

How the Pet Patio Potty™ Works

Setting Up, Using and Cleaning Your Pet Patio Potty™

1: Begin with Empty Potty Box Frame



2: Line Box Frame with Plastic Trash Bag or Liner



3: Fill Bottom of Box Frame with Litter



4: Spread Litter Evenly



5: Place Substrate Tray(s) in Frame over Litter



6: Add K9Grass™ Substrate, or



7. Add Gravel Substrate



8. Train your Dog to Use Pet Patio Potty™



9. Remove Tray(s) from Potty Frame



10. Wipe Tray Bottom



11: Remove Clumped Litter with Scoop



12: Periodically Remove All Litter and Clean Potty



Training Instructions

Whether you are training a puppy or an adult dog, the following routine will help you train your dog to learn to use the Pet Patio Potty™. Please remember that with any training program for your dog, **your commitment** plays a **key role** in your pet's success. Getting into a routine and having a plan are critical. **Consistency, repetition and patience** must be exercised throughout the training process. Please

remember that your dog will not just magically start to use the potty just because you have decided that they should. You need to train the dog to do what you want him to do. Some dogs will “take to” the potty more rapidly than others. You need to be the judge as to how much training is required for your dog to learn to consistently use the potty.

Set-up

If possible, place your new Pet Patio Potty™ in an area that has limited space (so that your pooch has no other options as to where to “go potty”) and few distractions. Even if this space is not the ultimate location for the device, it is extremely helpful for training purposes to initially place the product in a confined area. A small balcony, a small laundry room (particularly for puppies) or inside an exercise pen (whether indoors or outdoors) are excellent choices. If you do place the potty in a more open area, you may want to initially place a barrier of some sort around the potty so that you can actually safely contain your dog in the box at potty times. If you plan to use the Pet Patio Potty™ to train a newly acquired puppy, it is ideal to have the potty set up before you bring your puppy home.

Routines

1. Pick a phrase that you either already use for your adult dog or plan to use with your puppy to encourage him to use the potty. Always use this same phrase during training and use it frequently until the dog understands its meaning.
2. Develop a reward system to use during training. This should always include praise using a higher pitched voice and initially you may want to use a favorite treat to reward success.
3. Identify times that you can devote to training so that during these times, your dog and its training has your complete attention. When training a new puppy, plan to spend the first few days (longer if possible) at home with your puppy, devoting 100% of your time and attention to the training process. During initial training, your dog should be in its crate, by your side or in/near its potty at all times. You should be able to observe your dog or puppy 100% of the time during training so that you are able to help him avoid mistakes and generously reward success. Remember, if your puppy or dog does make a mistake, you can only gently correct that incorrect behavior if you actually “catch him in the act”. In addition, by observing your dog so closely, you will learn the signals he gives you when he needs to relieve himself.
4. Develop routines with regard to feeding and watering. Always feed your dog at the same time of day, preferably not too close to bed time or to when you intend to place your dog in its crate. Fresh water should be made available throughout the day (but not when you have your adult dog in its crate for longer periods of time). To avoid accidents with puppies, you may want to remove water a few hours before bedtime.
5. Decide whether you intend to use a crate in conjunction with your training. In general, Doggy Solutions™ highly recommends using a crate when training your dog to use the Pet Patio Potty™, and always with puppies that are going through the housetraining process. Adult dogs that are no longer using a crate may not require

one for training although it may still be useful. The basic theory behind using a crate is that dogs like to keep their bed area clean and will, therefore, learn to use the litter box to "do their business" after they have been confined in their crate for a period of time. Both the crate and the litter box help define boundaries for your pet.

