



Protective Pet Solutions

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IMPORTANT NOVAGUARD™ INFORMATION

Hello,

Thank you for your Novaguard™ interest and order!

As we all know, dog's heads come in so many shapes, sizes and proportions, each mask should ideally be made individually, but because that would neither be feasible nor affordable, we have taken a different approach. The Novaguard™ has been designed so that it can be used by the majority of breeds. This ensures maximum flexibility for all and acceptable product pricing. So please don't expect a mask to immediately have a perfect fit-this will not be the case in every dog. Below we have included some important fitting advice to help ensure your dog successfully accepts and correctly wears the Novaguard™. By the way, we now carry the "Mini" size which is used for very small dogs and has even been used on cats! ☺

To help your dog eat and drink easier while wearing the Novaguard™, it is best to use bowls smaller than the opening or much larger. See the attached pic that illustrates this using a smaller bowl. Also some customers have found it helpful to elevate the bowls so that your dog can eat and drink even easier.

Protective Pet Solutions YouTube Video- to how to apply the Novaguard™: <https://youtu.be/nX7smaqMOVc>

Video "Hearing it from "Ross" the Dogs Perspective", what he thinks about the Novaguard™: Hilarious informational Video well worth your time to watch!! <https://www.youtube.com/watch?v=elfUxKB6z-8>

IMPORTANT INFORMATION - please pay attention to and read before applying your Novaguard™:

Note- It is very important to let your dog see, sniff and touch the Novaguard™ before beginning to apply it. They need to understand things as we do and taking that little extra time to first show it to them, and let them know they are not in trouble as you are putting it on. Praising them in the process ... goes a long way in helping your dog's experience be a success. Treats are a great idea as well while fitting it.

1. **CLOSE FIRMLY:** When fitting the mask on the dog for the first time, make absolutely sure: The mask must be closed tightly around the neck so the dog cannot slip it off to the front! If it succeeds once, it will try it again and again. When tightening it, hold the metal ring with one hand while pulling the Velcro strap around snug. Usually no more than 1 finger width is a good rule of thumb snug fit so to keep it on well but at the same time not too tight to cause your animal injury.
2. **DO NOT SHORTEN IMMEDIATELY:** Please observe your dog how it behaves with the un-shortened NOVAGUARD™. Does it have a loose neck skin and therefore can push the mask backwards? Sometimes dogs - despite sufficiently long mask - find a way to "get around" it - then an already shortened mask is often too short. The pre-cut groove lines are there for you to cut it shorter as needed. You can always trim it down later but you cannot add it back!



(LEFT) This dog is wearing the mask pushed "backwards", i.e. by pushing it on the floor and sliding it rearwards. Thus, this NOVAGUARD™ was already too heavily cut.

(RIGHT) For Mahou, size and fitting of the NOVAGUARD™ seems perfect and the mask is very long before the snout. However, the image does not show Mahou's wide and loose neck skin that allows it to slide the tightly shut NOVAGUARD™ very far back and then to nibble on his blue dressing! Unfortunately, this NOVAGUARD™ has been shortened too much for this dog.



3. **CUSTOM PADDING or CUSHIONING:** Our patented masks were invented in Australia and imported from there. This involves considerable transportation costs and customs fees etc., which we try to keep as low as possible so that all customers are able to afford them for their dog including Rescue Organizations. The manufacturer Provizor of Australia is absolutely willing and able to cushion the masks but that would increase prices considerably. We want to avoid that, especially since most dogs have thick enough fur and skin so that they do not require any padding. That is why we recommend, only if necessary, for you to cushion the mask with some type of foam rubber, foam tape, masking with adhesive tape etc. It is important to check your dog around the collar and the head rest daily for any





areas of irritation or rubs as well. If this is needed for your particular dog and you would like assistance from us with products suggestions, please don't hesitate to contact us at info@protectivepetsolutions.com <<mailto:info@protectivepetsolutions.com>>.

4. **SIDE STRIPS:** The side strips have to be put through at least TWO of the existing slots (and thereby should end at the OUTSIDE; on the photo it ends inside, just to make the slot visible!) You should "weave" the side strip through the slots, when the mask is very heavily used by your dog. If the dog has a very broad head or very large neck, move the side arrow to the first and second slit to make the collar larger. If you need to change the position of the side arrows, you will need to apply tape such a duct tape to the arrows to keep them securely in place.
5. **EXPAND MASK UNDER THE NECK:** If the Novaguard™ has the right size, but the neck area rubs or cuts into your dog, the edge can be carefully cut out and expands to (dashed line). File the cut edge then smooth or taping with adhesive tape. (do NOT attempt to cut the Novaguard™ while it is on your dog!).



Below you will find a detailed description of the criteria by which a NOVAGUARD™ can be assessed as a great fit:

This NOVAGUARD™ fits perfectly with Lennox (RIGHT)

- The headrest is positioned centrally or in the middle third of the face portion and holds the mask in the correct, fixed distance from eyes and nose
- there is enough space in front of the ears
- The length was shortened to just before the tip of the nose
- The NOVAGUARD™ sits tight and does not wobble



Behind the ears there must be enough space too, as shown here by Taiko (LEFT)

The headrest has to lie parallel to the curve of the head and cover about two-thirds of the width of the head, as you can see well with Diana (RIGHT). If the headrest reaches sideways too far, the mask is too large; if a "cave" opens up under the headrest, the NOVAGUARD™ is too small.



Also between the ears must be enough space.

Over time, the headrest might slightly "lower" – (RIGHT) but that's not a problem, the material has only adjusted then.



We have included some brochures with your order. Please pass them on to your Veterinarian. We appreciate you helping us to spread the word to them that this wonderful protection product is now available for them to stock and carry, as this would simplify the processes for animal owners like you!

Please follow us on Twitter, Instagram and Facebook. We always appreciate a review on any of our social media sites or our Website.

We hope these tips are helpful for you and that your pet heals quickly and more comfortably their new Novaguard™! If you have any more questions or concerns please don't hesitate to contact us, we are always happy to help! Thank you so much for your order!