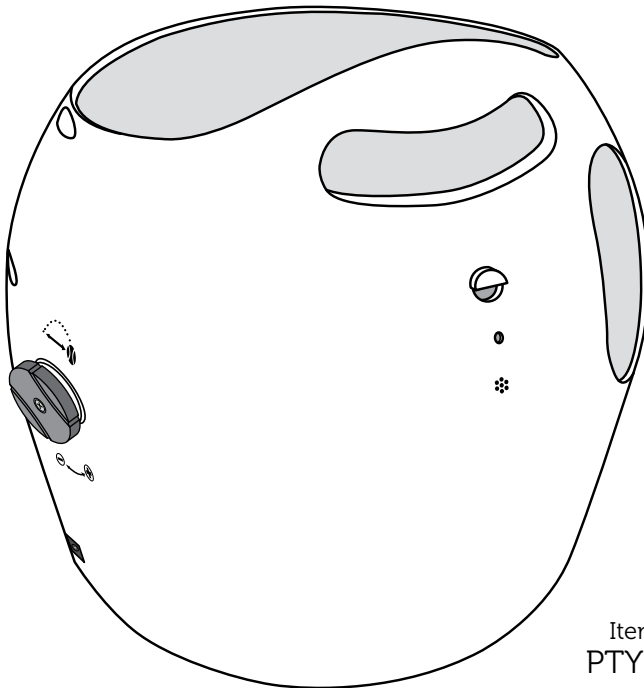




# Automatic Ball Launcher

protect. teach. love.®

## Operating and Training Guide



Item Number  
PTY00-14665

**PLEASE READ THIS ENTIRE GUIDE BEFORE USING THIS DEVICE**

# Important Safety Information

## Explanation of Attention Words and Symbols used in this guide

**!** This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

**⚠ WARNING** WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**⚠ CAUTION** CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**CAUTION** CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

Save these instructions for future reference. Read all instructions before operating product.

### ⚠ WARNING

- Monitor your pet's play.
- The Ball Launcher is NOT A CHILD'S TOY. Do not allow unsupervised use while in the presence of children.
- Balls launch at high speeds so be sure you or your dog do not stand directly in front of the launch area. ALWAYS have yourself and your dog stand either to the side or 7 feet away from the front of the unit when the ball launcher is turned ON. Please train your dog to stand in a safe location while waiting for a ball to launch. Most dogs naturally stand back from the unit, but please teach this behavior upon first use.
- Never point or aim the Ball Launcher at or towards anyone.
- NEVER touch the safety sensor in the launch pocket. This sensor is for your safety and if it is touched during operation or while the unit is ON it may cause serious injury.
- When loading the Ball Launcher, never reach your hands or body inside the working area of the device.
- Risk of electric shock. Do not use the device in wet conditions or on wet grass.
- Keep batteries away from small children. If swallowed, promptly see doctor. Battery can explode or cause burns if disassembled, charged, or exposed to water, fire or high temperature. Do not mix old and new batteries. Keep batteries in original package until ready to use and dispose of used battery promptly.
- The power cord should be used at the owner's discretion. Do not use the power cord if your dog has a history of destroying power cords by chewing them. Do not use the power adapter outdoors; use batteries only for outdoor use.
- Dispose of all packaging material properly. Some items may be packed in poly bags; these bags could cause suffocation; keep away from children and pets.
- Do not place anything in the unit that is not a tennis ball.
- Balls can be considered a Choking Hazard. Do not allow unsupervised use.

### ⚠ CAUTION

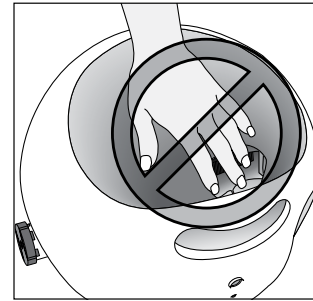
- When using the Ball Launcher, do not let hair, baggy clothes or jewelry fall into the hopper or launch pocket.
- It is recommended that you begin training your dog with only one ball being launched from the unit at a time in order for your pet to become familiar with the launch activity. This will allow you to begin

training him to return the ball to the inside of the bucket upon retrieval of the ball. It is recommended from the very first introduction of the Ball Launcher that you train your pet to return the ball to either the ground to the side of or inside of the bucket. Intended for use with pets only.

