Calmz™ Anxiety Relief System

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Thank you for purchasing the Calmz™ Anxiety Relief System with NeuroSync Technology™! When used properly and in accordance with the enclosed instructions, the system can help reduce your dogs' stress and anxiety resulting in a happier, more relaxed home for you and your pet. For best results, please follow the instructions carefully. If you have questions or technical concerns, please consult with your veterinarian or call our Customer Care Line at 1-855-760-8429.

How it works: The Calmz™ Anxiety Relief System is a patent-pending therapy delivery system that has been clinically proven to reduce anxiety in certain animals when used properly. The system is comprised of 2 components: a device and a wearable vest. The device is a battery-operated unit with multiple settings that utilizes NeuroSync Technology™ to deliver a blend of soothing music, tones and vibrational therapy that the animal can hear and feel. The comfortable, fully adjustable vest is designed to fit snuggly on your pet with the Calmz unit held securely in a pouch on top of your dog's spine and acupressure points.

What is NeuroSync Technology™? It is a blend of classical music with an underlying tone which emits a vibration massage to help increase blood flow to the brain and reduce adrenaline, helping calm and relieve stress.

For safe and effective use of this product, please read and follow these instructions and comply with any ⚠CAUTIONS

All dogs are different, therefore this product may not be appropriate for every dog or reduce your dog's anxiety. Only you and your veterinarian can judge if the Calmz™ Anxiety Relief System delivers the appropriate therapy for your dog.

Please keep these Instructions for future reference.

GENERAL SAFETY INFORMATION

⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

- Read and follow all Instructions.
- Use only with healthy dogs. If you are unsure whether this product is suitable for your dog, consult a veterinarian.

- Observe the dog's behavior. Discontinue use if the dog has any negative reaction.
- Keep out of reach of children. This product is not a toy.
- Never connect a lead to the Calmz™ Vest. Do not use to walk or restrain a dog.
- Avoid leaving the Calmz ™ Vest on the dog for more than 8 hours per day.
- Check position and fit during each use.
- Examine the dog for any signs of rashes or sores. Discontinue use if a rash or sore is found and consult veterinarian.
- Dogs should not be left unattended with the Calmz™ Anxiety Relief System unless you are certain that the dog will respond properly.
- Inspect the Calmz™ Anxiety Relief System Device and Vest before each use for wear or damage. Do not use if damaged. Discard and replace.
- Biting, chewing, licking or pawing at the Calmz™ Device or Calmz™ Vest may result in injury to the dog or damage to the product.
- The Calmz™ Device is not waterproof. Do not immerse in water.
- Do not alter the Calmz™ Device or Calmz™ Vest. Alteration to the Calmz™ Anxiety Relief System can result in product failure or injury to the dog.
- Manufacturer is not responsible for any loss caused by improper use of this product or for use of the Calmz™ Anxiety Relief System by a dog that has not been properly trained and acclimated to the system.
- Batteries may leak fluids that can cause a chemical burn, injury or ruin your product. To avoid battery leakage:
  - Do not mix old and new batteries or batteries of different types: alkaline, standard (carbon-zinc) or rechargeable (nickel-cadmium).
  - Insert batteries as indicated inside the battery compartment. Remove batteries during long periods of non-use.
  - Always remove exhausted batteries from the product. Dispose of batteries properly.
  - Always make sure that battery compartment door is attached and screw is tight.

COMPONENTS

device

vest

instruction manual

The Calmz™ Device has a built in "Low Battery" Indicator.

Green = Good status
Orange = Low battery status
Red = Change batteries immediately

BATTERY INSTALLATION

⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

Use 3 new "AAA" batteries (Zinc Carbon R03, Alkaline LR03, Nickel Cadmium NiCD KR03, Nickel Metal Hydride NiMH HR03, Lithium Li-Po FR03)
Tool required: Phillips screwdriver (not included)

1. Locate the battery compartment on the back of the Calmz™ Device.
2. Loosen the screw in the battery compartment door with a Phillips screwdriver and remove the door.
3. Remove any exhausted batteries and dispose of them properly.
4. Insert 3 new "AAA" (LR03) Alkaline batteries as indicated.
5. Replace the battery compartment door and tighten the screw. Do not over-tighten.
6. If the Calmz™ Device begins to operate erratically or the sounds or vibration become faint or stop, it's time for an adult to change the batteries.

