



 iFetch

# PRODUCT MANUAL

v2.0 | ENGLISH



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

# IMPORTANT SAFETY INFORMATION

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

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 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 to throw iFetch ball sized (diameter approximately 1.6"/40mm) iFetch (or similar) balls for your pets.  
**Your iFetch is NOT a child's toy.**



Do not attempt to modify your iFetch 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](http://goifetch.com), if you have any questions regarding the use of your iFetch.**

# PARTS LIST



PART	DESCRIPTION
A	One (1) iFetch
B	One (1) Power Cord
C	Three (3) Balls (40 mm diameter)



# SET UP

1. Plug the power cord into the back of the iFetch and then into the wall. Or, for battery operation, open the compartment on the bottom of the iFetch and install 6 C cell batteries.
2. Press the button on the back of the iFetch and drop a ball in. Your iFetch is now ready for use.

## WARNING

To prevent **SERIOUS INJURY**:

- **INSPECT** for signs of wear, corrosion, and fatigue **BEFORE** each use. **DO NOT** use if damaged.
- **DO NOT** operate when any part of the machine is wet or standing in water. **DO NOT** use when raining. An electric shock hazard may exist if the unit is plugged in while or after it has been exposed to water.
- **DO NOT** attempt to modify your iFetch or any of the system components

# BEFORE PLAY

Press the button on the rear of your iFetch to turn the unit ON.

- You can use your iFetch while plugged in or on battery power
- Rechargeable batteries can be used, they just will have to be removed and put in a charger to recharge.

To select the launch distance, press the button to cycle through settings.

- **One Light:** Approximately 10 ft (3 m)
- **Two Lights:** Approximately 20 ft (6 m)
- **Three Lights:** Approximately 30 ft (9m)

Launch distance may be affected by the condition of the ball (e.g., wet or dirty). **DO NOT** use damaged balls with your iFetch.

**NOTE:** The light(s) will turn off after about 30 seconds, but the iFetch will remain on (in standby mode) until you or your pet drops another ball in.

## WARNING

To prevent **SERIOUS INJURY** or **PROPERTY DAMAGE:**

- **INSPECT** for signs of wear, corrosion, and fatigue **BEFORE** each use. **DO NOT** use if damaged.
- **NEVER** stand or allow your pet to stand directly in front of the iFetch.
- **DO NOT** point toward breakable objects, including windows, light fixtures, and picture frames.

1.



Your iFetch has a battery compartment on the bottom side of the unit. The iFetch takes 6 C Cell batteries.

2.



Use a standard Phillips head screwdriver to access the battery cavity.

3.



Follow the embossed directions on how to load the 6 batteries.

4.



Your iFetch is now ready to use with or without the power cord. (If you inserted rechargeable batteries, remove them to recharge).

# TO PLAY

**When the iFetch is powered ON, only insert one (1) ball into the iFetch at a time.**

Once a ball is dropped in, the launch mechanism will quickly start spinning. Once the launch mechanism has reached its operating speed, the ball will fall into the chute and the wheels will continue spinning until the ball is ejected from the iFetch. After the ball is launched, the launch mechanism will slow down and stop spinning.

**Readjust the position of your iFetch as needed.**

**Use with supervision. Watch to ensure your iFetch is upright and functioning properly.**

## WARNING

To prevent **SERIOUS INJURY** or **PROPERTY DAMAGE**:

- **NEVER** put hands or fingers inside the iFetch or look down the barrel when the unit is **ON** or in **STAND-BY** mode.
- Make sure all persons and pets are clear of the iFetch and the path of the ball before powering on.
- **ONLY** use iFetch balls or balls of the same diameter (approx. 1.6"/40mm) with your iFetch.

To prevent **SERIOUS INJURY** to your pet




- **NEVER** allow your pet to place any part of their body inside the iFetch or look down the barrel when the unit is **ON** or in **STAND-BY** mode.
- **ALWAYS** consider your pet's health during use.
- **NEVER** exercise your pet to the point of exhaustion. Turn the iFetch **OFF** when your pet needs to rest and recover.

# AFTER PLAY

1. **ALWAYS** turn your iFetch OFF after use. Press the button to cycle down until all lights are off. Note: It is ok to keep your iFetch plugged in when not in use. The iFetch will automatically go into "sleep" mode once the activity ceases, so you don't have to worry about wearing out the batteries or unplugging it to save electricity. It will use the energy from the wall source, not the batteries.
2. Store your iFetch indoors at night and after play in a clean, dry location.

# MAINTENANCE & CLEANING

Your iFetch requires no regular maintenance. If your iFetch needs to be cleaned, use a slightly damp cloth.

-  **DO NOT** use chemicals or abrasive cleaners.
-  **ALWAYS** turn your iFetch **OFF** prior to cleaning.
-  **DO NOT** attempt to clean the launch mechanism.

## How do I clean my iFetch?

You can clean your iFetch with a damp cloth. With the unit powered off, feed a damp cloth down into the inside of the top funnel and out the front launch tube. Pulling the cloth back and forth (similar to flossing your teeth) will take care of one level of dirt. To clean the wheels a bit better, firmly hold the cloth on the inside of the unit, and then carefully turn on the unit and press in the ball trigger to cause the wheels to spin and wipe against the cloth. Worst case, the cloth might tear or get jerked out of your hand and launched, but it shouldn't damage the unit.

# FREQUENTLY ASKED QUESTIONS

## Do I have to use only the iFetch balls?

The iFetch is optimized to launch the iFetch balls, however, most other balls that are approximately the same size and weight should launch.

