

RELAX-LEVEL
STRONG



RELAXOPET

PRO

ANIMAL RELAXATION TRAINER



GERMAN
DESIGN
AWARD
SPECIAL
2021



Type Approved
Safety
Regular Production
Surveillance

www.tuv.com
ID 1111232462

MANUAL

Thank you!

Thank you for choosing RelaxoPet® PRO.

This manual contains a detailed description, as well as the usage and operating instructions of the RelaxoPet® PRO for dogs.

This instruction manual is intended to help you to use RelaxoPet® PRO particularly effectively for your pet.

Before using RelaxoPet® PRO read **carefully** and **completely** the operating instructions and save them.

Further information about our products and their application can be found on our website at www.relaxopet.com or e-mail customer service if you have any questions at service@relaxopet.com

Packaging Unit:

- RelaxoPet® PRO Animal Relaxation Trainer
- RelaxoPet® USB charging cable
- Quick user guide



Important Note:

This product is exclusively intended for use with dogs.

RelaxoPet® PRO is not a substitute for a veterinary diagnosis and treatment in diseases.

If your pet has health problems, consult a vet.



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= **recommendation**



= **important!**

General safety instructions

Danger of suffocation! Keep children and animals away from the packaging material.

The trainer can only be used in relaxation for **dogs**.

People with hearing loss **shouldn't** set RelaxoPet® PRO **too loud**.

This trainer is not intended for use by people (including children) with limited sensory or mental abilities or lack of experience and / or lack of knowledge to be used, unless they become supervised by a person responsible for their safety or received from these instructions how to use the trainer.



Do **not** use the trainer if it is damaged!



Risk of hearing impairment due to high sound frequencies.

Do not hold the running trainer directly to your ear for more than 15 seconds!



Electrical components **should kept away** from water and must be protected from moisture and extreme temperatures.

If moisture has penetrated the equipment, contact your company trader.

General safety instructions

Do **not remove** or **modify** any parts of the module. Do **not try to repair by yourself**, there is a risk of fire or electric shock!

If you have questions, contact your trader.

Never place the sound module on a sloping or uneven surface. It could tip over, fall down and cause injury.

RelaxoPet® PRO is **not a toy!** Make sure that children do not play with the trainer.



Keep RelaxoPet® PRO out of the reach of children!



Make sure that RelaxoPet® PRO is not accessible to the dog!

RelaxoPet® PRO is a precision trainer. Do not drop it, avoid shock and excessive force.

Do not use abrasive or scratching cleaning agents, as they may damage the surface.

Do not cover the sound module or the loudspeaker during application!

Application areas

RelaxoPet® PRO can successfully help, to avoid a wide variety of stressors.

Anxiety caused by:

- thunderstorms
- fireworks
- vet visits
- travel / car journey
- being alone
- change of ownership
- environmental changes

Behavioral problems such as:

- destructive behavior
- panic
- obsessive disorder
- constant barking
- aggressiveness
- hyperactivity
- lack of social behavior
- marking behavior
- dominant behaviors
- and much more



Function description

This is how the all-in-one solution for deep relaxation works for dogs

RelaxoPet® PRO was developed for unconscious deep relaxation for all dogs, with its special sound versions adapted to the sensitive sense of hearing of the animals (depending on setting) and developed in close collaboration with veterinarians, behavioral therapists and breeders.

RelaxoPet® PRO is not comparable to traditional relaxation music for animals. RelaxoPet® PRO contains not only the audible, specially composed sound waves, but also six additional frequencies that are not consciously perceptible to the human hearing with its silent, subliminal sound carrier tracks that can trigger a deep relaxed, calm state in the animal.

In addition, RelaxoPet® PRO offers the possibility of using the selector switch to completely turn off the sound waves, so that RelaxoPet® PRO works exclusively with the inaudible, subliminal sound carrier tracks.