- Use only tennis balls with the Ball Launcher. Do not put foreign objects in the Ball Launcher.
- Only use the Ball Launcher as indicated in this operating guide.
- Launching indoors: For best use indoors, use the lowest angle and distance setting. Increase angle and distance at user's own risk.

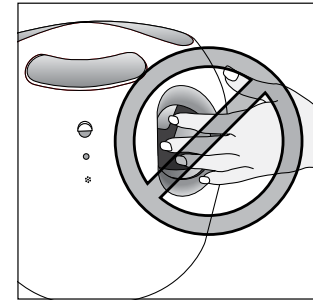
### CAUTION

- NEVER allow your dog to retrieve or place the ball into the ball launch pocket from the front. Only return the ball to the hopper.
- Do not use in extreme heat or cold. ALWAYS consider your pet's health! DO NOT exercise your pet to the point of exhaustion!
- It is highly recommended that you monitor your pet's waiting location during the launch cycle of the Ball Launcher.
- Do not drop, kick or throw the ball launcher.
- Place Ball Launcher flat on the ground. Do not place on elevated or uneven surface.



### ⚠ WARNING

Do not place hand in hopper.



### ⚠ WARNING

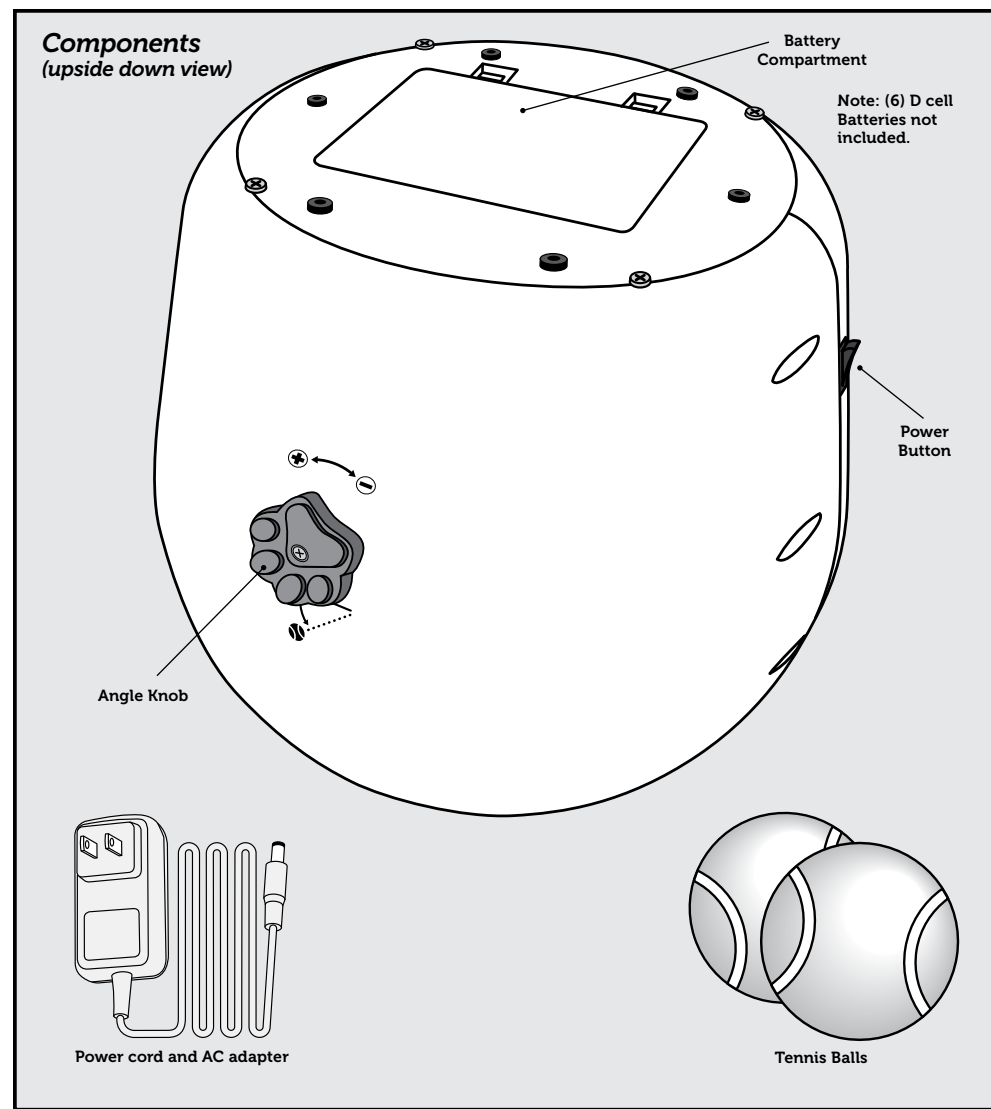
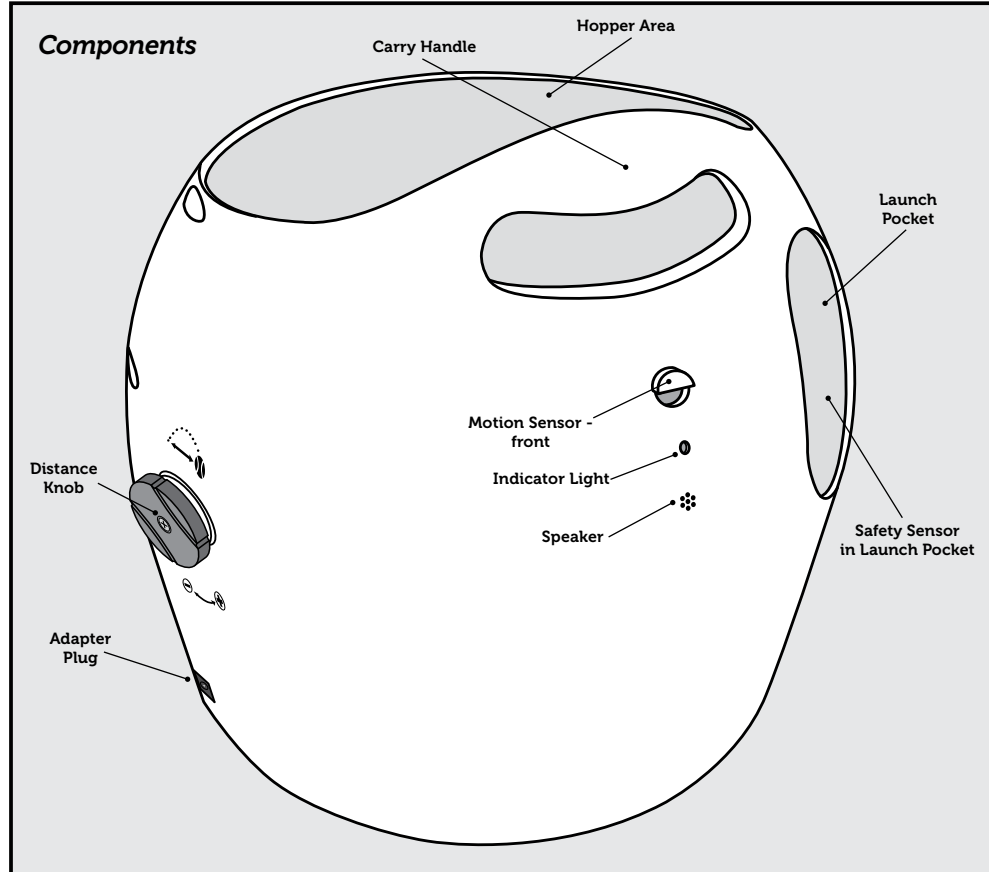
Do not place hand in launch pocket.

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Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools enhance the relationship between pets and their owners. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, we will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).



# Operating Instructions

**Step 1.** Remove the Ball Launcher from the box, review all warning stickers.

**Step 2.** Install 6 D alkaline batteries (not included) into the battery compartment, located on the bottom of the launcher (1). Or a power cord/16V-DC adapter is provided as a way to power the Ball Launcher. For optimal use, use power adapter indoors only.

**Step 3.** Remove the tennis balls from packaging.

**Step 4.** Turn the unit on – tone will play. The unit will beep twice. Place 1 ball in the unit.

**Step 5.** The distance and angle knobs will be at the lowest setting. Let the tennis ball launch once. Adjust distance and angle as needed. To change the distance and/or angle, adjust paw and tennis ball knobs by pulling knob out and turning.

**Paw Knob – Angle (2)** – to increase the angle of the launched ball, pull and turn the paw knob counter clockwise or left. The angles range from 20 degrees to 45 degrees. To have the ball launched very high, turn the paw knob all the way to the left. To have the ball launched lower to the ground, turn the paw knob all the way to the right. At first use, the paw knob will be turned all the way to the right.

