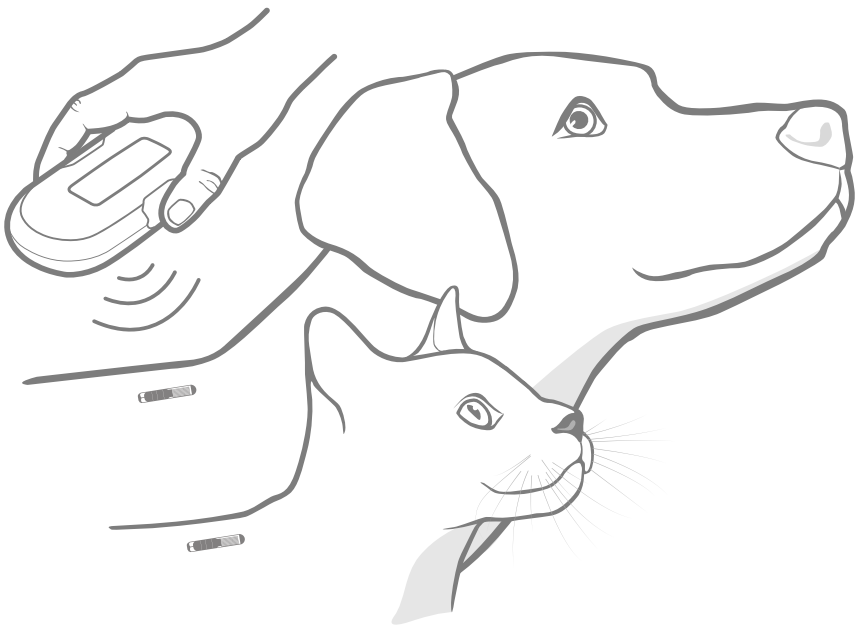
24PetWatch®

microchip reader

User Manual



Introducing your new 24PetWatch Reader

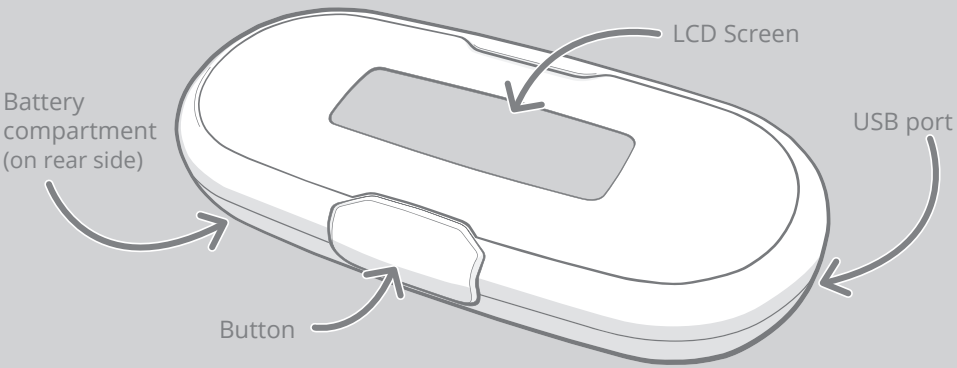
The 24 PetWatch Microchip Reader has a lightweight, ergonomic and compact design, which makes scanning and identifying animals via their microchip that much easier.

The microchip reader is compatible with common microchip types including temperature-sensing microchips. This means, as well as showing an animal's unique microchip number, the reader will also display its internal Microchip Temperature if a temperature sensing-microchip is present.

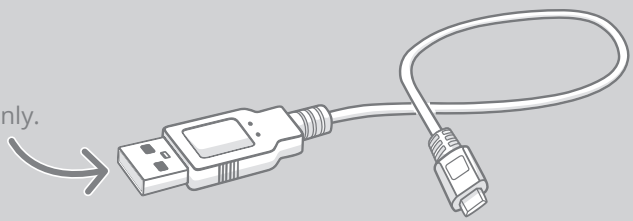
Product overview

What's in the box?