ACCLIMATING YOUR DOG TO THE CALMZ™ ANXIETY RELIEF SYSTEM

⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

- Proper use of the Calmz™ Anxiety Relief System requires you to fully acclimate the dog to the Calmz™ Device and Vest.
- Dogs require calm, positive reinforcement training to acclimate to new circumstances, and use of the Calmz™ Anxiety Relief System is no exception.
- Lowering anxiety and stress is a process and should be done in steps to help the dog adjust to the new experience of NeuroSync Technology™.
- Owners must monitor the dog's behavior. If at any time the dog exhibits negative reactions or appears uncomfortable or in distress, end use of the product immediately and call our Customer Care Line.
- Acclimating the Calmz™ Vest and Device should be done during low stress situations when your dog is calm.

STEP 1 - FITTING THE VEST:

- Make sure Calmz™ Device is not installed in Vest pocket.
- Use positive reinforcement during fitting to help the dog become accustomed to the Vest.

Unsnap buckles and fully open velcro closure of the neck collar. Pre-adjust the length of straps to approximate size of dog's girth.

With the neck collar fully open, gently place the Vest over the dog's head and place it on their back.

Adjust the straps to fit around the dog's girth and snap buckles.

Adjust the velcro of the neck collar to fit the dog's neck size.

Check the fit of the Vest straps and neck collar by inserting two fingers between the dog and the Vest straps and neck collar.

⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

The Vest straps and neck collar should be snug, but not tight enough to cut off circulation or restrict breathing in any way.

ACCLIMATING YOUR DOG TO THE CALMZ™ VEST:

- With the Vest properly fitted, allow the dog to wear the Vest (without the Calmz™ Device) as long as necessary to get them used to the feeling.
- Use positive reinforcement to help the dog become accustomed to wearing the Vest.

- Recheck the fit of the Vest straps and neck collar by inserting 2 fingers between the dog and the Vest straps and neck collar.
- After the dog has become accustomed to the Vest, remove the Vest from the dog by fully opening the velcro collar and unsnapping both buckles. Gently slip the Vest over the dog's head and remove the Vest.
- Once the dog has mastered the basics of wearing the Vest without stress, it's time to introduce the Calmz™ Device

⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

Owners must monitor the dog's behavior. If the dog exhibits any sign of negative reactions, discomfort or distress, remove the Vest immediately. Try refitting the Vest and allow the dog to wear the Vest again. If signs of negative reactions, discomfort or distress reappear, remove the Vest, stop using the product and call our Customer Care Line.

STEP 2 - INTRODUCTION TO THE CALMZ™ DEVICE

Test # 1

Press the Activation Button one time. This is the low vibration setting for a 6 minute run cycle.

Activation Button

Hold the Calmz™ Device in your hand near the dog so they can hear the tonal therapy and the vibration sounds.

Observe the dog's behavior. If there are no signs of negative reactions, proceed to the next test.

Test # 2

Without placing the Calmz™ Device directly on the dog, hold the Device securely in your hand and place hand on the dogs back/neck area. The vibration and tonal therapy will be felt but will be buffered by your hand.

- Allow the dog to become accustomed to the sensations and sounds for as long as necessary.
- Repeat this step multiple times for multiple days to ensure the dog is comfortable with the new experience.
- Turn off device by pressing and holding the activation button until light vibration stops.
- The dog may show curiosity to the Calmz™ Device. Do not allow them to lick, paw at or put the put Calmz™ Device in their mouth.
- Once the dog has mastered the Vest and is comfortable with the sounds and feel of the vibration through your hand, it's time to try them together.

⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

Owners must monitor the dog's behavior. If the dog exhibits any sign of negative reactions, discomfort or distress, turn off the Device and remove it from the dog. Try introducing the device again as instructed. If signs of negative reactions, discomfort or distress reappear, stop using the product immediately and call our Customer Care Line.

STEP 3 - INTRODUCTION TO THE CALMZ™ VEST AND DEVICE

Following Step 1, fit the Vest to the dog. Adjust straps and neck collar as needed to ensure a proper fit.

With the Calmz™ Device in your hand and turned "off", press the Activation Button 1 time. This is the low vibration setting for a 6 minute run cycle.

Place the Calmz™ Device in the pocket of the Calmz™ Vest and securely close the velcro enclosure.

- Watch the dog closely for any negative reactions and to ensure the Calmz™ Vest and Device stay in place.
- If the dog is reacting positively and shows no signs of discomfort or distress, and the Vest and Device remain in place, continue to observe the dog and allow the 6 minute cycle to finish. The Device should automatically turn off at the end of the cycle.
- Leave the Calmz™ Vest on the dog with the Device "off" for a period of time after completion of the 6 minute run cycle to ensure the dog is becoming accustomed to the Calmz™ Vest and the weight of the Calmz™ Device.
- Repeat Step 3 until you feel the dog is ready for regular use.
- Remove the Calmz™ Vest and Device when you feel the dog is comfortable.

Some possible reactions during initial Calmz™ Device and Vest use:

- Turning head back and forth to listen
- Dancing or wiggling around
- Running and jumping
- Vocalization
- Freezing or becoming completely still
- Lying down

Only you can judge your dog's reaction and the appropriateness of the Calmz™ Device and Vest for your dog. Only when you and your dog are comfortable with the Calmz™ System and you are confident your dog is fully acclimated to the Calmz™ Device and Vest system, should it be used regularly.

USING THE CALMZ™ ANXIETY RELIEF SYSTEM

Use Guidelines:

To use the Calmz™ Anxiety Relief System, first follow the Fitting and Acclimation Instructions, and then select the appropriate Program for your dog from the list on the next page following these guidelines:

- Lowering anxiety and stress is a process and should be done in steps to help the dog adjust to the new experience of NeuroSync Technology™.
- The Calmz™ Anxiety Relief System utilizes a choice of 2 vibration settings (High and Low) with 4 program cycles each, varying the duration and repetition of the cycles.
- Start with lower intensity vibration and shorter durations of exposure, slowly introducing more only if needed and only if the dog and you are comfortable.
- All dogs are different and some programs may not be appropriate for every dog.
- Observe your dog. Only you and your veterinarian can judge if the Calmz™ Anxiety Relief System delivers appropriate therapy to your dog.

Remember: A lower intensity and shorter program length may be ideal for your dog.

For the first several uses, monitor the dog to ensure that there are no negative reactions. When using any "repeat mode" program, periodically check the dog's condition during use.

- Once you have selected the appropriate Program for your dog, activate the Device as indicated and securely install the Device in the pocket of the Vest, making sure that the velcro is tightly and fully closed.

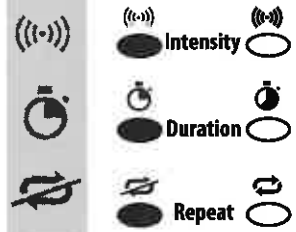
⚠CAUTION - FOR THE SAFETY AND WELL-BEING OF YOU AND YOUR DOG

Owners must monitor the dog's behavior. If the dog exhibits any sign of negative reactions, discomfort or distress, turn off the Device and remove it from the dog. Try introducing the device again as instructed. If signs of negative reactions, discomfort or distress reappear, stop using the product immediately and call our Customer Care Line.