The Training Process

1. Try to anticipate potty times (e.g. after waking up from a nap, after eating a meal, after drinking, after you have left your pet for a period of time in its crate, after playtime, etc). Always train at times when your pet's chance of success is greatest.
2. Whether your dog has been crated or is anxiously awaiting your return from work, etc., immediately lead your pet to the box using a leash and guide him up onto the trays or lift your pet and place him on the K9Grass or pea gravel. Never drag or force your dog onto the potty. With puppies, it is recommended that you pick up and carry the puppy from his crate to the potty. For adult dogs, initially you may want to praise/reward your dog for merely showing interest in the potty or staying in the box for a short time. If your dog is reluctant to get into or stay in the box, you may want to consider placing a temporary barricade around the box to contain him in his potty.
3. Give your dog the command that you have decided to use to encourage him to "go potty".
4. Once your dog has used the potty, praise him and reward his success with his favorite treat. If your dog does not relieve himself, offer him a drink of water and return him to his crate for a short period and then try again. For puppies, after he has successfully emptied his bladder in the potty, playtime should follow. After playtime, place the puppy in his potty to give him another opportunity "to go" and then return him to his crate. Young puppies have small bladders and should initially be taken to the potty every hour.
5. After consistently repeating this process, your dog will learn that using the Pet Patio Potty™ is one of his options when he needs to relieve himself. Particularly with puppies, repetition is critical with constant rewards for success. **For puppies, it is typically advisable to simultaneously train the puppy to use both the potty as well as to go outdoors.** When you are training your puppy to "go potty" outside on a leash, be sure to use the identical verbal command when training and the same reward system.
6. Realize that when training a puppy, your puppy will make the same mistakes in using (or not using) his potty that he does during normal housetraining. The more time and attention that you can devote to the training process with young puppies, the quicker they will learn acceptable behavior.
7. If you catch your dog or puppy going potty in an inappropriate place, correct him immediately with a sharp "No" and show him where he should go. Remember, if you **do not** catch your dog "in the act", no correction should occur. Your dog does not have the ability to remember what it is that he did wrong even if the accident occurred only a minute or two ago. Also, it is very important to **thoroughly** clean up any accidents so that your dog or puppy doesn't think that it is alright to go in the place where the accident occurred. The best plan is to set up your home and

the puppy's environment in such a way that failure is unlikely. This, of course, takes a good deal of time, effort, patience and planning on your part.

8. If your dog is newspaper or pad-trained, place that current material on top of the stones or synthetic K9Grass in the tray. Once your dog has used the box a few times, you can typically remove that substrate and the dog will continue to use the box.
9. When you plan to use the Pet Patio Potty™ indoors, you may want to create a "No Fail Environment". The most efficient and reliable way to train your dog to use the Pet Patio Potty™ indoors is to set up a crate area that includes his bed and the potty with no open space between these two areas. The bed area can actually be your pet's crate with the door open or some other type of bed. This area should include some sort of sturdy fencing around it so that your dog is safely contained and cannot escape from the area. During training, place your dog in this area so his only real choice "to go potty" is in the box. You must stay nearby so that you are able to observe his behavior and be prepared to praise and reward success or to correct unacceptable behavior. Once your dog learns what the potty is for, you may slowly separate the potty from the bed or crate and give your dog more freedom.

Troubleshooting

1. Some dogs like to have their own scent in the area where they go potty. In this case, get your dog to urinate on a paper towel or piece of newspaper and place this paper on top of the stones or K9Grass in the tray. You may also want to try placing some of your pet's solid waste in the box. However, keep in mind that some dogs don't like to go in a potty area until solid waste is removed. Alternatively, try having a doggy friend use the box so that your dog understands what the box is for. Finally, there are potty training products available that can be sprayed on the grass or stones. Many dogs are attracted to the scent contained in such products.
2. If you have placed the potty on your terrace, patio or deck and are having difficulty getting your pet to use the potty, you may want to consider moving the potty to an area where you can create a no fail environment as described above until your dog learns to use the box. Once you feel he has learned what the box is for, you can gradually give him more freedom and eventually move the box to its final desired location. Understand that some retraining may be required after the box is moved.
3. When training a puppy, even if you ultimately intend to place your Pet Patio Potty™ outdoors, you may want to initially consider placing the box indoors during the training period. This will make it more convenient for you to monitor your puppy and get him into the potty when he appears that he has "to go" (e.g. circling and sniffing). If your balcony or patio is conveniently located, then by all means set up the potty out there.
4. If you have **consistently and patiently** tried to train your adult dog to use the potty for a two or three weeks and have not met with success, try changing the substrate used in the trays (i.e. try replacing the pea gravel or K9Grass in the trays with another material such as real sod or if you have started with pea gravel try synthetic K9Grass). If your dog learns to "go" on one of these materials, you can gradually "wean" him from this material back to the stones or synthetic K9Grass by replacing the material in one tray with the original material until all trays contain

