

# When the Lockbox Doesn't Unlock

Lockboxes are a secure, dependable way to access a Pet Parent's home. On those rare occasions when a lockbox refuses to open, here are some tips to keep you walking.

ON THE WAG! PLATFORM, YOU'LL FIND TWO DIFFERENT KINDS OF LOCKBOXES:

THREE-DIGIT  
MASTER LOK BRAND



## TROUBLESHOOTING TIPS

1. Make sure numbers are correct and lined up properly
2. Bang the back of the lockbox with the palm of your hand
3. Add pressure to the door to close it tight immediately before you pull the door open
4. Use a key or other item to try to pry open door — prying gently so as not to break the lockbox

FOUR-DIGIT  
SHURLOK BRAND



## TROUBLESHOOTING TIPS

1. Make sure numbers are correct and lined up properly
2. Try wiggling the side grooves, where you hold the door to open it.
3. Try tapping the back and bottom of the lockbox
4. Use a key or other item to try to pry open door — prying gently so as not to break the lockbox



Pro-tip: pour 1/2 cup of rubbing alcohol over a frozen lockbox door to effectively de-freeze it to open and prevent refreezing.



If you still can't open the lockbox, use your app to alert the Pet Parent to the problem. Can't reach them? Visit the Help Center in app to contact support.



## PET PARENTS

Wag! gives lockboxes to Pet Parents who request them. Maintaining the lockboxes is the Pet Parent's responsibility. Some tips:

1. Where possible, please limit direct exposure to the elements
2. Place lockbox where it's protected from damage
3. Cover lockbox in cold weather to keep it from freezing shut
4. Please don't put your only set of house keys in the lockbox