RelaxoPet® PRO works fully automatically, effectively, regardless of age or breed of your dog, indoors and outdoors.

RelaxoPet® PRO is ideal for traveling, vet visits and in all non-animal environments and works through the powerful battery operation completely independent of a power outlet.

Should you hear an „unusual noise“ in the audible sound waves, this is not a defect, but is rather a quality feature of the frequent, deposited soundtracks.



Technical data sound module

beam angle	90° x 65°
nom. impedance	4 Ω
power sound module	3 W
battery capacity	600 mAh
charging time (100%)	ca. 60 minutes
input voltage	3,7 V 600 mA
charging port	micro USB 5 DC input

Application | Acclimatization phase

First steps - Tips for acclimatization and use

Please give yourself and your pet some time to get used to this new kind of deep relaxation.

Please carry out the period of acclimatization first and afterwards you can use the RelaxoPet® PRO in stressful situations. Dogs need more time to reduce the stress hormone cortisol than human.

In the acclimatization phase, it is ideal to position the RelaxoPet® PRO close to your **dog's comfort zone** and behave normaly and calmly towards the dog. Avoid additional behavioral corrections during the first sounding intervals.

Select the **audible** mode in preset volume during the acclimatization phase. In the factory setting, the NOISE MOTION and TIMER functions are switched off (switch on the right) and can be used after the acclimatization phase. The acclimatization phase can also be carried out at night.

Usually 4-5 days are enough to get used to it. During this time, „disturbing noises“ such as TV or radio should be avoided. Depending on the stress level of the dog, the acclimatization time **can be extended**.

Never start the sonication in direct connection with one for the dog exciting experience / event (exception: thunderstorms / fireworks), as this will cause unwanted conditioning or existing problems may possibly amplify.

Terminate the sonication **at the least 30 minutes** before active **cooperation** with your pet.

Do not start immediately with sport activities in dogs, such as training, agility, sport-rescue- search- and service-dog-missions, right after a deep relaxation phase through RelaxoPet®.

Please note, that RelaxoPet® PRO, with its specially developed audible sound carriers, can also trigger a calming and deep-relaxation state in humans. RelaxoPet® PRO does not serve as a substitute for an animal-friendly education and keeping of animals.

Application | After the acclimatization phase

Regular use

After the acclimatization phase (see page 8), RelaxoPet® PRO can be used regularly and in different stressful situations.

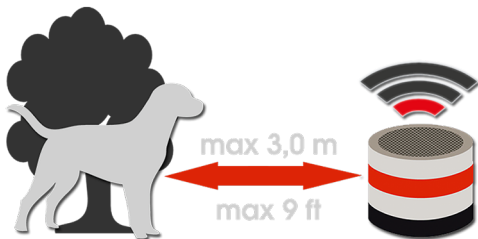
We also recommend to select the inaudible, subliminally frequency sound waves and to use the convenient PRO functions such as the PRO timer and the NOISE MOTION System (see p. 16) **after** the **acclimatization phase**.

Positioning of RelaxoPet® PRO

Position RelaxoPet® PRO indoors within a radius of max. 5 m / outdoors max. 3 m (see below), in the main residence area of the dog and be careful that RelaxoPet® PRO is out of reach of your dog.

Try to start the sonication **about 30 minutes before the stressful situation occurs**. In unpredictable situations, such as an acute vet visit, the trainer can be switched on during the stressful situation occurs.

Just like in the acclimatization phase, terminate the sonication at the least 30 minutes before activity with your pet.



Outdoor maximum range



Indoor maximum range

Application | Worth knowing

Worth knowing and additional information

Entry of the deep relaxation

Depending on the initial situation and sound intervals of the dog, the start period of the relaxation is different and can take several days until the first results are visible.

Sounding time / sounding intervals

The sounding time can be **up to 4 hours** per day. Longer lasting sonication intervals are completely harmless, but should be considered to avoid due to the activity relevance.