## What happens if I put other things into the funnel (e.g. coins, rocks, etc)?

NEVER put anything into the iFetch other than iFetch balls (or other similarly-sized balls) as that is not the intended use of the iFetch.

## My dog slobbers a lot. Is that a problem?

Heavy slobber can cause the balls to stick or slip inside the iFetch. If your dog is a heavy slobberer, we recommend using a towel to wipe off the balls after a few launches, or substituting dry balls once the others are wet. You can also try using miniature (1.5-1.6") squash balls with the iFetch. The slobber tends to roll off easier and does not cause as much slipping on the iFetch wheels.

**For more FAQs, visit [goifetch.com](http://goifetch.com).**

# 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](mailto: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](mailto: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.

## LIMITATION OF LIABILITY:

CUSTOMER ASSUMES ALL RISKS AND LIABILITIES FROM THE USE OR MISUSE OF THIS PRODUCT. TO THE FULLEST EXTENT ALLOWED BY LAW, IFETCH EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, OR FOR ANY INJURY TO OR DEATH OF AN ANIMAL OR PERSON, ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE OR USE OF ITS PRODUCTS, EVEN IF IFETCH OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IFETCH'S SOLE LIABILITY SHALL BE LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID FOR THE PRODUCT, AT IFETCH'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

## 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.



# TIPS & TRAINING

## Introducing your dog

If your dog is anxious, plan to introduce the toy to him or her before turning it on.

Take the iFetch out of the box and set it somewhere where your dog can discover it. As a bonus, add a few treats inside the top of the funnel or near the product and let your dog discover them. Praise your dog with "good dog!" any time they sniff or show friendly interest.

- Without turning the launcher on, play fetch near the iFetch to make sure your dog isn't sensitive around this new object, and to start building the positive association. Seeing the iFetch means it's fetch time!
- Build good habits early by guiding your dog behind the iFetch before throwing it every time.

## Dogs scared of noise

The iFetch is pretty quiet, except for a small click and "rev" of the motor when it shoots the ball. If your dog is scared of noise, introduce the iFetch gradually in order to acclimate them to the sound without startling them. We recommend testing your dog for sound sensitivity from a distance first. Throw the ball and, while your dog is far away retrieving, push down the small lever inside the iFetch to make the launching sound. Repeat this a few times and observe your dog for a reaction.

Most dogs will ignore the sound or start to associate it with the ball being thrown. Never force your dog to interact with the iFetch if they're nervous. Just set them up to explore the toy on their own and praise them for their curiosity. Once they warm up to it, they will associate the noise with something positive - the ball being thrown!

## Teaching the "drop" command

Here are some helpful tips for teaching your dog to drop the ball in the top of the iFetch in order to initiate fetch by himself/herself:

- To master "Drop", first start with mastering "Take". We recommend using two iFetch balls to get started with training. It will also help to have a plastic bowl handy.
- 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.)
- 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, throw the other ball as a reward.
- If the dog's "take" is too hard (i.e., it feels more like a bite), try putting the ball on a wooden serving spoon and having them "take" again. Your dog will learn to work around the spoon to get the ball and become more aware of his bite.
- Repeat this process until the dog will happily take and drop the ball in your hand or in the bowl.

**Note:** if the second ball isn't working as motivation for the drop command, try using a treat to reward instead.

# TIPS & TRAINING

## Bringing the ball back

If your dog likes to play keep away instead of bringing the ball back, try these tips:

- We recommend training your dog with a long lead leash (10 to 30 feet). As the dog returns, simply guide them in by reducing the slack on the leash so that they don't run away.
- Use the "here" command as you guide them in with the lead. Remember to use lots of praise when they come to you, especially if they come to you without the aid of the lead. A second person may also stand by to help corral the dog back to the trainer and iFetch.
- It's important to give your dog time to think, troubleshoot, and then pick up the ball and bring it to you. Avoid repeating the command too much, as it can overwhelm them and cause more frustration.
- Remember: a dog who loves fetch will find a way to play fetch. Breaks help too!

## Keeping your dog engaged

If your dog is consistently quitting the iFetch before you do, you are playing for too long. Try making the game shorter - stopping the action with the dog wanting more. Two minutes of interested play is better than ten minutes of a dog being bored.

## Safe distance

Please teach your dog to stay behind the product (or to the side of it) to keep them safe. At its highest launch setting (30 feet), the ball travels at a speed that could injure your dog, especially if they are standing directly in front of it. Some dogs get so excited, they jump in front of the ball while it's launching. If this happens, we recommend turning the iFetch off, teaching them to sit behind the iFetch, and then throwing the ball (yourself) before turning the iFetch back on. You can also train your dog to "mark" or stay at a safe distance in front of the machine and away from the front chute.

We designed the iFetch with the opening tilted back, to encourage the dog to drop the ball in from behind. While most dogs learn very quickly where to stand to avoid getting hit by the ball, human supervision is recommended until your dog is fully trained.

## General training tips

- Train with the iFetch at most three times a day and only for 10-15 minutes at a time. That way fetch stays fun and doesn't become fetch boot camp.
- If you feel like your dog is getting frustrated and is unable to get the ball into the iFetch, then just work on reinforcing any behavior toward the iFetch and make sure your dog gets rewarded.
- 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.
- 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.

# Also Available From iFetch

iFetch carries a full line of fetch toys, brain games, and digging toys. Check out [goifetch.com](http://goifetch.com) to learn more and shop now.



## 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.



## iFetch Frenzy

The iFetch Frenzy is a fast-paced, non-electronic brain game for small to medium-sized dogs. Your dog places the mini tennis ball into the top of the toy, and then scrambles to fetch the ball as it rolls out of one of three chutes at the bottom.



## 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



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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.

