

RELAX-LEVEL  
HIGH

1 2 3 4 5

MANUAL

# RELAXOPET

EASY

PET-RELAXATION-TRAINER



GERMAN  
**INNOVATION**  
AWARD '21  
WINNER

# Thank you

## Thank you for choosing RelaxoPet® EASY.

This manual contains a detailed description as well as the operating instructions of the RelaxoPet® EASY version for dogs and cats.

These instructions are intended to support you in using RelaxoPet® EASY particularly effectively with your respective animal.

**Before using** RelaxoPet® EASY, read these instructions carefully and **completely** and keep them.

You can also find more information about our products on our website or contact your local supplier.

### Packing unit:

- RelaxoPet® EASY animal relaxation trainer
- RelaxoPet® USB charging cable
- Quick Start Guide



### Important Notice:

This product is intended exclusively for use in dogs and cats.

RelaxoPet® EASY is not a substitute for veterinary diagnosis and/or treatment for illnesses.

If your pet has health problems, consult a veterinarian.

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= Recommendation



= Important!

## General safety instructions

**Danger due to suffocation!** Keep children and animals away from the packing material.

The trainer may only be used for relaxation for dogs or cats.

Persons with hearing impairment should take care not to set RelaxoPet® EASY too loud.

This trainer is not intended to be used by persons (including children) with impaired sensory or mental abilities.

This trainer is not intended for use by persons (including children) with reduced sensory or mental capabilities, or lack of experience and/or knowledge, unless they have been given supervision or instruction concerning use of the trainer by a person responsible for their safety.



Do **not** use the trainer if any damage is visible on it!



Risk of hearing damage due to high sound frequencies.

Do **not** hold the running trainer directly to your ear for a long time!



Electrical components must **not** be immersed in water and must be protected from moisture and extreme temperatures and extreme temperatures!

**If moisture has penetrated the trainer, contact your retailer**

## General safety instructions

**Never remove** or modify any parts or carry out repairs yourself, otherwise there is a risk of fire or **electric shock!**

Contact your retailer if you have any questions.

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

The RelaxoPet® EASY animal relaxation trainer is not a toy! **Make sure that children do not play with the trainer.**



Keep RelaxoPet® EASY out of the reach of children!



Make sure that RelaxoPet® EASY is not directly accessible to the animal!

The RelaxoPet® EASY sound module is a precision device. Do not drop it, avoid impact and excessive force.

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

Do not cover the sound module or the speaker during use!

## Possible uses and applications

**RelaxoPet® EASY can successfully help to avoid various stressors.**

### **Anxiety from:**

- Thunderstorm
- Fireworks
- Visits to the vet
- Travel/car rides
- Staying alone
- Change of ownership
- Environmental changes

### **Behavioral problems such as:**

- Destructive behavior
- Misbehavior
- Anxiety / Panic
- Obsessive-compulsive disorder
- Constant barking in dogs
- Constant scratching in cats
- Aggressiveness
- Hyperactivity
- Lack of social behavior
- Marking behavior
- Disorder of rank
- And much more



## Function instruction

### This is how the all-in-one deep relaxation solution for dogs and/or cats works

RelaxoPet® EASY was developed in the field of unconscious deep relaxation for all dogs and cats, specially adapted to the sensitive sense of hearing (depending on the setting) and in very close cooperation with veterinarians, behavioral therapists and breeders.

RelaxoPet® EASY is not comparable with usual relaxation music for animals, because RelaxoPet® EASY contains beside the audible, especially for animals composed sound waves, in addition further six for the human hearing not consciously perceptible - frequent silent, subliminal clay/tone carrier tracks, which a deeply relaxed, calm state State with the animal to release can.

In addition, RelaxoPet® EASY offers the possibility to completely suppress the sound waves audible to humans by means of a selector switch, so that RelaxoPet® EASY works exclusively with the inaudible, not consciously perceivable silent, subliminal sound carrier tracks.

RelaxoPet® EASY works fully automatically, effectively, regardless of the age or breed of your dog / cat indoors and outdoors.

RelaxoPet® EASY is an ideal companion when traveling, visiting the vet or in non-animal environments and works completely independent of a power outlet due to its powerful battery operation.

If you hear an „unusual noise“ in the audibly composed sound waves, this is not a defect, but rather a quality feature of the frequent, deposited sound tracks.



#### Technical data sound module

Beam angle 90° x 65  
 Nom. Impedance 4 Ω  
 Power sound module 3 W  
 Battery power 500 mAh  
 Charging time (100%) approx. 60 minutes  
 Input voltage 3.7 V 600 mA  
 Charging port Micro USB C  
 DC input

## Application | Acclimatization phase

### The first steps - tips for acclimatization and use

Please give yourself and your pet time to get used to this new type of deep relaxation.

