



The World's Only Self-Flushing, Self-Washing Cat Box™

Your

GUIDE

to

SUCCESSFUL CAT ACCEPTANCE



**Check
CatGenie.com
for Manual
updates**

CAT ACCEPTANCE Help your cats love their CatGenie.



Keep old litter box and CatGenie together until cat switches.

EVERY CAT IS DIFFERENT and how their owners approach the change to the CatGenie can effect how cats accept their new cat box. As of 2010, we've had experience with close to 125,000 cats and their owners. We have also worked with cat behaviorists and trainers. The attitude of the owners is critical.

DO be patient. While most cats accept CatGenie quickly, some cats can take up to a week or more to get used to the change. The best way to succeed is not to rush. Be gentle but stick to a procedure and do it confidently and consistently. If 2 of your 3 cats use the CatGenie, don't revert back to the litter box. This will confuse the users. Actually running the CatGenie more often makes it more inviting to the non user.

DO be confident. Surveys of CatGenie owners show, that once shown the Bowl of Granules, 90% of the cats know it's where to go and use it. If a cat needs more time to accept the CatGenie, don't worry. In fact, during the acclimation period, it is safe and normal for cats to refrain from "going" in the first 24 to 48 hours.

USE THE FOLLOWING STEPS. However, if you feel confident that your cats are comfortable and are using the CatGenie, skip a step. If one or all of your cats need more time, be patient and repeat a step. Do it for as long as it takes. Remember, you have a 90-Day, Money-Back Guarantee.

STEP 1. Setup your CatGenie in its location. Run a Cycle to get familiar with how it works, to check the setup, and to satisfy your curiosity. You know your cats. Will they find it fascinating? Will they be wary? Depending on their personality, you may just allow them to satisfy their curiosity and watch it. Or you may wish to shut the door. **DO**, until your cats are comfortable with the CatGenie, press the START Button to clean instead of doing an automatic setting. Again, this depends on your cats. PS, be sure to clean often.

STEP 2. Allow your cats to investigate the CatGenie. Leave the door open. Treat them in the location. Praise them as they explore it. **DON'T** make a fuss over the CatGenie. Act normal, natural. Let your cats be curious.

STEP 3. If the CatGenie goes in an area different then the old litter box, move the old litter box to the new area, if the litter box needs to be moved a great distance, cat behaviorists recommend moving it little by little, slowly over time to the new location so that your cats can gradually adjust to the change. If your cats are quick to "get it" and get into the CatGenie... great. **DON'T** mix cat litter in with the Washable Granules in the CatGenie. It will cause a malfunction, which will create a problem of cat acceptance.

STEP 4. When the old litter box is in the same location as the CatGenie, keep it there but don't clean it. Clean the CatGenie every day about one to two times a day for each cat even if you think they're not using it. Cat urine doesn't show on CatGenie Granules. Let your cats get use to the sounds, smells, and presence of the CatGenie. Very important that you act very at ease around the CatGenie. Take it for granted. And **DO** keep the new area clean and cat friendly with toys and treats.

STEP 5. In the first day or two, run the cleaning cycles on manual. In the first week, depending on your cat's temperament, you may want to run the CatGenie while your cats are not around, as the new sound might startle them. Many cats don't mind the sounds or movement from the start. Cats soon learn to associate the sounds and clean smells with their new, always clean cat box. **DO** praise and treat your cats when they use it. **DON'T** follow your cats into their bathroom. **DON'T** force cats into the CatGenie.

STEP 6. Program the Cat Activation mode; it is the best way for you and your cats to enjoy the most from your CatGenie. **DO** relax. And register your warranty on line. Get new tips for cat acceptance, product upgrades, and savings on supplies.

FAQS If you have a question, please call us at 1-888-735-3927



I see that the CatGenie has 3 different start cycle options. Do you know if the Cat Activation bothers the cats?

Before introducing the Cat Activation mode, we tested it thousands of times. This is by far the best cleaning option for the following reasons. **1)** your cats always have a clean place to go, so they always use the CatGenie. **2)** the CatGenie runs better because the waste doesn't have a chance to get hard and smelly. **3)** the cat area is continuously germ free. **4)** the SaniSolution goes from giving you 120 washes to doubling that to 240 washes and **5)** No, it doesn't bother cats, they like it clean.

How many cleaning cycles should I run each day?

During the adjustment time, run the CatGenie at least two times per day for every cat at home even if you don't see any waste in the box. Then it is recommended to run your CatGenie on Cat Activation. CatGenie satisfies your cats need for clean.



What happens if the unit is supposed to start and my cat is in the box?

Cat sensors (GenieEyes) tells the CatGenie to postpone the Cycle for 10 minutes, so your cat can do its business. If another cat follows, the CatGenie delays starting for another 10 minutes. If a cat jumps inside while it's running, the movement of the Bowl is enough to make him leave. As the photo shows, cats actually like to play near, and to watch the CatGenie in action.

How long is the cat acceptance process?

Most cats adjust within a few days. However, cats have their individual personalities and adjust to new things in their environment at different rates. Follow the steps as directed to insure success. Be patient with your cat. Be sure to give loving and enthusiastic praise, it makes the adjustment phase faster and easier.



