



**Your loyal companion thanks you!**

If you're like most of our customers....

You and your dog are going to love the Lautus Pets® cooling mat!

The first thing you'll notice is that your dog's cooling mat comes in a simple, recyclable plastic bag to keep the packaging to a minimum and reduce the strain on our environment while protecting the coat on its journey to you. Just put it and the glossy insert in with the rest of your recycling.

The next thing you may notice is that it's not filled with gel – it's filled with small crystals. Though you may think this would make the mat uncomfortable, rest assured it's not. These crystals change into a gel while absorbing heat – anything over 77F / 25C, whether it's ambient temperature or body heat.

**Here are some suggestions from us and your fellow customers about how to make the most of your new mat:**

- Some customers found it so effective, they've used it for themselves in the car or in bed!
- To "recharge" it (i.e. turn the gel back into heat-absorbing crystals), simply put it somewhere cool. The cooler it is, the faster it will be ready to cool your dog down again. e.g. basement floor, refrigerator, freezer, etc.
- It's heavier than other mats because it's loaded with heat-absorbing crystals and made with scratch-resistant PVC to maximize the cooling effect and durability.
- For an even more cooling effect, check out our cooling collars!
- For a more lightweight and convenient cooling option when out of the house, check out our dog cooling vests!



**The following are ways to keep the cooling mat looking like new:**

- Though it's scratch-resistant, it's not indestructible. If your dog has a habit of chewing or scratching things, don't leave them unattended with it. If your dog does chew it, don't worry – the materials are non-toxic. (Of course, it's not advised for anyone or anything to eat the materials even if they're non-toxic!)
- If it becomes dirty, simply wipe it clean with a damp cloth. You can also use a mild soap/detergent.
- Store it by folding or rolling it up. Don't worry about the crystals clumping. The mat is divided into sections to avoid over-clumping and they'll melt the next time they're activated by heat.

We hope you find the above helpful. If you have any suggestions on how we can improve the cooling mat or any questions, please make sure to get in touch by visiting the [Lautus Pets website](#) or [emailing\\_support@lautus-pets.com](mailto:emailing_support@lautus-pets.com).

Sincerely,

Jay

Founder of Lautus Pets®