licking, which will have a calming effect.
- 1.3 **Apply a bit more of the treat** and start moving around the room - your dog should follow you (use a command like "come" if you've trained that already). Quickly reward your dog with Groov for following you. As before, make sure your dog calmly licks Groov.

Repeat step 1.3 a few more times to reinforce to your pup that Groov is a wonderful treat.

Move to the next step when: You sense that your dog knows that Groov means good treats. At this point, your dog is likely to follow you around closely and get more excited as you present Groov to him.

Crate Training

Step 2 - Associate Groov with the crate

Objective:

The goal of this step is for your dog to begin to associate Groov, something she loves, with the crate.

Process:

- 2.1 **Apply a bit of spreadable treat to Groov** and present it to your dog right in front of the crate. Allow your dog to lick it.
- 2.2 **Repeat a couple of more times, each time getting Groov closer and closer to the crate door** (without encouraging your dog to go into the crate just yet).

Move to the next step when: Your dog does not appear scared or unsure of the crate. If your dog is hesitant to get her treat (Groov), then you need more time and patience.



Crate Training

Step 3 - Get your dog inside the crate

Objective: The goal of this step is to help your dog feel comfortable entering the crate on his own. Leave the crate door open throughout this step.

Process:

- 3.1 **Attach Groov (with treat applied) to the interior crate mesh near the crate's entrance**, such that your dog can lick the treat by sticking his head partially inside the crate without having to step inside. Step back from the crate while your dog is enjoying the treat.



IMPORTANT:

Be careful not to make sudden movements or loud noises that can startle your dog. It's very important to create a calming and relaxed atmosphere.

- 3.2 Repeat step 3.1, each time attaching Groov a little bit deeper into the crate until your dog willingly fully enters the crate and is standing inside.

Move to the next step when: Groov is attached to the back of the crate (or close to the puppy divider) and your pup is standing comfortably inside the crate without showing any signs of stress.

Crate Training

Step 4 - Close the crate door

Objective: The goal of this step is to be able to close the crate door with your dog inside.

Process:

4.1 Add the treat to Groov and attach it to the back of the crate.

IMPORTANT:

If you're using a puppy divider with your crate, attach Groov along the side of the crate (not the back) as close as possible to the puppy divider. DO NOT attach Groov to any puppy dividers.



4.2 **Once your dog is inside and busy enjoying her treat, gently close and latch the door.** Avoid sudden movements, making the crate rattle or anything that could scare your dog. You want your dog to feel as though closing the crate does not mean that you're leaving her alone. So plan to spend 10-20 minutes in the room with your dog for this step.

TIP:

By now, you'll want to start reducing the amount of treats that you're giving your dog. You don't want your dog to always expect a treat when going inside the crate.

4.3 **Repeat steps 4.1 and 4.2 until your dog becomes comfortable.**

If your dog is finishing the treat too quickly, try using the Groov freezer cover to freeze your treats to make them last longer.

Move to the next step when: Your dog is calmly standing--or, better yet, lying--in the crate. Especially as your dog finishes the treat, monitor for signs of distress (for example, whining or pawing at the crate) and let her out as soon as you see any and repeat steps 4.1 - 4.2, possibly at a slower pace, until she is content being in the crate with the door closed. Once she is calm, praise her with a calm voice and stay put for a while.

Crate Training

Step 5 - Leave the room and the house

Objective: The goal of this step is to be able to leave the room, and eventually your home, with your dog secured inside the crate.

Process:

5.1 Once your dog is able to sit or lie quietly in the crate with the door closed (see Step 4), **quietly and quickly leave the room.**

5.2 **Start with leaving the room just for a few minutes** and repeat this step for increasingly longer periods of time. Regression is normal - if your dog is showing signs of stress, try going at a slower pace or going back a step or two.

5.3 Once you sense that you could leave your dog for a longer period of time--even indefinitely--**try leaving your house or apartment** (*just make sure to first remove Groov from the crate – you should not leave your dog alone with Groov*). Similar to step 5.1, make sure to leave quietly and without fuss.

Keep repeating steps 5.2 and 5.3 until your dog becomes comfortable (not barking, etc.) for an extended period of time (roughly 15-20 minutes or more). Ideally at this stage, you could leave your dog for a couple of hours.

Congratulations!

If you've made it this far, your dog is trained. Nice job.



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