Call us on **0800 012 4511** for Customer Care

suresense.sureflap.com/help

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PETCARE INNOVATION

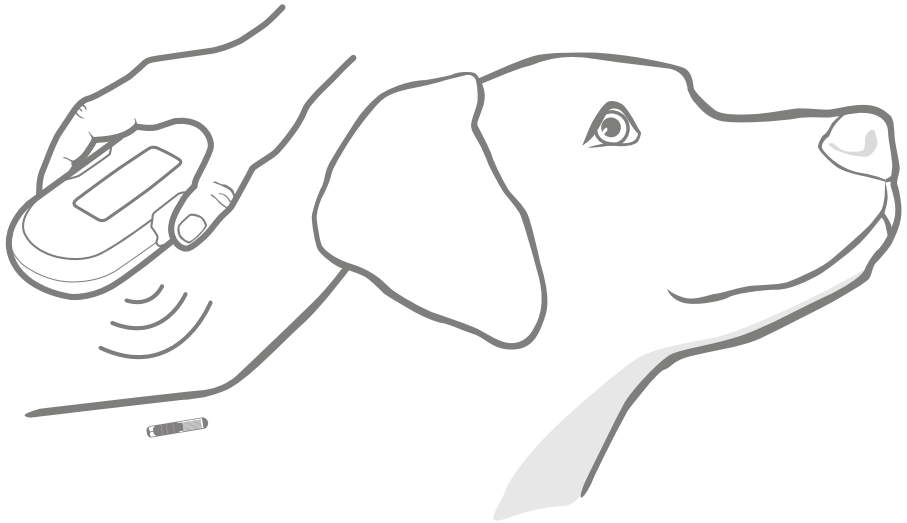
sureflap.com

00534-EU-B

SURE sense

Microchip Temperature Reader

Works with an implanted temperature sensing microchip

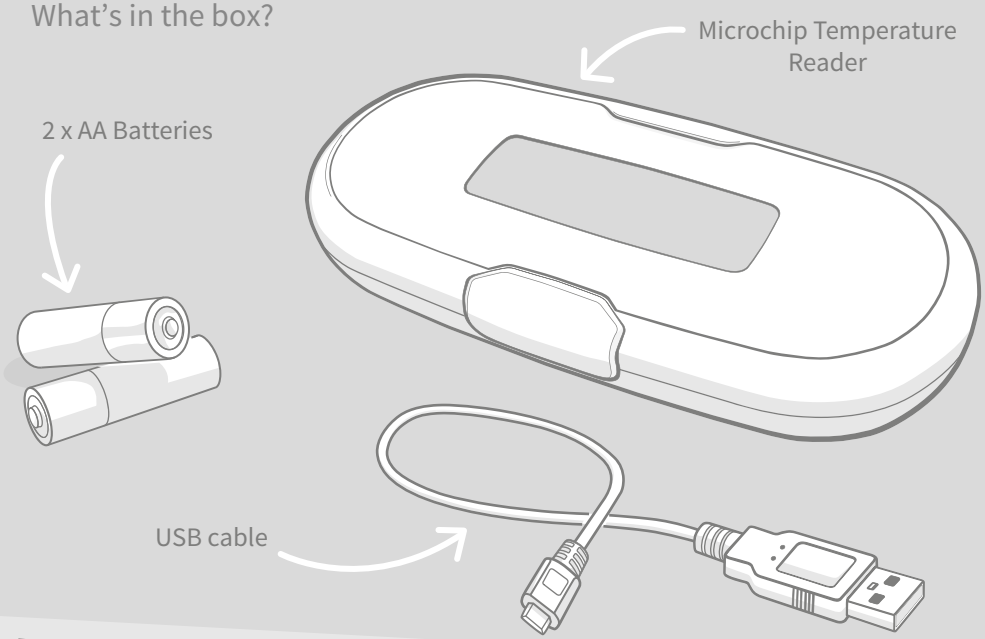


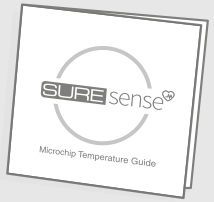
Congratulations on the purchase of your new Temperature Reader!

