

CatGenie[®]
The World's Only Self-Washing Cat Box™



CATGENIE A.I. ACCLIMATION MANUAL

2

GETTING STARTED

START WITH CONFIDENCE.

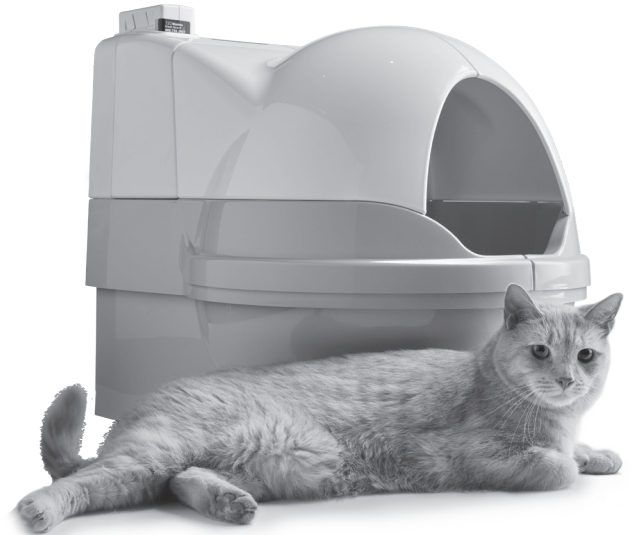
The CatGenie team has helped close to a half a million cats and their owners transition to a litter-free life with CatGenie. We consulted with cat behaviorists and trainers to ensure we offer the best guidance and have spent close to two decades working with cats and their owners. That is why we say with confidence that nearly all cats CAN transition to exclusive use of a CatGenie. Your approach to the transition is critical to the process. It is key to support your cat as they acclimate to using the CatGenie.

Every cat is different and they will need you to lead the way calmly and confidently as you introduce the CatGenie.

BE PATIENT.

While most cats accept the CatGenie quickly, some cats can take a couple of weeks or more to get used to the change. Be prepared to take as much time as your cat needs to transition fully to using the CatGenie. Be gentle but stick to a procedure and be consistent. We offer a 90-Day Money Back guarantee so there is no need to rush or force a cat before they are ready.

Once a cat is shown a Bowl of Granules, 90% know exactly what it is for and will use it to go almost immediately. But sometimes a cat will need a little more time to accept changes. It is safe and normal for a cat to refrain from “going” in the first 24 to 48 hours after a change in their waste disposal setup so don’t panic if they need more time than you think they will.



BE POSITIVE.

When your cats are first learning to use the CatGenie, make sure to praise and reward them with treats when they use it or show interest in it. Don’t over crowd them and never force them into the CatGenie. This could give them a lasting negative impression of the new appliance. Just stay calm, use a positive voice and be very casual about the introduction.

KEEP MOVING FORWARD.

If some of your cats are using the CatGenie but others are actively resistant or generally disinterested, don’t revert back to the litter box. This will confuse the cats who have successfully acclimated. Instead continue testing the acclimation options for the resistant cat and let the CatGenie work its magic for the cats who have already acclimated.

FREQUENTLY ASKED QUESTIONS

How long will it take for my cat to consistently use the CatGenie?

More than 90% of cats adjust within a few days. However, cats do all have their own personalities and adjust to new things in their environment at their own pace. Carefully read through our suggested approaches to acclimation and customize to suit your cat as best you can. Be positive and patient. Nearly all cats will have adapted to life with CatGenie by the end of the first month.

How often should I run my CatGenie cleaning cycle?

We recommend running your CatGenie at least twice per day, per cat to ensure peak performance. I.E. 2 times per day for 1 cat, 4 times per day for 2 cats, 6 times per day for 3 cats.

What happens if the unit is scheduled to start but my cat is in the bowl?

The GenieEyes will sense that your cat is using the CatGenie and will not run a cycle until 10 minutes after he has safely exited the bowl. If another cat enters before the cycle begins, it will delay the cycle for another 10 minutes.

What happens if my cat enters the bowl during a cycle?

While this rarely happens, the GenieEyes will detect that your cat has entered the bowl and Pause the cycle until he has safely exited. After 1 minute, if clear, the Cycle will automatically resume and complete.

How many cats can use each CatGenie Unit?

Up to three cats can use one CatGenie Unit, but only if the cleaning cycles are being run by Cat Activation- meaning the box will always be clean for the next cat. If you prefer Time Activation or Manual Mode, we recommend one CatGenie for every two cats in your home. Most families with more than 2 cats prefer to have multiple CatGenies.

My cat likes to dig more than most in his litter box - should I add more than one box of Granules?

No, do not overfill. Only fill the Washable Granules to the "Fill Line" indentation on the bowl. Too many or too few Granules can cause improper cleaning and or separation of waste.



HOW TO BEGIN

Below you will find several variations of how to help your cat successfully use the CatGenie. Always feel empowered to personalize these processes to your cat's needs – you know them best.

If you aren't sure which will work best for your cat, please don't hesitate to give our Customer Support Representatives a call at 1-877-735-3927. We're here to help!



OPTION ONE: THE BASICS

The following approach is successful in acclimating more than 90% of cats to using the CatGenie. We recommend starting with this approach and if one or more of your cats is still not acclimated, try Option Two.

