

PLUG IN
Pest Free[®]



**100% PESTICIDE FREE
HUMANE PEST CONTROL**

USER GUIDE

PestFree.com.au

IMPORTANT SAFEGUARDS

When used as directed

WARNING - When using electric appliances, basic precautions should always be followed, including the following:

- Read all instructions before use.
- Use only as directed.
- To protect against electrical shock, do not immerse power cord (if fitted), plugs or appliance in water or other liquid. Do not place or store appliance where it can fall or be pulled into a tub or sink
- If any appliance falls into water, unplug it immediately. Do not reach into the water.
- Do not operate any appliance with a damaged power cord (if fitted) or plug, or after the appliance malfunctions or has been damaged in any manner. Return the appliance to the nearest authorized service facility for examination, repair or adjustment.
- Do not let the power cord (if fitted) hang over edge of table, counter or shelf, or touch hot surfaces. (For Commercial unit only)
- Do not abuse the power cord. Never carry the appliance by the power cord (if fitted) or yank it to disconnect from the electrical outlet. To unplug, grasp the plug, not the cord. (For Commercial unit only)
- To reduce the risk of personal injury, close supervision is necessary when an appliance is used near children.
- Do not use outdoors.
- Do not use appliance for other than intended use as described in this manual.
- Household use only (for Control, Domestic & PRO units)
- Unplug from outlet when not in use and before servicing or cleaning.
- For a grounded appliance - Connect to a properly grounded outlet only. (For Commercial & PRO units only)

Storage Instructions

Store in a dry ventilated area unplugged when not in use.

Cleaning Instructions

When cleaning, unplug the appliance from the outlet and wipe clean with a damp cloth. After wiping clean with a damp cloth, plug appliance back into the outlet to resume normal operation.

PLUG IN **Pest Free**[®]

PLUG IN Pest Free is manufactured lead free assuring quality and reliability.

Scientifically Tested against rats, mice and to aid in the control of cockroaches.

- ✓ **No Fumes**
- ✓ **100% Pesticide Free**
- ✓ **No Smell**
- ✓ **No Refills**
- ✓ **No Fuss**
- ✓ **Maintenance Free**
- ✓ **No Mess**
- ✓ **Works 24/7**

PLUG IN Pest Free is an electromagnetic device that works along the active wiring within your premises.

For further information, see
PestFree.com.au

INSTALLATION GUIDE

- Install your PLUG IN Pest *Free* device into any working electrical outlet within your home or business. We suggest plugging your device in a location that is farthest away from your electrical panel.
- In some cases, additional devices may be required to be plugged in on additional circuits.
- If detached garages, sheds or outbuildings are powered by their own electrical panel, additional devices will be required for these structures.
- Once the device has been plugged into a working electrical outlet, check the LED indicator on the front of the device has illuminated.
- For best results, we advise leaving your Pest *Free* device plugged in 24/7. However, unless plugged into a surge protector, your Pest *Free* device may be unplugged during an electrical thunderstorm if you are prone to experience power surges.

IMPORTANT INFORMATION

To achieve best results with your PLUG IN Pest *Free* device, it is important to have active electrical current flowing through the electrical wiring within your premises. The Pest *Free* device will utilize the low-level electromagnetic field created by active current flowing along the electrical wiring.

PLEASE NOTE:

PLUG IN Pest *Free* does not create the required electromagnetic field along your electrical wiring. Our patented technology only utilizes the existing low-level electromagnetic field flowing through your electrical wiring from active current. Most premises have various lights and appliances operating throughout the building, thereby causing active current flow.

If you experience rodents in the ceiling/attic space areas of your premises, we suggest turning on more ceiling lights, especially during the evening hours to achieve quicker results. This will help disrupt and move rodents sooner. Should any new arrivals enter the premises from time to time, during their visit we suggest turning on more lights again until the desired outcome has been achieved.

Frequently Asked Questions

Should the LED sometimes blink on and off?

PLUG IN Pest *Free* operates in “On” again “Off” again cycles. This is indicated by the LED. When the device has entered its active pulse mode, the LED will blink on and off. At the end of this cycle the LED will remain on solid during standby mode until the device enters back into its pulse mode once again. These cycles are continuous.

Is this safe to use around pets?

Yes. Pets such as cats, dogs, birds and fish, won't be affected. However, pet rats, mice and other closely related rodents should be kept well away from any electrical wiring.

Is this safe around other electrical appliances?

Yes. All electrical appliances such as TV's, radio's, gaming consoles, kitchen appliances or white goods are perfectly safe; as are WiFi's, alarm systems or medical equipment such as pacemakers.

