

CatGenie®
WHOOSH™



CATGENIE WHOOSH
ACCLIMATION
MANUAL

2

GETTING STARTED

START WITH CONFIDENCE.

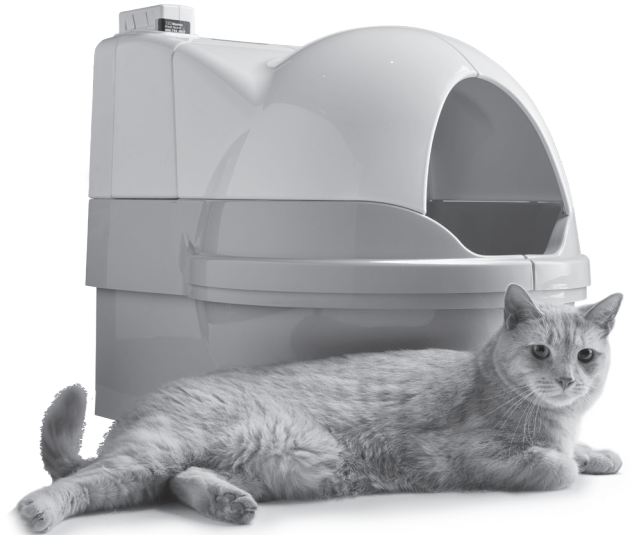
The CatGenie team has helped well over half a million cats and their owners transition to the ONLY self-cleaning, odor-free cat box with CatGenie. We consulted with cat behaviorists and trainers to ensure we offer the best guidance and have spent close to two decades working with cats and their owners. 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 Whoosh Super Clumping Natural Cat Litter, 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 Whoosh after every cat visit.

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 four cats can use one CatGenie Whoosh unit, but only if the cleaning cycles are being run by Cat Activation- meaning the box will always be clean for the next cat. While up to four cats can use the CatGenie Whoosh, most families experience the most success with three or less cats per Whoosh.

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

No, do not overfill. Only fill the Whoosh Litter in between the line markers inside the bowl. Too much or not enough litter 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 **1300 228 436**. 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 and connect your CatGenie Whoosh to the app (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 Whoosh 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). 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 manually for a few days, once or twice per day per cat even if you don't think they are using it. Additionally, running the cycles will help your cat adjust to the sounds, sights and smells of the CatGenie.

Step 5:

For the first few days, always run the CatGenie manually, each time a cat visits the Whoosh (at least 3X per day). 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 comfortable using the CatGenie, turn on Cat Activation. 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 – 480 washes*) 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 Whoosh Super Clumping Natural Cat Litter if you use this method.

Step 1:

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

Step 2:

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



TIP: If having trouble getting your cat to use the Whoosh Litter, mix it 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 Whoosh Litter in the CatGenie Bowl. Clay cat litter causes severe damage to the CatGenie and your plumbing.

CAT ACTIVATION CLEANING

The CatGenie is set to Cat Activation as its default setting. As part of the acclimation process, take the unit off Cat Activation by pressing the Automatic setting button on the Control Panel. Please clean the unit after each use by pressing the Start button. Once cats are acclimated resume Cat Activation by pressing the Automatic set-up button and locking the control panel. Please reference page 14 of your Operation Manual for instructions on programming your unit.

HOW DOES CAT ACTIVATION WORK?

The CatGenie detects when a cat uses the unit, and runs a cleaning cycling after a user-set delay period. CatGenie Whoosh users can set custom delay times in the app.

CAN I RUN THE CATGENIE MANUALLY?

You can run the CatGenie manually at any time only by Pushing the Start button anytime you want to clean the CatGenie. Use this during the Cat Acclimation process.



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 www.catgenie.com.au/resource-centre/videos for visuals on how to set up, clean, program, troubleshoot, and more.

CUSTOMER SUPPORT

If none of the above helps, call CatGenie Customer Support on 1300 228 436 or email at support@catgenie.com.au

*Please consult website for any schedule changes or updates