The Microchip Temperature Reader is designed to help you monitor your pet's well-being and identify potential early signs of illness. The reader measures the current temperature of your pet's bio-sensing microchip. By reading the Microchip Temperature you get an accurate measure of your pet's internal temperature at the press of a button.

By using the SureSense mobile or web app in conjunction with the Microchip Temperature Reader, you are able to easily monitor your pet's well-being by tracking and analysing their temperature readings. You can also record any other symptoms your pet may have and share this information with your vet. This way you can make sure your pet gets the care it needs, when it needs it.

What's in the box?





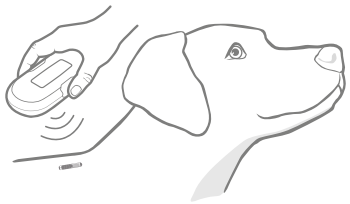
Microchip Temperature Guide

A handy guide to help you better understand your pet's temperature readings and potential symptoms.

Contents

How it works

1

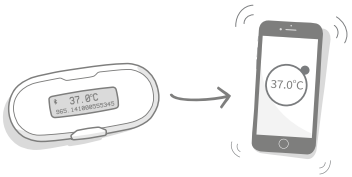


Press the button on your reader and move it over your pet. **See page 5** for more information and guidelines on how to take a temperature reading.

2

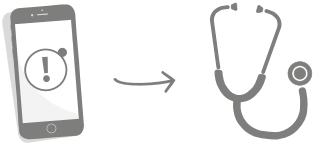
Once the reader has detected the chip, your pet's microchip number and current temperature will be displayed on the screen.

3



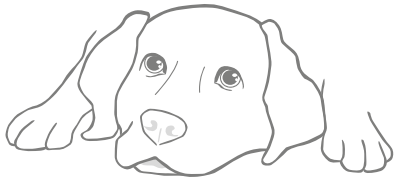
This reading is then sent to your device via Bluetooth and is visible on your mobile app. Or, if you're using our web app, you can upload your readings via USB. **See page 7** for more information.

4



You can also log any other symptoms your pet may be suffering on the app and share this information with your vet.

Please see the Microchip Temperature Guide provided to help you interpret your pet's temperature readings. Remember to look out for any changes in behaviour or personality traits, as these can indicate that your pet is feeling unwell and may require a temperature check.



Setting up your reader

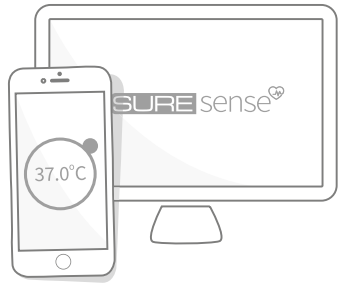
Download the SureSense app now

Available on the App Store

ANDROID APP ON Google play

The SureSense app is available to download for free from your app store. Or if you want to use our online web app, simply follow the link to create your account.

suresense.sureflap.com



Monitor your pet's temperature.

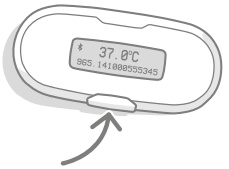
Learn what's normal for your pet.

View past readings and reports.

Share readings with your vet.

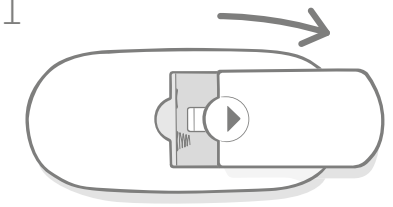
Batteries and power

There is only one button on the Microchip Temperature Reader which is used to turn the product on and activate a temperature scan. The reader will turn itself off automatically after you've finished using it.



