

## IF YOU ARE EXPERIENCING DIFFICULTIES WITH YOUR PET AIR® SPRAYER:

We are very sorry that you are experiencing difficulty with your sprayer.

It sounds as though the tip may have become stuck and clogged due to the power of our citrus essential oils.

The white actuator tip and parts inside that tip are made of plastic; even the vapors after a time may stop the tip from functioning.

It can be fixed should it stick and should only take a few moments.

Please understand this problem occurs because we use pure essential oils and the vapors rising up in from the stem inside the can into the plastic white tip causes the clogging.

We do not dilute PET AIR® with fillers as other manufacturers do and pure essential oils of Citrus are very powerful and active on plastic. At this time we cannot find any manufacturers of sprayers/tips that produce a sprayer/tip that is always perfect with pure essential oils.

We apologize for any inconvenience caused by the tip clogging. We want a happy and satisfied customer.

We recommend the following procedure for unclogging the tip:

### DIRECTIONS:

- Remove WHITE actuator tip off the can (see figure 1). **Please note** whether the green stem is still sticking up out of the can, if so put the can aside, the problem is in the white tip. **However, if the green stem on the can is sunk into the can (collapsed) we will need to send you a whole new sprayer UNIT with instructions to change.**
- Turn the tip upside down, open one end of a paperclip, insert the paper clip into the center opening of the **WHITE** actuator tip (see figure 2), push the paper clip up and down firmly several times, until you feel a slight give (you will feel a spring mechanism). The black spot where the mist comes out does **NOT** need to be poked.
- After pushing up and down about 5-6 times, replace the **WHITE** tip back onto the green stem on the can.



Figure 1



Figure 2

- You may find you will have to repeat this one more time after running hot water down into the tip to help dissolve the clot of oil that may have accumulated. Replace the nozzle tip back on the green stem. Give it a few pumps, it should work now.

We are currently working with the manufacturer of our sprayers on finding a solution to the clogging problem and a new tip. Unfortunately, we do not recommend pouring the product into conventional sprayers because the pure essential oil is likely to cause deformities in most plastic sprayers and therefore must be stored in aluminum containers.

If this does not work, we will send a replacement tip, as the one on the can may just be too clogged to come unstuck.

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Please **contact us** if you need a white tip or if you need a sprayer unit kit.

Again, we apologize for any inconvenience and are striving to ensure that this will not happen in the future.

Please note that **PET AIR®** eliminates not only any odor-- but also smoke, airborne types of bacteria and even insects without harming you or your personal environment.

We appreciate your care and concern for the health and the safety of your environment and of those around you.

**Sincerely,  
Customer Support  
Austin Rose®, Inc.**