

Comfort Zone® Diffuser with D.A.P.® Frequently Asked Questions

1. How do the electric diffusers work?

The diffusers work by using a heating element to disperse the pheromone into the air. Once present, the pet breathes in the pheromone and it attaches to a receptive organ, called the vomeronasal organ located in the nasal cavity. The vomeronasal organ then signals the brain, via nerves, and a sense of well-being is established.

2. What behaviors will the products reduce or stop?

Comfort Zone with D.A.P. (Dog Appeasing Pheromone) naturally reduces or completely stops fear-related, destructive behavior in dogs such as barking, whining, urination, defecation, chewing and hyperactivity. This unique product mimics the pheromone released by the mother dog while nursing. Comfort Zone with D.A.P. is proven to help reduce your dog's stress in a variety of environments and situations:

- Being alone in the house
- Visitors to the home
- New pet or family member
- Moving to a new home
- Adjusting to a new environment
- Thunderstorms and fireworks

3. What behaviors cannot be expected to change?

Dominance-related problems cannot be solved by D.A.P., which is an appeasing pheromone for the dog. Comfort Zone also does not address communication problems between the owner and the pet. As with any product, there are limitations to the effects. Behavioral conditions can result from many causes, and behaviors not resolved by using this product should be addressed by a veterinarian.

4. How long does the product need to be used until noticeable positive effects are observed?

Ideally, the product should be used for at least one month.

5. What are some helpful tips if no positive changes are observed?

First, make sure the product is plugged in correctly and that the bottle is not empty. If the product has been plugged in for over 30 days and is still full, then the diffuser may not be working. If your pet is still exhibiting behavioral problems after 30 days, then consulting your veterinarian is recommended.

6. What do I do if my pet's behavior gets worse?

It is very unlikely that Comfort Zone with D.A.P. will exacerbate any behavioral condition. In such a situation, you may wish to call your veterinarian.

7. When Comfort Zone with D.A.P. is used for a new puppy that is introduced into

the family, how many months should the diffuser be used?

This largely depends on how well your new puppy adapts to the introduction process. In most cases, the use of the product for one month should help the new puppy have a smoother transition into the family environment. It can also be used to prevent separation related problems in conjunction with puppy training.

8. If the Comfort Zone Diffusers are used in boarding facilities, will there be a noticeable effect for the animals?

This depends on where the product is used. In kennel situations, many different types of pheromones are released by dogs, which may compete with the pheromones released by the Comfort Zone Diffusers. However, it is generally accepted that exposure to pheromones found in the Comfort Zone Diffusers with D.A.P will help reduce the anxiety of your pet's stay.

9. If the Comfort Zone Diffusers are used in grooming facilities, will there be a noticeable effect for the animals?

The use of the diffuser in a waiting room or grooming area should help relax the dog. However, this depends on both the level of anxiety/excitement the animal feels, which could override the pheromone effect, and the amount of time/exposure the pets have to the pheromone in the area.

10. What are the active ingredients?

In Comfort Zone with D.A.P., an analogue of the natural appeasing pheromone released by the female while nursing is the active ingredient.

11. What are pheromones?

Pheromones are naturally occurring chemical substances secreted by animals to communicate ownership of territory and mating availability to others. Pheromones can be secreted from various locations on the body.

12. How do I use the diffuser?

The Comfort Zone Diffuser should be placed in the room where the dog spends most of its time or where the unwanted behavior is the greatest. Remove the cap from the bottle. Attach the bottle to the diffuser device and plug the product in. The diffuser should be placed in an outlet that is open to the room. The product should not be placed behind furniture or in an electrical outlet that is near shelves, cabinets or other physical barriers, which may prevent dispersion of the pheromone. Each diffuser will cover approximately 650 square feet. If your pet has access to more than one floor in your home, a diffuser should be used on each floor. Always refer to the package insert for complete instructions for use.

13. Should the product be plugged in all day?

Yes, the product is to be used throughout the entire day. Unplugging the device may cause the pet's unwanted behavior to return.

14. How often should the product be used?

To modify your pet's unwanted behavior, use Comfort Zone for a minimum of 30 days.

15. How long will the Comfort Zone Diffusers last?

They will last for approximately one month.

16. What if a Comfort Zone Diffuser with Feliway and a Comfort Zone Diffuser with D.A.P. are used in the same home? Will the different pheromones interfere with each other?

No, both pheromones can be used at the same time without problems. The pheromone used in Comfort Zone with Feliway is specific to cats and the pheromone used in Comfort Zone with D.A.P. is specific to dogs and, therefore, they will not cross-react with other animals.

17. Once the unwanted behavior stops, can I stop using the Comfort Zone Diffusers?

No, for best results, treatment should be continued for a minimum of 30 days.

18. How well do Comfort Zone Diffusers work?

In studies* of Comfort Zone with D.A.P., destructive behavior, house soiling and vocalizations such as excessive barking and whimpering were improved or resolved by 91%, 75% and 65%, respectively.

19. Can I use the Diffuser with a cleanser/enzyme?

Yes, you may use cleaning agents, enzymatic cleaners or disinfectants to clean the soiled areas.