


swiftpaws®

Home Plus Welcome Manual

Read this FIRST for Safety, Legal, and Important Information 

Need to Know (Legal Info)

SwiftPaws return policy

If you are the original purchaser of the product and you are not satisfied with this product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a refund in accordance with the terms and conditions located at www.swiftpaws.com/getstarted

SwiftPaws Warranty Information

SwiftPaws products come with a one (1) year limited product warranty covering manufacturer's defects, assuming normal use. Defective products returned to SwiftPaws may be shipped by the customer or, if pre-approved by SwiftPaws, with shipping paid by SwiftPaws. SwiftPaws will, at its option, repair the defective product or replace the defective product with a new or refurbished unit to honor the warranty. For any warranty needs email support@swiftpaws.com

SwiftPaws product terms of sale

IMPORTANT: YOU MUST READ AND AGREE TO THESE SWIFTPAWS PRODUCT TERMS OF SALE (THIS "AGREEMENT") BEFORE OPENING OR USING SWIFTPAWS (THE "PRODUCT") IN ANY WAY. If you do not agree to these terms, you have no right to use the product, and you must, within thirty (30) days of your receipt of the product, (A) contact Swift Paws, Inc ("SwiftPaws," "We," "Us," "Our,") at support@swiftpaws.com and (B) Arrange for the return of and refund for this product directly from the source from which you purchased it. SwiftPaws will use its commercially reasonable efforts to assist you with returns and refunds. If you wish to return this product because you do not agree with all of the terms and conditions of this Agreement, such returns will only be accepted by the purchase source if the product is in its original packaging.

This Agreement shall govern the sale to you ("User," "you," "your") use of the Product by SwiftPaws. You understand and agree that references herein to the "Product" shall mean all parts and components of the Product (including without limitation the Software and any documentation provided by SwiftPaws in connection with the Product).

Product use and use restrictions

You may only use the Product for User's own personal use. User shall not: (a) distribute, market, resell, transfer, or allow any other individual to use the product; (b) use the Product in connection with any products or services not supplied or provided by SwiftPaws or otherwise approved by SwiftPaws-supplied documentation; (c) remove any proprietary notices, labels, or marks on or in the Product; or (d) decipher, decompile, disassemble, reverse engineer, or otherwise attempt to derive any source code or underlying ideas or algorithms of any part of the Product (including without limitation the Software), except to the limited extent applicable laws specifically prohibit such restriction.

Third party products or services

While you may choose to use the Product in connection with a product or service provided by a third party, SwiftPaws is not responsible for and does not endorse any third-party product or service. USE OF THIRD-PARTY PRODUCTS OR SERVICES IS AT YOUR OWN RISK AND MAY VOID THE LIMITED PRODUCT WARRANTY.

Need to Know (Legal Info Continued)

Liability Limitation

TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT SHALL SWIFTPAWS, NOR ITS DIRECTORS, EMPLOYEES, AGENTS, PARTNERS, SUPPLIERS, CONTENT PROVIDERS, LICENSORS OR RESELLERS BE LIABLE UNDER CONTRACT, TORT, STRICT LIABILITY, NEGLIGENCE OR ANY OTHER LEGAL OR EQUITABLE THEORY WITH RESPECT TO THE SWIFTPAWS PRODUCT, SOFTWARE OR SERVICE (I) FOR ANY LOST PROFITS, DATA LOSS, LOSS OF GOODWILL OR OPPORTUNITY, COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, OR SUBSTITUTE GOODS OR SERVICES, (II) FOR YOUR RELIANCE ON THE PRODUCT (III) FOR ANY DIRECT DAMAGES IN EXCESS (IN THE AGGREGATE) OF THE PRICE PAID BY USER FOR THE PRODUCT (IV) FOR ANY MATTER BEYOND ITS OR THEIR REASONABLE CONTROL, EVEN IF SWIFTPAWS HAS BEEN ADVISED OF THE POSSIBILITY OF ANY AFOREMENTIONED DAMAGES. SOME STATES, COUNTRIES AND OTHER GOVERNMENTAL AUTHORITIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO USER.

