



## Smart Dog Tracker Set-Up and User Guide

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The PURINA & PETIVITY PROMISE

Pets are our passion. Safety is our promise. Innovation is our pledge.

Designed in the USA, Made in Malaysia.

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## **INTRODUCTION**

*Smarter Care with Every Step*

The Petivity Smart Dog Tracker is your partner for proactive care. The tracker uses artificial intelligence to accurately track your dog's activity, eating, drinking, resting and mobility behaviors within the Petivity app. The tracker also alerts you when your dog leaves one of your designated safe zones and helps you locate them if they become lost

so you can get them home sooner. This guide will provide you with information and tips for set-up, as well as important safety and warranty info.

We're here to help you get started on your journey toward proactive care. Regardless of where you purchased your Smart Dog Tracker, please direct any questions, concerns or return inquiries to Petivity at:

Petivity.com/Support  
support@petivity.com 866-979-2477

## WHAT'S INCLUDED

(illustrations of dog tracker, silicone sleeve, power cord, user manual)

## WHAT YOU'LL NEED

In addition to what's included, you'll need:

- An iPhone or Android smartphone.
- A Wi-Fi connection. If your Wi-Fi is password protected, have your password handy. Ensure you are using the **2.4 GHz band** on your router. (This is an option on most home networks.)
- A charging block to insert the power cable into.

## INSTRUCTIONS

### 1. Install the Petivity App

Before powering on your tracker, download the Petivity mobile app, which will help guide you through the rest of the set-up process.

[Dynamic Apple Store & Google Play Store QR Code]  
Download the Petivity App



### 2. Prepare for Set-Up

Ensure that your phone is connected to your home Wi-Fi network (router band of 2.4 GHz) and Bluetooth is enabled. Have your home Wi-Fi password handy.

### 3. Plug in Your Smart Dog Tracker

[illustration to show lifting the USB door in the tracker, and which end of the power cable goes into the power block and which end goes into the tracker]

Open the USB door in the tracker and insert the provided power cable into your power block.

#### **4. Set Up Your Tracker and Dog Profile in the App**

Open the Petivity app and follow the set-up instructions for the Smart Dog Tracker to complete your set-up. After your tracker connects to Wi-Fi for the first time, it will automatically check for a software update. If there is an update available, your tracker will automatically download the update. This may take 2–3 minutes; please keep the tracker powered on until the yellow light stops flashing.

Once your tracker is successfully connected, follow the instructions to set up your dog's profile and link it to the tracker.

#### **5. Attach to Your Dog's Collar**

Once you've successfully set up the tracker and it's fully charged, it's time to attach it to your dog's collar. Insert the tracker into the provided silicone sleeve, with the USB port facing towards the opening of the sleeve. Slide your dog's collar through the loops in the silicone sleeve.

[illustration to show how to put the tracker inside the sleeve and how to insert the collar through the loops in the sleeve]

[illustration to show how the final assembled tracker looks like]

## **CARE AND MAINTENANCE**

1. The silicone sleeve can be cleaned gently with hand soap and water or with a damp paper towel.
2. Make sure to dry the sleeve thoroughly before putting it back on the tracker.

## **SUPPORT AND TROUBLESHOOTING**

If you have questions or need a hand with set-up, we're here 7 days a week. Call 866-979-2477 or visit [Petivity.com/Support](https://Petivity.com/Support).

### **Common Troubleshooting Tips**

- Check that your tracker is powered by looking under the "Device Settings" tab in the Petivity app.

- If you're having trouble connecting to Wi-Fi, ensure you are using the **2.4 GHz band** on your router. (This is an option on most home networks.)
- You'll need to provide "Location Settings" permission during set-up.
- For best results and reliable data performance, make sure the tracker is mounted correctly on your dog's collar.

[illustration to show how the final assembled unit will look like on a dog]

Visit [Petivity.com](https://petivity.com) for helpful tips, instructional videos and FAQs, or ask our helpful chat bot to get the information you need more quickly.

