

RELAX-LEVEL
STRONG



RELAXOPET

PRO

Touch

ANTI-STRESS-SYSTEM
DOG



USER MANUAL



Thank you very much

Thank you very much for choosing RelaxoPet® PRO Touch.

This manual contains a detailed description as well as helpful instructions for the use and operation of the RelaxoPet® PRO Touch for dogs.

We are very pleased that you have chosen RelaxoPet® PRO Touch and sincerely thank you for your trust in our product. This user manual is intended to support you in using RelaxoPet® PRO Touch as effectively as possible and for the well-being of your pet.

Please take a moment and read the instructions before the first use carefully and completely. Keep it in a safe place afterwards so you can refer to it at any time.

A special note: The specially developed sound fields of RelaxoPet® PRO Touch are **only** suitable for dogs. However, they do not harm any other animal group – on the contrary: Other animals can also benefit from the calming and relaxing soundscapes.

You can find more information about our products at any time on our website at www.relaxopet.com

If you have any questions or concerns, our customer service is happy to assist you – just send us an email at service@relaxopet.com

We wish you and your pet many relaxing moments with RelaxoPet® PRO Touch.

Packaging unit:

- RelaxoPet® PRO Touch Animal Relaxation Trainer
- Storage bag
- RelaxoPet® USB charging cable
- Operating Instructions

Important note:

This product is exclusively intended for use with dogs.

RelaxoPet® PRO Touch is not a substitute for a veterinary diagnosis and/or treatment of illnesses.

If your pet has health problems, please consult a veterinarian.



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= Recommendation



= Important!

General safety instructions

Risk of suffocation! Keep children and animals away from packaging material.

RelaxoPet® PRO Touch may only be used for relaxation for **dogs**.

People with hearing impairments should ensure that RelaxoPet® PRO Touch is not set too loud.

RelaxoPet® PRO Touch is not intended to be used by persons (including children) with reduced sensory or mental capabilities or lack of experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received instructions from such a person on how to use the trainer.



Do not use the RelaxoPet® **PRO Touch** if there are damages to it visible!



Risk of hearing damage due to high sound frequencies.

Do not hold the running RelaxoPet® PRO Touch directly to your ear for extended periods!



Electrical components must **not** be immersed in water and must be protected from moisture and extreme temperatures!

If moisture has penetrated the RelaxoPet® PRO Touch, please contact your specialist dealer.

General safety instructions

Do not remove or **modify** any **parts** or carry out repairs yourself, **otherwise there is a risk of fire or electric shock!**

If you have any questions, please contact your dealer.

Never place the sound module on slanted or uneven surfaces, as it could tip over, fall down, and cause injuries.

The RelaxoPet® PRO Touch Anti-Stress System is **not a toy!**
Ensure that children do **not** play with the trainer.



Keep RelaxoPet® PRO Touch out of the reach of children!



Ensure that the device is not directly accessible to the dog!

The RelaxoPet® PRO Touch sound module is a precision device.
Do not drop it or avoid shocks and excessive force.

Do not use scratching or abrasive cleaning agents for cleaning, as these can damage the surface.

Do not cover the sound module or the speaker during use!

Areas of use and application possibilities

RelaxoPet® PRO Touch can successfully help to avoid a wide variety of stressors.

Anxiety in:

- Thunderstorms
- Fireworks
- Veterinary visits
- Travel/Car journeys
- Being alone
- Change of owner
- Environmental changes

Behavioral abnormalities such as:

- Destructive behavior
- Misbehavior
- Anxiety / Panic
- Obsessive-compulsive disorders
- Constant barking
- Aggressiveness
- Hyperactivities
- Lack of social behavior
- Marking behavior
- Restlessness
- and much more

APP Download

To be able to use the full functionality of the RelaxoPet® PRO Touch, please download the appropriate app from the respective app store to your smartphone or tablet and ensure that there is an **active Bluetooth connection** when pairing the device.



Function description

This is how the all-in-one solution for deep relaxation for dogs works

RelaxoPet® PRO Touch was developed in the field of unconscious deep relaxation for all dogs, specially adapted to the sensitive sense of hearing (depending on the setting), and developed in very close cooperation with veterinarians, behavioral therapists, and breeders.

RelaxoPet® PRO Touch is not comparable to conventional relaxation music for animals, because RelaxoPet® PRO Touch, in addition to the audible sound waves specially composed for animals, also includes six additional frequent silent, subliminal sound tracks that are not consciously perceptible to the human ear, which can induce a deeply relaxed, calm state in the animal.

