



# PETS IN NEED

FOUNDED 1965

## **Puppy Foster Care Manual**

**Updated May 2019**

**Pets In Need  
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## Communication

In order to cut down on emails and phone calls, our communication process relies on online form submissions on our website’s Foster Resources page and a private Facebook foster group. Here is a quick guide to how we’d like you to communicate with us.

Get urgent medical help, 8am - 4:30pm	PIN Foster Hotline (650) 421-3009
Get urgent medical help, 4:30pm - 8am (Call ahead, if possible. Let them know you’re fostering for Pets In Need)	Sage Animal Hospital 934 Charter Street Redwood City (650) 417-7243
Report a non-emergency health issue	<a href="#">Online form</a>
Report a non-emergency behavior issue	<a href="#">Online form</a>
Fill out a puppy personality profile	<a href="#">Personality profile</a>
Ask or learn about available puppies	<a href="#">Facebook group</a>
Share photos and stories with our foster community	<a href="#">Facebook group</a>
Ask our community for general foster advice	<a href="#">Facebook group</a>
Contact Pets in Need Foster Coordinator	jpearson@petsinneed.org

## Types of Fosters

Most puppies are ready to be spayed or neutered and made available for adoption when they are around 8 weeks old. Here are the couple types of puppies you may be asked to foster with Pets In Need:

<b>Type:</b>	<b>Description:</b>	<b>Age:</b>
Mom w/ babies:	Mom does most of the work. You support her and socialize the puppies.	Newborn to 6 weeks
Bottle babies:	Puppies that are without a mother need constant care and feeding.	4 weeks and under
Puppies (eating on own):	Puppies need socialization and weight gain. At 8 weeks they can be spayed or neutered and adopted.	5 to 8 weeks

## Responsibilities

### Signing up, picking up and returning

When we have puppies available, we'll post them on our Facebook group and/or contact prospective fosters by email. Before you bring your puppies home, our Foster Coordinator will send you most of the necessary supplies via Chewy.com and make a pick-up appointment. When the puppies are ready to be spayed and neutered (usually around 8 weeks old), our foster coordinator will make an appointment for their return.

### Medical appointments and weight tracking

While fostering young puppies, you will have medical appointments at our shelter every 2-3 weeks for vaccinations, worming, and flea control.

At the time of pick up, you will be given a document called a Puppy Passport for every puppy in your care. Bring it each time you bring the puppies in to an appointment so that our medical staff can use it to record your next appointment.

The Puppy Passport is also a weight tracker. Please record each puppy's weight in pounds and ounces on the included chart every morning and evening.

### Marketing your puppies

One of the most important parts of being a foster parent is helping us get your animal adopted! With every puppy you foster, you will be asked to fill out a [puppy personality profile](#) -- please be truthful when writing these descriptions.

We understand that fostering is an exciting and photogenic experience! Feel free to share photos and videos of your foster puppies on your personal social media accounts (and tag us @petsinneed1965) as well as on our [Puppy and Dog Foster Facebook group](#). If any of your friends want to adopt, please contact the Foster Coordinator as soon as possible. While the final decision is ours, we want to accommodate referrals from foster parents if we can.

## Providing a Safe Home

### Supplies

Besides time, a safe home and a warm lap, it doesn't take much to raise puppies. These are the basic supplies you will need. **PLEASE USE ONLY THE FOOD AND FORMULA WE PROVIDE.**

#### Pets in Need will provide:

Carrier	Tarp
Food and formula	Pee pads
Bowls and bottles	Scale
X-Pen	Warmie
Nesting box or bed	

#### Foster will provide:

Bedding (fleece blankets)  
Washable toys\*

\*not required

### Where to set up your foster puppies

Your foster puppies should be separated from all other animals in your household and kept in a small, quiet, easy to clean area with a door, **such as a bathroom or spare room**, where they have access to their food and water. Kitchens and laundry rooms may also be used. Because puppies cannot regulate their body temperature, this area should be warm and draft-free. Never put the puppies in a garage.

