

# RELAXOPET

PET RELAXATION TRAINER



NEW!

PRO features  
more comfort



MANUAL

# Welcome

Thank you for choosing RelaxoPet® PRO.

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

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

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

Further information about our products can be found on our website at **[www.relaxopet.com](http://www.relaxopet.com)** or use our e-mail customer service if you have any questions at **[service@relaxopet.com](mailto:service@relaxopet.com)**

Packaging Unit:

RelaxoPet® PRO sound module  
RelaxoPet® USB charging cable  
Quick User Guide



## Important NOTE:

This product is exclusive intended for use in dogs.

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

If your pet has health problems, consult a vet.

# Index

|      |    |   |
|------|----|---|
| Page | 1  | Welcome   |
| Page | 2  | Index   |
| Page | 3  | Safety instructions                                   |
| Page | 4  | Safety instructions                                   |
| Page | 5  | Function description                                  |
| Page | 6  | Application areas                                     |
| Page | 7  | Interesting and important facts                       |
| Page | 8  | Quick overview of the function switches               |
| Page | 9  | Quick overview of the function switches               |
| Page | 10 | Volume   pause-play   charge indicator                |
| Page | 11 | LED-functions   |
| Page | 12 | NOISE-MOTION function                                 |
| Page | 13 | Proper handling of the integrated lithium-ion battery |
| Page | 14 | Application   first steps to relaxation               |
| Page | 15 | Application   first steps to relaxation               |
| Page | 16 | Application   useful                                  |
| Page | 17 | Transport and travel with RelaxoPet® PRO              |
| Page | 18 | Application tips & general questions                  |
| Page | 19 | Small error analysis                                  |



# Safety instructions

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

The device can only be used for relaxation for dogs.

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

Do not use the device if it is damaged.

This device 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 device.

Risk of hearing impairment due to high sound frequencies! - Do not hold the running device directly to your ear for a long time.

Electrical components shouldn't connect to water and must be protected from moisture and extreme temperatures.

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

# Safety instructions

Do not remove or modify any parts of the module. Do not repair by yourself, otherwise there is a risk of fire or electric shock. If you have questions, contact your trader.

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

RelaxoPet® PRO is not a toy! Make sure that children do not play with the device. Keep RelaxoPet® PRO out of the reach of children.

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

RelaxoPet® PRO was developed exclusively for the hearing of dogs and cannot be used in other species.

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

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

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

# 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 and developed in close collaboration with veterinarians, behavioral therapists and breeders.

RelaxoPet® PRO is not comparable to traditional relaxation music for animals, as 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, unintentionally perceptible silent, subliminal sound carrier tracks.

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

RelaxoPet® PRO is an 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 no defect, but is rather a quality feature of the frequent, deposited soundtracks.

# Application areas

## Goodbye stressors

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

training stress  
aggressiveness  
anxiety  
general reassurance  
change of ownership  
separation anxiety  
constant barking

destructive behavior  
wrongdoing  
environmental change  
fireworks  
thunderstorm  
panic  
obsessive-compulsive disorder

hyperactivities  
lack of social behavior  
marking behavior  
ranking disorders  
travel anxiety  
vet visits  
and much more



# Interesting and important facts

## Everything about your new relaxation trainer - Tips for acclimatization and use

RelaxoPet® PRO does not serve as a substitute for an animal-friendly education and keeping of animals.

Please give yourself and your pet some time to get used to this new kind of deep relaxation. Please use RelaxoPet® PRO only in stressful situations until the period of acclimatization has occurred, because dogs need more time to reduce the stress hormone cortisol than human (see page 14).

In the acclimatization phase, it is ideal to position the RelaxoPet® PRO close to your dog's comfort zone. Initially in audible mode and then in silent mode.

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 individually.

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®.

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

Please note, that RelaxoPet® PRO, with its specially developed audible sound carriers, can also trigger a calming and deep-relaxation state in humans.



7

### 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%) | 60 minutes                |
| input voltage        | 3,7 V 600 mA              |
| charging port        | micro USB 5 V<br>DC input |



# The sound module

## The new RelaxoPet<sup>®</sup> PRO sound module 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 device.

► yellow LED lights up, when the ( 4h ) timer function is active

# The sound module

## The RelaxoPet® PRO sound module 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 automatically for 30 minutes on.

- ▶ red LED (pulsating = monitoring | continuous = in operation)
- ▶ blue LED (pulsating = silent mode | permanent = audible mode)

**further information under NOISE-MOTION operation**

# 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 restart from pause mode, RelaxoPet® PRO starts automatically at the preset volume.

### Play-pause-button

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 LEDs = 60%, 3 LEDs = 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

# 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.

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

# The sound module

## **NOISE-MOTION function**

Our engineering team has succeeded in integrating two highly sensitive microphones for room monitoring in our RelaxoPet® PRO sound module.