## SAFETY INFORMATION

### Precautions and Guidelines for Safety and Best Results

If at any time you encounter any malfunction, overheating or other issue with your tracker, please immediately cease using the tracker, turn it off (if safely able to do so) and contact our Consumer Support team by calling 866-979-2477 or visiting [Petivity.com/Support](https://petivity.com/Support).

Keep these Precautions and Guidelines in an accessible location for future reference, if needed.

- Keep the Smart Dog Tracker in a dry place.
- Dispose of all packaging materials properly, and recycle the packaging if you are able.
- The tracker comes packed in a plastic bag, which can cause suffocation. Keep it away from pets and children.
- Do not modify the tracker.
- Keep the tracker in a safe place when charging. If left where dogs or other animals can access it, they may chew on the tracker, which can be dangerous.
- Any use of a power cord carries risks of dogs or other animals chewing cables or equipment, electrical shock, strangulation, and tripping hazards. Regularly check for any evidence that your dog or other pets have been chewing on the cord.
- If at any time you encounter any malfunction, overheating or other issue with the tracker, please immediately cease using the tracker and turn it off (if safely able to do so).
- Please do not use other power cords or silicone sleeve with your tracker except for the ones provided. If you have issues or need a replacement, please contact our Consumer Support team by calling 866-979-2477 or visiting [Petivity.com/Support](https://petivity.com/Support).

## Petivity Smart Dog Tracker Specifications

- Model Number: DT1A
  - Degree of Ingress Protection: IPX7

### Product Specifications

LTE Communications	Standard	LTE-M Cat-M1 / NB-IoT2
	Bands	1, 2, 3, 4, 5, 8, 12, 13, 18, 19, 20, 25, 26, 28, 66, 71, 85
WiFi Communications	Standard	802.11n, 20MHz channels
	Bands	2.4GHz
	TX Power	+21dBm
BLE Communications	Standard	Bluetooth Low Energy 5.3
	Bands	2.4GHz
	TX Power	+4dBm
Location Tracking	LTE	Cell tower ID
	Bluetooth	BLE beacons with Find My Device capability
	WiFi	Google Geolocate
	GNSS	GPS L1
Sensors	IMU	6-axis accelerometer and gyroscope
UX	Feedback	RGB LED
	Buttons	None
	Identification	Unique QR code identifier
Battery	Chemistry	Rechargeable Lithium Ion. 3.88V nominal,
	Capacity	520mAh nominal
	Charging	4.45V charge, 1.5C (0.8A)
	Protection	Overvoltage, overcurrent, and over temperature protection
Connectors	Charging	USB-C
Operation	Temperature	-20°C to +60°C ambient temperature
	Charging Temp	10°C to +45°C internal temperature
	Humidity	0-99%
	Waterproofing	IP67
Physical	Dimensions	56 mm x 32 mm x 16 mm
	Weight	26 grams

# SATISFACTION GUARANTEE & RETURNS

## **Petivity Satisfaction Guarantee**

Your Petivity Smart Dog Tracker comes with a 90-day satisfaction guarantee. If you are not satisfied with your purchase, you can return your tracker undamaged within 90 days of purchase for a full refund.

### **To Qualify for a Refund:**

A Return Merchandise Authorization (RMA) must be requested from our Consumer Support team within 90 days of your purchase date. Contact our Consumer Support team by calling 866-979-2477 or visiting [Petivity.com/Support](https://Petivity.com/Support) and providing your tracker serial number, place of purchase and order number (if applicable). We will provide you with a shipping box and pre-paid shipping label to use for your return.

- Returned product(s) must be in good physical condition (not physically broken or damaged).
- This 90-day satisfaction guarantee ONLY applies to products purchased from authorized sellers. Products purchased from unauthorized resellers are NOT subject to the guarantee. Proof of purchase (or trackable order ID) is required for refund.
- All accessories originally included with your purchase must be included with your return.
- Your purchase price, excluding tax, will be refunded through the original payment method if purchased directly from Petivity or by check if purchased through one of our authorized retailers.

You shall assume all risk of loss or damage to the product while in transit to Petivity's return center. Petivity will not be responsible for any packages lost in transit to the return center. If you return the product without obtaining a return label from the Consumer Support team, or if you are unable to provide a return label tracking number or proof of return (if you processed the return yourself), Petivity retains the right to refuse delivery of the return or provide a refund.