1 The 24PetWatch Microchip Reader



2 USB cable



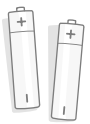
! The reader requires 2 x AA alkaline batteries which are not included

Contents

Important information

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY AND RETAIN THIS MANUAL FOR FUTURE REFERENCE.

- You can find the **serial number** in the battery compartment.
- Please make sure you have all the components listed on **page 1.**
- Only use the USB cable provided for software updates. **Do not attempt to use it to power or charge the reader.**
- **Do not insert any foreign objects into the product.**
- This product is **not waterproof.**
- The reader **requires 2 x alkaline AA batteries**, which should be inserted and replaced with caution. **Do not mix different types** of batteries or **new and used** batteries. If the unit is going to be **unused** for a long period, **please remove the batteries.**



Safety warnings

- **This product uses RFID and therefore may cause problems with sensitive electronic medical devices such as pacemakers and monitors within a 3 foot (1 meter) radius.**
- **Do not use this product if parts are missing, damaged or worn.**
- **Keep small parts out of reach of children and animals.**

Technical specifications

Size:
5 ⅜'' (L) x 2 7⁄16'' (W) x 1⅛'' (H)
(136mm x 61mm x 31mm)

Battery life:
6 months +
(with good quality alkaline batteries)

Readable temperature range:
+91.4°F to +109°F (+33°C to +43°C)
If the Microchip Temperature doesn't fall within this range an out of range symbol will be displayed, **see page 6**.

Reading distance:
Up to 3 ¾'' (95mm) away from the microchip, depending on microchip type and orientation.

Storage temperature:
+14°F to +158°F (-10°C to +70°C)

Operating temperature:
+23°F to +131°F (-5°C to +55°C)

Operating frequency:
125 kHz & 134 kHz (RFID)

Compatible microchips

This is a universal microchip reader which can read all of the following microchip types:

- FDX-A (FECAVA) microchips
- FDX-B ISO microchips
- Trovan microchips
- Avid Encrypted microchips
- Temperature-sensing microchips from Allflex® or Destron Fearing™

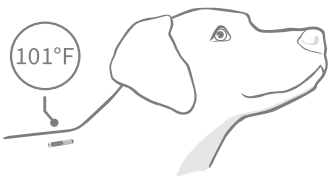
What are temperature sensing microchips?

Temperature-sensing microchips are primarily identification microchips, compatible with ISO 11784/11785 and universal readers. However, they also incorporate a temperature biosensor, capable of measuring an animal's temperature at the implant site.

Temperature-sensing microchips are a non-invasive way of frequently measuring a pet's temperature, without causing stress. Multiple measurements taken consecutively can establish a trend of individual animal profile or average temperature and variability. Atypical variations from this trend can be indicative of changes in an animal's well-being.

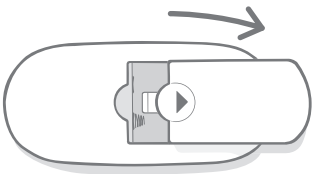
Microchip Temperature is not a replacement for rectal temperature, and should not be interpreted as such. Microchip Temperature and rectal temperature, although correlated, are not equivalent and should not be expected to show identical readings.

If an animal with a temperature-sensing microchip is scanned with the 24PetWatch reader, their internal Microchip Temperature will be visible on the LCD screen alongside their microchip number. **See page 6**.



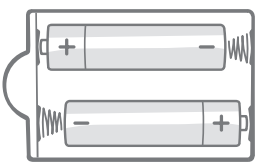
Batteries and power

1



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

2



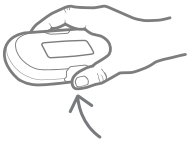
Insert the batteries. Make sure the + and - symbols are the correct way round.

To turn the reader on, simply press the button once. If the button is pressed again it will activate a microchip scan. The reader will turn itself off automatically after you've finished using it.

