

# FAQ



## **Will my particular dog fit in the K9 Sport Sack?**

With a wide range of sizes and adjustability options the K9 Sport Sack® fits most small dogs, however, it is critical that the correct size is selected for your particular pup based on exact height/length measurements and not by breed or approximations.

## **How do I train my dog to get in the K9 Sport Sack?**

There is no one perfect method to train your dog to use the K9 Sport Sack®. In short, we have put over 30,000 dogs in our carriers and the more we practiced, the more dogs seemed to like being put in. Whatever method you and your dog settle on, DON'T GIVE UP!

## **How is my dog positioned and is it comfortable?**

The K9 Sport Sack® was developed under the close direction of veterinarians, dog trainers and outdoor products engineers to ensure the maximum comfort for your pup. He/she sits in the “begging” position which is a natural short-term stance and as long as all of our carefully studied Health and Safety policies are followed, all the proper Safety Features are employed and your dog is healthy when going in the carrier, he/she will be healthy when they come out.

## **Do most dogs seem to enjoy the K9 Sport Sack?**

Yes! That does not mean that all dogs will take to the K9 Sport Sack® right away and it may require some training and gentle prodding but roughly 95% of dogs eventually come to love the K9 Sport Sack®.

This breakdown is taken from our own customer feedback programs:

50% of dogs will take immediately to the K9 Sport Sack®.

30% of dogs will struggle the first time but with patience and the right tone of voice they will go in on that first try, realize what is going on and settle into the adventure.

10% of dogs will need some training to use the K9 Sport Sack®. Much like you had to train your dog to use the bathroom outside, some dogs will need several tries, some treats and just the right environment.

5% of dogs may require up to 90 days to become comfortable. If you are willing to try to train your dog for that amount of time then we are willing to extend warranties and offer whatever additional training and support necessary.

5% of dogs will never acclimate to the carrier. For as sad as that makes us, some dogs simply do not have the personality for it. If your dog is one of these we strongly encourage you to take the time and effort necessary to determine that.

## **Is there a weight limit?**

Yes! Through extensive research and field testing we have calculated the weight limits as listed below (see each product page for more information). Although heavier dogs may fit, any weight over the listed weight limit puts undue pressure on the bag and may result in an unsafe situation. Any attempt to carry a dog over the listed weight limit voids the K9 Sport Sack® Warranty. We reserve the right to request veterinary proof of weight on any return before issuing a refund.

AIR - 30 LBS/13 KGS

URBAN - 30 LBS/13 KGS

AIR PLUS - 40 LBS/18 KGS

**Is there a time limit?**

The time limit is determined by your climate and activity, however on average we recommend that the dog not stay in the bag for any more than 45 minutes at a time. For hotter climates this number should decrease proportionally.

**Is it safe?**

When used correctly, extremely safe! When we designed the K9 Sport Sack® safety was our priority.

**Is it adjustable?**

Yes! It is still most important to select the correct size but the K9 Sport Sack® is equipped with a system of straps and clips that snugly secure and limit balance altering mobility. Be sure you familiarize yourself with our safety features and use them to ensure the maximum safety and comfort for you and your dog.

**Can it be used for my disabled dog?**

It depends on the disability and condition of your dog. Please consult with your veterinarian if you have concerns about how the K9 Sport Sack® may affect your dog's condition. The K9 Sport® Sack was designed for healthy dogs and accepts no liability for the exacerbation of disabilities.

**Can my dog get out of the K9 Sport Sack?**

If put in correctly, no. There are several safety mechanisms included in the bag such as the collar clip carabiner. If the dog is properly clipped into those failsafes it is impossible for the dog to get out of the bag unaided. It is critical that none of these important steps are skipped.

**Is it airline approved?**

No, sadly the K9 Sport Sack® is not airline approved. Dogs must be fully enclosed and placed under the seat in front of the passenger. We are working on an airline approved model so check back often for product updates. On the flip side, try taking an airline carrier on a bike ride.

**How do I keep my dog cool?**

The sides of the K9 Sport Sack® are equipped with large gauge mesh to allow the maximum amount of airflow. We at K9 Sport Sack® are testing new cooling methods including jackets and insulators, however, currently the vents are the most up-to-date option. There are several companies that produce serviceable options for keeping your pet cool that will fit around the dog inside the bag such as cooling pads, vests, harnesses etc.

Even with these options, use prudence when carrying your dog in hot climates. Again, keep your dog hydrated and limit time in direct sunlight.

**How do I keep my dog warm?**

One downside to the ever-present vents is that they allow cold air in during wintertime activities. To address this we have created the K9 Sport Snuggler, a down-alternative liner that seals off the cold air, keeping the dog warm and snug inside.

**Is it veterinarian approved?**

Yes! When creating the original K9 Sport Sack® our primary concern was the safety and long-term health of our own dog so we took that model to our local vet and had him go over the ergonomics with a fine tooth comb.

Since then we have visited a veterinarian before every subsequent upgrade and have gotten a stamp of approval before moving forward no matter how small the change. So far we have gotten the same positive response along with reinforcements of the safety information contained herein.

**Is the K9 Sport Sack® Washable?**

Yes! Hand wash with mild detergent and hang dry.