



## Our Flock

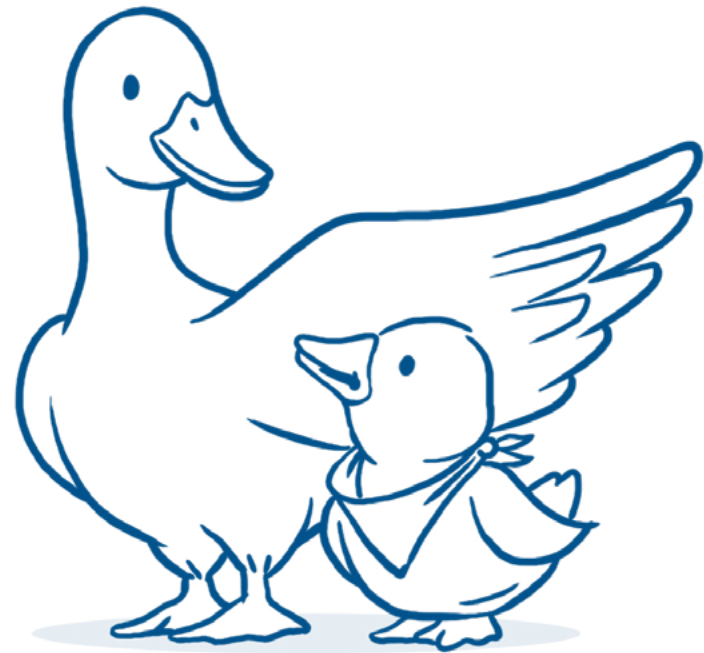
Coping with cancer takes more than medicine.  
That's why we created My Special Aflac Duck™.

## Our Story

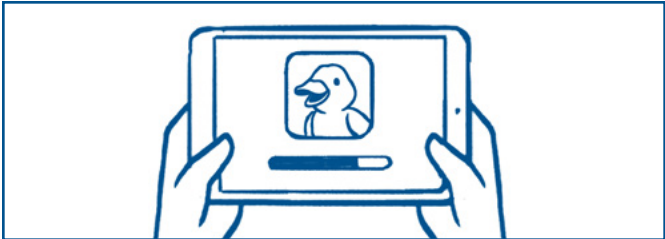
After devoting 22 years and \$125 million to the childhood cancer cause, Aflac wanted an innovative new way to comfort every child newly-diagnosed in the U.S.. So, the company partnered with Sproutel, a passionate team of technologists who design play-based healthcare tools for kids.

Over 12 months, we built more than 15 early versions of My Special Aflac Duck, testing our best ideas with more than 100 children, families, medical professionals, and experts. The result is a lifelike companion that has four patents pending and has won awards for technology innovation. Most important, we hope it brings comfort, connection, and moments of joyful play to children like yours.

We're honored to take you under our wing!



# Your duck is happy to meet you and can't wait to be your friend!



## Download the App

Explore your duck's virtual world! My Special Duck has a no-cost app that allows for even more play. You can give your duck a bath, feed it special food, and even visit far away planets to listen to soothing Soundscapes. Search for MY SPECIAL AFLAC DUCK in the app stores, or visit [www.aflac.com/myduck](http://www.aflac.com/myduck).



## Power On

Simply slide the switch to turn on your duck and start playing! Your duck also has a "mute" mode for quiet time.



## Includes

- 1 Duck
- 7 Feeling Cards
- 1 Port-a-cath Accessory
- 1 Spaceship Accessory
- 1 Accessory Backpack
- 1 Bandana

# Features and Functions



## Responds to Touch

Pet your duck and it will respond!  
Can you feel your duck's heartbeat or find its tickle spots?



## Reacts to What's Around

If music is playing, your duck may dance. Or, if lights are low, your duck can sense that it's quiet time and stay calm.



## Share Feelings

Tell your duck how you're feeling. Your duck might feel the same way. Tap a feeling card to the lights on your duck's chest and see what happens!



## Feed Your Friend

Feed your duck by pressing the button in its mouth, or prepare a plate of food in our app.



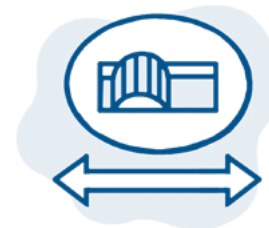
## Medical Play

Your duck is designed to accompany kids during treatment, and can be used in medical play. Attach the port-a-cath accessory to give medicine to your duck.



## Soothing Soundscapes™

Designed with child life specialists and psychologists, Soundscapes let kids travel to a forest, ocean, farm, or amusement park.



