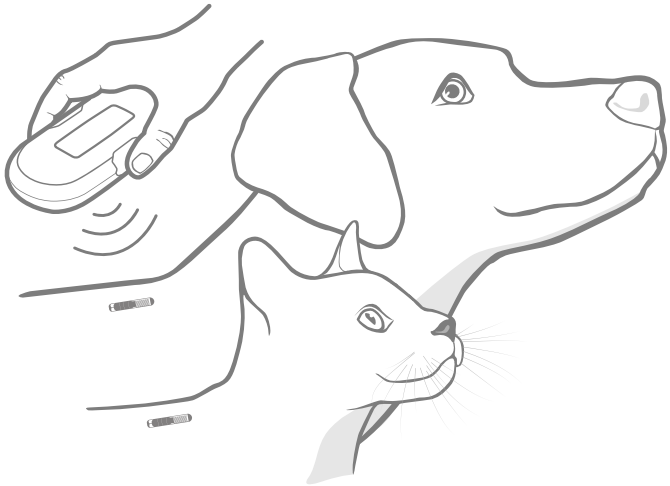
SURE PETCARE

SURE sense®

Universal Microchip Reader

Lecteur de transpondeurs universel

Universelles Mikrochip Lesegerät



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An introduction to your new Universal Microchip Reader

The Universal Microchip Reader has a lightweight, ergonomic design and one-button operation that makes it easy for anyone to use. The reader's compact design is easy to hold in one hand while scanning your pet's microchip.

The microchip reader is compatible with common microchip types including temperature-sensing microchips. This means, as well as showing an animal's unique microchip number, the reader will also display its internal Microchip Temperature if a temperature sensing-microchip is present.

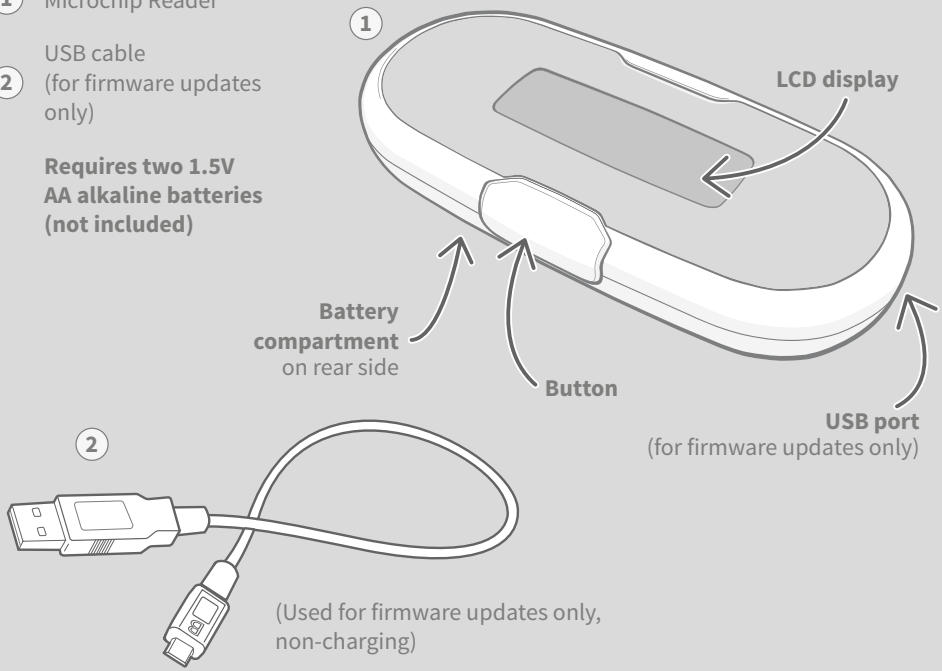
Product overview

What's in the box?

