

Welcome to

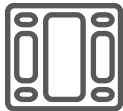


QUICK START GUIDE

## In the box



TAGG TRACKER



RUBBER COLLAR STRAP



COLLAR ATTACHMENT



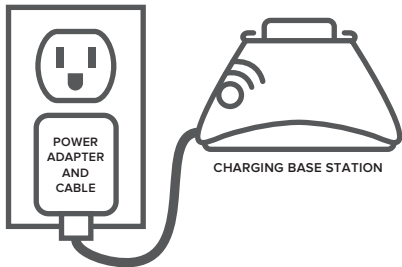
CHARGING BASE-STATION\*



POWER ADAPTER AND CABLE\*

## Setting up your base station

Using the adapter and cable provided, plug the charging base station into any electrical outlet in your home.



## Caution

Use only the adapter provided to charge your Tagg tracker.

## Note

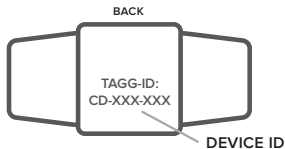
The Tagg Tracker must be placed on the charging base station before activation can start.

## Activating your Tagg

Visit [pettracker.com/activate](https://pettracker.com/activate) to activate your tracker. If you're a first time user, you will need to create an account.

Charge your tracker for at least 30 minutes or until you see the orange light on the tracker begin blinking before starting activation.

Follow the simple online activation steps to activate your tracker.



## Get the free app



- Monitor your pet's activity
- Find pet-friendly places nearby
- Customize your alerts
- Access your pet's profile
- View battery status

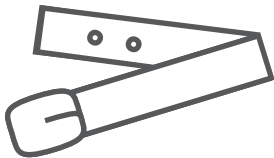


Search "Tagg" in the App Store and Google Play store.

You can also visit [tagg.com](http://tagg.com) to use the web version.

## Attach your Tagg to your pet's collar

- 1 | Remove the collar from your pet.



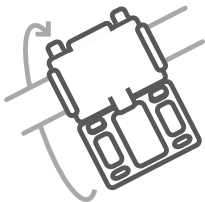
- 2 | Attach the strap to the hooks on one side of the collar attachment.



**RUBBER  
STRAP**

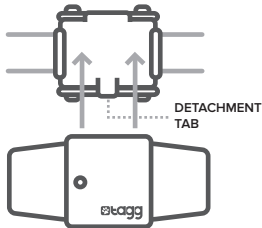
3

Holding the attachment on top of the collar, stretch the strap underneath the collar and attach it to the other attachment hooks.



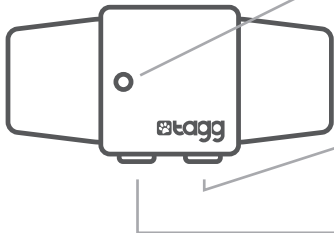
4

Slide your Tagg tracker onto the attachment until it securely locks in place. *To detach*, push down on the detachment tab and slide out the tracker.



**CAUTION:** The collar strap must remain tight while in use. Do not use tools or other devices to attach the tracker to your pet's collar as this may damage the device.

# Tagg device



## INDICATOR LIGHT

Solid orange (on charging base): Battery is fully charged.

Flashing orange (on charging base): Battery is charging (may take up to 60 seconds to start flashing).

Flashing orange (off charging base): Tracker is being paged or is actively tracking your pet.

## SNOOZE BUTTON

Tap once to pause alerts while your pet is away from home. Flashes quickly 5 times.

## POWER BUTTON

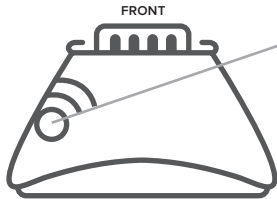
Press and hold for 3 second to turn on/off.

Tap once to check battery level.

- Battery OK: 4 LED flashes
- Battery low: 2 LED flashes
- Battery dead: No LED indication



# Understanding your charging base station



## INDICATOR LIGHT

Solid blue: Connected to power source.

Flashing blue: Paging the tracker or updating the Tagg software.



BACK

## PAGE BUTTON

Tap once to locate the tracker when it's near the charging base station.