## Machine Washable Fur

Everyone has accidents. That's why your duck has a removable and washable fur. Visit [www.aflac.com/myduck](http://www.aflac.com/myduck) for instructions.



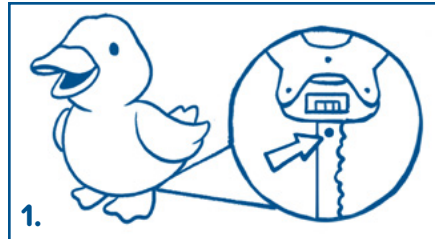
## Good Morning!

Your duck can get sleepy and enjoys napping. Squeeze your duck's tail to wake it up if it falls asleep.

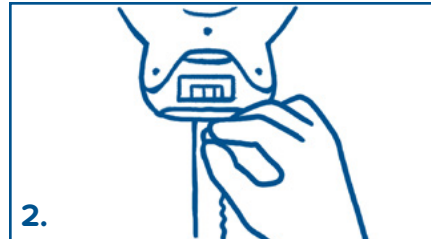
# Washing Instructions

Everyone has accidents, so My Special Aflac Duck has removable and washable fur.

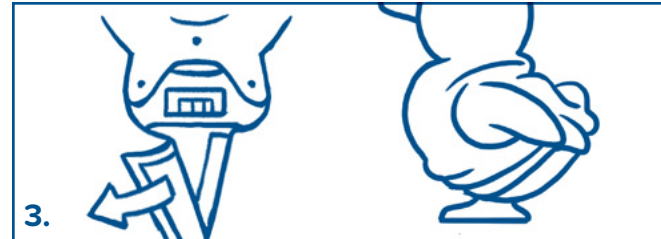
*There's no wrong way to undress your duck! Here is what works best:*



1. Locate the button-like screw near the power switch.



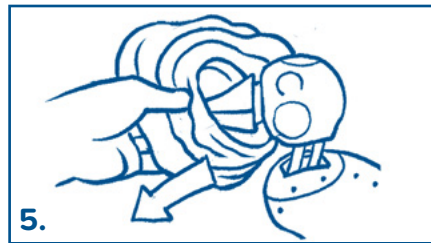
2. Loosen the screw. If you don't have a screwdriver you can use a coin. Then, unbutton the fur.



3. With the fur unbuttoned, undo the hook-and-loop fastener. Now, slide the fur over the tail and up the sides of the duck's body.



4. Holding the fur between the duck's eyes firmly, slip the entire fur forward, past the beak and over the duck's head.



5. Carefully pull the eyes loose from the head (they are attached to the fur). This should make a pop sound. Don't worry, it won't hurt your feathered friend!



6. That's it! (For fun, you can even wrap your friend in a towel so they don't get cold!) You can use sanitizing wipes to clean the duck's plastic body.



Hand Clean



Warm / Delicate



Mild

## Washing

First, turn the fur inside out. Now it's ok to machine wash the entire fur on "warm," using the "delicate" cycle. Be sure to use a mild detergent. If you prefer not to machine wash the fur, it's ok to use sanitizing wipes to clean the duck's fur.



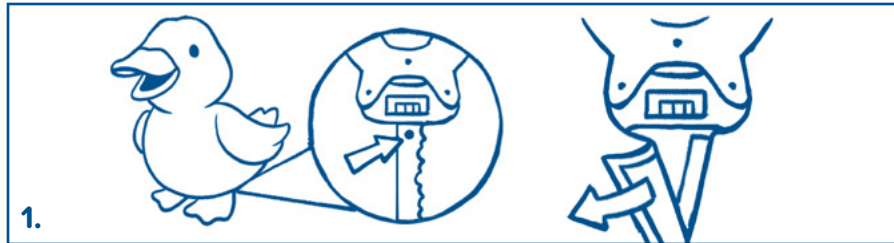
Warm Dry

## Drying

Tumble dry the duck fur on "warm."

# Replacing Your Duck's Batteries

My Special Aflac Duck comes with three "C" size Alkaline batteries already inside, so your duck ready to use out of the box. If you need to change the batteries in your duck, follow the instructions below.



1. Loosen the button-like screw behind the duck's feet and undo the hook-and-loop fastener. You should see the battery cover.



