



## Frequently Asked Questions

**Here's what you might be wondering about before you buy PitPat**

### **Will PitPat fit my dog?**

Yes. Most people are very surprised by how small and light PitPat is compared to how it looks in photos. Unless your dog is a very miniature breed, your dog won't even notice that PitPat is on their collar. We don't recommend PitPat for puppies under 12 weeks old though.

### **How does PitPat attach to my dog's collar or harness?**

PitPat uses super-strong Velcro which wraps around your dog's collar. It's quick, easily removable and really comfortable for your dog. PitPat will also work perfectly on a harness instead of a collar. It doesn't matter where it's attached or which way up.

### **Is PitPat waterproof?**

Completely! PitPat is rated IP67, which means that you do not need to take it off when your dog goes swimming.

### **Is PitPat accurate?**

Yes. PitPat designed the electronics and the software algorithms themselves. It's made for dogs. During the development process, they made video recordings of many real dogs of all different sizes and breeds and studied carefully exactly how they move. Since then, thousands of dogs have used PitPat, and that's allowed them to tweak and perfect the calibration so that you can rely on what you see.

### **Will PitPat help my dog lose weight?**

It can, if that's what your dog needs! Our partnership with PitPat is to encourage dog owners to be mindful of their four-legged friend's physical and mental health, and to keep track of their dog's various exercise activities, to seek out new experiences and to keep walks fun and stimulating. Your vet will be able to advise on the best exercise routine to suit your dog's individual needs and how to achieve a healthy weight. PitPat is a fun and easy way to keep track of your dog's routine.

### **Would I be encouraged to over exercise my dog?**

Dogs need daily exercise to stay happy and healthy, and PitPat has been made with vets. Dog owners should speak with their vet to discuss their dog's exercise requirements prior to setting any exercise 'goals' using a PitPat. This can also help you keep a clear record of your dog's routine to easily share with your vet at your dog's check-ups. PitPat will never reward an owner for exercising their dog more, or for beating exercise goals; the aim is to encourage owners to maintain a healthy weight and exercise plan and make it easier for owners and vets to see this information at a glance.

### **Should I still use PitPat in hot weather?**

We proactively communicate all weather advice through the year to help owners keep their dogs safe – whether that's advice on keeping dogs cool in hot weather through walks at the start and end of the day, or through winter season tips to keep dogs safe. PitPat will work with us to communicate this advice to their customers too, to keep our dogs safe whatever the weather!