exclusively the desired substrate. This transition process should be done very slowly. If your dog starts to resist using his potty or starts to make mistakes, then go back to the successful material either temporarily or permanently. K9Grass, gravel, wood pellets or the commercial dog litter pellets are the most desirable alternative substrates for the trays because they are available year round. Pieces of synthetic grass sized to fit the trays are available from Doggy Solutions™.

5. If the ultimate location of the potty is indoors (or even in the garage), dogs that are already housetrained may resist using the potty because it is indoors and they have been trained not to "go" inside. If you are having difficulty training your dog to use its potty in that indoor location and it is possible to temporarily move the potty to an outdoor location, you may want to try doing so. Once the dog learns to use the potty outside, you can slowly transition its location to its indoor spot.
6. If you have purchased an Elevated Canopy Model of the Pet Patio Potty™, you may want to initially train your dog to use the potty without the canopy over the unit. Once your dog knows what the potty is for, introducing the canopy should not be a problem.
7. If your puppy seems interested in picking up the pebbles or chewing on the K9Grass spray a product such as Bitter Apple on the pebbles or grass to discourage this behavior.
8. As with any training, your dog may experience "relapses" and may require varying degrees of retraining.
9. Pet owners are encouraged to consult with an experienced dog trainer when they encounter behavioral difficulties with their dogs.

If you have questions regarding the use of your Pet Patio Potty™ or training your dog, please contact Doggy Solutions™ at info@doggysolutions.com or 303-777-7195.

Maintenance Instructions

Routine Maintenance

1. Your Pet Patio Potty has polyethylene feet on the bottom to prevent it from resting directly on the concrete, wood or other surface of your patio or deck. It is very important that the bottom of the **redwood potty** not be allowed to rest on a moist surface when used outdoors. If the area where the potty is placed gets an excess amount of rain or snow, be sure that the bottom of the potty does not get exposed to this excess moisture. If it appears that the bottom of the potty has gotten wet, immediately move the potty to a dry area. The redwood potty can be damaged if the bottom is allowed to be exposed to water for a prolonged period of time.
2. When possible, **lightly** spray the wet areas where your dog has urinated with an enzyme-based pet deodorizer such as Nature's Miracle. This practice will help reduce any odors that may develop. It is important, however, not to drench the area because the goal is to keep the stones or synthetic K9Grass (and therefore, the underlying litter) as dry as possible. Also,

read the label on the deodorizer carefully because some contain a deterrent that discourages the dog from going on the area where it is sprayed.

3. For **Low Profile** models, try to keep the canvas cover off the box for at least a short time after your dog urinates to allow the stones or grass to dry as much as possible. However, if your Pet Patio Potty™ is placed in an exposed area (e.g. a patio or deck without overhead protection), **it is critical to keep the potty covered when rain and/or snow is expected. Obviously, exposure to any unnecessary moisture will have an adverse effect on the litter below the trays and will result in the litter needing to be replaced. If the litter does become saturated with water or urine, remove and replace all litter as soon as possible to avoid damage to the bottom of the redwood potty.**
4. If you purchased the **Elevated Canopy** model of the Pet Patio Potty™ and **have** purchased the optional Weather Protection Flap for the open side of the box, snap this flap in place when a bad storm or extremely windy conditions are expected or when you will be away from home for a prolonged period of time. If you **have not** purchased the Weather protection flap, please take precautions to protect the unit during extremely windy and/or rainy conditions. Always orient the open side of the Elevated Canopy model so that it is exposed to the least amount of wind and rain possible. Please note that the Elevated Canopy model has been designed to help keep as much environmental moisture out of the potty as possible. However, the unit is not “water tight”. After a bad storm, always check the litter in your unit to see if it has gotten wet. Please see caution statement in section above regarding changing litter if it becomes saturated.
5. If rain or snow collects on the canvas cover, clear this moisture as soon as possible. Even though the Sunbrella fabric is water resistant, it is always best to keep the cover free from collected moisture.

