



Frenzy

PRODUCT MANUAL

 **iFetch**
v2.0 | ENGLISH



ALWAYS READ, UNDERSTAND AND FOLLOW ALL WARNINGS AND INSTRUCTIONS FOR YOUR IFETCH FRENZY BEFORE USE. KEEP FOR FUTURE REFERENCE.

IMPORTANT SAFETY INFORMATION

The user must read and understand these Instructions and the Warranty before using the product.

Set up is the end user's responsibility and beyond the control of iFetch, LLC. Therefore, iFetch exclusively limits its Warranty to the repair or replacement of a defective product. Damage to your home, your property, or any person or pet is excluded.



Your iFetch Frenzy must be inspected for signs of wear, damage and fatigue before each use. If damaged, do not use.



This product is only intended for recreational use with a miniature tennis ball (diameter approximately 1.6"/40mm) for your pet. **The Frenzy is NOT a child's toy.**



Do not attempt to modify your iFetch Frenzy or any of the system components.

Review all Warnings, Instructions, and Warranty information carefully. Failure to follow these warnings and instructions will void the Warranty.

Call iFetch at (512) 219-3271 or visit goifetch.com, if you have any questions regarding the use of your iFetch Frenzy.

PARTS LIST

A



PART	DESCRIPTION
A	One (1) iFetch Frenzy
B	Three (3) Balls (1.6" diameter)

B



TO PLAY

1. Remove iFetch Frenzy from packaging.
2. Set on flat playing surface.
3. Drop one of the iFetch balls into the top of the Frenzy.
4. Encourage your dog to "get it" as it rolls out!
5. Repeat, repeat, repeat!

WARNING

- **DO NOT** attempt to modify your iFetch Frenzy or any of its components.
- **ONLY** use iFetch balls or balls of the same weight and diameter (1.6"/40mm) with your Frenzy.

FREQUENTLY ASKED QUESTIONS

Is there anything I should know before using the iFetch Frenzy?

The iFetch Frenzy is non-electronic and does not launch balls, so you don't have to worry about your dog getting injured from the product itself. Please be cautious when letting medium to large dogs play with the miniature iFetch tennis balls (1.6" diameter or 40mm). Supervise to ensure your dog does not choke or swallow the balls.

How far does the ball roll out of the iFetch Frenzy?

On a flat surface, the mini tennis ball will roll out of one of the chutes at the bottom about 6-12 feet, on average, unless the dog retrieves it before then.

Do I have to use only the iFetch balls with my Frenzy?

The Frenzy is optimized to roll the iFetch balls based on their weight and diameter; however, if you find other balls that are the same size and weight, they should work just fine.

My dog slobbers a lot. Is that a problem?

Heavy slobber can slow down the speed of the balls when they exit the Frenzy and it can also alter the randomization of the balls coming out of different openings at the bottom of the toy. If your dog is a heavy slobberer, we recommend using a towel to wipe off the balls occasionally if they get wet, or substituting a dry ball for the rest of playtime. You can also try miniature squash balls (1.5-1.6" diameter) to see if that helps.

For more FAQs, visit goifetch.com.

MAINTENANCE & CLEANING

Your iFetch Frenzy requires no regular maintenance.

- If the inside of your Frenzy needs cleaning, turn the toy upside down and feed a long damp cloth through one of the bottom openings up through the top. Twist and pull the cloth back and forth to clean. Repeat for the other two openings.
- If the balls are dirty, we recommend cleaning them with a wet cloth and replacing them when needed. If your dog pulls the fuzz on the outside of the ball, it can keep the ball from feeding into the top of the Frenzy. We recommend trimming the fuzz if that happens.