The ideal set-up for foster puppies is an x-pen in a room with a hard floor. Place a tarp under the pen, and secure it in place (try duct tape or zip ties). Place a soft, washable bed or fleece blanket on one side of the pen and tape disposable pee pads to the floor on the other side. Food and water bowls go in a corner. Some puppies may chew and play with the pee pads, in which case they will need to be removed.

### Puppy bedding

Puppies are unable to regulate their body temperature until they are several weeks old. In all seasons, keep their room warm. To keep their bedding warm, use the provided warmie, a microwavable heat pad which will keep your foster puppies warm for up to 10 hours. Instructions for use are included at the end of this manual. Please read them carefully and

follow them exactly. Never overheat the warmie. Always wrap it in a blanket in the puppy bedding area. If the puppies can crawl, we recommend putting the heating pad underneath only half of the carrier or bed, so they can get away from the heat source if they want to. **Never use it with an animal that is unconscious or in a small area where the animal can't move away if overheated.**

## **Puppy proofing**

When preparing a space for your foster puppies, please remember that puppies are relentlessly curious, naughty, and messy! Also, they grow and develop quickly. A puppy that is happy to snuggle in her bed one week may be gleefully spilling her water bowl the next.

Foster puppies can ruin curtains, carpeting, woodwork and furniture, and Pets In Need will not be able to reimburse you for the damages. Carefully preparing your foster area will keep both your puppies and your belongings safe.

Here is a list of preparations you will need to make before welcoming puppies into your home:

- If your puppies are in a bathroom, keep the toilet lid closed at all times**
- Put away any small items that a puppy could swallow
- Remove cleaning supplies, medications, and toiletries
- Hide any breakable items, block electrical outlets and remove toxic plants
- Place electrical wires out of reach
- Block off any spaces that the puppies could crawl into and hide in
- Keep trash cans covered, or inside a latched cabinet
- Close off spaces behind washers and dryers
- Keep washers and dryers closed at all times
- Keep all human food out of reach
- Set up the puppies' pen out of reach of furniture, cabinetry, wood trim, carpeting, and window coverings

## How to disinfect

**Your hands:** Always wash your hands with soap and water before and after handling puppies.

**Your foster room:** Disinfect the foster area weekly during the puppies' time with you. Remove all organic material (food and fecal matter) and use any household cleaner. After cleaning, air out the foster area and allow it to dry before bringing the puppies back in. If your puppies have been sick, we will provide a special solution for you to clean with.

Between litters, please deep clean and disinfect the entire room and all supplies and bedding.

## Care of Orphaned Puppies

Without mom in the picture, you'll be responsible for every aspect of your kittens' care. The good news? It's fun and rewarding.

### Stages of puppy development

- Puppies are born with closed eyes and tiny folded-down ears
- The stump of the umbilical cord dries and falls off in about 5 days
- The puppies eyes open between 14 and 21 days
- At approximately 3 weeks, the puppies begin to crawl
- At approximately 3 weeks, the puppies' ears begin to straighten
- By 4 weeks, and puppy can stand and weaning begins
- At 5 weeks, a puppy can stand and eat from a bowl easily
- Between 5 and 6 weeks, puppies begin playing and running
- By 6 weeks, puppies are ready for their first vaccinations and deworming
- By 8 to 9 weeks, puppies are ready for adoption

## Feeding

Puppies are fed different amounts and types of food according to their ages. Please remember that these are averages. **As long as a puppy is bright, alert, and responsive and gaining weight, don't worry.** Here is a quick overview of typical feeding schedules:

Age in weeks:	What to feed:	How to feed:
Birth - 2 weeks	30ml of formula per 4oz of puppy body weight daily, divided into equal portions for each feeding	Every 3 hours
3 weeks		Formula every 4 hours, introduce water bowl
4 weeks	30ml of formula per 4oz of puppy body weight daily, divided into equal portions for each feeding, and gruel	Formula every 6-8 hours, introduce gruel and provide fresh 2x/day. Water always available.
4-5 weeks	Gruel (gradually thicken over time and add a little kibble) and kibble	Gruel 3x/day, introduce kibble. Water always available.
6-8 weeks	Canned food and kibble	Canned food 3x/day, Kibble and water always available.