What pests are controlled?

Scientifically tested to deter rats, mice, and to aid in the control of cockroaches.

Please note; although not tested, we hold on file positive anecdotal feedback from our customers globally sighting success against most ants, spiders, bats, bees, silverfish, crickets, possums, squirrels and others.

Does it work outside?

Possibly, however; only if there is adequate wiring, "or" you utilize an active wiring extension.

How does Pest Free work?

Pest *Free* switches a coil across the power supply. When this occurs the existing low-level electromagnetic field (present in all electric circuitry) is altered at the specific times and frequencies of our patented specifications. This irritates the targeted pests and over time causes such discomfort, that the pests are forced from its shelter.

What causes the pests to leave?

By interrupting the existing low-level electromagnetic field within the premises, scientific studies concluded our specialized patented technology substantially irritate the

targeted pests and adversely affect the food and water consumption of rodents and cockroaches. As the device continues to modulate, the targeted pests are forced out of the structure.

What results should I expect?

Typically, there are three phases to encounter once you have installed your *Pest Free* device.

Phase 1:

Once activated, the device begins to irritate the targeted pests within the area of influence. As the irritation consistently builds, it is quite normal and somewhat expected in some cases to experience an increase in noise, movement and/or activity. This may also be noted during daylight hours when most rodents and pests are generally nocturnal. These are indicators of the disruption to the pest's environment that the *Pest Free* device is causing and can totally be expected.

Phase 2:

Once the targeted rodents and pests environment has become so hostile they can no longer withstand the irritation, they move to escape the *Pest Free* affect and are driven out of their current habitat in search of relief from the disturbance. Sometimes the initial move could be from one room to another, one wall cavity to another, or from one side of the ceiling to another. Although this could be frustrating as you just want them to leave altogether, given they are only simple creatures, they act out of instinct and the desire

to stay nearby where they have been safe, had shelter, access to food and water, and unfortunately and quite possibly, where they have set breeding. During this phase, it is possible to observe any sightings of rodents and/or pests showing signs of confusion and disorientation, and become more lethargic.

Phase 3:

As the *Pest Free* device can influence all areas that have active electrical circuits (assuming the right device or devices have been chosen to manage the property size), the rodents will not find relief within the premises and eventually find their way outside and away from the irritation caused by *Pest Free* and move along.

Timing:

Since every premises active wiring that the *Pest Free* device can influence is unique, as is each current pest problem, the timing for the devices to take effect varies greatly. Our research coupled together with customer feedback indicates that effect can begin as quickly as within a couple of days. However, depending on the factors as mentioned and the strength of the *Pest Free* product chosen from the customer, it can sometimes take up to a month, especially if there is a current infestation housed and established within the premises. Please remember you have a 60 day money back guarantee* to allow for these prolonged evacuation times. The estimated average for many of our clients is 15 – 30 days for the initial infestation to move on.

New pest activity.

As nice as it would be to guarantee our customers will never see another pest again; in reality, and in contrast to some of our competitors claims, this simply is not possible - nor truthful. There are a multitude of reasons and possibilities why you may see future activity, and these are generally out of our hands and ability to prevent.

Pest *Free* cannot create an impenetrable barrier, nor can anyone for that matter. Our aim is to bring your rodent and pest problem under control, driving out existing established infestations, and work towards preventing new arrivals from remaining in the premises. It is quite possible that you may get new arrivals due to various factors, however; once your initial infestation is removed, in all likelihood any new invaders will be driven out prior to being able to set up a new breeding environment within your property. Generally, once the initial infestation is driven out, new arrivals will leave again within a shortened acceptable period of time. Customer feedback has suggested new arrivals have vacated within a day or two, but commonly within a few hours as Pest *Free* works immediately once the pest has entered the area of influence.

In some cases of a newly arrived pest, it may be possible to hear, sight or witness evidence of a dropping from time to time. In other cases, the newly arrived pest may enter and exit again before being sighted or heard.

What can cause new pests to arrive?

There are a number of factors including natural events to cause new pests to arrive.

These can include an extended wet period because of rain (as storm waters rise, rodents and pests look for higher, dryer ground), sudden cold snaps (looking for warmth), nearby wildfires, baits or other attractants as well as a curious creature looking for a new home.

Can I still use baits?

Pest *Free* works to rid your home of unwanted rodents and pests by creating a hostile environment; specifically, rodents generally become dehydrated and lose the urge to consume food. If your traps contain baits or other luring scents such as peanut butter etc., they act as an enticement for the current infestation to fight the Pest *Free* influence and are counterproductive. There is also the real risk of attracting more rodents inside using baits as a rodent's sense of smell is extremely acute. Therefore, by using baits we cannot guarantee the performance of your Pest *Free* device and suggest you take the long-term approach and move past the continual cycle of catching, killing and disposing...rodents can often breed faster than you can kill them.