Dispute resolution

User agrees that any cause of action arising out of or related to the Product must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred. The Terms of Use shall be governed by and construed in accordance with the laws of the State of Florida, excluding its conflicts of law rules. Any dispute arising from or relating to the subject matter of this Agreement shall be finally settled by arbitration in Brevard County, Florida, using the English language in accordance with the Arbitration Rules and Procedures of Judicial Arbitration and Mediation Services, Inc. ("JAMS").

General

This Agreement is the entire agreement between User and SwiftPaws with respect to the Product, and supersedes all prior or contemporaneous communications and proposals (whether oral, written or electronic) between User and SwiftPaws with respect to the Product. Notwithstanding the foregoing, the parties acknowledge the existence and validity of the Terms of Use. In the event any conflict between this Agreement and the Terms of Use, this Agreement shall control with respect to the subject matter of this Agreement only. If any provision of this Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable. The failure of either party to exercise in any respect any right provided for herein shall not be deemed a waiver of any further rights hereunder. This Agreement is personal to User, and is not assignable or transferable by User except with SwiftPaws' prior written consent. SwiftPaws may assign, transfer or delegate any of its rights and obligations hereunder without consent. No agency, partnership, joint venture, or employment relationship is created as a result of this Agreement and neither party has any authority of any kind to bind the other in any respect. All notices under this Agreement will be in writing and will be deemed to have been duly given when received, if personally delivered or sent by certified or registered mail, return receipt requested; when receipt is electronically confirmed, if transmitted by facsimile or e-mail; or two days after it is sent, if sent for next day delivery by recognized overnight delivery service.

Before You Start (Safety First)

Please visit your veterinarian to be sure your pet is up for this kind of activity.

SwiftPaws is NOT recommended for young puppies who are still growing!

Safety recommendations:

- We recommend no more than 2 play sessions per-pet per-day.
- Be aware of your pet's level of fitness and ability, not every pet can or should run for the full 90 seconds.
- When using SwiftPaws, watch your pet for signs of becoming tired (panting, slowing down, etc.) and stop whenever appropriate.
- Do NOT leave your pet unattended with SwiftPaws.
- Although there are built in safety features, abrasion from the line is possible even when the unit is not in operation.
 - Check your pup's paws, legs, bellies, & armpits to make sure they do not have any abrasions after playing. Be especially careful with hairless breeds or if your pup doesn't have a lot of fur/hair in these areas!
- Do NOT leave SwiftPaws (especially the drive unit and controller) outside when not in use.
 - The drive unit and controller are electronic devices and are NOT waterproof
- Use SwiftPaws in good weather conditions and be cautious of potential hazards (mud/snow/terrain/obstacles/etc.)

The SwiftPaws device has a few built-in safety features:

- 90 Second Shutoff
Your SwiftPaws will shut off after 90 seconds of play to let you know it's time to take a break. Every pet has a different level of fitness, so it's important to always watch your pet for signs of getting hot or tired. Your pet will LOVE this game, so it's up to you to decide when it's time for a break.
- Stall Feature:
While running SwiftPaws, your main unit will sense if there is too much resistance (ie your pet steps on the line or grabs the flag) and it will automatically cut power when it senses this. You will hear a series of decreasing beeps & it will shut down for 5 seconds and then you'll hear 5 increasing beeps allowing you to start running again.
- Safety Tethers:
We recommend using the included safety tethers to anchor the main unit and pulleys. Do NOT anchor the main unit or pulleys directly to the ground or to a solid object.

Before You Start (Very Important Preparation)

- Please charge your main unit battery before using SwiftPaws. The charger comes with its own instructions inside the box
- Your SwiftPaws main unit comes with a battery and charger. For information on charging your battery in extreme temperature environments please visit www.swiftpaws.com/getstarted
- It is **VERY IMPORTANT** that you plug the battery into the charger properly. Misuse will cause damage to the charger.
- **ALWAYS** use the included battery LIPO GUARD pouch when charging and storing the battery.
- When you plug the charger into an outlet, the LED screen will read 000 – once you plug a battery in the screen will read the total current voltage of the battery,
- A full charge for the included SwiftPaws Home Plus Battery is 16.8 and once fully charged the screen will read FUL



Battery Charger



Plug and cables from the battery

Red cable must be on left, grooves on plug match up with receiver on the charger.