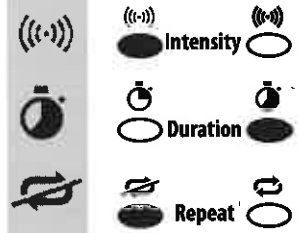
PROGRAMMING YOUR CALMZ™ ANXIETY RELIEF SYSTEM

LOW VIBRATION SETTINGS

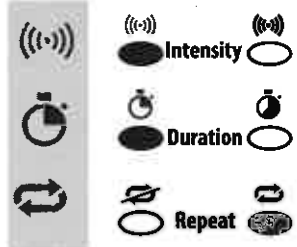
PROGRAM 1
PRESS ACTIVATION BUTTON 1 TIME
Low Vibration Intensity
6 Minute Run Cycle
No Repeat – runs for a single 6 minute cycle only



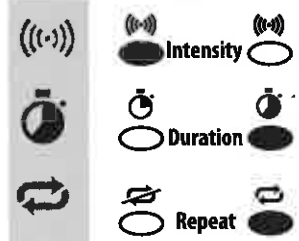
PROGRAM 2
PRESS ACTIVATION BUTTON 2 TIMES
Low Vibration Intensity
18 Minute Run Cycle
No Repeat – runs for a single 18 minute cycle only



PROGRAM 3
PRESS ACTIVATION BUTTON 3 TIMES
Low Vibration Intensity
6 Minute Run Cycle
8 Hour Repeat Mode –runs for 6 minutes, turns off for 54 minutes, repeats for 8 hours



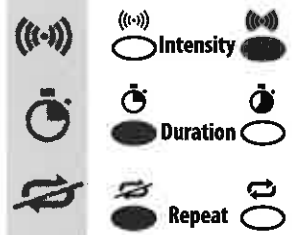
PROGRAM 4 *
PRESS ACTIVATION BUTTON 4 TIMES
Low Vibration Intensity
18 Minute Run Cycle
8 Hour Repeat Mode – on for 18 minutes, turns off for 102 minutes, repeats for 8 hours



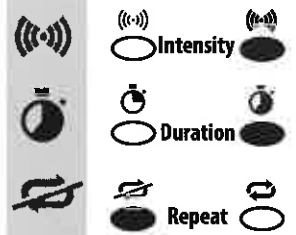
** Prior to leaving your dog alone, you need to be certain the dog will respond properly*

HIGH VIBRATION SETTINGS

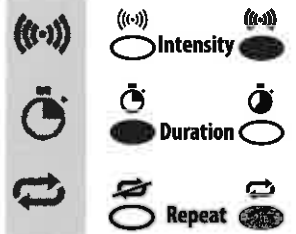
PROGRAM 5
PRESS ACTIVATION BUTTON 5 TIMES
High Vibration Intensity
6 Minute Run Cycle
No Repeat – runs for a single 6 minute cycle only



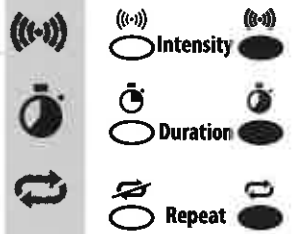
PROGRAM 6
PRESS ACTIVATION BUTTON 6 TIMES
High Vibration Intensity
18 Minute Run Cycle
No Repeat – runs for a single 18 minute cycle only



PROGRAM 7
PRESS ACTIVATION BUTTON 7 TIMES
High Vibration Intensity
6 Minute Run Cycle
8 Hour Repeat Mode – runs for 6 minutes, turns off for 54 minutes, repeats for 8 hours



PROGRAM 8 *
PRESS ACTIVATION BUTTON 8 TIMES
High Vibration Intensity
18 Minute Run Cycle
8 Hour Repeat Mode – on for 18 minutes, turns off for 102 minutes, repeats for 8 hours



** Prior to leaving your dog alone, you need to be certain the dog will respond properly*

CARE & CLEANING GUIDELINES

GENERAL CARE:

- Examine Device and Vest before and after every use for signs of damage or wear. Stop using product if damaged.
- Store the Calmz™ Vest and Device out of reach of children and animals when not in use.
- Remove batteries after use.
- Do not submerge the Calmz™ Device in water. Device is not waterproof.