Check that you have all these parts

1. Microchip Reader
2. USB cable (for firmware updates only)

Requires two 1.5V AA alkaline batteries (not included)



Contents

Important information

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY AND RETAIN THIS MANUAL FOR FUTURE REFERENCE.

- You can find the **serial number** in the battery compartment.
- Please make sure you have all the components listed on **page 1.**
- Only use the USB cable provided for firmware updates. **Do not attempt to use it to power or charge the reader.**
- **Do not insert any foreign objects into the product.**
- This product is **not waterproof.**
- The reader **requires two alkaline 1.5V AA batteries,** which should be inserted and replaced with caution. **Do not mix different types** of batteries or **new and used** batteries. If the unit is going to be **unused** for a long period, **please remove the batteries. This product is NOT designed for use with rechargeable batteries.**

Safety warnings

- **This product uses RFID (Radio Frequency Identification) and therefore may cause problems with sensitive electronic medical devices such as pacemakers and monitors within a 3 foot (1 meter) radius.**
- **Do not use this product if parts are missing, damaged or worn.**
- **Keep small parts out of reach of children and animals.** Children should not be permitted to play with the Universal Microchip Reader. It is not a toy and should not be treated as such. However, the Universal Microchip Reader can be used by children aged 8 years and above and also by persons with reduced physical, sensory or mental capabilities, as long as they are supervised.
- **Keep the strap away from children and pets due to potential strangulation hazards.**

Technical specifications

Size:
5 ⅜'' (L) x 2 7⁄16'' (W) x 1 ⅛'' (H)
(136mm x 61mm x 31mm)

Battery life:
6 months + (with good quality alkaline 1.5V AA batteries)

Readable temperature range:
+33 °C to +43 °C (+91.4 °F to +109 °F)
If the Microchip Temperature doesn't fall within this range an out of range symbol will be displayed, **see page 6.**

Maximum reading distance:
Up to 3 ¾'' (95mm) away from the microchip, depending on microchip type and orientation.

Storage temperature:
-10 °C to +70 °C (+14 °F to +158 °F)

Operating temperature:
-5 °C to +55 °C (+23 °F to +131 °F)

Operating frequency:
125 kHz & 134 kHz (RFID)

Compatible microchips

This is a universal microchip reader which can read the following microchip types:

- FDX-A Non-ISO microchips
- FDX-B 15 digit microchips
- Trovan microchips
- Avid microchips
- Thermochip

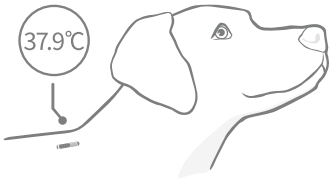
What are temperature-sensing microchips?

Temperature-sensing microchips are primarily identification microchips, compatible with ISO 11784/11785 and universal readers. However, they also incorporate a temperature biosensor, capable of measuring an animal's temperature at the implantation site.

Temperature-sensing microchips are a non-invasive way of frequently measuring a pet's temperature, without causing stress. Multiple measurements taken consecutively can establish a trend of individual animal profile or average temperature and variability. Atypical variations from this trend can be indicative of changes in an animal's well-being.

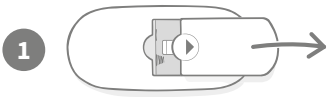
Microchip Temperature is not a replacement for rectal temperature, and should not be interpreted as such. Microchip Temperature and rectal temperature are not equivalent and should not be expected to show identical readings.

If an animal with a temperature-sensing microchip is scanned with the Universal Microchip Reader, its internal Microchip Temperature will be visible on the LCD screen alongside their microchip number. **See page 6.**

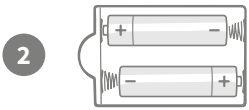


Batteries and power

To insert batteries please follow the steps below.

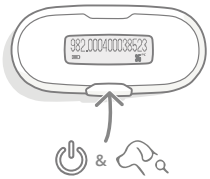


Remove the battery cover by pressing the arrow and sliding it away from the center.