DO NOT attempt to charge the battery while using the product. Doing so may result in damage to the battery, charger & drive.

What's in the Box?



- SwiftPaws Main Unit – Comes with a pink grip-band on the drive-wheel
 - Includes a battery cover
 - Includes a rechargeable battery
 - Includes a battery charger



- Field Pulleys – Home Plus comes with 3 pulleys



- Remote Control Handle
 - Come with CR123A battery installed
 - Do NOT replace with rechargeable batteries
 - Battery will last 1-2 years before needing replacement



- Accessories
 - Includes a roll of line and flags
 - Includes a line winder (not pictured)
 - Includes stakes and tethers (not pictured)
 - Includes a tote bag (not included)
 - Includes a LIPO GUARD pouch for charging & storing the battery (not pictured)

Additional accessories
and replacement
supplies can be
purchased online at
www.swiftpaws.com

Things to be Aware of Before Setting Up

You will hear a series of startup beeps when you turn on your drive unit, this is normal.

- Upon syncing with the remote controller, the main unit will make a rapid tone and then stop beeping.
- If the system encounters too much drag (i.e. a pet steps on the line) it will make a constant stall warning tone before stalling.
 - In the event of a full-stall the system will shutoff for 5 seconds during which time the controller will become inactive.
- The battery may take a couple hours to charge.
- If the equipment stops performing as expected, give the unit battery a full charge and try again before troubleshooting further.
- Common issues include low battery in the main unit or remote controller, too much or too little tension on the line, too much drag/terrain is too rough, or course is too long.

Your controller comes ready to use right out of the box!

- The remote will vibrate when you turn it on, after turning on the unit & controller simply push or pull the trigger to start!
- Please contact support@swiftpaws.com if you're having trouble with your remote before attempting to recalibrate.
- You can re-calibrate your controller by pressing and holding the button for 15 seconds, it will then vibrate & show a red light. Press and release the button again to turn the remote on, then push the trigger all the way forward & pull it all the way back, waiting for the remote to vibrate in each position to re-calibrate.
- You can turn off your controller by pressing and holding the controller button for a few seconds until it vibrates and blinks red twice.
- Automatic shutdown occurs after 90 seconds of play. Prior to shutdown the controller will vibrate 2X and the light will turn red.
 - Within 10 seconds of the light turning red, you can override shutdown and initiate a new play session.
 - To override shutdown, press and hold the controller button until the light turns green.
 - Let go of the button after it turns green and you will have initiated a new, 90 second session.

Low-Speed Run Mode and Wind-up Mode:

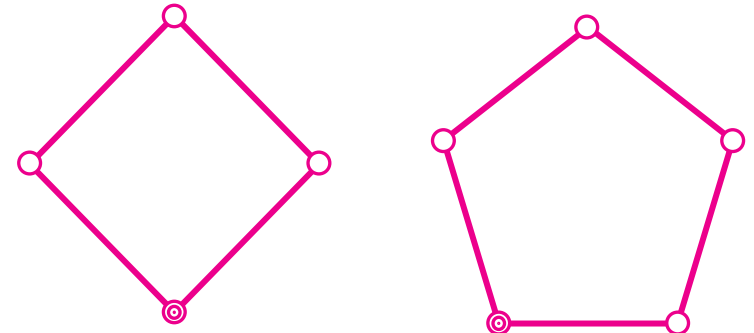
- You can enter low-speed mode by holding the controller button while pulling the trigger down after turning on the remote.
- You can enter Wind-up Mode by cycling unit the on-off switch three times starting & ending in the on position. The unit will beep 3x to signal that you have entered wind mode. The unit will return to normal after turning it off.
- We have developed and continue to add to an "Owner's FAQ" you can access this, as well as tips and tricks videos and troubleshooting information at www.swiftpaws.com/getstarted

Setting up SwiftPaws

1. Find a relatively level, well maintained area to setup. **DO NOT RUN ON HARD SURFACES.**
 - If you have a hill, do your best to set the pulleys so the line does not drag over a hill or get too elevated over a low spot.
 - The taller the grass/ rougher the terrain the harder the motor must work. If your setup is running too slow, or stalling, this could be a sign that there is too much drag. Try reducing the tension or finding better conditions to set up in.
 - If you hear the STALL WARNING tone frequently (especially when reversing the flag), try running with less tension.
 - If you are getting the SYSTEM OVERLOAD tone frequently, you may have too much drag (ie rough terrain/tall grass) or tension. Try running with less tension, resetting your pulleys so there is less drag, or making your course shorter.
2. Minimize the risk of your pet running into anything by setting up away from obstacles/hazards.
 - Remember your pet may not run the course exactly how you set it up, it's always best to avoid possible hazards.