### How to make puppy formula

Combine two parts warm water with one part Esbilac (puppy milk replacer powder), and whisk until clumps are gone. After each feeding, discard uneaten formula immediately, and thoroughly clean the bottle and nipple. Please only use the formula we give you.

## How to bottle-feed a puppy

1. Warm the formula by placing the filled bottle in a bowl of hot water for a few minutes. Before feeding the puppies, always test the temperature of the formula by placing a few drops on your inner wrist. It should be slightly warmer than your body temperature.
2. Ensure that your foster puppy is warm and responsive to your touch before offering food. A hungry puppy usually wakes up, cries, and squirms. Do not attempt to feed a puppy who is chilled or lethargic as this can have serious health consequences.
3. Wrap the puppy in a towel or blanket and position him so that his belly is toward the floor. Puppies should not be fed on their backs or in an upright position.
4. Turn the bottle upside down and allow a drop of formula to come out. Next hold the bottle at a 45-degree angle and place the nipple in the puppy's mouth and gently move it back and forth. This movement should encourage the puppy to start eating. **Never squeeze the bottle.** If the puppy doesn't latch on and start to suckle, wait a few minutes and try again. If the bottle appears to be collapsing, gently remove the nipple from the puppy's mouth and let more air return to the bottle.
5. If you see milk coming out of a puppy's nose, or if the puppy is coughing while eating, immediately stop and reassess the his feeding position and the size of the hole in the nipple. If the bottle drips constantly when held inverted, the hole may be too large.

When the puppy is full, he will either stop suckling, or bubbles will begin to appear around his mouth. After each feeding, hold the puppy upright with his tummy against your shoulder and pat gently until he burps. Puppies will regulate their own food intake.

Puppies have a strong instinct to suckle. At times, they may attempt to nurse on one another's ears or genitals, which can result in pain or discomfort. If you are concerned, contact the Foster Coordinator.

Please clean and dry puppies after every meal with a warm washcloth and a dry towel.

## How to wean puppies

At about 4 weeks, introduce the puppies to solid food by offering warmed canned food that has been made into thin gruel with a bit of formula. Place the food in a shallow saucer. Some puppies will begin lapping right away, while others will prefer to lick the gruel from your fingers. Allow them to do so, and slowly lower your fingers to the saucer. Sometimes it takes 2-3 meals or more before they catch on. If the puppy doesn't seem interested in the gruel at all, try gently opening his mouth and rubbing a little food on his tongue or teeth. Be patient, as the weaning process takes time. As the puppies catch on, begin to thicken the gruel. As you thicken the gruel, you will need to make sure the puppies always have access to water.

By about 6 weeks of age, the puppies should be getting most of their nutrition from the food you are providing. They should be fed at least three meals a day, but since their stomachs are very small, they may not eat much. Never give puppies human food, as it can make them sick.

## Stimulating the Puppies for Elimination

Orphaned puppies need to be manually stimulated to eliminate urine and feces for the first few weeks. Usually, the mother dog would lick the puppy's belly and genitals to stimulate them to go. For orphaned puppies, you will need to stimulate them after each meal. Using a wet, warm cotton ball or piece of cloth, gently stroke the puppy's belly and anal area while it is on the towel. Keep stimulating the puppy until it finishes eliminating (but know when to stop or you may make the delicate skin raw). Normal stools have a toothpaste-like consistency and are a yellow-mustard color. Don't worry if the puppy isn't having stool after every feeding, or even every day. Puppies will start to eliminate on their own by two to three weeks of age.

## Potty Training

Once puppies are mobile, you can create a "puppy bathroom" at one end of their pen with puppy training pads. You can encourage the puppies by showing them the pads several times a day, especially after meals and naps. Gently put the puppy on the pad and reward him with enthusiastic praise if he uses the spot to eliminate. Puppies will make mistakes so if they urinate or defecate outside the area, pick them up and take them to the appropriate area. It is a good idea to confine the puppies to a relatively small area because they may forget where the

elimination area is if they have too much room. Change the pads often. Be sure to keep this area clean and away from their food and water.