Use RelaxoPet® EASY only in stressful situations, when the acclimatization phase is completely finished!

The stress hormone cortisol is broken down more slowly by the animal than by humans.

During the acclimatization phase, we recommend positioning the RelaxoPet® EASY near your pet's comfort zone and to remain neutral and calm towards the animal and calm towards the animal.

During the first use of the RelaxoPet® EASY, refrain from behavioral corrections to the animal.

During the familiarization phase, select the audible mode at the preset volume. The familiarization phase can also be carried out at night.

As a rule, 4-5 days of acclimatization are sufficient. During the familiarization „Disturbing noises“, such as TV or radio, should be avoided. Depending on the stress level of the animal, the acclimatization period can be extended individually.

Never start the application in direct connection with an exciting experience / event. event (exceptions: thunderstorms / fireworks), as this may trigger an undesirable conditioning and/or possibly intensify existing problems.

Please stop the sonication at **least 30 minutes** before an active cooperation with your animal.

After a deep relaxation phase with RelaxoPet® EASY, do not immediately start sporting activities with dogs, such as training, agility, sports, rescue or search and service dog missions.

Please note that RelaxoPet® EASY, through its audible sound patterns, can also induce a calming and deeply relaxed state in humans. RelaxoPet® EASY is not intended as a substitute for animal-friendly training and husbandry.



## Application | After the acclimatization phase

### Regular application

After the familiarization phase (see p. 8) RelaxoPet® EASY can be used regularly and in various stress situations and in different stress situations.

We also recommend to choose the inaudible, subliminal frequency sound waves only after the familiarization phase.

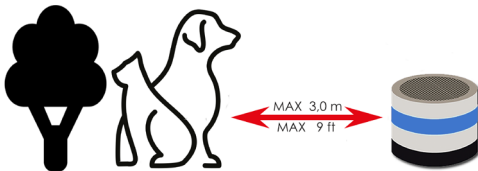
### Positioning of RelaxoPet® EASY

Position RelaxoPet® EASY Indoor in a radius of max. 5 m and Outdoor max. 3 m (see sketch below), in the main stay area of the animal and make sure that RelaxoPet® EASY is out of reach for your animal.

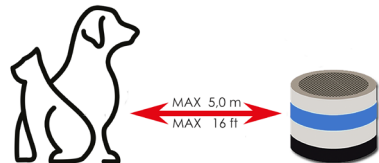
### Start sonication about 30 minutes before the stressful situation occurs.

In unpredictable situations, such as an acute visit to the vet, the trainer can also be switched on only in the stressful situation.

Just as in the acclimatization phase, the sonication should be stopped at least 30 minutes before actively working with your pet.



Maximum range outdoor



Maximum range indoor

## Application | Worth knowing

### Worth knowing and additional information

#### Entry of deep relaxation

Depending on the initial situation and the degree of strength of the respective stressors of the animal, the period of visual relaxation onset varies. It can take several days until the first results are visible.

#### Sonication duration / sonication intervals

The sonication can last **up to 4 hours daily**. Longer sonication intervals are completely harmless, but should be avoided due to the animals' own activity relevance.

#### Volume setting

Note that an animal hears **up to 30 times better** than humans.

The factory setting at the system start of RelaxoPet® EASY is perfectly adequate for normal ambient noise.

If necessary, adjust the volume to the ambient noise using the (+/-) buttons.

#### Different rooms

If RelaxoPet® EASY is to be used in different rooms (e.g. today in the living room and tomorrow in the kitchen), it may make sense to carry out the acclimatization phase in the different rooms **one after the other**, depending on the initial situation, the sensitivity of the animal and the degree of intensity of the respective stressors.



# Application | Worth knowing

## Worth knowing and additional information

### Staying alone

Leave your pet alone together with RelaxoPet® EASY only **AFTER** the acclimatization period is over.

For this purpose, you can use the audible or inaudible sound waves in your absence.

Increase the length of your absence after the successful familiarization phase slowly together with RelaxoPet® EASY.



**Always start with at least 30 minutes of pre-recorded sound before each absence!**

*Despite deep relaxation, keep in mind never to leave animals alone longer than necessary. RelaxoPet® EASY animal relaxation trainer is not intended to prolong absences.*

### Non-animal environment

In all non-animal environments, we recommend using only the **audible** sound waves.