TIPS & TRAINING

Teaching the “drop” command

Here are some helpful tips for teaching dogs to drop the ball into the top of the iFetch Frenzy in order to initiate fetch by themselves:

1. To master “Drop”, you have to start with “Take”. We recommend using two iFetch balls to get started with training. It will help to have a plastic bowl handy as well.
2. Hold the first ball (or place it on the ground) and tell your dog to “Take” it. (Keep the second ball in your back pocket or in your other hand behind your back.)
3. Once your dog has picked up the first ball, reveal the second ball and tell them to “Drop” the first one. Either hold your hand under the first ball to catch it, or use a plastic bowl to catch the ball as your dog drops it. As soon as they drop it, roll the other ball as a reward.
4. Repeat the process until your dog will happily take and drop the ball in your hand or in the bowl. Then, position the bowl or your hand over the top of the Frenzy to reinforce them to drop it there. Once they get the hang of it, just tell them to “drop” and point to the top of the Frenzy.

Note: try training with a treat if your dog is more motivated by a treat than a second ball.

Other training tips

- Train with the Frenzy at most three times a day and only for 10-15 minutes at a time. That way the game stays fun and your dog stays engaged.
- If you feel like your dog is getting frustrated and is unable to drop the ball into the top of the Frenzy, just work on reinforcing other positive behaviors (like fetching the ball and bringing it back).
- If your dog likes to play keep away instead of bringing the ball back, try keeping them on a long leash (6-12') and gently lead them back after they fetch the rolling ball. Use the “here” command and give lots of praise when they come back to you.
- Plan your training in a room or area that has as few distractions as possible. Be sure the area is clear of other toys, other people, and other dogs. And make sure the Frenzy is on a flat surface.
- If your dog attempts to get the reward via other behaviors (e.g. rolling over, jumping up, shaking paws, etc.), it’s important that you NOT reward these behaviors.
- Enjoy this bonding time with your pup. It’s easy to get frustrated if they’re not picking it up right away. But remember this time with your pup is precious. They love having your full attention.

WARRANTY

US customers who purchased from authorized sellers in the US have a one-year manufacturer's warranty as detailed below. The warranty will be void if the product is taken outside of the US.

Customers in other countries who purchased from authorized sellers in their country should contact the local International Distributor for warranty information. [Links to International Distributors can be found here.](#)

If you have any question about your warranty coverage, please feel free to contact iFetch via email at support@goifetch.com.

iFetch products come with a one-year warranty covering manufacturer's defects, assuming normal use. Defective products returned to iFetch may be sent either shipping prepaid or, if pre-approved by iFetch, via UPS ground transportation with shipping paid by iFetch. To honor the warranty, iFetch, at its option, will repair the defective product or replace the defective product with a new or refurbished unit.

Before iFetch will honor a warranty claim, the customer must:

- provide proof of purchase,
- obtain a Return Merchandise Authorization (RMA) Number by contacting iFetch at: support@goifetch.com or 512-219-3271.

The warranty is void if:

- the product is purchased and/or taken outside of the United States,
- the product was misused, or
- the product was not purchased from an authorized seller.

iFetch's sole obligation under this express product warranty shall be, at iFetch's option and expense, to repair the defective product, deliver to the customer an equivalent product to replace the defective product, or if neither of the two foregoing options are reasonably available, iFetch may refund to the customer the purchase price paid for the defective product. All products that are replaced will become the property of iFetch. Replacement products may be new or reconditioned. iFetch warrants any replaced or repaired product for ninety days (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Defective products returned to iFetch must be packaged appropriately for safe shipment. It is recommended that the shipment be insured or sent by a method that provides for tracking of the package. iFetch is not responsible for loss or damage during shipment to iFetch. The repaired or replaced item will be shipped to the customer, at iFetch's expense, not later than thirty (30) days after iFetch receives the defective product, and iFetch will retain risk of loss or damage until the item is delivered to the customer.

WARRANTY (CONTINUED)

WARRANTY EXCLUSIONS:

iFetch will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or resulted from:

- Failure to follow iFetch's operation and maintenance instructions;
- Unauthorized product alteration;
- Weather conditions;
- Damage to the product caused by any animal;
- Abuse, misuse, negligent acts or omissions of the customer and/or persons under the customer's control; or
- Acts of third parties, acts of God, accident, fire, or other hazards.

WARRANTY EXCLUSIVE:

IF AN IFETCH PRODUCT DOES NOT FUNCTION AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT IFETCH'S OPTION. TO THE FULLEST EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND SATISFACTORY QUALITY, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. IFETCH NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, MAINTENANCE OR USE OF ITS PRODUCTS.