Place batteries according to the polarity indicators on the diagram inside the battery compartment.

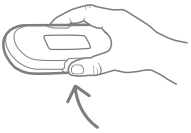
To turn the reader on, simply press the button once. If the button is pressed again it will activate a microchip scan. The reader will turn itself off automatically after you've finished using it.



This icon will be displayed when the batteries begin to run low. Always use **2 good quality alkaline 1.5V AA batteries.**

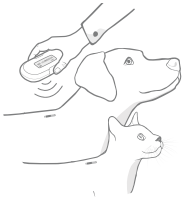
How to scan a pet's microchip

1



Insert batteries as instructed on page 4. Press the button on the reader (as indicated) to turn it on. It will automatically turn off when not in use.

2

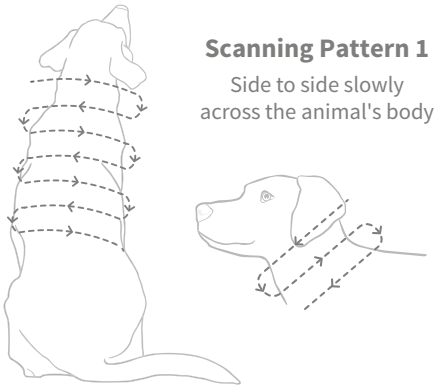


Press the button again, the reader scans for about 12 seconds after you press the button and maintain contact with the animal's body. Move the reader SLOWLY, following the recommended scanning patterns shown below.

3

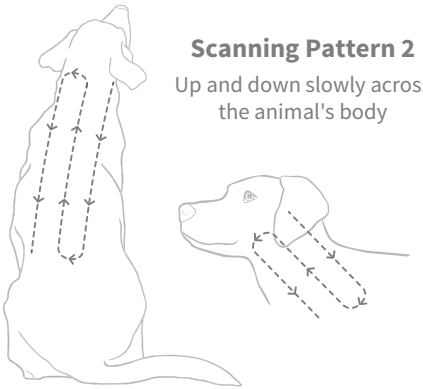
When the reader detects a microchip, the number will appear on the LCD screen and **it will vibrate once** to let you know that the reading has been successful. (It will also display the Microchip Temperature if the animal has a temperature-sensing microchip).

A microchip scan will time out after aproximately 15 seconds if the reader is **unable to detect a microchip.** The LCD screen will display a series of X's (as shown on page 6) and **it will vibrate twice** to let you know that your scan was unsuccessful.



Scanning Pattern 1

Side to side slowly across the animal's body



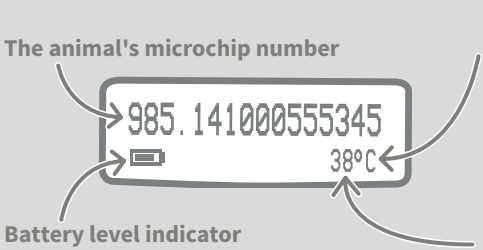
Scanning Pattern 2

Up and down slowly across the animal's body

Microchips are normally located on the left side of the neck or between the animal's shoulder blades. Microchip placement may vary per animal.

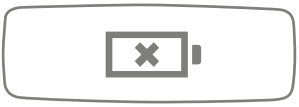
LCD display

The standard display for the reader is:



Displayed when the reader is **searching** for the pet's microchip.

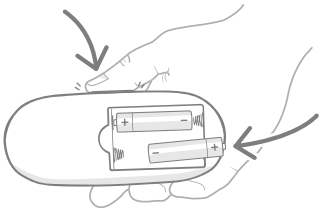
The scan will time out automatically if no chip is found and the chip number will display as a series of X's. Pushing the button again will activate another scan.



Displayed when the **batteries are completely drained.** To insert new batteries see page 4.

