

# 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.

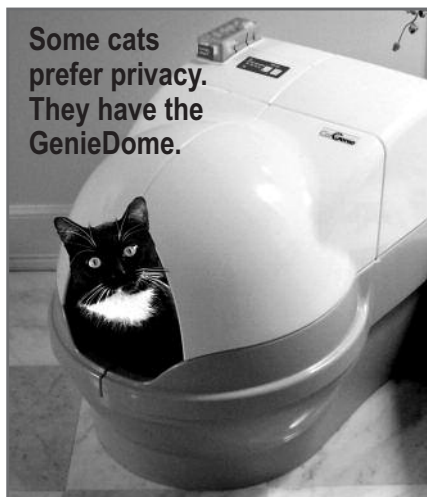


## How many cats can use one CatGenie?

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.