## **Socializing your puppies**

While puppies are playful by nature, they are not born knowing the appropriate way to play with people. In addition to handling and cuddling them, help them become good pets by teaching them how to play nicely. Discourage biting behavior by doing the following:

1. Have an adequate supply of toys on hand always, and rotate them for novelty. Squeaky toys are particularly exciting for teething puppies. Regularly inspect them and remove them if they are damaged (especially plush toys).
2. Throw their toys! Puppies like to fetch or carry items around.
3. Provide the puppy with a stuffed animal that he or she can kick, bite, and wrestle.
4. Never swat, blow on, or scold a puppy for mouthing. They will not understand this type of correction and you will only excite them further. Instead, redirect them to an appropriate activity.

Make sure that you are not the only person handling your puppies. Dog behavior experts suggest that puppies should be socialized by a minimum of five people, but the more people they meet and have positive experiences with, the more socially well rounded they will be. If you live alone, invite your friends over to play with and handle the puppies. Make sure to keep visits short so that your puppies don't get overtired. Provide daily socialization for your puppies from 5 weeks of age until they are returned to the shelter.

Special care must be used when introducing puppies to children. Wrap the puppy in a loose towel before allowing a child to handle the puppy, and instruct the child to be seated on the floor. A child that is scratched or nipped by a puppy might be startled into dropping or injuring it, so supervise closely.

As your puppies become more mobile, move them around the house to get them used to a changing environment. Allow them to play and explore in a new room individually and as a group. For safety, carry only one puppy at a time when moving them.

## When can puppies go outside?

- ❖ At any age, our puppies can interact with fully vaccinated, friendly dogs.
- ❖ At 12 weeks (if they have had at least 3 distemper boosters), our puppies can go for a leash walks on a quiet block.
- ❖ At 18 weeks (if they have had at least 2 distemper boosters), our puppies can go pretty much anywhere.\*

\*Please do not ever bring our puppies to a dog park, dog beach, or any other off-leash area.

## Fostering a Mom with Puppies

In order to feel safe, mother dogs need privacy, quiet, and minimal activity. During the first few weeks of life, a mother dog will provide much of the care for her puppies. You will need to check them regularly for signs of malnutrition and illness.

### Setting up a nesting box

Please set up your foster room *before you pick up your mother dog and puppies*. Depending on the size of the dog and her litter, the nesting box can be a shallow plastic box or the bottom of a large dog crate. The crate or box should be large enough for the mother dog to comfortably lie away from the litter if she chooses, and the sides should be high enough to prevent the puppies from wandering. Line the crate with dry towels or fleece blankets, which provide good tractions for the pups to crawl without slipping.

In all seasons, keep their room warm. To keep their bedding warm, use the provided warmie, a microwavable heat pad which will keep your foster mom and puppies warm for up to 10 hours. Instructions for use are included at the end of this manual. Please read them carefully and follow them exactly. Never overheat the warmie. Always wrap it in a blanket in the puppy bedding area. **Never use it with an animal that is unconscious or in a small area where the animal can't move away if overheated.**

## **Monitoring mom's health**

In all likelihood, everything will go smoothly once you welcome a canine family into your home. Here are a few things to know and look out for.

### **Taking her outside for potty breaks**

Once she's settled in and acting comfortable, you can take mom outside on a leash 2-3 (3-4?) times a day to urinate and defecate. Keep these outings short.

### **Mastitis**

Each mammary gland and nipple should be checked at least once a day for redness, hardness, discharge, or streaking color, all symptoms of mastitis. If you observe any of these, contact us immediately.

### **Vaginal discharge**

It is normal for a mother dog to have bloody discharge which may be quite heavy for several days. It should decrease in amount and become darker and be almost gone within 2-3 weeks. You might never even see it, since mom will clean herself.

### **Hair loss**

A mother dog's hair may become very thick and luxurious during pregnancy. Around the time of weaning, she starts to shed. This extreme loss of hair is natural and normal.