**Tennis Ball Knob – Distance (3)** – to increase the distance of the launched ball, pull and turn the tennis ball knob counter clockwise or left. The distance ranges from 8 feet to 30 feet. To have the ball launched long-range, turn the paw knob all the way to the left. To have the ball launched at short-range, turn the paw knob all the way to the right. At first use, the paw knob will be turned all the way to the right.

**Step 6.** Turn power off when not in use. Do not leave outdoors when not in use.

## Play Time–

- Place Ball Launcher on the ground in a level area.
- To make proper adjustments to the angle and distance setting knobs on the Ball Launcher, first determine where you will play. Indoor use is only recommended at the owners' discretion. Be sure you have plenty of room for your dog to chase the ball indoors. Clear away any obstacles that could get in the way of your dog playing. Do not use the Ball Launcher near delicate or breakable items. If your dog has long nails, be aware of damage that may occur to a carpet or wood floor. Do not use the Ball Launcher on a surface that could potentially be damaged. Please use at your own discretion!

*These distance settings are a guideline and not exact. Pressure in the balls used may affect the distances launched.*

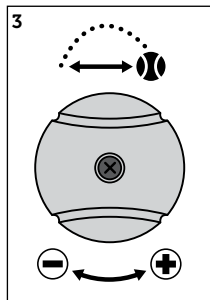
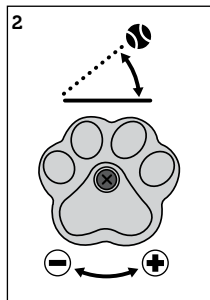
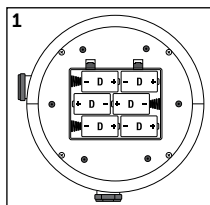
For 8-10 foot launch range, start with the tennis ball knob all the way to the right. Turning left, use the first 2 notches to reach 8-10 foot distance.

For 10-20 foot range, turning left, use the 3rd – 5th notch.

For 20 – 25 foot range, turning left, use the 6th and 7th notch.

For 25 foot range or more, turning left, use the 8th and 9th notch.

- There is a motion sensor on the front of the Ball Launcher. If motion is detected, the sensor will stop the launch for 5 seconds until motion is no longer detected. For this reason, do not walk in front of the Ball Launcher if your intention is to launch a ball. Train your dog to stand to the side or 7 feet away from the front of the launch area.
- There is a sensor in the launch pocket that will detect foreign objects in the launch pocket to stop a



launch. Do not interfere with the sensor or disable it for any reason. When the ball is detected in the launch pocket, a tone will play. If nothing is in the way of the motion sensor, the ball will launch. If something is in the way of the motion sensor, a 1 second tone will play, alerting the user there is a disturbance. After 5 seconds, the ball will launch if there are no more disturbances.

## How many balls can fit into the hopper?

- On low settings 1-4, 3 tennis balls will fit into the hopper with no problem. On higher settings 5-9, it is best to use one ball at a time. 3 balls may be placed into the hopper on higher settings, however, the balls in waiting may be knocked out.

## Rest Mode

- To override the Rest Mode: Turn the unit OFF (with the power button) for AT LEAST 10 SECONDS. Turn the unit ON. If the unit is still in Rest Mode, turn the unit OFF again and wait a longer time. Turn the unit ON.
- This safety feature is to ensure that your dog will not over-work themselves. It is very easy for dogs to play without realizing they need to rest, especially younger dogs. The Ball Launcher will let the dog and person know when it will sleep by emitting a 2-tone sound. It will restart and emit the 2-tone sound in reverse, meaning It's Play Time!

**CAUTION** For your dog's safety, the Ball Launcher will only play for 15 minutes at a time, then rest for 15 minutes. The 15 minute play period will only begin once a ball has been dropped into the hopper.

## What do the different tones mean?

- Power On/ Play Time – 2 tone (low/high)
- Power Off/ Rest Time – 2 tone (high/low)
- Ball Detection and Launch – 6 tone melody
- Error – 3 tones of the same note
- Motion Detection – 1 second tone

## What do the LED lights mean?

- Green every 10 seconds means the battery is good
- Red light on 3 quick flashes, means the battery low
- Red light on once every second means error
- Orange light on one time every 10 seconds means sleep mode

The motion sensor at the front of the ball launcher will detect movement 7 feet in front of the unit for 5 seconds. Play will resume when there is no more movement.

