

# Manual

German  
Innovation

RELAX<sup>Ö</sup>DOG  
Relaxing System



# Welcome



Thank you for choosing RelaxoDog® .

This manual offers a detailed description, as how to use and how to operate your RelaxoDog®. It will help you to use RelaxoDog® effectively for maximum wellbeing of your dog.

Please read the manual carefully and completely **before** using RelaxoDog® and keep it for reference.

You will find more information about RelaxoPet-products [www.relaxopet.com](http://www.relaxopet.com). For questions, please feel free to use our Email Customer Service at [service@relaxopet.com](mailto:service@relaxopet.com)

## Package Contents:

- 1 RelaxoDog® sound module
- 1 RelaxoDog® Power Kit
- 1 USB charger plug (110-230 V)
- 1 Travel Adaptor EU / US
- 1 connection cable (black / white)
- 1 Case Holder (Travel Set)
- 1 Application CD

packed in an outdoor case

# RelaxoDog<sup>®</sup>

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### Symbol explanations



Recommendation



Safety information



# Operation-fields and applications

## Goodbye to stress

RelaxoDog<sup>©</sup> will successfully avoid various stressors, like:

Training Stress

Aggressiveness

Anxiety

General Reassurance

Change of Ownership

Destructive Behavior

Misbehaving

Fireworks

Thunder

Panic

Hyperactivity

Inadequate Social Behavior

Marking Behavior (suddenly occurring)

Positioning problems

Fear of Travel

Constant Barking

Separation anxiety

Environmental Changes

Obsessive-Compulsive Behavior

### Important note:

RelaxoDog<sup>®</sup> is only to be used on dogs.

RelaxoDog<sup>®</sup> is not a substitute for a veterinary diagnosis and treatment of diseases.

In case of health problems, consult your pet's veterinarian!





## Functional description:

This is how, the all-in-one solution works for deep relaxation of your dog.

RelaxoDog® is the world's first and unique device ensuring unconscious deep relaxation for all dogs. It has been specifically adopted to the sensitive hearing of dogs, and was developed in close cooperation with veterinarians, behavioral therapists and breeders.

RelaxoDog® is not comparable to conventional relaxation music for animals, because in addition to audible, specially composed soundwaves, RelaxoDog® also features an additional six (6) subliminally recorded tracks that are not consciously detectable to the human ear, and put the dog into a deeply relaxed, comfortable condition.

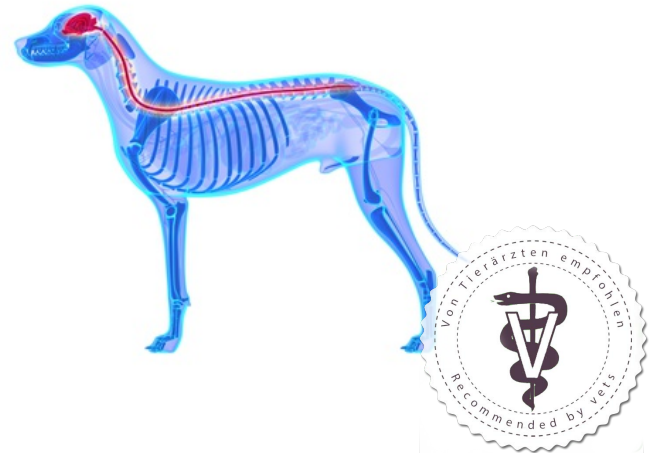
Moreover, RelaxoDog® features the ability to completely suppress sound waves audible to humans, meaning that RelaxoDog® works exclusively with inaudible recorded, silent and subliminal music tracks that are not consciously perceivable.

RelaxoDog® operates fully automatically and effectively. Regardless of the age or breed of your dog, both indoor and outdoor. The ideal companion for traveling and all changes of environment, unfamiliar to your pet. RelaxoDog® runs by a powerful battery that doesn't need to be connected to the electrical circuit for 8 hours.

Using the enclosed PowerKit will increase the over-all-run-time up to 36 hours in total.

Before every flight, the special electronics run self-diagnostics. Once you hear the soundwaves after the start-up and the blue LED lights up, you will see that the self-diagnosis has been successful and RelaxoDog® is now ready for operation.

If you ever hear a "strange noise" in the audibly composed soundwaves, this is not a defect, but rather a quality feature of high frequency, saved audio tracks.



# Interesting Facts and Important Tips

## Everything you need to know about your new RelaxoDog® relaxation coach



RelaxoDog® is not a replacement for an animal-friendly education and attitude.