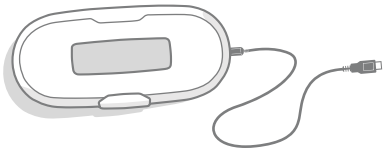
Changing the temperature unit between ˚C & ˚F

To change the temperature setting of the reader, first remove the batteries. Then press and hold the reader's button while re-inserting the batteries. The temperature will now be displayed in Fahrenheit. To revert to Celsius, repeat the process.



Firmware updates

Occasionally your reader may need to undergo an update to make sure it's running the most recent firmware possible.



The USB cable provided is for firmware updates only and cannot be used for charging and powering. All firmware updates will be listed on the HomeAgain website as soon as they become available.

Troubleshooting

Q: The reader won't turn on.

A: Make sure the batteries are inserted in the correct orientation. If this doesn't solve the problem, try changing the batteries, see page 4 for details.

Q: No temperature is displayed.

A: If the reader only displays the microchip number, this may indicate that the animal does not have a temperature-sensing chip.

Q: The reader will not detect the animal's microchip.

A: This could be as a result of either of the following:

- The animal's microchip was **out of read range**. To improve your chances of locating an animal's microchip, make sure you are scanning slowly and keep touching the animal's body. Be sure to follow the Standard Scanning Procedures provided on page 5.
- If the batteries are running low the reader may not have enough power to complete a successful scan. Try replacing the batteries, remembering to use new, **2 good quality 1.5V AA alkaline batteries** as replacements. See page 4.
- Some animals may have more than one microchip, in this case microchips implanted close to each other could affect the reader performance. To improve your chances of reading one of the microchips, make sure you are scanning slowly and keep touching the animal's body. Be sure to follow the instructions and scanning patterns detailed on page 5.
- **Metal may interfere with the reader,** try scanning your pet away from large metal objects such as a metal table.

Warranty & disclaimer

Warranty: The SureSense Microchip Reader carries a 2-year warranty from the date of purchase, subject to proof of purchase date. The warranty is restricted to any fault caused by defective materials, components or manufacture. This warranty does not apply to products whose defect has been caused by normal wear and tear, misuse, neglect or intentional damage.

In the event of a part failure due to faulty parts or workmanship, the part will be replaced free of charge during the warranty period only. At the manufacturer's discretion a replacement product may be provided free of charge in the case of a more serious malfunction. Your statutory rights are not affected.

Disclaimer: The SureSense Microchip Reader, including its use to measure Microchip Temperature is not intended to replace traditional veterinary advice. If you think you need veterinary advice you should take your pet to a veterinary practice. We expressly disclaim any liability for any loss, damage or costs that you may incur as a result of using the product as a substitute for professional veterinary advice. Furthermore we do not accept any liability for any veterinary fees that you may incur as a result of your use of the product.

Body temperature is not enough to determine disease alone. Microchip Temperature is not a replacement for a rectal temperature measurement by a veterinarian, who is the only person qualified to determine your pet's health condition. Microchip Temperature and rectal temperature, while correlated, are not equivalent and should not be expected to show identical readings.

Regulatory information

Disposal of Products and used Batteries: This icon indicates products that are subject to the following legislation:

The Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE Directive) & The Battery Directive 2006/66/EC and Amendment 2013/56/EU places an obligation on households to dispose of the waste batteries and products that have reached the end of their life in an environmentally responsible manner as this will reduce the impact the waste will have on the environment, therefore these cannot be placed in household waste bins and should be recycled at an appropriate recycling facility. Further information on recycling can be found at: www.recycle-more.co.uk

Ensure batteries are replaced before the expiry date shown on the packaging or battery itself, and disposed of safely and appropriately.

In case of battery leaks, wear appropriate protective clothing to protect yourself from any exposure to harmful chemicals before disposing of the batteries and cleaning any spillage. When cleaning a spillage, avoid contact with skin. Battery chemicals shouldn't be placed near the eyes or ingested. Contact a medical professional immediately if this should occur.