**CAUTION** Don't over exercise your dog, especially puppies whose muscles and joints are still developing, using the Ball Launcher. End the game when he is still interested.

## Helpful info–

### ⚠ WARNING

- NEVER touch the ball sensor in the launch pocket area. This sensor is for your safety and if it is touched during operation or while the unit is ON it may cause serious injury.
- When loading the Ball Launcher, never reach your hands or body inside the working area of the device. Do not let hair, baggy clothes or jewelry fall into the hopper or launch pocket.
- If the sensors become dirty in the launch pocket or there is an obstruction, turn power off and wipe the sensor with a cotton swab or use an old toothbrush to remove the obstruction. Do not place your hand inside the launch pocket.

## CAUTION

- Launching indoors: For best use indoors, use the lowest angle and distance setting. Increase angle and distance at user's own risk.
- Use on a level surface, or close to a level surface. Using on an unlevel surface could cause the unit to tip. Use on the ground or floor only.
- If power is lost during play, unplug power adapter and replace, then turn power back on, or remove batteries and replace, then turn power back on. Always use fresh batteries.
- NEVER allow your dog to retrieve or place the ball into the ball launch pocket from the front. Only return the ball to the hopper.
- When the unit is powered on, the dog may initiate play at any time. After 15 minutes of continuous play, the machine will rest for 15 minutes. The machine will beep to let the dog know it is awake and ready to play again. If a dog or person does not initiate play, the machine will sleep and wait for the next play session.

## Training Guide

If your dog seems anxious or afraid (i.e. cowers or moves away from the launcher, barks at the launcher etc.) of the sounds the launcher makes, you'll want to introduce it to him slowly. Grab some delicious treats and a clicker if you have it. Start by placing the machine in the area with it turned off. Let your dog notice and approach the launcher by his own choice. When your dog looks at the machine, click your clicker or say "Yes!" and give him a treat. Do this multiple times. You should also click your clicker or say "Yes!" if he walks towards the launcher or interacts with it.

When your dog seems comfortable around the launcher when it is turned off, place the machine further away from him and turn it on without any balls in it. The launcher should beep a few times. When it beeps, click or say "Yes!" and give him a treat. Do this several times until he looks comfortable and seems relaxed. Repeat this when he moves closer to the launcher.

The final step is to get your dog comfortable with the unit launching the ball. Because the launching sound can be a little loud, this might be the part your dog is most anxious about. Keep the machine in the other room or further away in the yard. Have someone else place the ball in the machine and when the ball launches, click your clicker or say "Yes!" and deliver tasty treats. Do this several times.

So your dog loves to play fetch? The Ball Launcher will keep your ball-crazy pup happy and busy whether you have the time to play with him or not!

Most dogs that love to fetch are usually great at chasing the ball, catching it and carrying it. Some aren't great at releasing it. Teaching your dog to release the ball just takes a little practice. This will also aid in teaching him to release the ball into the Ball Launcher hopper where it will be launched again.

## Teach a Trade and Drop

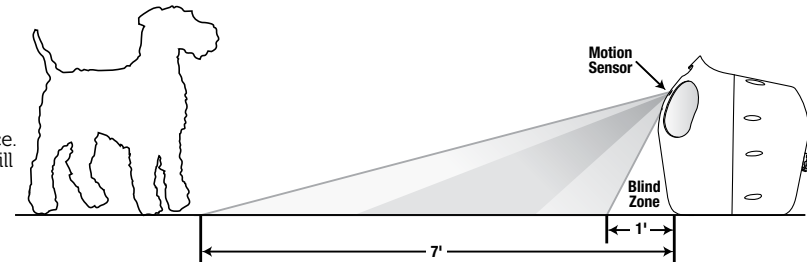
- Safety first! – Never pull something out of your dog's mouth or possession. Teach a reliable drop it/trade to ensure safety.
- You will need a ball and some very tasty treats in a treat pouch or your pocket.
- The game starts when you initiate it by offering the ball, saying "Take It".
- Once they take the ball, cue the dog to "Drop" and follow the cue with an offer of one of the tasty treats. This is the trade!
- Let them finish the treat
- Reengage them by cueing "Take it" and offer the ball
- Repeat the "Drop" cue and when they drop the ball offer the treat.

