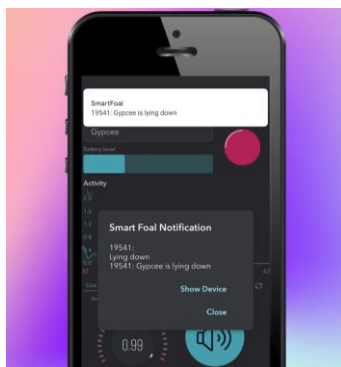




It seems that only about half of our known customers have taken seen the email notices about the upgrade.



For anyone who has already received their upgraded base station, the new instructions are here:

[Instruction manual](#)

Smartfoal.com/pages/new-app-setup

You can find setup videos at the link below [New app setup](#) (also on our Youtube channel)

FREE Upgrade available

As we mentioned in April, the old Smart Foal web app is being retired. It will cease working in December 2022.

If you sold your Smart Foal alarm second hand, please forward this email to the

new owner.

We have some very exciting news. After 4 false starts and 3 years of trying, we have FINALLY have a new app (Apple and Anrdoid) The hold up was trying to get the new app compatible with the old hardware. Unfortunately we weren't able to do that and have had to make the very hard decision of changing the firmware to be compatible with the new app and server.

What does this mean for you? If you purchased or received a base station from the 1st of January 2022 onwards then your hardware is already compatible and I will send out upgrade instructions when the app is live last month.

For everyone else you'll need to send your base station back to be reprogrammed. We will of course offer this upgrade for free, **the only charge will be postage.**

I only the the base station (BOX) not wires, antennas or power.
If you don't use the current app and don't want to use the future app then you don't need to do anything at all.

Please understand that this was a very difficult process and it was the only possible way to get a scalable app that will keep Smart Foal going for many years into the future.

The current app will continue to run until everyone who wants an upgrade has had a chance to do so. Please get in BEFORE foaling season starts as we will be very very busy.

Please print and fill in the [linked repair request](#) when you send your base station back. Include your return address and the SERIAL number! so we can keep track of who owns what. The address to use is on the repair form

(92 Grove Rd Bywong NSW 2621 Australia).

Also, make sure your base station is CLEAN! I do not want anyone sending me a box filled with tarantula eggs! Check the screw holes and mounting holes on the front and back of all devices you send back.

If you know someone with a Smart Foal alarm who doesn't get onto Facebook or check their emails, please let them know about the upgrade. We need to warn as many people as possible about the change over before we run into foaling season.

THANK YOU