Please give yourself and your pet a little time to get used to this new deep relaxation system and make sure you don't abruptly start sport activities, such as training, agility, sporting, rescue or search and service activities after deep relaxation training with your RelaxoDog®.



Turn off the sound device at least 30 minutes before next active interaction with your dog.



We kindly ask you to consider RelaxoDog® can also cause deep relaxation-effects by its own audible sound patterns to humans.



### **Specifications soundmodul**

frequency range	200Hz-48KHz
dispersion angle	90° x 65°
nom. impedance	4 Ω
power soundmodul	3 W
battery performance	500 mAh
charging time (100%)	30 minutes
input voltage	3,7 V 500mA

### **Specifications PowerKit**

battery performance	2.200 mAh
charging time (100%)	130 minutes
input voltage	3,7 V 1A

### **Specifications USB Power supply T4-500**

input voltage	100-240 V 50/60 Hz 0,15 A
output voltage	5V 1A

# The sound module

## The RelaxoDog<sup>®</sup> sound module at a Glance

Please do not cover the sound module or the speaker during use!



On and Off Switch



Soundwave selector  
(audible/inaudible)



Volume Control



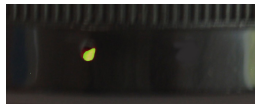
Pause



Charging Port  
(mini- USB)



Green LED  
(charging complete)



Red LED  
(charging)



Blue LED  
(RelaxoDog<sup>®</sup> active)

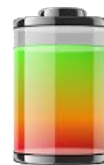


Both LED  
(RelaxoDog<sup>®</sup> active & charging)





# Lithium ion batteries



## Proper handling of the integrated lithium battery

It is important that you fully charge the RelaxoDog® sound module and the PowerKit **before** the first use in order to restore the full capacity of the built-in lithium-ion batteries.

### RelaxoDog® Soundmodule Charging Options

RelaxoDog® has a built-in battery with an operating time of up to 8 hours (according to volume control).

*About 30 minutes before the end of battery life, the blue RelaxoDog® LED light blinks, indicating that the battery needs to be charged.*

### RelaxoDog® PowerKit Charging Options

The PowerKit has a built-in and powerful battery, which can be connected to the RelaxoDog® sound module with the enclosed connecting cable.

This is especially important when a period of operation (for example when traveling or transportation) in excess of 8 hours is likely.

The battery performance will vary depending on usage volume and outdoor temperatures.

RelaxoDog® battery performance is about 8 hours

PowerKit battery performance is about 28 hours

*(depending on the volume control/temperatures)*

The PowerKit should always be fully charged, in order to provide RelaxoDog® with the necessary power in an emergency. With a full PowerKit, the sound module can be completely charged up to four times.

### Caution!

Avoid use in extremely cold or hot conditions, as this may reduce and limit the battery life. Please do not expose the sound module and the PowerKit to temperatures of more than 45°C / 113°F, otherwise the built-in battery can be damaged.

Observe the special instructions for battery disposal law on page 13 of this manual.



Please use to load the sound module and the Power Kit always the supplied cable and mains plug and let the device while charging with the power cord unattended!



### Disposal of electrical and electronic equipment in the European Union

This product may not be disposed of with other waste. Instead, the user is required to dispose of the old appliance at a designated collection point for recycling of electrical and electronic equipment. The separated collection and recycling of your old device at the time of disposal will help to conserve natural resources and ensure that in its recycling, human health and the environment are protected. For more information on where you can hand in your old device for recycling, please contact your local municipal administration, your local home disposal service or the point of sale of your product.

# Introductory Phase



Since RelaxoDog® works fully automatically, please ensure for the first use of RelaxoDog®, to take a neutral and calm approach to the dog. Always choose a pleasant audible volume.

Never initiate the sound in direct contact with an already ongoing event (exceptions: thunderstorms and fireworks) in order to avoid an unwanted conditioning of your dog and possibly reinforcing existing problems.

## The Position

Position RelaxoDog® indoors within a radius of max. 5m /15 ft (outdoor max. 3m / 9 ft) in the dog's main living area, ensuring that your dog cannot reach RelaxoDog® at all.

## The First Use

In the beginning, use RelaxoDog® at least 3 days only in combination with the audible sound track and not during your complete absence.

When initially using the sound device, in the first days avoid giving commands and correcting behavior.

A permanent use of the sound device of a minimum of 1-2 hours should be respected in the introduction phase.

After a short time you will notice a persistent, relaxed attitude in your dog's behavior and then a more advanced phase with RelaxoDog® may start.