Volume adjustment

Note that a dog hears **up to 20 times better** than humans. The default setting at the system start of RelaxoPet® PRO is sufficient for normal ambient noise.

If necessary, use the (+/-) buttons to adjust the volume to the required ambient and noise.

Different rooms

If RelaxoPet® PRO is used in different rooms (e.g. in the living room today and in the kitchen tomorrow), it may make sense, depending on the sensitivity of the animal and the degree of strength of the respective stressors, to carry out the acclimatization phase in the different rooms successively.



Application | Worth knowing

Worth knowing and additional information

Stay alone

Only leave your dog alone together with RelaxoPet® PRO **AFTER** acclimatization phase. You can use the audible or inaudible sound waves in your absence for this purpose.

After the acclimatization phase, increase the length of your absence together with RelaxoPet® PRO slowly.



However, always start with at least 30 minutes of pre-sonication before every absence!

Despite deep relaxation, never leave dogs alone longer than necessary. RelaxoPet® PRO does not serve to prolong absences.

Animal alien environment

In all foreign environments we recommend, to only use the **audible** sound waves.

All year outdoor keeping

All year outdoor keepings can be a sonication up to 8 hours daily. With this special form of keeping, pay attention to place RelaxoPet® PRO as central as possible. Protect RelaxoPet® PRO outdoor from environmental influences such as moisture, dirt or heat.

Thunderstorm / fireworks

In the case of sudden events, such as thunderstorms and fireworks, the dog's main area of residence may change.

Use RelaxoPet® PRO together with the **audible** sound waves directly within the selected well-being place of the dog.

The sound module | function switches

RelaxoPet® PRO Animal Relaxation Trainer at a glance



On-off-button

to turn it on and off, press the button for 2 seconds.

- ▶ white operating LED lights up



Selector switch sound waves

Please select function (inaudible | audible) before or during the operation.

- ▶ blue LED (permanent= audible | flashing= inaudible)



Selector PRO-timer

Please select function (4h duration | infinity) before you start the trainer.

- ▶ yellow LED lights up, when the timer function (4h) is active.

The sound module | function switches

RelaxoPet® PRO Animal Relaxation Trainer at a glance



Side control panel

With (+) the volume increases, with (-) the volume reduces. When starting, the medium volume is preset. When starting after the pause function, the unit switches to the preset volume.

NOISE-MOTION start | stop:

1. activate NOISE-MOTION (replaces the On/Off-function)
2. mode selection (audible / silent)
3. deactivate NOISE-MOTION when not in use anymore

In NOISE-MOTION mode, the two microphones are activated for the Room surveillance.

As soon as the integrated microphones have detected a preset sound threshold, RelaxoPet® PRO switches itself on automatically for 30 minutes.



- ▶ red LED pulsating= monitoring
- ▶ continuous red LED = in operation
- ▶ blue LED pulsating = silent mode
- ▶ continuous blue LED = audible mode

The sound module

Volume | pause-play | charge indicator



Volume adjustment

Volume is adjustable in 15 steps, whereby the preset volume at the start is always the middle volume range.

When restarted from pause mode, RelaxoPet® PRO resets automatically at the preset volume.

Play-pause

By pressing the pause button (red circle) once during operation, RelaxoPet® PRO stops immediately.

Operating / charge status LED

The green LEDs with battery symbol indicate the current charge state during operation:
1 LED = 20%, 2 LED = 60%, 3 LED = 100 %

At less than 20% battery power, the last green LED changes from green to red, indicating that the RelaxoPet® PRO needs to be charged immediately.

When charging, the LEDs flash green

- if the battery is more than 20% charged, the first LED will remain green permanently and the second LED will flash
- if the battery is more than 60% charged, the first two LEDs remain permanent green and the third LED flashes green
- when the battery is fully charged, all LEDs flash green

RelaxoPet
Control APP
available
for free



The sound module

LED-functions



The new product version RelaxoPet® PRO has a large number of optical displays on the device side.