## **Co-parenting with a mother dog**

For the first few weeks of life, mom should do everything necessary for the puppies. After that, you can start sharing some of the puppy care duties with her, if she is willing.

### **Home Introduction**

When you first bring mom and her puppies home, do not pet her or make too many advances. Leave her alone with the puppies, with the foster room door closed, to explore her new home.

## **Handling and socialization**

Proceed slowly with an adult dog you don't know. If mom is comfortable, sit next to the nesting area and let her approach you. Pet her only as much as she is comfortable with, and stop petting at the first signs of discomfort (flinching, moving away from you, ears laid back).

## **Nursing**

While nursing, puppies will put on weight quickly. Occasionally, a puppy will be pushed out by another puppy when it is attempting to nurse. This is normal, but if the same puppy is repeatedly kept from the nipple, it will fall behind in growth and development. A puppy repeatedly pushed away from the mother may also suffer a decrease in body temperature. If this occurs, warm the puppy and attempt to place it back with the mother dog. If this does not work, call us immediately. You may need to start feeding the puppy yourself.

## **Weaning**

At about 4 weeks, introduce the puppies to solid food by offering warmed canned food that has been made into thin gruel with a bit of water. Place the food in a shallow saucer. Some puppies will begin lapping right away, while others will prefer to lick the gruel from your fingers. Allow them to do so, and slowly lower your fingers to the saucer. Sometimes it takes 2-3 meals or more before they catch on. If the puppy doesn't seem interested in the gruel at all, try gently opening his mouth and rubbing a little food on his tongue or teeth. Be patient, as the weaning process takes time. As the puppies catch on, begin to thicken the gruel. As you thicken the gruel, you will need to make sure the puppies always have access to water.

By about 6 weeks of age, the puppies should be getting most of their nutrition from the food you are providing, not mom. They should be fed at least three meals a day, but since their stomachs are very small, they may not eat much. Never give puppies human food, as it can make them sick.

## **When to separate puppies from their mother**

If all members of your canine family are healthy and well socialized, there is no reason to separate puppies from their mother before the puppies are weaned. However, sometimes

there are medical and behavioral reasons to separate mom from puppies earlier. These might include:

1. Mom is not taking care of babies. Warning signs include refusing to nurse, not responding to puppies' cries, staying away from puppies that are under 5 weeks old, and not grooming them.
2. Mom is under-socialized, difficult to handle, or preventing the foster parent from handling the puppies. Since we don't want puppies learning this behavior, we may separate them once they are eating on their own, at 4-5 weeks of age.
3. Mom is taking care of babies, but there are medical concerns for the mom or the babies, which warrant separation.

## Medical Information

Since dogs can't tell us how they're feeling using words, we rely on our fosters to observe our mothers and puppies carefully. Early diagnosis generally makes treating common dog illnesses quicker and easier.

### Signs of a healthy puppy

- Plump, with good skin tone
- Warm to the touch
- Good appetite
- Sleep close to one another
- Active and playful
- Curious and alert
- Talkative

## Symptoms of illness

- Thin
- Limp
- Cold to the touch
- Lethargic
- Incessant crying
- Lack of appetite

## Health Issues

Because puppies' immune systems are not fully developed, they can be more prone to serious health issues such as canine parvovirus and bordetella. For this reason, it is essential that you fully vaccinate your resident animals and keep them completely separate from your foster puppies.

## When to contact us

Once they become sick, puppies can go downhill quickly. If you even suspect a problem, please don't hesitate to reach out to us.

**Immediately report these symptoms using our [online form](#):**

- Loss of appetite for up to 6 hours
- Not gaining weight over 3 weigh-ins
- Stool that is hard or white. Crying or straining when eliminating.
- Eyes that are squinty, red, inflamed, weepy, or have yellow discharge
- Vomiting undigested food once. Dog still active and playful
- Congestion, raspy breathing, or dry sneezing. Dog still active and playful
- Limping
- Hair loss
- Ear mites
- Worms (look like rice or spaghetti in the poop)