CLEANING INSTRUCTIONS:

Calmz™ Vest -

- Remove Calmz™ Device before washing
- Machine wash Vest on gentle cycle with cold water
- Lay flat to air dry fully before use

Calmz™ Device -

- Wipe gently with a damp (not wet) rag to remove excess dirt and oils
- Do not submerge in water. Device is not waterproof.
- Towel dry

Limited Warranty

Warranted to original consumer purchaser for 90 days from date of retail purchase against defects in material and workmanship. (Retain your dated sales receipt as proof of purchase).

COVERED: Replacement of defective parts and labor, and product return to consumer. Warranty is limited to return or cost of replacement.

NOT COVERED: Warranty does not apply to damage to the product caused by abuse or failure to perform normal maintenance.

This specifically excludes CONSEQUENTIAL DAMAGES, INCIDENTAL DAMAGES OR INCIDENTAL EXPENSES, INCLUDING DAMAGE TO PROPERTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

This Warranty gives you specific legal rights which may vary from state to state.

REQUEST FOR WARRANTY ACTION: Please direct all requests for action on this Warranty or any other product inquiries to:

Warranty Division • 1701 Vantage Drive Suite 100 • Carrollton, TX 75006

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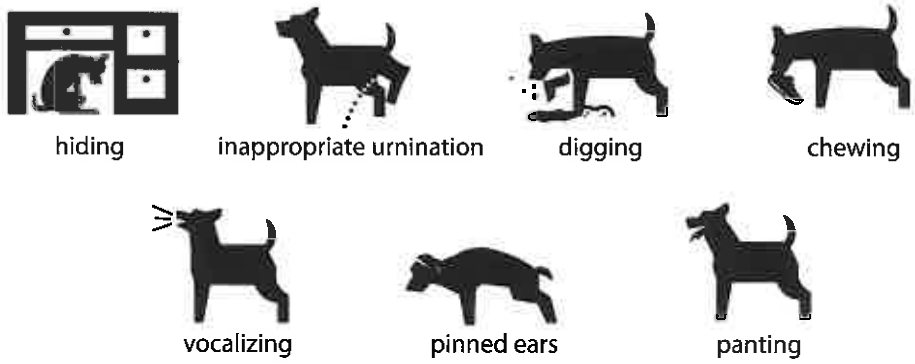
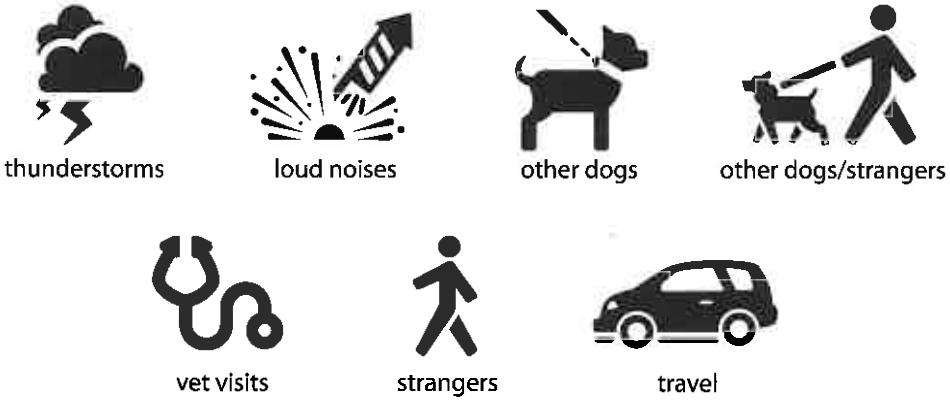
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

COMMON SYMPTOMS OF ANXIETY



COMMON ANXIETY TRIGGERS