- Practice until the dog is consistently dropping the ball into your hand.
- Use the same steps above to transfer the "Drop" into the Ball Launcher instead of your hand.
- Place your hand over the hopper a few times using the "Drop" cue and rewarding him until the dog is comfortable dropping the ball into the hopper. Once the dog learns the release you can fade the treats as the opportunity to fetch the ball becomes the reward!

## Frequently Asked Questions

<b>How many balls can be loaded into the hopper at once?</b>	• No more than three at a time. It is recommended to load one at a time for use during independent play, or when launching on higher settings.
<b>How big are the tennis balls?</b>	• Standard tennis balls are 2 5/8" diameter.
<b>How far does the launcher shoot the balls and at what angle?</b>	• There are 9 distance settings and 6 angle settings. Depending on which settings you use, the Ball Launcher will shoot the balls up to 30 feet and between 20°-45°.
<b>Can I use the Ball Launcher indoors and outdoors?</b>	• Yes! The Ball Launcher is specifically designed to be used indoors and outdoors with multiple distance and angle settings.
<b>What sizes of dog can use the machine?</b>	• If the dog is capable of picking up a standard tennis ball and dropping it into the machine, they should be able to use the Ball Launcher. The hopper is 11" from the ground.
<b>How many dogs can use the Ball Launcher at once?</b>	• There is no limit to how many dogs can use the Ball Launcher at one time, however, the game of fetch may be more enjoyable with 3 or less dogs playing at once.
<b>How far should my dog stand back from the machine before the ball launches?</b>	• The motion sensor detects movement from up to 7 feet away. Your dog should be standing behind that distance or to the side of the launch pocket area, out of view of the motion sensor.
<b>Will the Ball Launcher turn off automatically?</b>	• No, however, the Ball Launcher will go to sleep after 15 minutes of play. It will then rest for 15 minutes and cycle through another 15 minutes. This continues until the power button is turned off.
<b>Will my dog know when to stop playing and take a break?</b>	• Fortunately, the Ball Launcher is equipped with safety settings that prevent a dog from overworking themselves. The machine will play for 15 minutes, then rest for 15 minutes.

The motion sensor detects movement from up to 7 feet away. Your dog should be standing behind that distance. Motion detected will pause the machine for 5 seconds



# Care and Cleaning

When playtime is over, turn the Ball Launcher off and store it safely away.

Do not submerge the Ball Launcher in water. Wipe down with damp cloth to clean. Do not use in the rain or snow. Do not pour water into the machine.

To clean ball sensor in the ball pocket, turn power off, then use a cotton swab or old toothbrush to wipe the motions sensors clean. Do not place your hand inside the launch pocket.

Do not leave outside in the weather elements.

## Customer Care

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM - 5 PM

## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this product implies acceptance of all such terms, conditions, and notices.

### 2. Proper Use

This product is designed for playtime and recreational use with pet dogs. The specific temperament of your pet may not work with this product. We recommend that you not use this product if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or a certified trainer. Proper use includes reviewing the entire Operating and Training Guide provided with your product and any specific Warning and Caution statements.

### 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This pet toy is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

### 4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

### 5. Modification of Terms and Conditions

Radio Systems Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.



## Battery Disposal

Separate collection of spent batteries is required in many regions; check the regulations in your area before discarding spent batteries. At the end of the product life, please contact our Customer Care Center to receive instructions on proper disposal of the unit. Please do not dispose of the unit in household or municipal waste. For a listing of Customer Care Center telephone numbers in your area, visit our website at [www.petsafe.net](http://www.petsafe.net).

## Perchlorate Battery

Perchlorate Material – special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

## FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**CAUTION: Modification or changes to this equipment not expressly approved by Radio Systems Corporation may void the user's authority to operate the equipment.**

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and the receiver.
  - Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult customer care, the dealer, or an experienced radio/TV technician for help.



This equipment has been tested and found to comply with the requirements of the relevant European directives. Before using this equipment outside the EU countries, check with the relevant local authority. Unauthorised changes or modifications to the equipment that are not approved by Radio Systems Corporation may violate EU regulations, could void the user's authority to operate the equipment, and will void the warranty.

**IC:** This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

**ACMA:** This device complies with the applicable EMC requirements specified by the ACMA (Australian Communications and Media Authority).