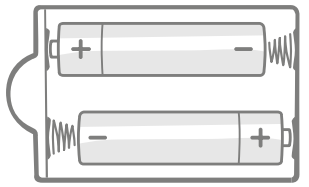
To insert batteries into your Microchip Temperature Reader, please follow the steps below.

1



Remove the battery cover by pressing the arrow and sliding it away from the centre.

2



Insert the batteries making sure the + and - symbols are the correct way round.

When the batteries in your reader begin to run low, the battery low icon will appear on the screen. We recommend you change the batteries when you see this icon and always use **2 high quality alkaline batteries** as replacements.

How to take a temperature reading

Before you begin...

There are a few factors which should be considered when taking a temperature reading. These can all have an impact on your pet's microchip temperature but may not indicate illness.

Physical activity: such as a long walk or run.

- Do not take your pet's temperature immediately after a long walk.
- Give them time to cool down after exercise.
- Remember to provide them with plenty of water to keep them hydrated.

Environmental conditions: such as:

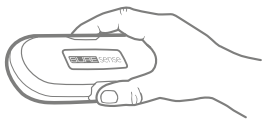
- Long periods of time in the sun or cold/wet
- Warm heated environments eg. in front of a radiator or fireplace.

If your pet has spent a long time in warm conditions, provide them with shade and water to help cool them down.

Taking a reading

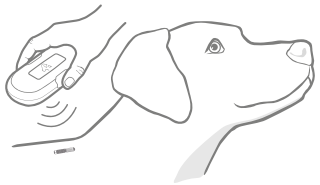
Take your first reading by following the steps below:

1



Press the button on your reader to turn it on.

2



Now press the button again and move the reader over your pet following either of the **Motion Patterns** detailed on **page 6**.

3

When your reader has detected your pet's Microchip Temperature it will appear on the screen along with their microchip number.

4

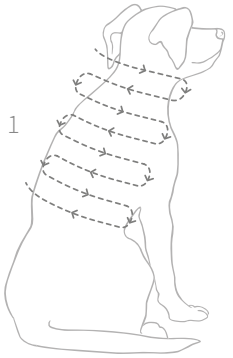
Use the **Microchip Temperature Guide** provided or **see page 6** to help understand what this temperature might mean.

How to locate your pet's microchip

In order to successfully locate your pet's temperature sensing microchip, place the reader so that it is close to your pet's fur, then move it in either one of the suggested Motion Patterns pictured below. This will increase your chances of successfully locating the microchip.

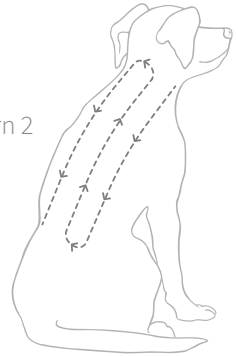
Motion Pattern 1

Side to side across the body



Motion Pattern 2

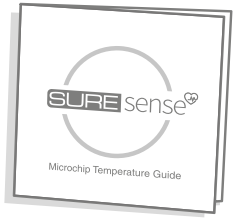
Up and down the body



Please note that this process will get easier once you learn the location of your pet's microchip. Chips are normally located between the animal's shoulder blades.

Understanding the temperature readings

The Microchip Temperature guide provided with your reader has been designed to help you interpret and better understand your pet's temperature readings as well as any symptoms they may have. Please keep the guide and refer to it when taking future readings.



Microchip Temperature below 38.0˚C or 100.4˚F

Temperatures around 38.0˚C are healthy and normal, so continue as normal, but remember to look out for any other potential symptoms and check your pet's temperature on a daily basis.

Microchip Temperature between 38˚C and 39˚C or 100.4˚F and 102.2˚F

If your pet has a slightly raised Microchip Temperature, let them rest in the shade for a while with some water and retake their temperature at 15 minute intervals. If the high readings persist, please contact your vet.