## Thunderstorms/Fireworks

RelaxoDog® can be used anytime in case of thunderstorms or fireworks. On this occasions, please use the audible sound waves at a pleasant volume !



Range Indoor



Range Outdoor

# Advanced phase



Now you can begin making full use of the inaudible second high-frequency track.

**Always begin using the sound device during one of your dog's moments of rest!**



However, always start with min. 30 min. of sound device usage before each absence!

After about 2 weeks, the device can also be used in case of longer absence.

However, please care never to leave your dog alone longer than absolutely necessary.

## **Duration of Sonic Exposure**

The sonication time can be up to 8 hours a day.

Longer sonication intervals are completely harmless, but should be limited in order to avoid lack of activity.

## **Year-round outdoor entertainment**

When keeping your dog outdoors all -year-round, problem-oriented sound exposure can take place up to 12 hours a day.

In this particular situation, however, keep your RelaxoDog® in a central location, if possible.



# Transport and Travel

## Travel Safely with RelaxoDog®

### Mounting RelaxoDog® in car transports

With the included mounting strap, you can fix the RelaxoDog® case directly on the transport box or door.

Please make sure that RelaxoDog® is fully charged prior to departure or use RelaxoDog® in combination with the PowerKit.

Mount RelaxoDog® on the outside of the transport box or door and use the included mounting strap which, as described above to the right, feed through the carrying handle in order to avoid the accidental opening of the RelaxoDog® case.

The circular area should be directed at the dog, and in so doing, make sure to select the appropriate listening level before closing the case.



### fixing details



fixing by handle



bottom detail

### RelaxoDog® traveling by air

Please contact the airline prior to departure and point out that you want to use RelaxoDog® during the flight.

When doing so, you should submit the CE/FCC clearance certificate (page 16/17).

Due to the large number of airlines and varying transport conditions, we can not guarantee that the airline will tolerate transport with RelaxoDog®.

For any air travel, RelaxoDog® must be attached outside the transport-box and declared as a relaxation unit on the transport-box.



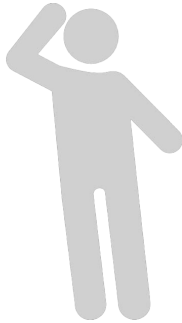
**Please select the inaudible sound mode for the entire flight.**



For all international transports, please make sure to observe the respective customs and country regulations, and ensure secure attachment of RelaxoDog® during all transports!

# Tips and Troubleshooting

All RelaxoPet products are manufactured to the highest quality standards. If a problem that has not been listed here occurs, please email our customer service at [service@relaxopet.com](mailto:service@relaxopet.com), indicating the error description.



## General Safety Instructions

This appliance complies with all standards regarding electromagnetic fields (EMF). According to current scientific evidence, the device is safe to use, provided that it is handled properly and according to the instructions in this manual.













As with any other device, the proper handling is essential for a good result.

**Opening the device leads to immediate loss of warranty.**

Problem	Probable Cause	Solution
<b>blue LED is not lit</b>	<ul style="list-style-type: none"><li>• battery is not charged</li><li>• On/off switch is not activated.</li></ul>	Verify that the device has been charged using the various charging functions (power supply/PowerKit) and the on/off switch has been activated.
<b>blue LED lights up, but no audible sound</b>	<ul style="list-style-type: none"><li>• selector switch in the wrong mode</li></ul>	Move the switch to audible sound (mode change)
<b>dog is not relaxing</b>	<ul style="list-style-type: none"><li>• incorrect usage of device</li><li>• Veterinary illness</li></ul>	Please read page 9 and page 10  Please consult your vet

# Safety Precautions

## Please note before use

-  The device may only be used for the relaxation of your dog.
-  Please use the device only according to the instructions indicated. Do not use the device if it is damaged.
-  This device should only be used by persons (incl. children) with reduced physical, sensory or mental capabilities, or lack of mental capabilities, or lack of experience and knowledge, if appropriate supervision or instruction concerning use of the device has been ensured by a responsible person.
-  Ensure that RelaxoDog® is not accessible for the dog.
-  Do not hold the device directly to your ear when running. Otherwise, you risk damage of your hearing-ability due to the high sound frequencies.
-  Please refrain from using any scratching or abrasive cleaners that might scratch the surface, instead only use a soft, dry cloth.
-  Electrical components must not submerged in water and must be protected against moisture and extreme temperatures. If moisture gets inside the device, please contact your dealer before further use .
-  Never remove or modify any components or perform repairs by yourself, otherwise you run the risk of a fire hazard or danger of electric shock. If you have any questions, contact your dealer.
-  Never place the sound module on sloping and uneven surfaces. It could tip over, fall down and cause injury.
-  RelaxoDog® is not a toy! Ensure that children do not play with the device. Keep children away from the range of RelaxoDog®
-  RelaxoDog® is a precision instrument. Do not let it fall, and avoid shock and excessive force.
-  Keep children away from the packaging materials. Swallowing can cause suffocation