**Immediately report these symptoms by phone:**

**\*\*Pets in Need foster hotline (650) 421-3009 (8am to 4:30pm)**

**\*\*Sage Animal Hospital (650) 417-7243 (4:30pm to 8am)**

- Lethargy
- Loss of appetite
- Pale gums
- Puppy is cold to the touch
- Unconsciousness or convulsions
- Stool that is white, light yellow, black, contains mucus or a lot of blood
- Hovering about the water bowl, but not drinking
- Smelly, explosive, or persistent diarrhea
- Straining in the litter box, or swollen rectum
- Vomiting more than once
- Very shallow or labored breathing
- Physical injury, difficulty walking, jumping or running
- Has eaten something toxic

## **Poisons and Toxins**

Because your puppies will be living in a small room that you have carefully puppy-proofed, it is extremely unlikely that they will ingest or come into contact with any toxic substances, human food, or medication. If they do, call us immediately.

## **FAQs**

### **Can my foster puppy interact with my resident animals?**

All foster puppies should be kept completely separate from your resident animals. This will help prevent the spread of known or unknown illnesses to your resident animals.

### **What if I have to leave town while I'm fostering?**

Let us know as soon as possible and we will find them another foster home. Please do not have them stay with a friend or hire a pet sitter; all fosters must go through our training.

### **When a puppy is 8 weeks old, is it automatically ready to come back?**

In most cases, a puppy that is 8 weeks old and not on medication for kennel cough is ready to come back to be spayed or neutered and made available for adoption.

### **How much time do I need to spend with the puppies?**

As much time as you possibly can! The more time you spend with your puppies, the more social they will become. You will also spot symptoms when your puppies are not feeling well. Early diagnosis can be critical with animals this young.

### **Can my children take care of the puppies?**

Fostering is a wonderful family experience that teaches children the importance of caring for and respecting animals. To keep our puppies safe and healthy, please be diligent about providing guidance, instructions, and rules. At no time should children be the primary care provider for foster puppies -- this is the responsibility of the parent.

### **Will I need to give medications to my puppies?**

In many cases, foster dogs and puppies will need medications. Most medications are given orally (by pill or liquid) or ocularly (in the eyes). A medical technician will show you how.

### **Will any of my foster puppies die?**

Happily, the overwhelming majority of our foster puppies survive and flourish, thanks to the dedication and care of our foster parents. That said, young puppies are fragile and they don't all survive. If any of your puppies die, call the Foster Hotline or email the Foster Coordinator for further instructions.

# INSTRUCTIONS FOR USE

## READ CAREFULLY BEFORE USE

Keep these instructions safely so that they are always available for reference

### BEFORE YOU START

Snugglesafe is for use in domestic microwaves only (max 1,500 watts). Make sure that functions such as grilling or browning (if available on your microwave) are switched off. Make sure that your oven interior is clean, especially the turntable. Food and drink residue can affect the heating performance of the heated and could result in overheating. Do not heat more than one Snugglesafe at a time.

### USING YOUR SNUGGLESAFE

1. Place Snugglesafe on the microwave turntable, select full power and set the timer according to the chart. (If your microwave does not have a turntable, we recommend that you heat Snugglesafe for 50% (half) of its recommended time, then turn it over (flip) and heat for the remaining time. Turn the microwave off whilst you flip the product.)

### DO NOT EXCEED THE STATED TIMES

- When you have selected the correct time, start the timer.
- When the time cycle has finished, leave the Snugglesafe in the microwave for another minute. During this extra minute, the Snugglesafe will continue to heat up, even though the power is off. After this extra minute, the temperature of Snugglesafe will have stabilised.
- Before removing from the microwave, visually check that you have not accidentally overheated the bottle (see Safety Warning overleaf). When satisfied that the bottle has not been overheated, remove it from the microwave.
- CAUTION:** The bottle will be hot. (Surface temperature approx 65°C/149°F). If not in its cover, you should use a cloth or oven-glove to handle it.
- Place Snugglesafe under your pet's bedding or under a loose blanket. If a cover is fitted to the heated, it is not necessary to place it under bedding, but you must ensure that your pet cannot touch the heated's surface which will be hot. Ideally, there should be good insulation under Snugglesafe, as this will help to reduce heat loss downwards, thereby extending the heat output.
- Do not place an uncovered Snugglesafe in direct contact with your pet's body as this might cause skin burns in some circumstances. Do not use with any animal that is unconscious or otherwise unable to react to thermal discomfort.