When the batteries begin to run low, this icon will appear on the LCD display. Please change the batteries with **2 x high quality alkaline batteries**.

How to scan an animal's microchip

1



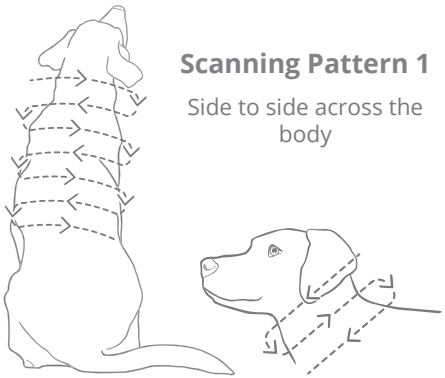
Insert the batteries as instructed on page 4. Then press the button on the reader (as indicated) to turn it on. The reader will automatically turn off when not in use.

2

Press the button again and position the reader between the animal's shoulder blades, maintaining light contact with the fur. Move the reader, following the recommended scanning patterns shown below.

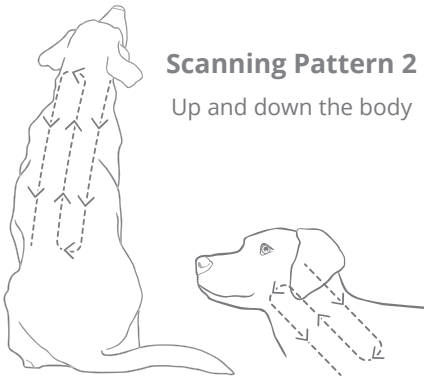
3

When the reader detects a microchip, the number will appear on the LCD screen. (It will also display the Microchip Temperature if the animal has a temperature-sensing microchip).



Scanning Pattern 1

Side to side across the body



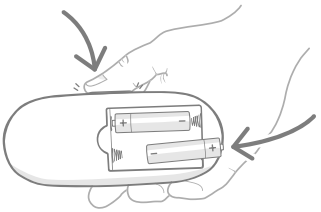
Scanning Pattern 2

Up and down the body

Microchips are normally located between the animal's shoulder blades.

Changing the temperature unit between ˚C & ˚F

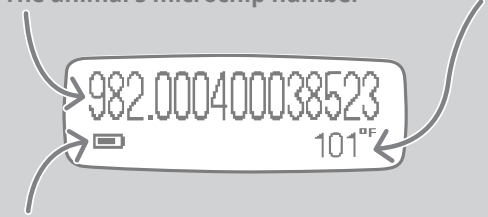
To change the temperature unit displayed on the reader, first remove the batteries. Next, press and hold the reader's button while re-inserting the batteries. The temperature will now be displayed in Celsius. To revert to Fahrenheit, please repeat the process.



LCD display

The standard display for the 24PetWatch reader is:

The animal's microchip number



Microchip Temperature
(Only for temperature-sensing microchips)

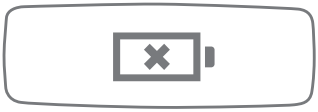
One of the icons below will replace the temperature reading if it is **out of range**:

Below 91.4˚F (33˚C)

Above 109˚F (43˚C)

Battery level indicator

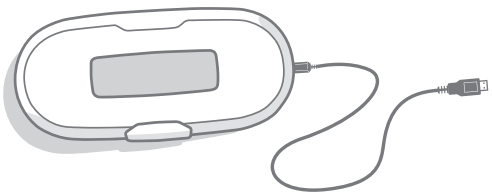
This image will appear when the reader is searching for a microchip. The scan will time-out automatically if no chip is found and the chip number will display as a series of X's. Pushing the button again will activate another scan.



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

Software updates

Occasionally your reader may need to undergo an update to make sure it's running the most recent software possible.



The USB cable provided is for software updates only and cannot be used for charging and powering. All software updates will be listed on the 24PetWatch website as soon as they become available: **surepetcare.com/24petwatch/support**

Troubleshooting

The 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.