People with hearing loss should be careful not to turn RelaxoDog®

RelaxoDog® has been developed exclusively for the listening range of dogs and should not be used with other species.



# Terms of Warranty

## Warranty Period

RelaxoPet guarantees that the purchased product (product) is free from material and assembly defects. The guarantee period corresponds to the statutory regulations of the country where the product was purchased.

## Warranty limitations:

(a) The guarantee is only applicable to the original purchaser (buyer) and cannot be transferred. The claim of the purchaser consists of repair or exchange under this warranty. The warranty only extends to products purchased from an authorized RelaxoPet dealer. Sales to third parties are not covered by this warranty. Warranty claims are only accepted if a valid receipt is provided. RelaxoPet reserves the right to change or modify this warranty without notice and if so, this then revokes the existing warranty.

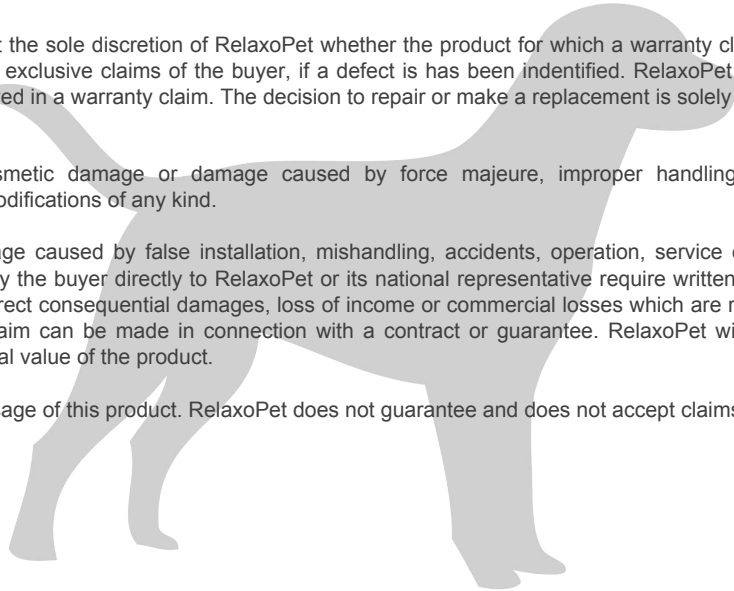
(b) RelaxoPet makes no guarantees for saleability of the product, nor for the abilities and the fitness of the consumer for a certain intended use of the product. The buyer is solely responsible for determining whether the product's capabilities and the intended application correspond

(c) Claims by the Purchaser - It is at the sole discretion of RelaxoPet whether the product for which a warranty claim has been identified, should be repaired or replaced. These are the exclusive claims of the buyer, if a defect is has been indentified. RelaxoPet reserves the right to examine any and all equipment that may be involved in a warranty claim. The decision to repair or make a replacement is solely up to RelaxoPet.

The warranty does not cover cosmetic damage or damage caused by force majeure, improper handling of the product, incorrect use of the product, commercial use or modifications of any kind.

The warranty does not cover damage caused by false installation, mishandling, accidents, operation, service or repair attempts that were not carried out by RelaxoPet. Returns by the buyer directly to RelaxoPet or its national representative require written damage limitation. RelaxoPet is not responsible for any direct or indirect consequential damages, loss of income or commercial losses which are related to the product in any way, independent of whether or not a claim can be made in connection with a contract or guarantee. RelaxoPet will also not accept claims from a warranty that go beyond the individual value of the product.

RelaxoPet has no influence in the usage of this product. RelaxoPet does not guarantee and does not accept claims for injuries or damages that occur as a result.





# Terms of Warranty

## Safety Precautions

This is a high quality RelaxoPet product and not a toy for humans or animals. This product is not intended for use by children without the supervision of a parent or guardian. The instructions contain safety instructions and regulations and instructions for the maintenance and operation of the product.