3. Make sure your unit battery is fully charged before first use.
4. Set your drive unit and pulleys out in a square or rectangular shape.
Be sure to use the tethers and stakes to anchor the pulleys and main unit.
(You can purchase additional pulleys to make more complex course shapes).

In the example courses, the circles are pulleys, the bulls-eye is the unit, & pink line is the line. Sharp corners are harder for pets to navigate, and could be unsafe. **All corners must be greater than 90° angles.**



5. Run the line through the pulleys. We recommend tying the line to the stake at the main unit, then running the line through each pulley before cutting it to size once you get back to the main unit.
6. Tie the ends of line together in front of the drive unit to form a closed loop. You can either tie the ends leaving two “tails” of line to tie in the flag or you can use the “professional method” (videos available at www.swiftpaws.com/getstarted)
7. Pull the line onto the drive pulley. You can then pick up the entire drive unit and pull it backwards to increase tension on the line.
8. You want just enough tension. You may have to play with the tension a few times to get it right. You know the tension is right when the main unit runs smoothly and responsively without the line being so tight that the motor strains to run it.

*** Please note: if there is TOO much tension, the system will “stall” or stop running to protect the motor.**

9. Give your course a test run before bringing your pet out to play. We recommend running a few play sessions without your pet so you can get a feel for the controller and main unit.

Codes & Troubleshooting

For safety purposes and to ensure the best user experience, there are several programmed tones/vibrations built-in with your SwiftPaws main unit and remote controller. Please see the table below to help you troubleshoot any codes you may encounter.

Main Unit Codes

Main Unit Tone	Meaning	Notes
3x upward tone	Initialization sequence.	Occurs when you turn on the unit.
5x slow beep	Unit is searching for the remote controller.	Occurs when trying to sync to the controller.
2x rapid beep	Unit has re-established link with remote.	You can resume/begin use.
High-pitched tone	Stall warning	Will sound prior to stalling.
5x fast downward tone	Stall.	The unit will halt after sounding this tone.
5x slow downward tone	System overload (drawing too many amps for too long)	The unit will halt after sounding this tone.
5x fast upward tone (after a shutdown)	Unit has returned to normal.	You can resume use.
Continuous slow beeping	Unit is over-heated. Max operating temp is 150°F, leaving unit on will allow the fans to help cool the unit. Restarting the unit will not reset the sensor.	The unit will halt after sounding this tone. The unit will allow you to resume normal use after temp drops below 125°F.
12x downward tone	Power down sequence.	Occurs when you turn the unit off.
2x long beep	Battery is under voltage (<13V).	Battery has dropped < 13V. Unit will shut down.
3x medium beep	Spool mode (very slow speed) To exit spool mode, turn the unit off. It will return to normal the next time you turn it on.	Start with the unit on, then toggle power switch off & on 3 times ending in the on position.

Controller Codes

Indication	Meaning	Notes
3x vibrate & 3x green light	Initialization complete (after you turn the controller on).	Occurs when you turn on the remote.
Blinking green light	Waiting signal.	Occurs when waiting for session start.
Solid green light	In-session.	Occurs while a session is in progress.
2x vibrate & solid red light	End of session warning.	Occurs 10 seconds before the timeout of a session.
1x vibrate & solid green light	Session re-started.	Occurs after restarting the session.
2x vibrate & 2x red light	Shut down.	Occurs upon shut down.
1x long vibrate & red light	Re-calibration mode.	Occurs after holding the button for 15 seconds.

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 UNDESIRE OPERATION.
NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.
NOTE: 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 or more of the following measures: <ul style="list-style-type: none">• 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.



For additional tips and tricks, and to download the most updated version of this booklet, visit www.swiftpaws.com/getstarted

Questions? Email us at support@swiftpaws.com