The reader doesn't detect the animal's microchip.

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

- The animal's microchip was out of range while scanning. In order to improve your chances of successfully locating the animal's microchip, try using either of the scanning patterns detailed on **page 5.**
- If the batteries are running low the reader may not have enough power to complete a successful scan. Try replacing the batteries, remembering to use new, high quality **alkaline** batteries as replacements. **See page 4.**
- Some animals may have more than one microchip implanted. Microchips implanted close to one other could affect the reader's performance. To improve the chances of reading one of the microchips successfully, try keeping the scanner close to the pet's body. Be sure to follow the instructions and scanning patterns detailed on **page 5.**
- **Metal objects and computer equipment may interfere with the reader,** try scanning the animal away from large objects of this type, such as a metal table.

The reader doesn't detect the animal's temperature.

If after scanning multiple times, the reader only displays the microchip number, this may indicate that the animal does not have a temperature-sensing chip.

Warranty & disclaimer

Warranty:

The 24PetWatch 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.

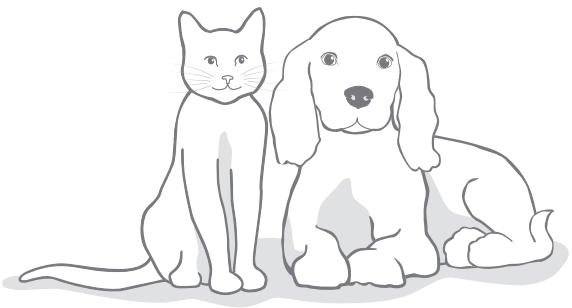
In the event of a part failure due to faulty parts or workmanship, the part will be replaced free of charge during the warranty period only. At the manufacturer's discretion a replacement product may be provided free of charge in the case of a more serious malfunction. Your statutory rights are not affected.

Disclaimer:

Disclaimer: The 24PetWatch reader, including its use to measure Microchip Temperature is not intended to replace traditional veterinary advice. Body temperature is not enough to determine disease alone.

Microchip Temperature is a convenient way to take multiple measurements of temperature at the microchip location, and to establish a trend and atypical variations from this trend. Microchip Temperature is not a replacement for a rectal temperature measurement by a veterinarian, who is the only person qualified to determine a pet's health condition. Microchip Temperature and rectal temperature, while correlated, are not equivalent and should not be expected to show identical readings.

We expressly disclaim any liability for any loss, damage or costs that may be incurred as a result of using the product as a substitute for veterinary practice. Furthermore, we do not accept any liability for any fees that may be incurred as a result of use of the product.



Regulatory information

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.

FCC compliance:

FCC ID: XO9-HRUNI

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 or <7⅞") RF exposure in accordance with FCC rule part §2.1093 and KDB 447498 D01.

The FCC ID can be seen on the LCD screen during start up.

IC compliance:

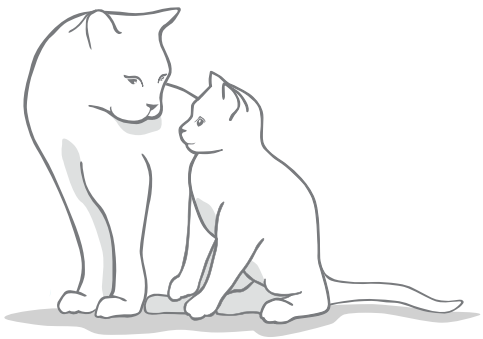
IC: 8906A-HRUNI

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 received, 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.

Notes



For customer service, please contact:

Jordana Matsos

1-866-597-2424

Jordana.matsos@pethealthinc.com

Mon - Fri (9am - 5pm EST)

This phone number will direct you to the 24PetWatch Customer Service team, who will be more than happy to help.

24PetWatch®

PET PROTECTION. ANYWHERE. ANY TIME.

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