Power LED

The white LED indicates, that RelaxoPet® PRO is in operation

Mode selection LED

The blue LED (permanent) indicates, that RelaxoPet® is operating in audible mode and flashes in inaudible mode.

PRO-Timer LED

The yellow LED indicates, that RelaxoPet® PRO is in timer mode. After 4 hours of operation, RelaxoPet® PRO automatically switches to pause mode. When the NOISE-MOTION sensor is activated, the red LED pulsates and automatically switches to the room detection after the timer has elapsed.

NOISE-MOTION LED

The red LED indicates, when RelaxoPet® PRO is in NOISE-MOTION mode. The red LED pulsates, when the microphones are activated, the sound module remains silent. Only when the microphones detect noise (default DB), the sound module automatically turns on for 30 minutes and the red LED lights up permanently.

Read the detailed explanation of the NOISE-MOTION operation (see page 17).

Do not cover the sound module or the speaker during the application!

PRO functions

The NOISE-MOTION System and the PRO TIMER

Our engineering team has succeeded in integrating two innovative functions, which turns the RelaxoPet® PRO into an animal relaxation trainer made for PROfessionals.

1. The NOISE-MOTION System

The NOISE-MOTION System automatically detects the room and turns on the sound module automatically for 30 minutes in case of recognizable stressors such as howling, whimpering or pacing around of the dog.

In this way, your animal is protected from sudden stressors such as thunderstorms or the ringing of the doorbell even when you are away and can relax in all non-animal rooms (see page 17).

2. The PRO TIMER

After four hours of sounding, an integrated timer function automatically switches off the sound module. So the animal can stay alone relaxed (see page 18).

Combination of NOISE-MOTION System and PRO Timer

RelaxoPet® PRO was designed so that both PRO functions can also be used together or automatically in succession.

After four hours of relaxation with RelaxoPet® PRO, the trainer automatically switches to NOISE-MOTION mode and relaxes your animal if necessary as soon as recognizable stressors are noted (see page 18).



PRO function NOISE-MOTION

The NOISE-MOTION System at a glance

This is how the NOISE-MOTION System works

Two highly sensitive microphones in the RelaxoPet® PRO animal relaxation trainer automatically and continuously monitor the surrounding environment (up to approx. 3m indoor) after the NOISE-MOTION System has been activated and automatically switch on the RelaxoPet® PRO sound module if noises or stressors occur in the animal.

The sound duration in NOISE-MOTION mode is 30 minutes. After 30-minute sounding process, RelaxoPet® PRO automatically switches back to monitoring mode. As soon as the microphones detect further or continuous noises of the animal, the 30-minute sounding process begins again.

How to switch on the NOISE-MOTION function

For NOISE-MOTION operation **only** activate the selector switch (see page 13). An additional switch-on is not necessary. This replaces the On-Off function.

Room detection starts immediately. However, you can choose between the audible or inaudible mode, whereby we recommend the audible mode when the owner is absent. In NOISE-MOTION mode, volume adjustment is out of order. To switch off the sound module, simply turn off the NOISE MOTION selector switch.

Note that you should only use NOISE-MOTION when your pet is at home alone. Switch off extraneous noises (such as TV / radio) as this can lead to malfunctions.



Please do not cover the two highly sensitive microphones on the RelaxoPet® PRO sound module!