Tagg Tracker will stay in page mode for 15 minutes or until Page button is pressed again

# Useful tips

## OPTIMIZE SIGNAL PERFORMANCE

- Place the charging base station indoors, in an open location, away from any metal appliances.
- Do not attach your Tagg to any metal collars or collars that are adorned with spikes, jewels or other studs.
- Do not cut, disassemble, or alter the Tagg Tracker.

## MAXIMIZING BATTERY LIFE

- Leave the charging base station plugged in at all times.
- Your Tagg tracker automatically enters Power Save mode when it is near the charging base station. Place the base in an area close to where your pet spends most of its time.

Need help? Visit [tagg.com/support](https://tagg.com/support)

## **TAGG PRODUCT TERMS OF SALE**

BY USING THE TAGG GPS PRODUCT, YOU ARE AGREEING THAT YOU READ AND ARE BOUND BY THE TAGG CUSTOMER CONTRACT, AVAILABLE AT [WWW.PETTRACKER.COM/LEGAL](http://WWW.PETTRACKER.COM/LEGAL). BY USING THE TAGG WEBSITE AND/OR RELATED SERVICES (INCLUDING ANY MOBILE APPLICATION), YOU ARE AGREEING THAT YOU READ AND ARE BOUND BY THE TAGG TERMS OF USE AND PRIVACY POLICY, ALSO AVAILABLE AT [WWW.PETTRACKER.COM/LEGAL](http://WWW.PETTRACKER.COM/LEGAL) (COLLECTIVELY, WITH THE TAGG CUSTOMER CONTRACT, THE "TAGG USER AGREEMENTS"). IF YOU DO NOT UNCONDITIONALLY AGREE TO ALL OF THE TERMS AND CONDITIONS OF THE TAGG USER AGREEMENTS, YOU HAVE NO RIGHT TO USE THE TAGG GPS PRODUCT, WEBSITE OR SERVICES AND MUST RETURN THE TAGG GPS PRODUCT AND STOP USING ALL TAGG SERVICES IMMEDIATELY

## **FEDERAL COMMUNICATION COMMISSION INTERFERENCE 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.

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 of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## **STANDARD LIMITED WARRANTY INFORMATION**

Whistle Labs, Inc. ("Whistle") ONE (1) YEAR Limited Product Warranty (the "Limited Product Warranty")

Whistle' warranty obligations for this hardware product are limited to the terms set forth below: Whistle warrants that this hardware product, if not modified and when used properly and in accordance with the product documentation, will be free from a reproducible defect that eliminates the functionality or successful

operation of a feature critical to the primary functionality or successful operation of the product for a period of ONE (1) YEAR from the earlier of: the date of (i) retail purchase by the original end-user purchaser (as evidenced by proof of purchase), or (ii) first use of the product ("Warranty Period"). Whether a defect occurs will be determined solely with reference to the published product documentation. If a hardware defect arises and a valid claim is received by Whistle within the Warranty Period, Whistle will, at its sole and exclusive option and to the extent permitted by law, either (1) repair the product at no charge, using new parts or reconditioned parts equivalent to new in performance and reliability, (2) exchange the product with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product (but not the purchase price of the Whistle service(s) included with the product), provided that you return the product to Whistle as provided below. Whistle may request that you replace defective parts with new or refurbished user-installable parts that Whistle provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by Whistle, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Whistle' property. Parts provided by Whistle in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, Whistle may require that the product for which the refund is provided returned to Whistle, at which time it shall become Whistle' property.

## **EXCLUSION AND LIMITATIONS**

This Limited Warranty applies only to the hardware product manufactured by or

for Whistle that can be identified by the "Tagg" trademark, trade name, or logo annexed to it, provided however, the Limited Warranty does not include accessories even if identified by the "Tagg" trademark, trade name or logo. Further the Limited Warranty does not apply to any non-Whistle hardware product or any software, even if packaged or sold with the Whistle hardware. Manufacturers, suppliers, or third parties other than Whistle may provide their own warranties, but Whistle, to the extent permitted by law, provides its products "AS IS". Software distributed by Whistle with or without the Tagg brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the End User License Agreement (EULA) at [www.pettracker.com/legal/](http://www.pettracker.com/legal/) or other licensing agreement accompanying the software for details of your rights and obligations with respect to the use of such software. Whistle does not warrant that the operation of the product will be uninterrupted or error-free. Whistle is not responsible for damage arising from any failure to follow instructions relating to the product's use. Transfer or resale of the hardware product will automatically terminate warranty coverage with respect to such product. This Limited Warranty is not transferable to any third party, including but not limited to any subsequent purchaser, owner or user of the product.

