

SOME TROUBLESHOOTING STEPS

Ensure the collar is left on 24/7 except when shampooing/swimming; if so ensure that the collar is taken off if using shampoo/ taking dog to be groomed and swimming in a swimming pool, as this can cause a layer on top of collar and effect efficient diffusion. Ensuring the storage of the ADAPTIL Collar was suitable before use (not too hot or cold or in sunlight).

Using the correct size for the dog.

Using the appropriate product for the presenting problem behaviour, for example, nervous and anxious behaviours at home may best benefit from ADAPTIL Calm Diffuser for home use and outside nervous behaviours or in car/visits away/away from home the ADAPTIL Calm Collar may be the best product to purchase.

Ensuring the owner has put in place environmental changes, home set up, or training alongside ADAPTIL for the best results. For example, a safe haven/bed area just for the dog at home so that they can relax or retreat to that safe, comfortable place when they need to, and ensuring the stressful stimuli has been avoided, eradicated or reduced as much as possible.

4 Follow instructions of how to use properly and use for 4 weeks/30 days; repurchase another ADAPTIL Collar if continuous support is necessary or if behaviour has been ongoing for a long time. Seek clinical animal behaviourist or veterinarian advice also. Ensure you have provided the correct product for your situation, e.g. You will find guidelines on outlining the most appropriate formulation according to your situation. If you are concerned, please seek advice from your veterinary practice. Also, ensure that the customer has used ADAPTIL for an appropriate amount of treatment time; multiple products may be necessary to meet that. E.g.:
FAQ

How long should I use ADAPTIL® ?

Your veterinarian can recommend an appropriate treatment time, depending on the nature of the behaviour issue and other possible solutions. If your dog is undergoing behavioural therapy, your veterinarian or behaviour therapist may adapt the duration of use specifically to your dog's needs.

When ADAPTIL® is used to help comfort a puppy during the socialization period, it is recommended to use it from the age of 2 months, for 2 to 3 consecutive months.

For other uses, it may take some time before you see improvement, depending on the nature and severity of the problem. Some dogs may need a long-term behavioural therapy program.

When used to help manage separation-related problems, in complement to drugs and a behaviour modification program, the recommended duration of use is usually 3 to 6 months, plus at least one month after stabilization.

In addition, for some indications or situations that occur frequently (e.g. thunderstorms, fireworks), regular use of ADAPTIL® is recommended (during each thunderstorm season or firework events, for example) and should be anticipated, where possible.