



# Frequently Asked Questions

At Goodtimer, we believe that families are doing their best and we embrace the philosophy that each family should do what works for them. In addition, we often get questions about how to use Goodtimer and have prepared these responses to enhance your family's Goodtimer experience.

## 1. Do I need a Goodtimer for each child in my family?

Goodtimer is designed to track the performance for a single child. A critical element of the Goodtimer experience is that your child takes responsibility for their behavior and therefore their performance is tracked by their individual Goodtimer. After opening Goodtimer, they will personalize it and it will track their performance over time helping them to progress as they reach new Good-Time milestones.

## 2. How many tokens will my child earn in a day?

While it depends on how much Good Time your child is earning on any given day (some days are going to be more challenging than others) you can usually expect them to earn 1-3 tokens per day. Goodtimer has 10 difficulty levels, allowing it to work for kids of different ages. When set to Level 1, a segment will light up every 40 minutes, so your child will earn one token every 8 hours of Good Time, for a maximum of 3 tokens a day. On Level 10, new segments light up once every 60 minutes, taking 12 hours to fully light up the Goodtimer and earn a token, giving them a max of 2 tokens a day. Knowing this, you can set appropriate token values for the available rewards your child can earn.

## 3. If you turn over Goodtimer does it reset the Good Time earned so far?

Turning Goodtimer over simply pauses the timer, it does not reset it. This way, children retain the credit they have earned by being good and following family rules, even when they are temporarily off of Good Time. Once their behavior improves and Goodtimer is flipped back right-side up, the timer picks right back up where it was. In this way, Goodtimer is consistently reinforcing the positive rewards of being good. However, there is a recessed, reset button on the bottom of the device, if you ever need to set the timer back to zero.



#### 4. When the kids go to bed, do they flip it over and pause time or power it down?

We recommend that Goodtimer remain on as long as your child is making good choices and following your house rules as defined by your family. When reading the Goodtimer Children's book, you may have seen the worksheet after page 21 where you define your "house rules." If you haven't done this already, we encourage you to work on your house rules as a family and make sure everyone understands them. If, for example, your house rules include going to bed on time and staying in bed through the night, and your child is doing this, we recommend leaving Goodtimer on through the night. Your child will continue to earn Good Time through the night and may even be excited to see that they earned a token in the morning. If Goodtimer stays by their bedside at night, it can serve as a nightlight. However, you may want to adjust the brightness by touching the metal contact ring on the top to a level that is comfortable for your child. You may also want to use the left button on the front of Goodtimer to lower the volume to the lowest setting or to mute it so that Goodtimer's voice doesn't disturb them while they sleep.

#### 5. How does travel mode work?

Goodtimer was designed to go with your family, wherever the day may take you. Since Good Time is normally activated and deactivated by flipping Goodtimer over, we don't want your child to miss out on Good Time just because their Goodtimer is bouncing around in a bag or the backseat of the family vehicle. So, Travel Mode turns off the "flip" sensor and uses a touch activated metal contact ring around the speaker instead. Touching the contact ring will toggle Good Time on and off.

#### 6. What do the levels do?

Levels change the amount of Good Time needed to earn a token. Goodtimer has 10 difficulty levels, allowing it to work for kids of different ages. When set to Level 1, a segment lights up every 40 minutes, so your child would earn one token every 8 hours of good time, for a maximum of 3 tokens a day. On Level 10, segments light up every 60 minutes, taking 12 hours to fully light up and earn a token, giving them a max of 2 tokens a day. Knowing this, you can set appropriate token values for the available rewards your child can earn.

#### 7. What is Goodtimer's battery life?

Goodtimer comes charged, so there should be no need to wait to start using it. How long the battery lasts between charging depends on how bright the light is set to. On



the highest, brightest setting, Goodtimer will keep working for about 2 days, roughly 50 hours before needing to be plugged in again. On the lowest setting, a single charge can last 4 days, or about 100 hours. That said, we do recommend getting in the habit of regularly plugging your Goodtimer in so it always stays charged and ready to go.