### **How do I use the NOISE-MOTION function correctly?**

For NOISE-MOTION operation only activate the selector switch (see page 9). An additional switch-on is not necessary. This replaces the On-Off function and 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. The NOISE-MOTION mode can also be used in conjunction with the PRO Timer. First activate the PRO timer, then start the trainer by pressing the ON button and then switch on the NOISE MOTION sensor. After the 4 hour timer has elapsed, the module automatically switches to the NOISE-MOTION monitoring mode.

After activating the NOISE-MOTION, these microphones continuously monitor the surrounding environment (up to approx. 3m) and automatically switch on the RelaxoPet® sound module in case of noises or stressors of the animal. The duration of the sound is 30 minutes and RelaxoPet® PRO switches to the further monitoring mode after the duration of the sound. As soon as the microphones detect further or continuous noises of the animal, the 30-minute sounding process begins again.

In NOISE-MOTION mode, volume adjustment is out of order.

NOISE-MOTION is ideal to use for all foreign surroundings.

Please note that NOISE-MOTION should only be used, when your pet is at home alone. Switch off extraneous sounds (such as TV / radio), as this will lead to malfunctions.

# 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.

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 charged during use.

Attention!

Avoid using in extremely cold or hot conditions as this may affect the battery life. Do not leave the sound module to temperatures over + 45 ° C, because the integrated battery can be damaged.



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

## First steps to relaxation

RelaxoPet® PRO works fully automatically, but your dog must first get used to the device before you use it regularly.

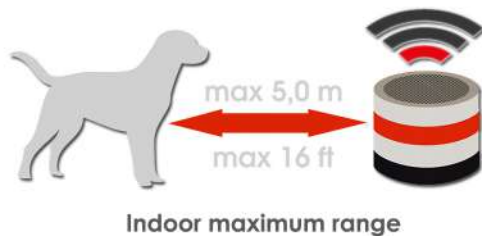
It is important, that the first time you use RelaxoPet®, you are neutral and calm towards the dog.

When using the device in the first few days, select the audible mode in preset volume.

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. Please consider the acclimatisation period (see page 7).

### Positioning of RelaxoPet® PRO

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



# Application

## First steps to relaxation

Entry of the deep relaxation

Depending on the initial situation and sound intervals of the dog, the start period of the relaxation is different.

This depends on the initial situation and the strength of the respective stressors.

Avoid additional behavioral corrections during the first sounding intervals.

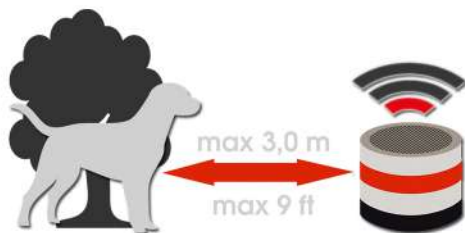
Sounding time / sounding intervals

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 ambient noise.



**Outdoor maximum range**



# Application

## Useful

After a short acclimatization phase, the inaudible, subliminally frequent sound waves can be started.

Known and non-animal environment

If the dog is alone in the apartment / the house or in known surroundings, after the acclimatization phase, you can choose the audible or inaudible sound waves in your absence.



**However, always start with at least 15 minutes of pre-sonication before every absence!**

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

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

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.

Thunderstorm / fireworks

In the case of sudden events, such as thunderstorms and fireworks, the dog's living space may change.

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

# 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 unit near the transport box.

RelaxoPet® in car transports

Install RelaxoPet® PRO safely into the vehicle during all journeys and be careful, that it does not fall off, in the event of sudden braking or accidents.

Remember 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 tolerates the transport with RelaxoPet® PRO.



RelaxoPet® BAG



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

# 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 counterproductive effect (TV, radio, music, etc.)?

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

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

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

Can I connect the RelaxoPet 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 (see 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.

# Small error analysis

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](mailto:service@relaxopet.com) with stating the error description.

This device complies with all electromagnetic field (EMF) standards. According to current scientific knowledge, the device is safe to use, provided it is handled properly and in accordance with the instructions in this manual. As with any other device, 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"><li>• battery is not charged</li><li>• on / off switch is not activated</li></ul>                    | check, if the device is charged and the on / off switch has been pressed |
| white LED lights up, but no audible sound  | <ul style="list-style-type: none"><li>• selector switch is in the wrong mode</li></ul>   | press the selector switch on audible volume                              |
| animal does not relax                      | <ul style="list-style-type: none"><li>• wrong use of the device</li><li>• veterinary disease</li></ul>                                 | read pages 14-16<br>consult your veterinarian                            |
| yellow LED lights up, but no audible sound | <ul style="list-style-type: none"><li>• the selector switch PRO timer is active and the device is after 4 hours at rest mode</li></ul> | press the timer selector switch to OFF                                   |
| red battery lights up                      | <ul style="list-style-type: none"><li>• battery capacity below 20%</li></ul>   | load device  |
| The device can no longer be switched off   | <ul style="list-style-type: none"><li>• NOISE-MOTION System active</li></ul>   | disable NOISE-MOTION selector switch to the left (read page 12)          |

The RelaxoPet® trademark is used with permission  
of RelaxoPet® GmbH  
[www.relaxopet.com](http://www.relaxopet.com)  
Version 1.1