In addition, RelaxoPet® PRO Touch offers the possibility to audibly suppress the audible sound waves completely using a selector switch, so that RelaxoPet® PRO Touch works exclusively with the inaudible, not consciously perceptible silent, subliminal sound tracks.

RelaxoPet® PRO Touch works fully automatically and effectively, regardless of the age or breed of your dog, both indoors and outdoors.

RelaxoPet® PRO Touch is an ideal companion for travel, vet visits, and in unfamiliar environments for animals, and thanks to its powerful battery operation, it works completely independently of a power outlet.

If you notice an "unusual noise, such as hissing or chirping" in the audibly composed sound waves, this does not indicate a defect, but rather is a quality feature of the frequent, embedded sound tracks.



Technical data sound module

Emission angle	90° x 65°
Nom. impedance	4 Ω
Sound module power	5 W
Battery performance	1,000 mAh
Charging time (100%)	up to 5 h
Input voltage	5 V 500 mA
Charging port	USB Type C
	DC input

Application | Acclimatization phase

The first steps - Tips for acclimatization and use

Please give yourself and your animal time to get used to this novel deep relaxation method.

Use RelaxoPet® PRO Touch in stressful situations only after the acclimatization phase has been fully completed! The stress hormone cortisol is broken down more slowly by dogs than by humans.

During the acclimatization phase, we recommend placing the RelaxoPet® PRO Touch near the **favorite spot** of your dog and behaving **neutrally and calmly** towards the dog. During the first use, refrain from additional behavioral corrections with the animal.

During the acclimatization phase, select the **audible mode** at the preset volume. The acclimatization phase can also be carried out at night.

Usually, 4-5 days of acclimatization are sufficient. During acclimatization "Disturbing noises", such as TV or radio, should be avoided. Depending on the dog's stress level, **the acclimatization period may be individually extended.**

Never **start** the application in direct connection with an exciting experience/event (exceptions: thunderstorms/fireworks), as this can cause unwanted conditioning and/or possibly intensify existing problems.

Please end the sound exposure **at least 30 minutes before** any active **interaction** with your animal.

After a deep relaxation phase with RelaxoPet® PRO Touch, do not immediately start sporting activities with dogs, such as training, agility, sports, rescue, search, or service dog assignments.

Please note that RelaxoPet® PRO Touch, due to its audible sound patterns, can also induce a calming and deeply relaxed state in humans. RelaxoPet® PRO Touch is **not** a substitute for appropriate animal training and care.

Application | After the acclimatization phase

Regular use

After the acclimatization phase has been completed (see p. 8), RelaxoPet® PRO Touch can be used regularly and in various stressful situations.

We also recommend selecting the inaudible, subliminal frequent sound waves and using the convenient PRO features, such as the PRO Timer and the NOISE MOTION® system (see p. 15 | 16), only after the acclimatization phase.

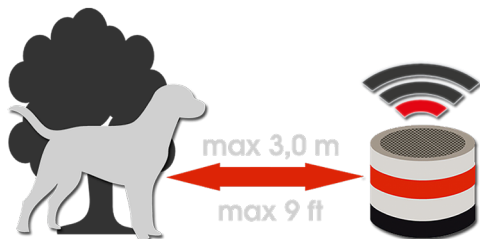
Positioning of RelaxoPet® PRO Touch

Position RelaxoPet® PRO Touch indoors within a radius of max. 5 m and outdoors max. 3 m (see sketch below), in the main area where your dog stays, and make sure that RelaxoPet® PRO Touch is out of your dog's reach.

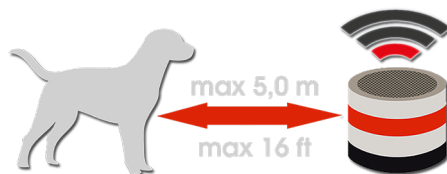
Start the sound exposure about **30 minutes before the stressful situation occurs**.

In unpredictable situations, such as an emergency visit to the vet, RelaxoPet® PRO Touch can also be switched on only during the stressful situation.

Just like during the acclimatization phase, the sound exposure should be stopped at least 30 minutes before actively working with your animal.



Maximum range outdoor



Maximum range indoor

Application | Useful Information

Useful and additional information

Onset of deep relaxation

Depending on the initial situation and the intensity of the respective stressors for the dog, the period until visible relaxation occurs may vary. It may take several days until the first results are visible.

Sound exposure duration / intervals

The sound exposure can last **up to 4 hours** per day. Longer sound exposure intervals are completely harmless, but should be avoided due to the animal's own activity relevance.

Volume setting

Note that a dog can hear **up to 20 times better** than humans.

The factory setting when starting up RelaxoPet® PRO Touch is completely sufficient for normal ambient noise.