### REHEATING SNUGGLESAFE

Allow Snugglesafe to completely cool down before reheating.

### CLEANING

Clean Snugglesafe by wiping with a damp cloth or spraying lightly with disinfectant and wiping dry. Do not use abrasive substances or scourers.

Power	Time
600 – 650 watts	8 minutes
700 – 750 watts	7 minutes
800 – 850 watts	6 minutes
900 – 1000 watts	5 minutes
1,100 – 1,200 watts	4 minutes
1,300 – 1,500 watts	2½ minutes

Do not exceed the heating times  
Overheating can damage the heated and may cause injury  
Do not allow animals to bite or chew Snugglesafe  
**ANY GUARANTEE IS INVALID IF THE PRODUCT HAS BEEN OVERHEATED OR DAMAGED.  
IF THE PRODUCT HAS MISSHAPENED, IT HAS BEEN OVERHEATED AND SHOULD NOT BE USED AGAIN.**

The Snugglesafe heated contains Thermacol™ which is non-toxic. When the product is heated correctly and in accordance with these instructions, Thermacol remains predominantly in a solid state (approx 65°C/149°F). If the product is overheated, Thermacol will start to liquefy and if the product is seriously overheated its plastic casing will eventually melt-down, allowing the Thermacol to leak out. "Serious overheating" is 300-400% beyond the correct heating time (for example, in a 900-1,000w microwave where the correct heating time is 5 minutes, melt-down and leakage could occur after 20 minutes heating). Overheating will not cause the product to "explode", so Thermacol will leak from its casing without impact.

If the product appears in any way deformed or leakage is apparent, overheating has occurred. Do not open the microwave door until at least one minute after you have turned off the power, then open the door with caution and DO NOT TOUCH OR DISTURB THE CASING OR THE THERMACOL, AND DO NOT ATTEMPT TO REMOVE THE PRODUCT FROM THE MICROWAVE UNTIL IT HAS COMPLETELY COOLED DOWN. If leakage has occurred, Thermacol will be dangerously hot. When cool, Thermacol will have returned to its solid state and can be removed from hard surfaces with hot water or can be scraped off by using a suitable implement. Persons who are not familiar with the operation of microwave ovens may not be competent with their use, should seek the advice and assistance of a competent person. If there is any doubt in this respect, do not use. Do not take risks. Do not allow children to heat the product unless properly supervised. Do not heat in a conventional oven or by any other method.

Understand this: the product's casing and its ingredients will always react to heat in a pre-determined way. Used correctly, it can never distort or melt-down prematurely. If distortion occurs and/or its contents leak out, it has been overheated. The makers and their agents/distributors are not liable for any incidental or consequential damage resulting from the use of this product.

### 2 YEAR GUARANTEE

Snugglesafe is guaranteed to be free of defects in workmanship and materials for two years from date of original purchase. The guarantee does not cover damage caused by accident, improper use, abuse or normal wear. Failure to follow the instructions will invalidate this guarantee. Lentric Q21 Ltd and its agents are not responsible for any incidental or consequential damage resulting from use of this product.

Some States do not allow the exclusion of accidental or consequential damages, so the above limitation or exclusion may not apply to you. This guarantee gives specific legal rights, you may have additional rights which vary from State to State.

### VETERINARY USE

A Snugglesafe heated must never come into direct contact with an animal. At all times the heated should be fitted with a cover, or suitable bedding should be placed between it and the animal. We do not recommend the use of the heated with anaesthetised or unconscious animals because they cannot react to thermal discomfort and this could result in skin burns. Recovering animals which use the heated should be monitored to ensure that they can move from the heat if necessary. Never re-heat a Snugglesafe heated until it has completely cooled down.



## A CAUTION

DO NOT TOUCH AN OVERHEATED  
SNUGGLESAFE – ALLOW TO  
COOL BEFORE HANDLING