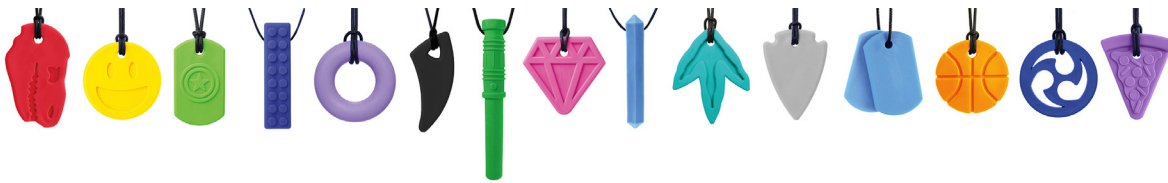


Frequently Asked Questions

About ARK Chew Tools



Which hardness level should I get? What do XT and XXT mean?

ARK chews come in 3 toughness levels. Preferences can vary, but as a general rule:

Soft / Standard = always the softest level in any shape. This level is best for mild chewing- those who need to chew, but don't usually chew through anything. We recommend starting here for most users. When in doubt, it's always best to go with something softer. It's possible the user may eventually need something tougher, in which case they can move up to XT or XXT.

Middle / XT level = firmer, but still fairly chewy in most shapes. This level is best for moderate chewers - those who have chewed through the softest level already or who chew through other items.

Toughest / XXT level = this is the most rigid level. Nothing chewable is indestructible, but this is usually the longest lasting level for avid or aggressive chewing. We only recommend starting with XXT if you know the user has very heavy intense oral sensory needs (if they regularly chew through things or if they chew rigid items like wooden toys or hard plastic blocks).

It's important to note that shape also impacts hardness. A thin shape like ARK's Krypto-Bite Tube in XXT won't be as tough as XXT in a wider shape like ARK's Dino-Bite.

What is ARK's strongest chewy?

Geometry plays a big role in how something feels and how long it lasts. As a general rule:

- Thicker shapes feel tougher and last longer than thinner shapes
- Wider, beefier shapes feel tougher and last longer than skinnier more slender shapes
- Bigger shapes feel tougher and last longer than smaller shapes
- Areas that are solid feel tougher and last longer than areas that have a hole

The longest lasting chew overall is usually ARK's Y-Chew® XXT and/or Sidekick XXT. These options have multiple different extensions to chew on, which tends to more evenly distribute the wear.

Out of ARK's chew necklaces, the Dino-Bite® XXT is usually the longest lasting for avid chewing (it's the thickest and widest), followed by the Super Star XXT.

How long do chew tools last?

No chew tool is indestructible, so it can be normal to start to see wear/tear. How long that takes can be different for everyone. For some people it's months or years. For other people (especially during times of extra stress), it may be weeks or even days. Mostly it depends on the amount and intensity of the chewing. Please supervise use at all times, regularly inspect the chew, and replace at first sign of wear/tear.

How should I clean the chews?

There are a few different ways to clean your ARK chews. They can be:

- Scrubbed with mild soap and water, or
- Put in the dishwasher (without any added heat or drying cycle). Please make sure the product is secured and won't fall onto the heating element at the bottom of the dishwasher.
- They can also be boiled for a few minutes. If boiled, wait a few hours before using again (so that they can cool to the core not just to the touch).

For the chewelry, if boiling, the cords should be removed first so that only the pendants are boiled.

Please note: this is for cleaning between single-person use. Since these products are used orally and chewed on, each person should have his or her own chew tool(s).

What do you recommend for:

Chewing on fingers?

ARK's Krypto-Bite® (gem version) and/or Bite Saber® are usually best for this. They're long, slender, and smooth, much like a finger - so you're matching the chew to what the person already likes to chew on. The softest/Standard level is usually the best one to start with here. (If the individual has a very strong need to chew and is chewing through other things, the tougher XT and XXT options would most likely hold up better.) For children under 5 years old, we recommend ARK's original Grabber® instead of a chew necklace.

Chewing on shirts or other clothes?

ARK's Krypto-Bite® (tube version), Chew Tags, and/or Arrowhead are good options (fabric is thin, and these are the thinnest chews). The soft/Standard level is usually the best option for those who like to chew on shirts or other fabric. If the person chews holes in clothes regularly, you may want to go up to XT (possibly XXT with very avid chewing).

Nail biting?

ARK's Arrowhead and Chew Tags are the thinnest shapes at about .3" thick, so these are the closest to fingernails in terms of shape. Usually the softest/Standard level is the best substitute for nail biting. Nails are very thin and easy to bite through, so even the softest level is much more durable than fingernails.

Adults?

There's no age limit to ARK chews - both kids and adults use them! The most popular shapes with adults are usually ARK's Krypto-Bite®, Chew Tags, and/or Saber Tooth in neutral colors like dark blue, black, or grey.

Thumb or finger sucking?

Sucking isn't as direct of a use for chew tools. But some people are able to successfully redirect the habit from fingers to a chew tool instead. ARK's original Grabber® and/or Bite Saber® are usually the best substitutes here because they're the closest in feel and shape to a finger. ARK's Grabber® is recommended for about the age of 2.5 years and up; ARK's Bite Saber® for 5 years and up.

Can I shorten the necklace cord on my ARK Chewelry?

Please note that necklaces are recommended for ages 5 years and up. To shorten the cord on any ARK necklace:

1. Open the clasp
2. Push the cord through the female end of the clasp (you'll see the knot come out)
3. Re-tie the knot at a shorter length
4. Trim off the excess cord



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