

Let us help!



Welcome!

PetSafe® brand is devoted to making sure you and your pet have what you need to live your best life together. We know that safe pets make happy owners. Before getting started, please take a moment to read through the important safety information. If you have any questions, please don't hesitate to contact us.

Hereinafter Radio Systems Corporation and any other affiliate or Brand of Radio Systems Corporation may be referred to collectively as "We" or "Us".

Warranty

This product has the benefit of a limited one-year manufacturer's warranty. Complete details of the warranty applicable to this product and its terms can be found online and/ or are available by contacting your local Customer Care Center.

United States

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 two (2) years 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,  PetSafe covers labour and parts for the first two years of ownership; after the first two years, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

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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.

Claims Procedure: 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 3442, Australia Fair • QLD 4215, Australia
Australia Residents: 1800 786 608 • New Zealand Residents: 0800 543 054
Email: aus-info@petsafe.net

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 device 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.


Questions?


United States: +1 (800) 732-2677
Australia: 1800 786 608
New Zealand: 0800 543 054
petsafe.com


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).


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

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

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

 **NOTICE** is used to address practices not related to personal injury.

All Litter Boxes

WARNING

- Pregnant women, babies, small children and immune-deficient individuals should avoid contact with cat litter waste. Cats’ waste may contain toxoplasmosis pathogens that can be harmful to these individuals.
- Packaging material is not a toy. Keep away from children and pets.
- Keep plastic bags away from babies and small children. Do not use in cribs, beds, carriages or play pens. The thin film may cling to nose and mouth and prevent breathing.

CAUTION

- To avoid injury, take care when lifting the full litter box or tray. Beware of weight shift which might result in a loss of balance. Know your limitations. Always lift with your legs, not your back.
- Wash your hands after handling used cat litter.
- Do not dispose of any type of litter in the yard or garden.

NOTICE

- Do not flush any kind of litter down the toilet.

All Self-Cleaning Litter Boxes

WARNING

- When using electric appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and/or injury, including the following:
- Read all the instructions before using the appliance.
 - Do not submerge or expose the electrical components to water or cleaning solutions.
 - To protect against electric shock, do not place the unit, electrical power adaptor or plug in water or other liquids. If the plug of the device gets wet, turn off the electricity to that electrical outlet. Do not attempt to unplug.
 - Do not place or store unit where it can fall or be pulled into a tub or sink.
 - Do not pull on the electrical power adaptor to remove the plug from the electrical outlet. To unplug, grasp the plug, not the power cord.
 - Do not use accessories or attachments that are not recommended by the manufacturer as they may cause fire, electric shock or injury.
 - Do not operate if the unit has a damaged electrical power adaptor or plug, if it is malfunctioning or has been damaged. Call the Customer Care Center immediately for further instructions.
 - To reduce the risk of injury, close supervision is necessary when the unit is used by or near children. Do not allow small children to play with, in or around this device. It is not a toy.

CAUTION

- Avoid contact with moving parts.
- Do not allow anything to rest on the power cord. Do not plug in power adaptor in an area where people or animals may walk or trip on cord.
- Always unplug the unit when not in use, before putting on or taking off parts and before cleaning.
- Do not disassemble the unit while plugged in.
- Do not insert ANYTHING into the litter box when the rake or sphere is moving.
- The rake or sphere may move automatically when you connect the power to the litter box. Make sure there is nothing inside the litter box when you plug in the power cord.
- For privacy cover models, do not lift the litter box by the cover.

CAUTION

- Adult supervision is recommended during your cat’s initial introduction.
- If your kitten is under 6 months of age, leave the unit UNPLUGGED and scoop waste until kitten is 6 months old.
- Not intended for use by handicapped, incapacitated or very old cats that might experience difficulty in entering or leaving the litter box.
- DO NOT ATTEMPT TO USE THIS PRODUCT FOR ANY OTHER PURPOSE. This product is designed for use with cats only. The litter box is intended solely for the safe elimination of cat waste. This device 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.
- Self-cleaning litter boxes should be used with healthy cats. We recommend that you take your cat to a veterinarian before using the litter box if he or she is not in good health.

NOTICE

- Remove all packaging material before connecting the power adaptor.
- Do not place litter box on an unsteady surface.
- Do not use outdoors. FOR INDOOR HOUSEHOLD USE ONLY.
- Kittens may have softer stool than mature cats, which increases the likelihood that it may stick to the litter box rake or litter sifter.
- Only use the type of litter recommended for your type of automatic litter box. Using a different type, size, too much or not enough litter can cause the litter box to malfunction.
- Using the tray longer than recommended may result in leakage. Placing the litter box in a high humidity area, such as a bathroom or near a shower, may result in shorter tray life.
- Increased elimination habits of cats who consume a diet high in crude fiber, ash and by-products, cats older than 10 years of age and cats with diabetes, kidney and thyroid problems may result in a shorter litter tray life.
- If solid waste is collecting outside the waste trap, it is time to change the litter tray.

Self-Cleaning Litter Boxes with Disposable Crystal Litter Trays

NOTICE

- Only use PetSafe® ScoopFree® Disposable Crystal Litter Trays and products with this litter box. The crystal litter is specially designed and pre-measured for optimal performance. Using a different tray or litter may void the product warranty.

ScoopFree® SmartSpin™ Self-Cleaning Litter Box

WARNING


- Never sit on or place anything on top of the litter box.
- Never push the litter box against a wall or into a corner (should not be touching any walls for accurate weight measurements).
- Never wet or submerge the sphere or base.
- Never modify the litter box hardware. Doing so could impact important features and will void your warranty.
- Never allow children and persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge use, clean, or maintain the litter box without supervision, instruction concerning its use in a safe way, and understanding of the hazards involved. Children younger than 8 years of age should not be allowed contact with the litter box.
- Never allow children or others to play with the litter box. It is not a toy.

NOTICE

- Always place the litter box on a firm, level surface. Avoid soft, uneven, or unstable flooring, which may affect the ability of the unit to detect your cat. If using litter mats or rugs, place in front of, or completely under, the unit. Do not place mats partially under the unit. Use only low pile (¼ inch) rugs and mats.

These instructions must be retained and passed on with ownership

Important Recycling Advice

-  Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. At the end of the product life, do not place it in the normal municipal waste system. Please check the regulations in your area or return it to where it was purchased so that it can be placed in the recycling system. If these options are not possible, please contact the Customer Care Center for further information.

Compliance (Where Applicable)

FCC: USA

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 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 the Customer Care Center.

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

ACMA

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

Terms of Use and Limitation of Liability

1. Terms of Use

The use of this product is subject to your acceptance without modification of the terms, conditions and notices contained with this product. Use of this product implies acceptance of all such terms, conditions, and notices. If you do not wish to accept these terms, conditions, and notices, please return the product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care location together with proof of purchase for a full refund.

2. Proper Use

Proper Use includes, without limitation, reviewing the entire Product Manual and any specific safety information statements. The specific temperament or size/weight of your pet may not be suitable for this product. If you are unsure whether this product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. For products used with pets where training is desired, Radio Systems Corporation recommends that these training products are not used if your pet is aggressive and accepts no liability for determining suitability in individual cases.

3. No Unlawful or Prohibited Use

This product is designed for use with pets only. This product 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 or any of its associated companies be liable for (i) any direct, indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the use or misuse of this product. The Purchaser assumes all risks and liability from the use of this product to the fullest extent permissible by law.

5. Modification of Terms and Conditions

Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this product from time to time. If such changes have been notified to you prior to your use of this product, they shall be binding on you as if incorporated herein.