Does Pest *Free* kill?

PLUG IN Pest *Free* prescribes to the more humane way to deter the targeted rodents and pests within the area of influence. Larger creatures such as rodents are likely to move out of the area of influence caused by Pest *Free*.

Although not designed to kill, smaller pests such as cockroaches that do not leave the area of influence in time may occasionally be observed dehydrated and/or deceased as they lose the urge to consume food and water.

Do I need to leave the power on?

Yes, the power must always be left on to have ongoing protection of your property. If you turn the power off, it cannot operate. It is also vitally important to have various appliances, lights etc. active as per a normal household would, as it is only when there is current being drawn via operation of these electrical appliances the *Pest Free* device can affect the existing electromagnetic field and provide protection.

Do I leave *Pest Free* plugged in all the time?

Yes. *Pest Free* works 24/7 around the clock and is economical to operate. When *Pest Free* is unplugged, your home or business no longer has the ongoing protection from rodents and pests, which could allow new arrivals to enter and remain. This could cause another three phase cycle of evacuation as explained above under ***“What results should I expect?”***

What if I have insufficient or no active electrical wiring in some areas?

Pest Free cannot work in areas with insufficient or no active electrical wiring. Some customers have experienced mostly good success but may find one or two areas that

continue to have a level of rodent and/or pest activity. Once investigated, the cause is usually found to be due to a lack of electrical wiring in these areas for the *Pest Free* device to utilize. This can be overcome in many cases with the use of a wiring extension. We suggest you contact *Pest Free* for further troubleshooting measures.

How much electricity does *Pest Free* use?

Pest Free costs very little to operate. Our current domestic range of devices use the equivalent of a 7 to 13 Watt lightbulb, depending on which model.

What happens if the power goes out?

Pest Free only works when plugged into an active electrical outlet. Should the power supply stop for any reason, your *Pest Free* will stop operating until the power supply is restored.

What happens if my premises experiences a power surge or spike in electricity?

Electrical surges can instantly overload and short out the circuitry of home electronics and anything else plugged into the wall and/or degrade them over time. If after a power surge you notice your green LED not operating correctly, this is an indication your *Pest Free* device may have become damaged. Another indicator is that after a short time from experiencing a surge you notice a return of pests. In this case you may need to have your device checked, as the LED can still be working but the effectiveness could be reduced dramatically.

Please Note:

Power surges are not covered under the 2 year manufacturer's warranty.

How long will my Pest Free last?

Pest Free operates continuously 24/7 when plugged in. Just like every other electronic device, there will come a time when your Pest Free ceases to operate or has deteriorated in operation. Your Pest Free comes with a 2 year manufacturer's warranty against parts and labor. With many of our customers experiencing years of service from their Pest Free device, we recommend you consider replacing your device every 4-5 years to ensure optimal performance.

Important Note:

Damage to your device caused by other factors such as; power surges, physical damage, or tampering, are not covered under the 2 year manufacturer's warranty.

How do I know if my Pest Free has stopped working?

The green LED is your immediate indicator of the device stopping to function correctly. If the LED does not alternate between Pest Free's patented "On" again "Off" again cycles every few minutes apart, there is a very strong possibility the device is not functioning correctly. Devices that have been in service many years can still operate the LED correctly but may have deteriorated in function over time, which is ultimately to be expected. We recommend precautionary replacement every 4-5 years. Consistent new or prolonged pest activity is ultimately the other indicator that it may be

time for a replacement to keep your property controlled by Pest Free.

What preventative tips can I undertake in conjunction with using my Pest Free?

Prevention is always better than the cure....

Cleaning after meals: After each meal, clean-up is extremely important as most pests like to come out at night when no one is around. When there is no food for them to easily consume or other mess for them to get into, they have little defense against the Pest Free device and will find their way out of your property soon. Doing the dishes after each meal and then wiping down all the kitchen surfaces with a good anti-bacterial cleaning agent will take away a great deal of the aroma that attracts pests.

Take care of your floors: It is important to sweep, vacuum and mop regularly. You will remove crumbs etc. and brush carpet fibers that hold and sometimes conceal other debris inviting to pests. Consider professional carpet cleaning services at least once a year for deep cleaning.

Keep up on laundry: Be aware not to leave laundry lying about. Ultimately it is best to wash daily so soiled clothes that collect mildew do not entice pests. If you wash less frequently, it is a good idea to utilize laundry baskets that can be closed but still allow your laundry to breathe.