Periodic Maintenance

1. For limited use (e.g. dog typically urinates in Pet Patio Potty™ once or twice a day), it is recommended that the litter be checked every 1 to 2 weeks and changed as necessary. We recommend that you wear disposable gloves of some sort when cleaning the potty. Remove the trays from the box frame and set aside. Inspect litter layer and simply remove the litter that has clumped or is soiled using the litter scoop provided by Doggy Solutions™. Add additional litter as necessary to replace the litter that has been removed. **More frequent litter changes will be necessary if the Pet Patio Potty™ is used more frequently, is used by multiple dogs or by a large dog.** If any unpleasant odor develops or if you suspect that the litter has been exposed to environmental moisture, check the litter and change as necessary.
2. Some clients have found it helpful to place a plastic liner of some sort (e.g. a heavy duty trash bag) beneath the litter. This liner can make removal of all litter easy at those times

when you are doing a complete potty cleaning. See step 9 below.

3. **Recommended Litter Products:** We recommend using a clumping kitty litter that has good odor control properties. Two of the litter products that we recommend are any of the Tidy Cats Scoop for Multiple Cats products and Dr. Elsey's Precious Cat Ultra. **Please note: it is important NOT to overfill the potty frame with litter. No litter should touch the bottom of the trays.**
4. Remove solid waste as frequently as possible, but at least daily.
5. **If you are using Pea Gravel in the trays,** approximately once or twice every month, remove the trays from the frame and thoroughly rinse the gravel directly in the trays. If an outside area equipped with a hose is available, place the trays of gravel in a suitable area and rinse the gravel. If it is not convenient to complete this rinsing process outdoors, place each tray in the tub or shower and rinse the gravel with warm water. We recommend the periodic use of either a sanitizing agent such as Simple Green or a dilute bleach solution (5-10%) to disinfect the stones. Allow the gravel to dry completely before reinserting the trays in the box frame. This procedure helps to minimize any buildup of residue on the gravel and reduces odor. Alternatively, you may choose to replace the gravel at appropriate intervals.
6. **If you are using Synthetic K9Grass™ as the surface material in the trays,** the grass pieces have a knitted mesh backing to facilitate drainage of urine to the litter layer below. In addition, there is an anti-microbial (AlphaSan) incorporated into the grass blades to help inhibit bacterial growth and the associated odor. However, because the grass blades have a significant surface area, some urine will dry on the surface of the grass blades. This results in the need to clean this material routinely. The frequency of cleaning depends on how often the potty is being used, how many dogs are using the potty and the size of the dog(s). We suggest using some sort of disposable gloves when handling the soiled grass. Approximately once every week to two weeks, remove the K9Grass pieces from the trays and place in a basin, tub or pail containing either a **sanitizing agent such as Simple Green** or a **5-10% solution of bleach in warm water** and a small amount of detergent. Do not use excessively hot water to clean the K9Grass. Wipe off any debris that is adhering to the grass filaments with a sponge or cloth. Let the grass pieces soak for 15 to 30 minutes. Remove the pieces from the sanitizing solution and allow them to air dry before inserting them back in the trays. Please note that the manufacturer states that the mesh backing makes this synthetic material behave like fabric. Therefore, a small amount of shrinkage may be noted after washing or when the material is placed in intense sunlight.