How many cats can use one CatGenie?

In Cat Activation mode, we recommend up to four cats for one CatGenie. On Auto or Manual Start we recommend that two cats use one CatGenie. In some cases, three cats can use one CatGenie if Auto Start is set to run 4 times and you add a Manual Start each day. We have many homes where three cats easily share one unit. There are many examples of four and more sharing one CatGenie. These are exceptions. Our customer survey shows that many more multiple-cat families are more comfortable with two self-washing cat boxes.

My cat likes to dig a lot in the litter box; should I add additional Granules?

No. The CatGenie comes with the exact amount of Washable Granules needed. It is enough to fill to the level indented on the Bowl and to give your cats plenty to dig in. Additional Granules should only be added as needed to keep the level of Granules up to the fill line in the Bowl. Too many or too few can cause improper running of your CatGenie.



How many cycles can I run on my Cartridge?

The 120 Cartridge is good for 120 Manual Start or Auto Start cycles, however it gives you 240 cycles on Cat Start mode.

Where can I get the hood?

On the CatGenie website. The Genie Dome is an accessory that comes in two sections. One of the sections, is also a separate accessory called SideWalls for cats who are deep diggers.



CASE HISTORIES. Techniques cat lovers used to help cats adjust.



I have three cats and they took to the CatGenie right away.

My cats are very comfortable with me. And I'm very at ease with them. I am lucky to have very adaptable cats. In fact, we moved to a new house and that's when they first got their CatGenie. (Their old litter box did not come into the new house.) I set it up and ran it. I did not shut the door.

They wandered in and watched. I let them do their thing; satisfy their natural curiosity. The crazy thing was that they used it right after it was washed and dried. I have it in the laundry room, where I also have their automatic water fountain and food feeder. It has become their room.

Karen J., Las Vegas, NV.



I was concerned when one of my cats didn't use the CatGenie for several days.

So I took her old litter box and mixed half old litter with the genie litter in it. Every day, I cleaned out the clumps and added more genie litter, that is the washable granules. She did use that.

When the old litter pan was almost all the genie granules and Saffron was going in the granules, I threw it all away. And she switched over to the CatGenie. Glad that the granules biodegrade. BTW, my other cat, Merlot, was using CatGenie with no problem. I had it on cat activation, so it was always clean and fresh. In fact, I wasn't sure if he was using it. I finally caught him enjoying it. And afterwards he was watching it work like it was television.

Valerie S., Las Vegas, NV.



I put the CatGenie together and ran it the first time to make sure that I did it right. My three cats were sleeping at the time. After that, I set it on Cat Activation. Two of my three babies used it immediately. Lady, who is old, did not. The old litter box was next to the Genie. Box got dirty. I didn't clean it. Meanwhile the CatGenie was always spotless because it ran after the boys did their business. I was very calm and praised and treated them. But what to do with Lady? The answer came by accident in the form of an accident. She made a poop on the floor by the old, dirty litter box and I was there to see it.

I closed the door so it was just her and I in the room with the Genie. I very calmly picked it up (with a paper towel) dropped it in the CatGenie, made a motion under the sensors like a cat. In 10 minutes the CatGenie went into action. I was playing with her, brushing her, giving her attention. When Genie was done, I gave Lady a treat, and ran her paw through the warm granules. She was sold. **Nicole R., Philadelphia, PA**



A friend of mine, who has a CatGenie, did this method and it worked. So I used it on my finicky cats and it worked perfectly for me too. I set up the CatGenie. Beside it, I put a clean, regular box and filled that with only one box of Washable Granules. THERE WAS NO REGULAR CAT LITTER IN THE OLD LITTER BOX. I put this in all cap letters because I was warned NEVER put cat litter in the CatGenie. So when my cats used the old litter box with the new Granules, I would dump the whole thing into the CatGenie bowl and run a cycle.

Then I took the clean granules from the Genie and put them back into the litter box. Once they were comfortable with the granules, I never switched the granules out of the CatGenie. I eliminated the old litter box and my cats have climbed into the CatGenie ever since.

Zohar B., Tel Aviv, Israel.



My cat did not use the CatGenie at first. She is older and resists new things.

I had read about this method. It was 2 weeks, and my cat was still not using the CatGenie. But I know in the past that once Suzie gets converted to a new food, toy, etc. she is quite happy.

Here goes. The directions said to confine the cat with the CatGenie and without the old litter box. So I kept her in the bathroom with CatGenie. I would stay with her. We played. I cleaned the tile for something to do. I was very at ease and natural. (Although she may have suspected that me cleaning the tile grout with a toothbrush was out of the ordinary.) Rugs were removed and towels were out of the way (remove all possible substitutes.) I praised her and gave her treats whenever she approached the CatGenie. I did not run the CatGenie until she used it.

I expected that she might use the floor, and if she did I was not to get miffed. I was nervous when she didn't go for over a day. I was reassured that this is normal for some cats and is not harmful. She didn't use the floor. And after two and 1/2 days she used the CatGenie. Hugs and kisses when she did. She's been using it happily ever after. **Keith S., San Francisco, CA**