If necessary, adjust the volume to the ambient noise using the (+/-) buttons.

Different rooms

If RelaxoPet® PRO Touch is used in different rooms (e.g. today in the living room and tomorrow in the kitchen), it may be useful, depending on the initial situation, the animal's sensitivity, and the intensity of the respective stressors, to carry out the acclimatization phase **one after the other** in the different rooms.



Application | Useful Information

Useful and additional information

Being alone

Only leave your dog alone together with RelaxoPet® PRO Touch **AFTER** the acclimatization phase has been completed.

For this, you can use the audible or inaudible sound waves during your absence.

After the acclimatization phase, gradually increase the length of your absence together with RelaxoPet® PRO Touch slowly.



Always start with at least a 30-minute pre-sound exposure before each absence!

Even with deep relaxation, never leave dogs alone longer than necessary.

RelaxoPet® PRO Touch Anti-Stress System is not intended to extend periods of absence.

Non-animal environment

In all non-animal environments, we recommend using only the **audible sound waves**.

Year-round outdoor keeping

With year-round outdoor keeping, problem-oriented sound exposure can take place for up to 8 hours daily. However, with this type of keeping, make sure the RelaxoPet® PRO Touch sound module is positioned as centrally as possible. Protect the trainer outdoors from environmental influences such as moisture, dirt, or heat.

Thunderstorm / Fireworks

In sudden events, such as thunderstorms and fireworks, the main area where the dog stays may change. Use RelaxoPet® PRO Touch together with the **audible sound waves** directly at your dog's chosen comfort spot.

The sound module | Functions

RelaxoPet® PRO Touch Anti-Stress System at a glance



On-off switch

To switch on and off, please press the button once.

► battery operating LED lights up



Battery indicator / charging port

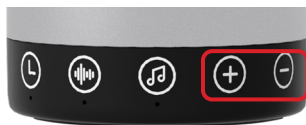
The RelaxoPet® PRO Touch features a modern USB Type-C charging port with integrated overvoltage protection, ensuring safe and reliable charging.

The included USB Type-C charging cable can be used for charging.

Alternatively, you can also use another compatible USB Type-C cable. Further information on the battery and charge level indicator can be found on page 17.

The sound module | Functions

RelaxoPet® PRO Touch Anti-Stress System at a glance



Key lock

Due to the sensitive touch button technology, the RelaxoPet® PRO Touch has a practical key lock.

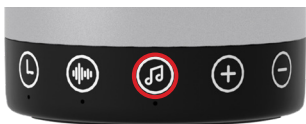
This is activated by pressing the + and - buttons simultaneously for about 2 seconds. A short beep confirms activation, two beeps confirm deactivation.



Volume control

The volume can be individually adjusted in 16 levels.

When switched on, the device automatically starts at a medium volume level. Use the (+) button to increase the volume, and the (-) button to decrease it accordingly.



Sound waves / Selection

The RelaxoPet® PRO Touch features two audible sound waves and one inaudible to humans. The LED display indicates which sound wave is currently active.

By operating the selector switch, you can switch between the different sound waves.

- ▶ **white LED** = Sound wave Relax 1
- ▶ **blue LED** = Sound wave Relax 2
- ▶ **blue LED** (blinking) = Sound wave Relax 3 INAUDIBLE

The sound module | Functions

RelaxoPet® PRO Touch Anti-Stress System at a glance



Selector switch PRO-Timer

Please select the function (4h runtime | infinite) before or during operation.

► **yellow LED** lights up when the (4h) timer function is active

► Complete information about the Pro-Timer on page 16



Start | stop NOISE-MOTION® system:

In NOISE-MOTION® mode, the two integrated microphones are activated for continuous room monitoring. As soon as the microphones detect a predefined, stress-related sound threshold, the RelaxoPet® PRO Touch switches on automatically.

Playback lasts for 30 minutes before the device returns to automatic monitoring mode.

► **red LED** (blinking) = Monitoring

► permanent **red LED** = Operation

► Complete information about NOISE-MOTION® on page 15

NOISE-MOTION functions

The NOISE-MOTION® system at a glance

This is how the NOISE-MOTION® system works

Two highly sensitive microphones in the RelaxoPet® PRO Touch Anti-Stress System automatically and continuously monitor the environment (up to approx. 3m indoors) after activation of the NOISE-MOTION® system and independently switch on the RelaxoPet® PRO Touch sound module when noises or stressors of the animal occur.

The sound duration in NOISE-MOTION® mode is 30 minutes. After the 30-minute sound session, RelaxoPet® PRO Touch automatically switches back to monitoring mode. As soon as the microphones detect further or continuous noises from the animal, the 30-minute sound process starts again.