If you have a specific question about any product returns, contact our Consumer Support team by calling 866-979-2477 or visiting [Petivity.com/Support](https://Petivity.com/Support).

## **1-Year Limited Warranty**

This limited warranty contains important information about your rights and obligations, as well as limitations and exclusions that may apply to you. The Petivity Smart Dog Tracker is a high-quality product and, with proper care, is intended to provide years of satisfactory performance. Your Petivity tracker comes with a 1-year limited warranty.

## Activating Your Warranty

Activate your 1-year limited warranty on the Petivity website at [www.Petivity.com/warranty](http://www.Petivity.com/warranty). Activating your warranty will also expedite the support process should you need to contact Petivity with any issues.

## Warranty Terms

Our warranty is limited to the terms set out below:

- Petivity warrants that your tracker will be free of defects in materials or workmanship under normal proper use for one year from the date the tracker is activated. If a hardware defect arises and a valid claim is received within the warranty period, Petivity will replace the tracker.
- If a replacement smart tracker is sent, the warranty period will start over from the date the replacement tracker is received.
- This limited warranty ONLY applies to products purchased from authorized seller(s). Products purchased from unauthorized resellers are NOT subject to the limited warranty. Proof of purchase (or trackable order ID) is required for warranty service.
- This limited warranty shall not extend to anyone other than the original purchaser of this product, is non-transferable and states the exclusive right of the purchaser to remedy.
- Petivity may request you replace defective parts with new or refurbished user-installable parts (e.g., power cord, battery cover) that Petivity provides in fulfillment of its warranty. A replacement product or part, including a user-installable part that has been installed by instructions provided by Petivity, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property, and the replaced item becomes Petivity property.
- Parts provided by Petivity in fulfillment of its warranty obligation must be used in products for which the warranty service is claimed.

For Petivity to provide you the limited warranty coverage, we will ask you to return the defective product for assessment should it need to be replaced.

- Please do not return your Petivity tracker without first speaking to our Petivity Consumer Support team to obtain a return label and box. Provide your tracker serial number, place of purchase and order number if applicable when reaching out to Support to return your tracker.



- To obtain warranty service under the limited warranty, you must deliver the product in packaging provided to you or in packaging providing an equal degree of protection to an address specified by Petivity.
- Petivity may require you furnish proof of purchase from the official and authorized seller(s) and additional details.
- Petivity will cover the return shipping cost for authorized returns within the limited warranty that may result in replacement. The purchaser may be responsible for the costs of shipping the product to our return center if the origin address is not of the same country as the order delivery address. Our Petivity Consumer Support team will provide instructions for dropping off or arranging for the pickup of the tracker you are returning.
- Our Petivity Consumer Support team will contact any consumer for returned packages that include: excessive aesthetic damages previously not mentioned, an incorrect product, or empty shipments.
- Consumers will not be able to request more than one replacement within warranty until the prior replacement has been shipped back. Refusal to return a product for a replacement after a new product has been delivered may result in having the original product disabled.

## **Exclusions and Limitations**

Software distributed by Petivity with or without the Petivity brand name (including, but not limited to system software) is not covered under this Limited Warranty. Petivity does not warrant that the operation of the product will be uninterrupted or error-free. Petivity is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply:

- to damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
- to damage caused by operating the product outside the permitted or intended uses described by Petivity;
- to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Petivity;
- to a product or part that has been modified to alter functionality or capability without the written permission of Petivity;
- to consumable and mechanical platform parts unless damage has occurred due to a defect in materials or workmanship; to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;
- to tracker that were purchased with unauthorized resellers. Petivity's limited warranty ONLY applies to products purchased from authorized sellers.

## **[BACK COVER]**

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.

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 particular installation. If this equipment does cause harmful interference 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Nestle Purina PetCare Company may void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be co located or operating in conjunction with any other antenna or transmitter.

To access regulatory information:

- Open Purina app > Click on Menu > Compliance