### Outdoor keeping all year round

In the case of year-round outdoor husbandry, problem-oriented sonication can take place for up to 8 hours a day. In this type of housing, however, make sure that the RelaxoPet® EASY sound module is positioned as centrally as possible. Protect the outdoor trainer from environmental influences such as moisture, dirt or heat.

### Thunderstorm / Fireworks

In case of sudden events, such as thunderstorms and fireworks, the main stay of the animal may change. Use RelaxoPet® EASY together with the **audible sound waves** directly at the selected comfort place of the animal.

## The sound module | Function switch

### RelaxoPet® EASY animal relaxation trainer at a glance



#### Selector switch animal group

Please select your animal group.

Selector switch on the left: Setting dog

Selector switch right: Setting cat



#### Selector switch sound waves

Please select the selection function (inaudible | audible) before or during operation.

Selector switch on the left: Setting audible

Selector switch right: setting inaudible



#### On-off switch

Please switch the device on or off.

Selector switch on the left: Setting on

Selector switch right: setting off

## The sound module | Function switch

### RelaxoPet® EASY animal relaxation trainer at a glance



#### Side control panel

(+) increases the volume, (-) reduces the volume.

At startup, the medium volume is preset.



## The sound module

### Volume | Battery protection | Charge indicator

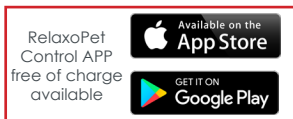


#### Volume setting

The volume is adjustable in 15 levels, whereby the the preset volume at startup is always the medium volume range.

#### Battery protection

The integrated battery protection automatically switches off the RelaxoPet® EASY after 240 minutes of use to protect the battery and the animal in battery mode.



#### Operating/charging status LED

The green LEDs indicate the current charge level during operation:

1 LED = 20%, 2 LED = 60%, 3 LED = 100%.

When the battery power is less than 20%, the last green LED changes from green to red, indicating that the indicates that the RelaxoPet® EASY **must be charged immediately**.

#### When charging, the LEDs flash green

- If the battery is more than 20% charged, the first LED remains permanently green and the 2nd LED flashes
- if the battery is charged more than 60%, the first two LEDs remain permanently green and the 3rd LED flashes green
- when the battery is fully charged, all LEDs flash green

## The sound module

### LED Functions



The new product version RelaxoPet® EASY features two optical LED indicators on the side of the device.

#### **Operation indicator LED**

The blue LED indicates that RelaxoPet® EASY is in operation.

#### **Charging status LED**

The green LEDs indicate the current charging status during operation (see page 14).

**Do not cover the sound module or the loudspeaker during use!**



## Transportation and travel

### Travel safely with RelaxoPet®

Start the sonication 15-30 minutes before departure. Place the trainer near the transport box so that your pet cannot reach the sound module.

#### RelaxoPet® EASY during car transports

Attach RelaxoPet® EASY securely in the vehicle during all journeys and ensure that it cannot come loose during sudden braking or in the event of an accident in the passenger compartment.

Remember that RelaxoPet® EASY is fully charged before starting the journey or use the USB charging port during transport.

We offer our RelaxoPet® BAG as a useful accessory for perfect transportation.

#### RelaxoPet® EASY when traveling by plane

Contact the airline before the start of your trip and inform them that you will be using RelaxoPet® EASY during air travel.

Due to the large number of airlines and the wide variety of transport conditions, we cannot guarantee that the airline will tolerate transport with RelaxoPet® EASY.



RelaxoPet® BAG



For all cross-border shipments, please observe the respective customs and country conditions.



## Lithium-ion batteries

### The correct handling of the integrated lithium-ion battery

It is important that you fully charge the RelaxoPet® EASY sound module before using it for the first time.

Charge the RelaxoPet® EASY sound module completely before using it for the first time in order to restore the full capacity of the integrated lithium-ion battery.

#### Charging options RelaxoPet® EASY sound module:

RelaxoPet® EASY has a built-in rechargeable battery with a long operating time and can be easily charged from a USB port using the included USB charging cable. Charging time is 30-90 minutes (depending on USB input voltage).

When traveling or transporting, the sound module can be charged in the USB port of a vehicle while in use.

#### **CAUTION!**

Do not place the battery in fire or a heating oven as this may cause an explosion. Do not dispose of the battery by mechanical extrusion or cutting.

Do not place the battery in an environment with extremely high temperatures, where the battery may explode or flammable liquids or gases may escape.

Do not place the battery in an extremely low pressure environment where the battery may explode or flammable liquids and gases may escape.