Please Note: We have no experience with the placement of the K9Grass pieces in the washing machine and, therefore, DO NOT recommend cleaning the grass in your washer. Anecdotal feedback indicates that the grass can lose its shape and shrink when placed in the washer. **Doggy Solutions™ will assume no responsibility for any damage to the K9Grass resulting from placing this material in the washing machine.**

Cleaning is recommended if:

- you have not been able to completely remove solid waste from the K9Grass
- your dog becomes reluctant to use the potty
- your dog has been sick or has had loose stools
- you detect the development of an unpleasant odor

Note: If your dog becomes reluctant to use the box, it may be an indication that either the litter needs to be changed, the gravel needs to be rinsed or the synthetic K9Grass needs to be cleaned. Remember your dog has a keener sense of smell than you. Some dogs insist on more frequent cleaning practices.

7. Avoid placing any unnecessary weight on the bottom surface of the trays.
8. **Sunbrella cover maintenance:** The best way to clean dirt and debris off of the Sunbrella canvas cover is to use either use a damp sponge or cloth to wipe the fabric clean. Alternatively, you can remove the cover from the unit and machine wash. For machine washing, use warm or cold water and **do not** place the cover in the dryer. **While still damp, snap the cover in place** over your Low Profile box or on the frame of your Elevated Canopy Model. Following this procedure will assure that the cover retains its fit on the potty. Also, when removing the cover from the unit, use your fingers to pry the snaps loose rather than pulling on the fabric. Pulling on the fabric to unfasten the snaps can result in the snap fastener tearing out of the fabric.
9. Periodically, remove all litter from the bottom of the unit and the surface material from the trays. A plastic liner of some sort beneath the litter layer can facilitate removal of the litter. Using a disinfectant solution and a rag, disinfect all surfaces of the potty frame and trays. The frequency of this cleaning process depends on the size of your dog, the number of dogs using the unit and the frequency of use.

Return Policy for the Pet Patio Potty™

If within 30 days of purchase you have not set up your Pet Patio Potty™ with litter and it has not been used by your dog, you can return your Pet Patio Potty™ to Doggy Solutions™. Doggy Solutions™ will refund your purchase price (less a 15% restocking fee) in exchange for the return of the **unused** potty that arrives back at our facility in excellent condition. Unfortunately, we **cannot accept the return of used units** due to sanitary reasons. We also cannot accept the return of custom orders or synthetic grass pieces. The customer is responsible for the shipping costs associated with the return of any items and must **contact Doggy Solutions™ to obtain an RMA number for the return before shipping the item back or returning it in person.** It is **highly recommended** that customers who are shipping the product back use the original product packaging for return shipments, making sure that each product component is properly protected for shipping. The

original packaging should be re-enforced as necessary. Use of alternative packaging may result in damage during shipping. All Pet Patio Potty™ returns must include the RMA number on the outside of each returned carton. Once the returned unit is received and inspected, an appropriate refund will be issued. The amount of refund will reflect any damage that may have occurred to the product due to improper packaging or during the return shipping process. The refund will also deduct the restocking fee and the original shipping charges.

If you wish to exchange your unused Pet Patio Potty™ for a different size or model, please contact Doggy Solutions™ customer service for assistance. All Products returned for exchange must be in their original packaging and must be received undamaged and in new (unused) condition. You are responsible for the shipping costs associated with both returning the original order to Doggy Solutions™ as well as the shipment of the replacement unit. If possible, any additional charges or credits will be made to the credit card that we have on record. The replacement unit will not be shipped until the returned unit is received and inspected.

Upon receipt, inspect your product. If any damage to the outside packaging is observed and has resulted in damage to the product in the package or if any defects in the product are noted, please contact Doggy Solutions™ immediately. You must provide us with as much information as possible so that we can determine the reason for the damage or defect. Once we have obtained complete information, we will determine the appropriate course of action and send a replacement unit as necessary. You may be asked to return the damaged or defective unit using a prepaid shipping service.

If you decide to cancel your order after we have processed your credit card. But prior to actual shipment, we will deduct a 3.5% credit card processing fee from the total amount refunded.

Call Doggy Solutions with questions at 303-777-7195 or email at info@doggysolutions.com