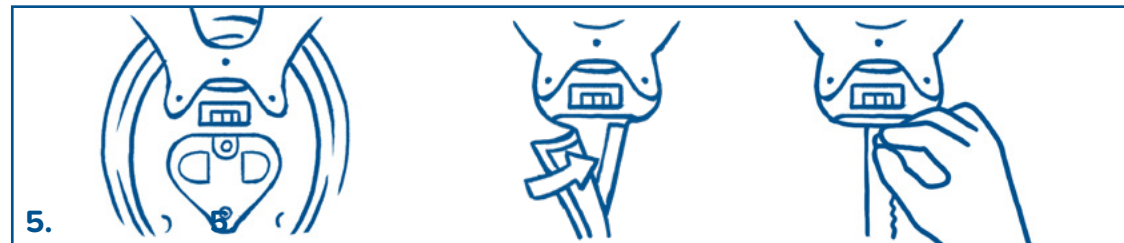
2. Use a philips/cross head screwdriver to loosen the screw in the battery cover.



3. Remove the cover and all of the batteries. Discard the old batteries.



4. Replace with three new 1.5 V "C" size alkaline batteries. Be sure to orient the batteries correctly as noted in the duck's battery compartment.



5. Replace the battery cover. Tighten the screw. Button the fur around the button-like screw, and then close the hook-and-loop fastener. Tighten the button-like screw to secure the fur.

# Legal Information

## IMPORTANT: BATTERY INFORMATION

### CAUTION:

#### 1. TO AVOID BATTERY LEAKAGE

- Always follow the instructions carefully. Use only batteries specified and be sure to insert them correctly by matching the + and - polarity markings.
- Do not mix old batteries and new batteries or standard (carbon-zinc) with alkaline batteries.
- Remove exhausted or dead batteries from the product.
- Remove batteries if product is not to be played with for a long time.
- Do not short-circuit the supply terminals.
- RECHARGEABLE BATTERIES: Do not mix these with any other types of batteries.

Always remove from the product before recharging. Recharge batteries under adult supervision. DO NOT RECHARGE OTHER TYPES OF BATTERIES.

- Should this product cause, or be affected by, local electrical interference, move it away from other equipment. Reset (switching off and back on again or removing and re-inserting batteries) if necessary.

 **WARNING:**  
CHOKING HAZARD—Small parts.  
Not for children under 3 years.

 **x3 1.5V C**  
**ALKALINE BATTERIES INCLUDED**

Replace with 3x 1.5V "C" size alkaline batteries.  
Phillips head screwdriver (not included) needed to replace batteries.

Product and colors may vary. Retain this information for future reference.

MADE IN CHINA

Includes: My Special Aflac Duck™, Totepack, Accessory Backpack, 7 Feeling Cards, Spaceship Accessory, Port-a-cath Accessory & Printed Materials

All New Materials

Polyester Fibers, Cotton Lining

Compliant with Standard Consumer Safety Specification for Toy Safety ASTM F963-16

#### FCC STATEMENT

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 and relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Aflac herein means American Family Life Assurance Company of Columbus

and American Family Life Assurance Company of New York.

WWHQ | 1932 Wynnton Road | Columbus, GA 31999 USA.

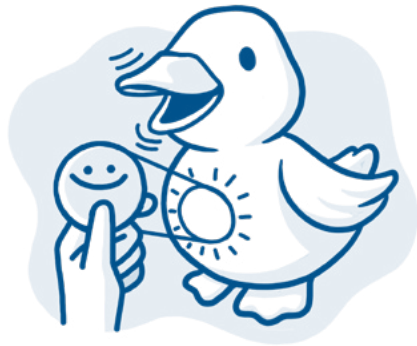
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# Caregivers: Here are some ways to use your new friend!

*There are many ways to play with your duck! Here are a few ways the duck can help start conversations.*



## Share Feelings

Sometimes children have a difficult time saying how they feel— but their duck doesn't. Child life specialists have used the duck's feeling cards to spark conversations. For example, you might try asking your child how the duck feels, and why.



## Explaining difficult medical procedures to friends

My Special Aflac Duck could help you and your child explain cancer to your child's classmates and friends. You can try introducing the duck in a show and tell setting as a friend who has been through cancer treatments just like your child. The port-a-cath accessory and feeling cards can be used to share what is involved in cancer treatment and how it makes your duck feel, how the duck feels, and why.



## Involving siblings in care

Siblings can feel left out. Try playing with My Special Aflac Duck as a family to involve siblings in the treatment journey. For example, you can try using the feeling cards to ask siblings how they feel about what's happening.

## Support

For information on how to contact us for help, visit: [www.aflac.com/myduck/support](http://www.aflac.com/myduck/support)

## Privacy Policy

We take privacy seriously. My Special Aflac Duck does not collect any personal information. Read our privacy policy at: [www.aflac.com/myduck/privacy](http://www.aflac.com/myduck/privacy)