**It is essential to read and understand these instructions before initial operation.**

Only in this way mishandling and damage can be avoided. For questions or assistance, please direct inquiries to your local dealer and the point of sale, however the seller cannot make a warranty judgment without consulting RelaxoPet first. This also applies for warranty repairs. Therefore, contact the dealer who will quickly be in touch with RelaxoPet in order to make a proper decision to help you as soon as possible.

## Repairs

If your product needs to be repaired, contact either your dealer or turn directly to RelaxoPet. Pack the product carefully. Note that the original box is generally not sufficient to avoid damage in shipment. Use a parcel service with tracking and insurance because RelaxoPet assumes no responsibility for the delivery of the product.

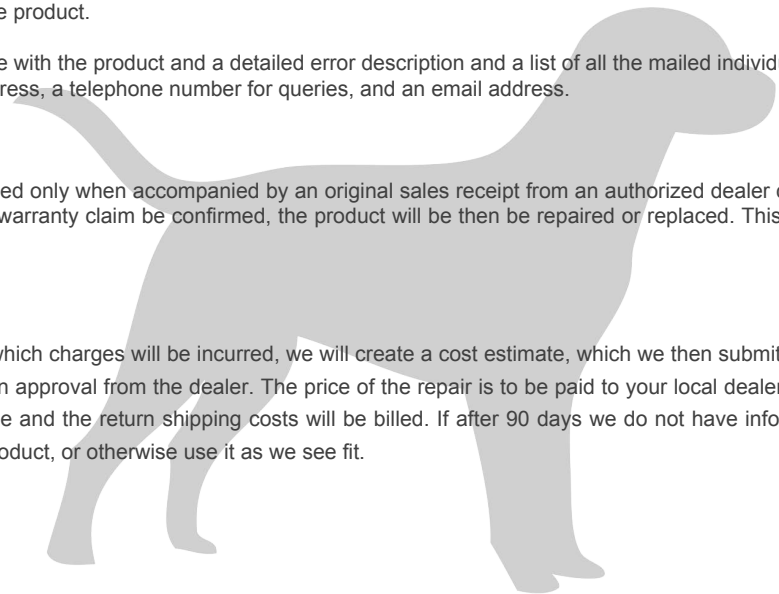
Please include a proof of purchase with the product and a detailed error description and a list of all the mailed individual components. Furthermore, we need the full address, a telephone number for queries, and an email address.

## Warranty and Repair

Warranty requests will be processed only when accompanied by an original sales receipt from an authorized dealer corresponding to the purchaser and the purchase date. Should a warranty claim be confirmed, the product will be then be repaired or replaced. This decision will fall entirely to the discretion of RelaxoPet.

## Chargeable repairs

If a repair needs to be made for which charges will be incurred, we will create a cost estimate, which we then submit to your dealer. The repair will only be made when we receive an approval from the dealer. The price of the repair is to be paid to your local dealer. With respect to paid repairs, at least 30 minutes workshop time and the return shipping costs will be billed. If after 90 days we do not have informed consent for a repair, we reserve the right to destroy the product, or otherwise use it as we see fit.



# Declaration of conformity in accordance with the Radio and Telecommunications Terminal Equipment Act (FETG) and directive 1999/5/EG (R&TTE)

Vetpropet GmbH  
Stesse 11  
59872 Meschede

Germany

declares the product: RelaxoDog LK-168

Item Number: 100201

equipment class 1

complies with the essential requirements of §3 and other relevant provisions of the FTEG (Article 3 of the R&TTE directive) and directive 1999/5/EG (R&TTE)

**EN5022** audio disturbance characteristics

**EN55024** Immunity characteristics

Meschede, 10.12.2015



  
**Sandra Jürgens**  
Managing Director

# FCC - Federal Communications Commission

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

- (1). This device may not cause harmful interference.
- (2). This device must accept any interference, where it is exposed to, withstand - even those that would interfere with the proper operation.

Note:

The equipment has been tested and found to comply with the limits for Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when operating the device. This equipment generates, uses and can radiate radio frequency. If it is not used in accordance with the instructions, may affect dieFunktion other electrical appliances.

Vetpropet GmbH  
Stesse 11  
59872 Meschede

Germany

declares the product:	RelaxoDog LK-168
Item Number:	100201
equipment class	1

the basic requirements below the FCC conformity corresponds.

## FCC Part 15: 20134 Subpart B

Meschede, 10.12.2015



  
Sandra Jürgens  
Managing Director

# RELAXO<sup>DOG</sup>DOG



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[www.relaxopet.com](http://www.relaxopet.com)

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