1. the normal operating temperature range of the product is 0 - 45° C (32-113 °F)
2. the temperature range for charging protection of the product is 0 - 45° C (32-113 °F)
3. the temperature range for storage and transportation of the product is 10 - 40° C (50-104 °F)
4. do not lower the air pressure below 86 HPa, as this may cause an explosion or leakage of flammable liquids or gases.



#### Disposal of waste electrical and electronic equipment in the European Union.

This product must not be disposed of with normal household waste. Instead, take the old device to a recycling collection point for electrical and electronic equipment. Separate collection and recycling of your waste equipment will help to save raw materials and ensure that its recycling protects human health and the environment.

For more information on where you can drop off your waste equipment for recycling, please contact your local local government, your household waste disposal service or the point of sale of your product.

## Application tips & general questions

**Please note that all the examples listed should be individually adapted to the respective animal group and breed should be adapted.**

### samples

**My animal does not react to the RelaxoPet® EASY at first or avoids it. Have I done something wrong?**

**Do external frequencies have a counterproductive effect (TV, radio, music, etc.)?**

**In silent mode, a hissing or crackling sound can be heard. Is my trainer defective?**

**Can I use several RelaxoPet® EASY trainers at the same time in a multi-pet household?**

**We would like to take our pet with us when we travel. Can RelaxoPet® EASY make the trip or flight easier for my pet?**

**Can I connect the RelaxoPet® EASY permanently to the power supply and use it at the same time?**

### solution

In fact, at the beginning of sonication, the animal may overreact, perceiving the relaxation sounds as „disturbing“. However, this overreaction will disappear after a few days of use. Important: follow the tips for acclimatization (see p. 8).

Radio waves or television do not have any influence on the subliminal frequency sound waves of the RelaxoPet® EASY, as they are different frequency ranges of the sound waves. However, we recommend selecting the sound type „silent“.

The crackling or hissing is not a defect, but a quality feature of the subliminal frequent audio tracks.

Sound overlap and thus a reduction in relaxation cannot occur when using several RelaxoPet® EASY trainers in parallel. However, the relaxation can be further deepened by multiple sonication. To do this, set the corresponding animal group using the selector switch (see page 12).

You can use RelaxoPet® EASY during a car, bus or train ride without any problems. Place the trainer safely in the side rear storage of the car, or use the RelaxoPet® Bag. RelaxoPet® EASY can also be used during a flight. Please inform the airline in advance.

The sound module has been equipped with electronic overload and overcharge protection. A permanent charge can affect the battery affect the battery capacity. We therefore recommend using it in battery mode.

## Small error analysis

All RelaxoPet® products are manufactured to the highest quality standards. Should a fault not listed here have occurred, please contact our customer service by e-mail at [service@relaxopet.com](mailto:service@relaxopet.com) with the description of the fault.

This trainer complies with all standards regarding electromagnetic fields (EMF). According to current scientific knowledge, the trainer is safe to use provided it is handled properly and in accordance with the instructions in this user manual. As with any other device, proper handling is essential for a good result.

problem	possible cause	solution
<b>Blue LED does not light</b>	<ul style="list-style-type: none"> <li>• Battery not charged</li> <li>• On / off switch not actuated</li> <li>• Battery protection active</li> </ul>	<ul style="list-style-type: none"> <li>• Check if the trainer is loaded (see page 14)</li> <li>• Check if the trainer is switched on (see page 12)</li> <li>• After 240 minutes of playing time, the automatic battery protection activates</li> </ul>
<b>No audible sound</b>	<ul style="list-style-type: none"> <li>• Selector switch in wrong Mode</li> </ul>	<ul style="list-style-type: none"> <li>• Press the selector switch to audible tone (see page 12)</li> </ul>
<b>Green LEDs do not light up</b>	<ul style="list-style-type: none"> <li>• Battery not charged</li> </ul>	<ul style="list-style-type: none"> <li>• Connect the trainer to the power supply (see page 14)</li> </ul>
<b>Red battery LED lights</b>	<ul style="list-style-type: none"> <li>• Battery power below 20%</li> </ul>	<ul style="list-style-type: none"> <li>• Connect the trainer to the power supply (see page 14)</li> </ul>
<b>Animal does not relax</b>	<ul style="list-style-type: none"> <li>• Wrong use of the trainer</li> <li>• Veterinary disease</li> <li>• Frequency radius is not enough</li> </ul>	<ul style="list-style-type: none"> <li>• Read page 8-11</li> <li>• Consult your veterinarian or your / an animal trainer</li> <li>• Place the trainer near the animal (see fig. page 9)</li> </ul>

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[www.relaxopet.com](http://www.relaxopet.com)

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