This Limited Warranty does not apply: (a) if damage or defects are caused by customer abuse, accident, neglect, improper handling, utilization or installation, or by failing to operate the product in compliance with the user manual, quick start guide or other user guides; (b) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials and workmanship; (c) if damage or defects are caused by the battery being tampered with to cause a short-circuit, or if the seals of the battery enclosure or the cells are broken or show evidence of tampering; (d) if damage or defects are caused by a defective function of the wireless network or if the product software needs to be upgraded due to changes in wireless network parameters; (e) to cosmetic

damage, including but not limited to scratches, dents, broken plastic on parts or any physical damage to the surface of the product; (f) if damage or defects are caused by rough handling or other physical moisture damage or extreme thermal or environmental conditions or a rapid change in such conditions, corrosion, oxidation, unauthorized modifications or connections, unauthorized opening or repair, repair by use of unauthorized spare parts, accidents, forces of nature, or other actions beyond the reasonable control of Whistle; (g) in the case of the docking station and other components other than the tracking device, if damage or defects are caused by exposure to moisture or dampness; (h) if damage or defects are caused by the product being used with or connected to an accessory not approved or certified by Whistle; (i) if damage or defects are caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (j) if damage or defects are caused by operating the product outside of the permitted or intended uses described by Whistle; (k) if damage or defects are caused by service (including upgrades and expansions) performed by anyone who is not a representative of Whistle or a Whistle authorized retailer or service provider; (l) if a product or part has been modified to alter functionality or capability without the written permission of Whistle; (m) if any serial number has been removed or defaced, (n) to a recalled product, part or component, if a replacement product, part or component was made available by Whistle, (o) to freight costs to ship product to the repair depot; or (p) to commercial use of the product. Important: Do not open the hardware product itself. Opening the hardware product may cause damage that is not covered by this Limited Warranty. Only Whistle or a Whistle authorized service provider should perform service on this hardware product.

## **DISCLAIMER OF ALL OTHER WARRANTIES**

TO THE EXTENT PERMITTED BY LAW, THESE LIMITED WARRANTIES AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL

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## **LIMITATION OF LIABILITY**

WHISTLE, IT'S MANUFACTURERS, SERVICE PROVIDERS, LICENSORS AND EACH OF THEIR RESPECTIVE AFFILIATES, ARE NOT RESPONSIBLE FOR INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT (REGARDLESS OF THE FORM OF ACTION), THE SALE OR USE OF THE PRODUCTS, EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY WHISTLE PURSUANT TO THIS AGREEMENT, THE BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY,

INCLUDING BUT NOT LIMITED TO INCONVENIENCE, LOSS OF USE, LOSS OF TIME, LOSS OF REVENUE, LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS), LOSS OF THE USE OF MONEY, LOSS OF ANTICIPATED SAVINGS, LOSS OF BUSINESS, LOSS OF OPPORTUNITY, LOSS OF GOODWILL, LOSS OF REPUTATION, LOSS OF, DAMAGE TO OR CORRUPTION OF DATA, OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWEVER CAUSED, INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE PRODUCT, AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. WHISTLE' CUMULATIVE LIABILITY, WHETHER FOR BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT, INDEMNIFICATION, CONTRIBUTION, OR OTHERWISE, SHALL BE LIMITED TO THE DIRECT DAMAGES RECOVERABLE UNDER LAW, BUT NOT TO EXCEED THE PURCHASE PRICE FOR THE HARDWARE PRODUCT. YOU HEREBY RELEASE WHISTLE, IT'S MANUFACTURERS, SERVICE PROVIDERS, LICENSORS AND EACH OF THEIR RESPECTIVE AFFILIATES, FROM ANY AND ALL OBLIGATIONS, LIABILITIES, AND CLAIMS IN EXCESS OF THIS LIMITATION. WHISTLE IS ALSO NOT LIABLE FOR ANY COSTS OR DAMAGES ARISING FROM OR RELATED TO YOUR BREACH OF THIS AGREEMENT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. WHISTLE, IT'S MANUFACTURERS, SERVICE PROVIDERS, LICENSORS AND EACH OF THEIR RESPECTIVE AFFILIATES, DISCLAIM ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS LIMITED WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA. ALL CLAIMS BY YOU, WHETHER IN TORT, CONTRACT, STRICT