### **8. Does it come charged or do I have to plug it in before use?**

Goodtimer comes charged so that your child can start earning Good Time right away. And though the battery will last for 2-4 days between chargings, depending on how bright the light is set to, we do recommend plugging it in regularly to make sure that it is always ready to go with your family whenever and wherever your day may take you.

### **9. Does it need to be plugged in all the time?**

Goodtimer has a built-in, rechargeable battery, and comes with its own ac adapter. While we do recommend getting in the habit of charging it regularly, it can last between 2-4 days per charge, depending on the brightness setting of the lights.

### **10. Should you take away tokens they have earned as a punishment?**

Goodtimer was created to make it easier to track and reward a child for behaving according to their family's rules. Positive parenting techniques typically avoid using punishments, instead focusing on praising and rewarding positive behavior. But ultimately, how your family decides to use Goodtimer and the tokens is 100% up to your family.

### **11. What are the long, different colored stickers for?**

We encourage your child to name their Goodtimer, to make it their own, so we include different colored stickers that have room to write a name. This is especially important for families with multiple children, so you can easily tell their Goodtimers apart. Pick a color, pick a name, have a good time with it!

### **12. What are the round "5" and "10" stickers for?**

Goodtimer tokens come with a value of one each. But we want to give families the most flexibility in customizing their Goodtimer experience, so we include stickers that can be applied to boost the value of some tokens. Children can either earn higher value tokens or trade in lower value tokens for a higher value one, helping them to learn that five 1 tokens equals one 5 token, etc. But ultimately, how your family decides to use Goodtimer and the tokens is 100% up to your family.

### 13. How can I get help to use Goodtimer to address a specific issue like tantrums, bed time battle and picky eaters?

Goodtimer has created an exclusive Facebook Group, [The Goodtimer Village](#) just for Goodtimer families. The Village is a judgment-free space where we can all grow into stronger, more positive parents, together. Our village vision is to build a close community that is happy and peaceful while connecting with like-minded people, who believe in positive reinforcement to form good habits that last for kids and parents. We will use this page to celebrate parenthood, find support with parenting challenges, and help one another to achieve our best selves. If you can't find the specific support you are looking for, please contact our customer experience team of parenting professionals at [hello@gogoodtimer.com](mailto:hello@gogoodtimer.com).

### 14. I've read rewarding children for good behavior can cause problems. Is that what Goodtimer does?

Although positive reinforcement is generally a recommended practice for improving behavior, the overuse of rewards can result in entitlement issues or a "what's in it for me attitude". Specifically, if children are rewarded for each good choice they make, they begin to expect a reward for every good deed they do. Goodtimer was carefully developed to address this phenomenon by incorporating a positive reinforcement approach that does not directly reward specific behaviors. Instead, Goodtimer tokens are earned when children consistently adhere to established house rules over an extended period of time (for example a 24-hour period). In this way, children are encouraged to make good choices without constantly receiving a reward for these desired behaviors. Also, families are encouraged to establish a token incentive system such that the child can exchange their tokens for reasonable privileges; not extravagant prizes. In this way, children learn to make good choices because it's fun and the right thing to do, not so they'll get a big reward.

### 15. Do you offer a customer satisfaction guarantee?

Plus Up is committed to helping families and we stand behind our products and support them with a trained staff of parenting professionals. However, If you are not 100% satisfied with your Goodtimer experience within 30 days, feel free to send it back for a refund.



## 16. How can I contact a member of the Goodtimer Team?

If we haven't answered all of your questions here, please check the Facebook Goodtimer Village ([www.facebook.com/groups/goodtimervillage/](http://www.facebook.com/groups/goodtimervillage/)) or email the Goodtimer Customer Experience Team at [hello@gogoodtimer.com](mailto:hello@gogoodtimer.com) so we may answer your questions directly.

## 17. What is your return policy?

You may view our return policy by visiting the "shop" tab of the Goodtimer website: [www.gogoodtimer.com](http://www.gogoodtimer.com).

## 18. Is there a Goodtimer Warranty?

You may view our 1-year limited warranty by visiting the "shop" tab of the Goodtimer website: [www.gogoodtimer.com](http://www.gogoodtimer.com).