Ventilate well: Ensuring the home or business has adequate air ventilation will assist in ensuring your home or business

does not become too humid. Good air flow will help prevent moisture-loving critters from being attracted to your home or business.

Reduce clutter: Pests love clutter in a home! It gives them extra places to hide, find pieces of food within the mess, and they make their nests out of whatever is laying about. There are a few key clutter-related things you can do to make your home or business less appealing to pests:

- Rid the exterior of your home or business of any large piles of leaves, wood, or anything else.
- Trim back any tree branches from touching the side of your home or business; branches can act as bridges.
- Repair holes and cracks in your home or business that may allow a rodent or pest to gain entrance.
- Remove bird feeders, cat and dog bowls and anything else that contained food from your yard; these can attract rodents from great distances.
- Keep stored items off the ground and several inches away from the wall to allow airflow. Items stored on the ground and against walls create the perfect confined spaces rodents and pests love to hide and breed in.
- Make sure garbage both inside and outside your home or business is tightly sealed.

Plastic storage bins are an excellent option for storing away items. Shelving these bins is recommended as it will keep them off the floor. A good general rule to keep in mind when getting rid of clutter is to make use of vertical space.

Straighten up: After you have reduced your clutter, it is important to commit to regular tidying as this will prevent renewed clutter. Pests do not like it when humans constantly move things within the home or business so get the whole family (or staff) involved in putting things away in the right places.

WARRANTY

Does my Pest Free come with a warranty period?

All Pest Free products have a 2 year manufacturer's warranty against parts and labor, which commences upon invoice/receipt date.

- All claims require the claimant to return the product to the mailing address listed on PestFree.com.au/pages/warranties-and-returns at their expense. The claimant is also responsible for any risk, should the product not be proven delivered, or if delivered damaged.
- The product must be returned with all accompanying documentation to include proof of purchase and a valid RWA.
- The product will be assessed and deemed to be either working within the manufacturer's specifications, or not.
- An approved warranty claim will be returned to the claimant by Pest Free Australia (if purchased from Pest Free Australia) with no charge to the claimant.
- A non-approved warranty claim will only be returned to the claimant by the claimant paying in advance the current shipping and handling charges to Pest Free Australia.

- A non-approved warranty claim that Pest *Free* Australia has not received payment of shipping and handling charges to enable the return, within 14 days of notification, will be disposed of thoughtfully by Pest *Free* Australia at no charge to the claimant.
- Damage to your device caused by factors out of Pest *Free*'s control such as power surges, are not covered under the 2 year manufacturer's warranty.
- Devices returned that have incurred physical damage or display signs of "tampering" will not be inspected and will become void of the 2 year manufacturer's warranty.
- Devices that have surpassed 2 years since date of purchase will not be considered nor inspected for warranty.

Important Note:

The sighting or awareness of a pest(s) does not indicate that the product is faulty and is not taken into consideration for the approval of a warranty claim.

60 Day Money Back Guarantee*

Does my Pest *Free* come with a money back guarantee?

- PLUG IN Pest *Free* comes with a 60 day money back guarantee* from date of purchase.
- *i All customers are required to return the product to the current address listed on PestFree.com.au/pages/warranties-and-returns at their expense. The claimant is also responsible for any risk should the product not be proven delivered, or if delivered damaged.

- ii. Proof of purchase along with your RMA must accompany your returned goods. Failure to provide your proof of purchase and RMA will forfeit your refund.
- iii. The product must not be damaged, marked, scuffed or tampered with, and must be returned in its original packaging undamaged.
- iv. The money back guarantee is for cost of product only and does not include shipping and handling costs.
- v. Goods returned with no or damaged packaging will incur a 20% restocking fee.

How do I get a refund?

- To request a refund, please contact your place of purchase or website of purchase. If purchased at PestFree.com.au please log into your account and under “Warranties & Returns” follow the prompts; PestFree.com.au/pages/warranties-and-returns

Why does Pest Free have a money back guarantee?

- Pest Free has been successful in the majority of applications around the world. We want you to join the growing number of happy Pest Free customers too. However, if you are not satisfied with the results of your Pest Free device, you may return it for a refund* within 60 days of your purchase date. Because we are confident you will be happy with the results Pest Free will deliver, we stand by our product and success when our competitors may not stand by theirs.



For additional information, please visit
PestFree.com.au/pages/faqs

PLUG IN
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Designed in Australia
Assembled in Thailand
EPA Est. No. 97875-THA-1 (USA)



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Printed in Australia.