Microchip Temperature above 39.0˚C or 102.2˚F

If your pet's microchip temperature is above 39.0˚C, we recommend you provide them with shade and water and measure their temperature 3 more times at 5 minute intervals. If there is no improvement, contact your vet immediately and continue to monitor their temperature.

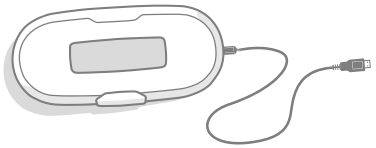
Uploading your readings

If your reader is not connected to Bluetooth or USB it will store the temperature readings you take in its memory until they can be uploaded. When readings are being stored on the product this icon will appear in the top left corner of the screen.

In order to upload temperature readings via Bluetooth you'll need to make sure Bluetooth is activated on your smart device. Then use the SureSense app to pair your reader with your account. This way, whenever your reader and smart device are within Bluetooth range of one another, any stored readings will automatically upload and be visible on your app.

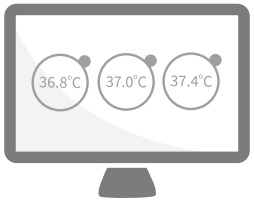
If you'd prefer to use our online web app and upload your readings manually, go to **suresense.sureflap.com** to create an account and then, using the USB cable provided, follow the steps below.

1



Plug the USB Cable into your reader and your computer. Now wait for your computer to recognise the reader as a new device.

2

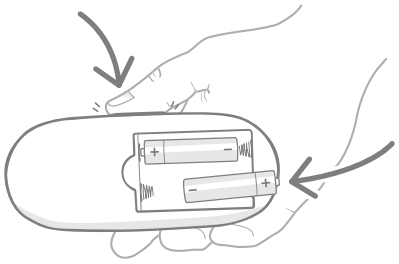


Log in to your web app account and follow the instructions for uploading your readings: **suresense.sureflap.com**

Changing the temperature unit between ˚C & ˚F

You can alternate between the unit of temperature used on your Microchip Temperature Reader easily using the SureSense app. However, if you wish to physically change the unit on the product, firstly remove the batteries (if already inserted) and then follow the steps below.

1



Press and hold the reader's button and then insert the batteries - **see page 4.**

2

Your pet's microchip temperature will now be displayed in Fahrenheit. To revert back to Celsius, repeat the process.

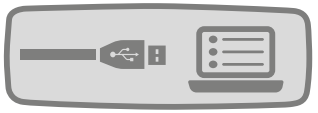
Screen & display

The display screen on your reader is where you'll be able to see your pet's temperature readings as well as other useful information.

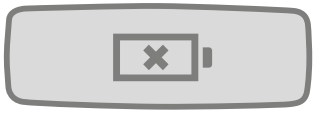
The Bluetooth icon (✱) will appear on the screen when your reader is connected to your smart device.

This indicates the reader is searching for your pet's temperature sensing microchip.

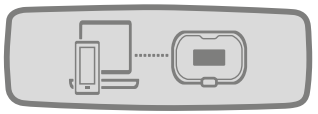
If your reader has any temperature readings stored in its memory, this icon will appear on the screen until they've been uploaded to the cloud via Bluetooth or USB.



When your reader is plugged into a computer and uploading readings, the screen will change as shown to indicate it is connected.



If the batteries in your reader run completely flat, this image will display on the screen. New batteries will need to be inserted. **See page 4**.



Your reader may occasionally need to undergo some system updates to ensure you get the best service possible. If this is the case, you will be notified via the mobile or web app.

Troubleshooting

My reader won't turn on.

- Make sure the batteries are inserted correctly with the + and - at the correct orientation. **See page 4.**
- If this doesn't solve the problem, try changing the batteries, remembering to use new, high quality **alkaline** batteries as replacements.

I'm having problems with my Bluetooth connection.