PRO function TIMER

The PRO TIMER at a glance

This is how the PRO TIMER works

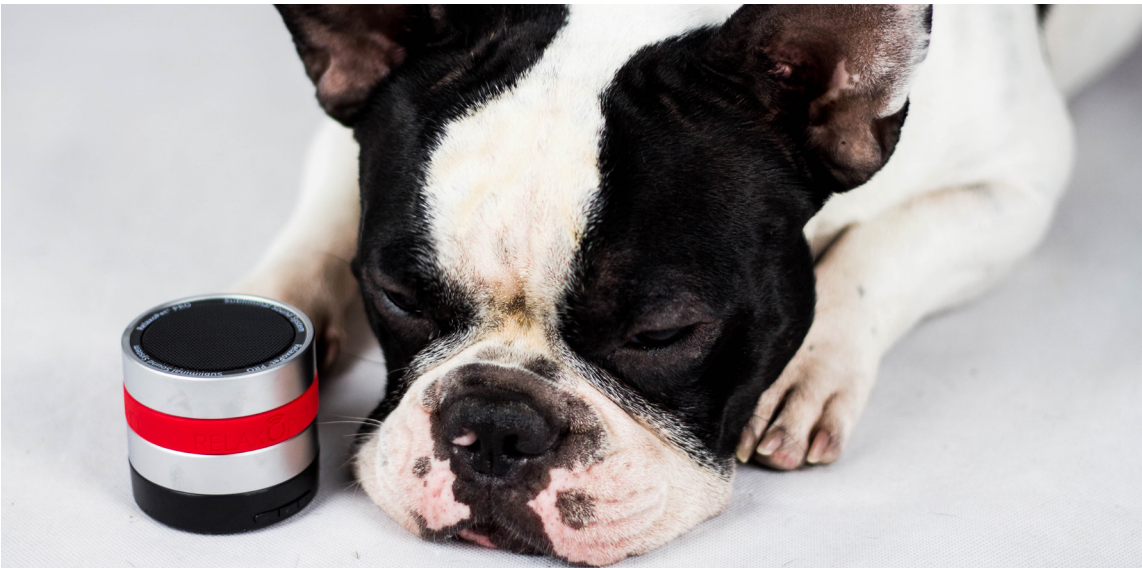
In the RelaxoPet® PRO animal relaxation trainer you can choose between two sonication cycles. The sound module can be used for **4 hours** or **continuously** without interruption.

The ambitious pet owner can thus choose sounding times as required.

How to use the NOISE-MOTION function together with the PRO timer

First activate the PRO timer, then start the trainer using the ON button and then switch on the NOISE MOTION sensor.

After the 4 hour timer has elapsed, the sound module automatically switches to NOISE-MOTION monitoring mode and switches itself on again for 30 minutes when stressors are detected.



Transport and travel

Safe traveling with RelaxoPet®

Start with the sound duration about 15-30 minutes before the start of the journey. Set up the trainer near the transport box, so that your animal cannot access the sound module.

RelaxoPet® PRO in car transports

Install RelaxoPet® PRO safely into the vehicle during all journeys and is it secure in case of sudden braking or accidents.

Ensure that RelaxoPet® PRO is fully charged before you travel, or use the USB charging port during transport.

As a useful accessory for the perfect transport we offer the RelaxoPet® BAG.

RelaxoPet® PRO on air travel

Before you travel, contact the airline and point out that you want to use RelaxoPet® PRO during the flight.

Due to the large number of airlines and the various transport conditions, we cannot guarantee that the airline permits the transport with RelaxoPet® PRO.



RelaxoPet® BAG



Take note of the respective customs and national conditions before all transnational travels.

Lithium-ion-battery

Proper handling of the integrated lithium-ion-battery

It is important for the full capacity of the built-in lithium-ion battery, that you fully charge the RelaxoPet® PRO sound module before using it, to get the full capacity of the integrated lithium-ion battery.

Charging options RelaxoPet® PRO sound module:

RelaxoPet® PRO has a built-in rechargeable battery with a long operating life and can be charged via the included USB charging cable to a USB port. The charging time is 30-90 minutes (depending on the USB power voltage).

When traveling or transporting the sound module in the 12V connection of a vehicle, can be permanently connected during use.

CAUTION!

Do not put the battery into fire or heating furnace in a way that may cause explosion, or dispose of the battery by mechanical extrusion or cutting.

Do not place the battery in an extremely high temperature environment that may cause the battery to explode or leak combustible liquids or gases.