LIABILITY OR OTHERWISE, MUST BE BROUGHT WITHIN TWO YEARS FROM THE DATE THE CAUSE OF ACTION ACCRUES. THIS LIMITATION OF LIABILITY CONSTITUTES AN ESSENTIAL PART OF THIS AGREEMENT. Some states do not allow the exclusion or limitation of implied warranties or limitation of liability for incidental or consequential damages, so the above limitations or exclusions may not apply in those states. However, the parties intend for this limitations of liability provision to apply to the maximum extent allowed under applicable law. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision in this Limited Warranty.

## **OBTAINING WARRANTY SERVICE**

Please access and review the online help resources referred to in the documentation accompanying this hardware product before seeking warranty service. If the product is still not functioning properly after making use of these resources, access the online website [www.pettracker.com](http://www.pettracker.com) for instructions on how to obtain warranty service. You must follow Whistle' warranty process. Whistle may provide warranty service (i) at a Whistle authorized retailer or service provider location, where service is performed at the location, or the Whistle authorized retailer or service provider may send the product to a Whistle repair service location for service, (ii) by sending you prepaid way bills (and if you no longer have the original packaging, Whistle may send you packaging material) to enable you to ship the product to Whistle' repair service location for service, or (iii) by sending you new or refurbished customer-installable replacement product or parts to enable you to service or exchange your own product ("DIY Service"). Upon receipt of the replacement product or part, the original product or part becomes the property of Whistle and you agree to follow instructions, including, if required, arranging the return of original product or part to Whistle in a timely manner. When providing DIY Service requiring the

return of the original product or part, Whistle may require a credit card authorization as security for the retail price of the replacement product or part and applicable shipping costs. If you follow instructions, Whistle will cancel the credit card authorization, so you will not be charged for the product or part and shipping costs. If you fail to return the replacement product or part as instructed, Whistle will charge the credit card for the authorized amount. Service options are subject to change at any time. In accordance with applicable law, Whistle will require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the accompanying documentation for more details on this and other matters on obtaining warranty service.

Whistle' policy regarding maintenance and use of customer information is set forth in the Tagg Privacy Policy accessible at [www.pettracker.com/privacy-policy/](http://www.pettracker.com/privacy-policy/). If your product is capable of storing software programs, data and other information, you should make periodic backup copies of the information contained on the product's hard drive or other storage media to protect the contents and as a precaution against possible operational failures. Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the contents, and disable any security passwords. **IT IS POSSIBLE THAT THE CONTENTS OF YOUR DRIVE WILL BE LOST OR REFORMATTED IN THE COURSE OF WARRANTY SERVICE, AND WHISTLE AND ITS PARTNERS, AGENTS, REPRESENTATIVES AND AFFILIATES ARE NOT RESPONSIBLE FOR ANY DAMAGE TO OR LOSS OF PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE MEDIA OR ANY PART OF THE PRODUCT SERVICED.** Your product will be returned to you configured as originally purchased, subject to applicable updates. You will be responsible for reinstalling all other software programs, data and passwords. Recovery and reinstallation of software programs and user data are not covered under this Limited Warranty.

## WARNINGS AND SAFETY INFORMATION

### Safety Precautions for Power Supply

Plug the power supply only into a power source per the input voltage ratings marked on the power supply. This product is intended for use when supplied with power from the internal battery or external power supply unit. Replace only with same model and rating power supply. Use of incorrect power supply can cause the battery to catch fire or explode and may result in injury to persons or damage to the equipment.

**WARNING!** This product contains a Li-Ion or Li-Ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to temperature above 60° C (140° F), or dispose of in fire or water. Failure to follow these instructions may cause the battery to leak, catch fire, or explode.

### Safety Precautions for Direct Sunlight and Water

Keep the product away from extreme temperatures. Do not leave the product in places where the temperature exceeds 60° C (140° F), such as behind glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product and overheat the battery which may result in fire or explosion.

Keep the Device Dry. Keep the docking station and related components away from excessive moisture and do not submerge the tracker beyond one meter for longer than thirty minutes. If the docking station gets wet, unplug it immediately to reduce the risk of electric shock and damage. Water damage may not be covered under the warranty.



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