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DISCLAIMER:

SOME COUNTRIES, STATES, OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CERTAIN PRODUCTS SUPPLIED TO CONSUMERS OR THE LIMITATION OF LIABILITY FOR PERSONAL INJURY, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY BE LIMITED IN THE APPLICATION TO YOU. WHEN THE IMPLIED WARRANTIES ARE NOT ALLOWED TO BE EXCLUDED IN THEIR ENTIRETY, THEY WILL BE LIMITED TO THE DURATION OF THE APPLICABLE WRITTEN WARRANTY. THIS LIMITED WARRANTY & LIMITATION OF LIABILITY GIVES YOU SPECIFIC LEGAL RIGHTS WHICH MAY VARY DEPENDING ON LOCAL LAW.

GOVERNING LAW:

THIS LIMITED WARRANTY & LIMITATION OF LIABILITY SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, U.S.A., AND BY THE LAWS OF THE UNITED STATES, EXCLUDING THEIR CONFLICTS-OF-LAW PRINCIPLES. THE UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS IS HEREBY EXCLUDED IN ITS ENTIRETY FROM APPLICATION TO THIS LIMITED WARRANTY. ALL RIGHTS RESERVED UNDER INTERNATIONAL AND PAN-AMERICAN COPYRIGHT CONVENTIONS. DO NOT REMOVE (OR ALLOW ANYBODY ELSE TO REMOVE) ANY PRODUCT IDENTIFICATION, COPYRIGHT OR OTHER NOTICES.

Also Available From iFetch

iFetch carries a full line of fetch toys, brain games, and digging toys. Check out goifetch.com to learn more and shop now.



iFetch

Your small dog might also enjoy the iFetch ball launcher! The iFetch launches a mini tennis ball (1.5" diameter) 10, 20, or 30 feet. It can be plugged in or used with six C-cell batteries.



iFetch Too

The iFetch Too launches a standard-sized tennis ball 10, 25, and 40 feet! It features a built-in rechargeable battery and is great for larger breeds.



iDig Stay

The iDig Stay is a first-of-its-kind digging toy for any size breed. Hide your dog's favorite toys or treats in the three flaps inside the toy and watch them dig away to find the treasure.

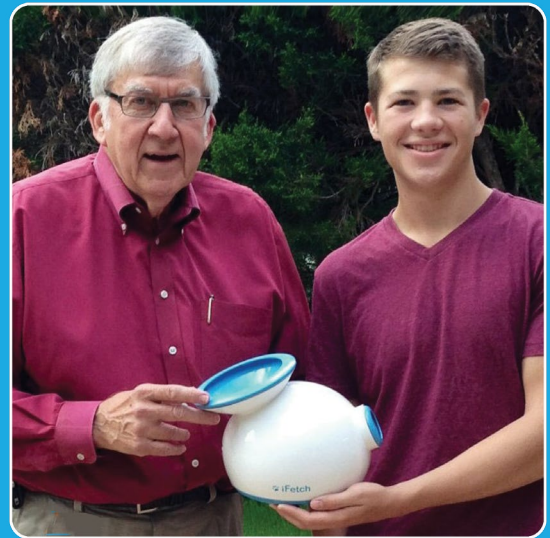


iDig Go

The iDig Go is a fabric, pop-up version of the iDig Stay. Hide your dog's favorite toys or treats in the three flaps and watch them dig for the treasure. Folds up for easy storage.



iFetch was founded in 2013 by a grandfather, Denny Hamill, and his teenage grandson, Grant. They invented the iFetch ball launcher in their garage, spurred on by their dog Prancer's relentless quest for a full-time fetch partner. Fast forward several years later, and iFetch is still a family affair. "Bapa" Denny is CEO, his daughter Debbie runs marketing and operations, and Grant works full-time on sales and customer service. Our sincere thanks for supporting our independent, small business!



We'd love to hear from you!



512.219.3271



support@goifetch.com



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Join the pack!

If you love your iFetch products, please leave us a review. Your positive feedback helps our small business grow.



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