Do not place the battery in an extremely low pressure environment that may cause the battery to explode or leak flammable liquids and gases.

1. The normal operating temperature range of the product is 0 - 45° C
2. Product charging protection temperature range is 0 - 45° C
3. The product storage and transportation temperature range is -20 - 40° C
4. Don't lower than 86 kPa air pressure that may result in an explosion or the leakage of flammable liquid or gas.



Disposal of electrical- and electronic equipment-waste in the European Union

This product must not be disposed of with normal household waste. Instead, leave the old device at one recycle collection point for electrical and electronic equipment. The separate collection and recycling of your old equipment helps to save raw materials and ensure, that when recycling, human health and the environment are protected. For more information on where you can return your old equipment for recycling, contact your local government, your household waste disposal service or the point of sale of your product.

Application tips & general questions

Please note that all listed examples should be individually adapted to the breed.

example

My dog does not react to the RelaxoPet® in the beginning or avoids it. Did I do something wrong?

Do external frequencies have a counter-productive effect (TV, radio, music, etc.)?

In silent mode I can hear noise or crackling. Is my trainer defective?

Can I use several RelaxoPet® PRO trainers at the same time in a multi-animal household?

We would like to take our dog with us on our travels. Can RelaxoPet® PRO make my pet's journey or flight easier?

Can I connect the RelaxoPet® PRO permanently to the power supply and use it at the same time?

solution

In fact, it can come to an overreaction of the animal at the beginning of the ultrasonic irradiation, with what the animal perceives the relaxation-sounds as „disturbing“. However, this overreaction will be gone after a few days of use. Please note the tips for the acclimatization phase (p. 7).

Radio waves or television, for example, do not have any influence on the frequency sound waves of the RelaxoPet®, since it is a matter of the difference of the frequency ranges of the sound waves. We recommend, however, to select the sound type „silent“.

The crackling or noise does not represent a deficiency, but is rather a quality feature of the frequent, deposited sound tracks.

A sound overlap and a reduction of relaxation cannot occur, when using several RelaxoPet® trainers at the same time. However, the relaxation can be further deepened by multiple sonications.

You can easily use RelaxoPet® during a car, bus or train ride. Place the RelaxoPet® safely in the rear side shelf of the car or use the RelaxoPet® Bag. RelaxoPet® can also be used during a flight. Please inform the airline in advance.

The sound module is equipped with electronic overload and overcharge protection. A permanent charge can influence the battery capacity. We therefore recommend the use in battery mode.

Troubleshooting

All RelaxoPet® products are manufactured to the highest quality standards.

If an error is not listed here has occurred, please contact us by e-mail to our customer service at service@relaxopet.com stating the error description.

This trainer complies with all electromagnetic field (EMF) standards. According to current scientific knowledge, the trainer is safe to use, provided it is handled properly and in accordance with the instructions in this manual. As with any other trainer, proper handling is an essential requirement for a good result.

problem	possible cause	solution
white LED does not light up	<ul style="list-style-type: none"> • battery is not charged • on- / off switch is not activated 	check, if the trainer is charged and the on / off switch has been pressed
white LED lights up, but no audible sound	<ul style="list-style-type: none"> • selector switch is in the wrong mode 	press the selector switch on audible volume
animal does not relax	<ul style="list-style-type: none"> • wrong use of the trainer • veterinary disease 	read pages 14-16 consult your veterinarian or your / an animal trainer
yellow LED lights up, but no audible sound	<ul style="list-style-type: none"> • the selector switch PRO timer is active and the device is after 4 hours at rest mode 	press the timer selector switch to OFF
red battery lights up	<ul style="list-style-type: none"> • battery capacity below 20% 	load trainer
the trainer can no longer be switched off	<ul style="list-style-type: none"> • NOISE-MOTION System active 	disable NOISE-MOTION selector switch to the left (read page 13)

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