- In order to pair your device with the reader, please follow the instructions on the app.
- Make sure Bluetooth is activated on your mobile device. You should see the Bluetooth icon at the top of the screen. If you don't, go into the settings menu to enable it.
- If your connection appears unreliable, make sure the two devices are in close enough proximity to one another in order to help the process.
- If none of these steps work, try powering your mobile device off and back on again.
- Make sure you have a compatible smart device and operating system. Go online for more information on compatible devices: **suresense.sureflap.com/help**

The reader doesn't detect my pet's microchip.

This could be as a result of any of the following:

- **Your pet's microchip was out of range whilst scanning.** Meaning it wasn't detected in the area scanned with the reader. In order to improve your chances of successfully locating your pet's microchip, try using either of the scanning motion patterns detailed on **page 6**.
- **Your pet does not have a temperature sensing microchip, or has no microchip at all.** The Microchip Temperature Reader only works for pets with 15 digit ISO temperature sensing microchips.

The reader doesn't detect my pet's temperature.

Does your pet have a temperature sensing microchip? This product only works with temperature sensing microchips.

If after scanning multiple times with the reader you can only see your pet's microchip number displayed on the screen and no temperature reading, this may indicate that your pet's microchip is not a temperature sensing chip.

Please use our online Microchip Compatibility Checker: **suresense.sureflap.com/help**

Still in need of assistance?

For more detailed guidance, videos and online help, including our Microchip Compatibility Checker please visit: **http://suresense.sureflap.com/help**

Alternatively you can contact our friendly Customer Care team on: **see back cover for details.**

Warranty & Disclaimer

Warranty: The SureSense Microchip Temperature Reader carries a 1-year warranty from the date of purchase, subject to proof of purchase date. The warranty is restricted to any fault caused by defective materials, components or manufacture. This warranty does not apply to products whose defect has been caused by normal wear and tear, misuse, neglect or intentional damage.

In the event of a part failure due to faulty parts or workmanship, the part will be replaced free of charge during the warranty period only. At the manufacturer's discretion a replacement product may be provided free of charge in the case of a more serious malfunction. Your statutory rights are not affected.

To register your warranty visit: **sureflap.com/warranty**

Disclaimer: *Verterem platonem consequuntur et sed, nulla choro id mel, tractatos philosophia ea usu. Pro doctus deleniti in. Has nibh consul periculis an, nemore voluptatibus in vim. Sed interesset scriptorem an. Nibh viris definiebas vim in, id sea duis lucilius.In latine facilis eos. Usu malis perpetua reprehendunt ei, sea te option moderatius. Nam tritani alterum perfecto cu, graeco virtute abhorreant eam ne. An per fierent erroribus gloriatur.*

Disposal of Products and used Batteries: This icon will indicate products that will be subject to the following legislation:

The Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE Directive) & The Battery Directive 2006/66/EC and Amendment 2013/56/EU places an obligation on households to dispose of the waste batteries and products that have reached the end of their life, in an environmentally responsible manner as this will reduce the impact the waste will have on the environment, therefore these cannot be placed in household waste bins and should be recycled at an appropriate recycling facility. Further information on recycling can be found at: www.recycle-more.co.uk

FCC compliance: 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.

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

This device has been designed and complies with the safety requirements for portable (<20cm) RF exposure in accordance with FCC rule part §2.1093 and KDB 447498 D01.

IC compliance: This device complies with Industry Canada license-exempt RSS standards. Operation is subject to the following two conditions:

(1) This device may not cause interference, and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with the safety requirements for RF exposure in accordance with RSS-102 Issue 5 for portable use conditions.

Conformité IC: Cet appareil est en conformité avec les normes exonerés de license d'Industrie Canada. L'utilisation se soumise aux conditions suivantes:

(1) Cet appareil ne peut pas provoquer des interférences.
(2) Cet appareil doit accepter tous les interférences, y compris des interférences capables de provoquer un fonctionement intempestif.

Cet appareil est conforme aux exigences de sécurité concernant l'exposition aux RF selon la norme RSS-102, 5ème édition, pour des conditions d'utilisation portable.