# One Year Non-Transferable Limited Warranty

**WHAT IS COVERED:** Radio Systems Corporation, owner of the PetSafe® Brand, (hereinafter referred to as "PetSafe") warrants to the original retail consumer purchaser, and not any other purchaser or subsequent owner, that its PetSafe product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the product, or a gift recipient of a new product that is unopened and in its original packaging. When serviced by PetSafe Customer Service, PetSafe covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the product, with new or refurbished items at PetSafe's sole discretion. The limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser resells the PetSafe product or transfers the property on which the PetSafe product is installed. In the event of defect, these are your exclusive remedies.

**PROPER PRODUCT USE:** This product is designed only for use with domesticated animals; do not use this product for any other purpose. However, the specific temperament of your animal may not work with this product. We recommend that you do not use this product if your animal is aggressive. If you are unsure whether this product is appropriate for your animal, please consult with your veterinarian or certified trainer before you use this product. Please see the instruction manual for additional important information.

**WHAT IS NOT COVERED:** This non-transferable limited warranty does not provide protection against, and PetSafe will have no liability under this non-transferable limited warranty for any damage to or defects in the products caused by any animal, loss of product(s), failure, defect or damage caused by events and situations beyond normal residential exposure conditions, including, but not limited to: commercial use, misuse, abuse, neglect, improper installation or installation not in accordance with PetSafe's instructions, use of non-PetSafe accessories, impacts of foreign objects, acts of God, abnormal or improper use, improper storage, attempted repair or service by anyone other than PetSafe Customer Service, accident, alteration, defects in or failure of the surface the PetSafe product is installed in or upon, discoloration or other damage caused by pollution, sunlight, other environmental conditions, mold, dirt, mildew, or exposure to harmful chemicals and any other cause not involving manufacturing defects in the PetSafe product.

**REGISTERING THE PRODUCT:** Within thirty (30) days of purchase, please go to [www.petsafe.net/register-product](http://www.petsafe.net/register-product) to register your purchase. A sales receipt shall be required to obtain warranty coverage. Please keep this information in a safe place.

**MAKING A WARRANTY CLAIM:** To obtain warranty service, call the PetSafe Customer Care center. In the United States or Canada, 1-800-732-2677 in Australia, 1800 786 608; in New Zealand, 0800 543 054.

Pursuant to this non-transferable limited warranty, PetSafe will replace the part with a new or refurbished part. This non-transferable limited warranty will then apply to either the new or refurbished part for the remainder of the original non-transferable limited warranty period.

**DISCLAIMERS:** Replacement as provided under this non-transferable limited warranty is the exclusive remedy of the consumer. Neither labor to remove the part nor labor to install the refurbished or replaced part is covered.

This non-transferable limited warranty is in lieu of all other express warranties. PetSafe expressly disclaims and excludes all other warranties, express or implied, including without limitation, the warranties of merchantability and fitness for a particular purpose. PetSafe also disclaims and excludes all liability for incidental, consequential, punitive, direct, indirect, special or any other damages arising out of or connected with the purchase, use or misuse of this product or for the breach of any express or implied warranties or breach of contract or otherwise.

Purchaser assumes all risks and liabilities from the use or misuse of this product. PetSafe does not authorize any other person or agent to make any other express or implied warranties.

Furthermore, PetSafe will not be liable for any loss, damage or injury resulting from delay in delivery of replacement parts or for any failure by PetSafe to perform covered repair work due to circumstances beyond PetSafe's control.

**GOVERNING LAW:** This non-transferable limited warranty shall be governed by the law of the State of Tennessee, U.S.A., and by the laws of the United States of America, excluding their conflicts of laws principles. Furthermore, the United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this non-transferable limited warranty. Jurisdiction and venue shall be exclusive to the courts of Knox County, Tennessee.

These warranties give you specific legal rights, and you may also have other rights that vary from state to state or country to country. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## Warranty – International

**One Year Non-Transferable Limited Warranty:** This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/or are available by contacting your local Customer Care Centre.

**Europe** – Radio Systems PetSafe Europe Ltd., 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth, Ireland

**Canada** – Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

**Australia/New Zealand** – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows: Radio Systems Australia Pty Ltd. (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labour and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorised dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd. Customer Care Centre at:

Radio Systems Australia Pty Ltd.  
PO Box 7266, Gold Coast Mail Centre QLD 9726, Australia  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).





protect. **teach.** **love.**®

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