Step 1:

Set up your CatGenie (Reference your Setup Manual for instructions) and run a full cycle to familiarize yourself with what to expect. We recommend **NOT** having your cats in the room for this first cycle as it may startle them without the proper introduction and your full attention.

Step 2:

Once the CatGenie has finished its cycle, allow your cats to investigate it, but be sure that the unit is **NOT** on Automatic cleaning just yet (Cat Activation or Time Activation). Simply press the Auto button to turn off Automatic mode. Allow them to approach the Unit at their own pace. Once they are near the Unit, treat and praise them while they explore to attach positivity to the new appliance. Don't make a fuss over the Unit itself- act normal and natural.

Step 3:

If the CatGenie is located in a different location than the old litter box, place the old litter box near the CatGenie. **NOTE: If you are moving the old box a long distance, it may be necessary to move it a little at a time to not alarm your cat, and delay setting up your CatGenie until they are comfortable using their existing cat box in the new location.**

OPTION ONE: THE BASICS (CONTINUED)



Allow your cats to investigate the CatGenie, giving treats and praise. Don't make a fuss over the Unit. Act normal.



Keep old litter box and CatGenie together until cat switches, then remove and dispose of old litter box.

Step 4:

Don't clean the old litter box. Most cats will naturally be turned off by the dirty litter box and drawn to the fresh, clean CatGenie. Continue to run the CatGenie on Manual mode for a few days, once or twice per day per cat even if you don't think they are using it. Cat urine will not show on the Washable Granules, so they may be using the unit without your knowledge. Additionally, running the cycles will help your cat adjust to the sounds, sights and smells of the CatGenie.

Step 5:

For the first few weeks, always run the CatGenie manually, once or twice per day per cat. Some cats may be startled by the sights and sounds of the cycle running, so you'll want to run it manually to control their experience with the new unit. Once your cats are comfortably using the CatGenie, you can transition to using the Automatic Modes to run cycles. Cat Activation is the best way for you and your cats to enjoy the cleanest, best performing CatGenie possible (*when using Cat Activation, Sanisolution Cartridges perform 2x the number of washes – 240 instead of 120.*) Access cycle settings in the CatGenie app. Reference page 14 of the Operation Manual for details.

Step 6:

Once all cats are consistently using the CatGenie, remove and dispose of the old litter box. If after four days the old box is dirty, you can also remove it to push the transition to the CatGenie.

OPTION TWO

This option may be best if your cat has been particularly sensitive to changes in their litter in the past. You may want to order an additional box or two of Washable Granules if you use this method.

Step 1:

Add Granules on top of your cat's existing litter and box. Scoop solids and clean out liquid waste daily. Gradually increase the percentage of Granules vs Litter over time.

Step 2:

Once your cats are using mostly Washable Granules in the old litter box, add fresh Granules to the CatGenie, and proceed with the process as indicated in Option One.

Variation: Use only Washable Granules in their litter box until they have adapted to their use.



TIP: If having trouble getting your cat to use the Granules, mix them with litter, **BUT ONLY** in the litter box. Toss entire contents once the cat litter box is soiled.



WARNING: Do NOT mix cat litter or add used litter with Washable Granules in the CatGenie Bowl. Cat litter causes severe damage to the CatGenie and using it voids your Warranty.

CLEANING MODE OPTIONS

Because every home and every cat has different needs, we have designed CatGenie to give you three options for cleaning cycles for your unit. The CatGenie is set to Cat Activation as its default setting, and we recommend Cat Activation for a longer-lasting, better working CatGenie. Please reference page 14 of your Operation Manual for instructions on programming your unit.

THREE CLEANING OPTIONS:

| MANUAL | CAT ACTIVATION | TIME ACTIVATION |
|--|--|--|
| <p>Push the Start button anytime you want to clean the CatGenie. Use this option when CatGenie is in Sleep Mode, between Auto Start Cycles, or during Cat Acclimation process.</p> | <p>The CatGenie detects when a cat uses the unit, and runs a cleaning cycling after a user-set delay period.</p> <p>CatGenie A.I. users can set custom delay times in the app.</p> | <p>The CatGenie will automatically clean from 1 to 4* times a day depending on the number of cats. Runs 24, 12, 8, or 6 hours per day depending how you have programmed your unit.</p> <p>*CatGenie A.I. can run up to 8 cycles.</p> |

WE RECOMMEND CAT ACTIVATION FOR MORE WASHES AND A MORE EFFICIENT UNIT

In Cat Activation mode, CatGenie cleans after your cats use it. So your CatGenie never has a chance to get dirty, smelly, or full of germs. It's the most efficient setting because your CatGenie will dispense less solution per cycle and will double the washes per cartridge from 120 washes to 240 washes. It's like having two Cartridges in one! Tests prove that in Cat Activation mode, the CatGenie runs 10 times more efficiently.



NEED HELP?

USE THESE RESOURCES:

OPERATION MANUAL

Included with your CatGenie unit, the Operation Manual contains essentially everything you need to get started, program, and troubleshoot your CatGenie.

ONLINE VIDEOS

Go to youtube.com/CatGenieCatBox for visuals on how to set up, clean, program, troubleshoot, and more.

CUSTOMER SUPPORT

If none of the above helps, call CatGenie Customer Support at 1-888-735-3927 or email at support@catgenie.com. Our Customer Support Team is available M-F 9am-10pm EST and weekends 10am-7pm.*

*Please consult website for any schedule changes or updates