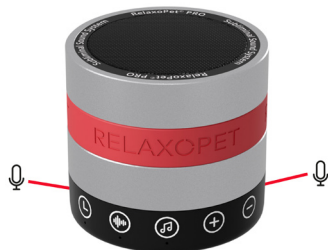
This is how you activate the NOISE-MOTION® function

For NOISE-MOTION® operation, activate the corresponding function.

Room detection starts automatically after switching on and is indicated by a flashing red LED.

In NOISE-MOTION® mode, both the volume and the audible frequency are fixed and cannot be adjusted individually.

Please ensure you only use NOISE-MOTION® when your dog is home alone. Switch off any external noise (such as the TV or radio), as this can cause malfunctions.



Please do not cover the two highly sensitive microphones on the RelaxoPet® PRO Touch sound module!

PRO TIMER functions

The PRO TIMER at a glance

This is how the PRO TIMER works

In the RelaxoPet® PRO Touch Anti-Stress System you can choose between three sound cycles (see settings page 13)

The sound module can be used for a runtime of **4 hours** or **continuously** without interruption.

The ambitious pet owner can select the sound exposure times as needed.

This is how you use the NOISE-MOTION® function together with the PRO Timer

After switching on, activate the PRO Timer (yellow LED), then activate the NOISE-MOTION® function (red LED).

After the 4-hour timer has expired, the sound module automatically switches to NOISE-MOTION® monitoring mode and will turn on again for 30 minutes when noticeable stressors are detected.



Charge indicator / Battery symbols

The RelaxoPet® PRO Touch is equipped with an integrated lithium-ion battery. The current battery capacity is clearly displayed via the LED charge indicator (battery symbol).



Operation with connected charging cable

The battery indicator continuously displays the current battery level during charging. The device is continuously supplied with power in this state.

Battery operation – Display of charge status

In pure battery operation, the LED indicator shows the current charge status:

100% – 60% → solid green

59% – 20% → solid yellow

19% – 10% → solid red

below 10% → red flashing (slowly)

At the latest, when a red flashing signal appears, the battery should be recharged immediately to ensure uninterrupted operation and to avoid deep discharge.

Note: The RelaxoPet® PRO Touch Anti-Stress System can also be operated without any problems during charging.

Lithium-ion batteries

The correct handling of the integrated lithium-ion battery

It is important that you fully charge the RelaxoPet® PRO Touch Anti-Stress System before first use to ensure the full capacity of the integrated lithium-ion battery.

Charging options RelaxoPet® PRO Touch Anti-Stress System:

RelaxoPet® PRO Touch Anti-Stress System has a permanently installed battery with a long operating time and can be easily charged via the supplied USB charging cable at a USB-port. The charging time is up to 5 hours (depending on USB input voltage).

When traveling or transporting, the RelaxoPet® PRO Touch can be charged via the USB port of a vehicle during use.

CAUTION!

Do not place the battery in fire or a heating oven, as this may cause an explosion. Do not dispose of the battery by mechanical extrusion or cutting.

Do not place the battery in an environment with extremely high temperatures, where the battery may explode or flammable liquids or gases may be released.

Do not place the battery in an environment with extremely low pressure, where the battery may explode or flammable liquids and gases may be released.

1. The normal operating temperature range of the product is 0 - 45° C
2. The temperature range for charging protection of the product is 0 - 45° C
3. The temperature range for storage and transport of the product is -20 - 40° C
4. Do not reduce the air pressure below 86 kPa, as this may lead to an explosion or the release of flammable liquids or gases.



Disposal of electrical and electronic equipment in the European Union

This product must not be disposed of with normal household waste. Instead, take the old device to a recycling collection point for electrical and electronic equipment. The separate collection and recycling of your old device helps to conserve resources and ensures that human health and the environment are protected during recycling.

For more information on where you can take your old device for recycling, please contact your local municipal office, your household waste disposal service, or the point of sale of your product.

Transport and travel

Safe travel with RelaxoPet®

Start the sound exposure 15-30 minutes before departure. Place the RelaxoPet® PRO Touch near the transport box so that your pet cannot reach the sound module.

RelaxoPet® PRO Touch during car transport

Secure the RelaxoPet® PRO Touch safely in the vehicle during all journeys and ensure that it cannot come loose in the passenger compartment during sudden braking or accidents.

Remember that the RelaxoPet® PRO Touch should be fully charged before departure and the key lock activated, or use the USB charging port during transport.

As a useful accessory for perfect transport, we offer our RelaxoPet® BAG.

RelaxoPet® PRO Touch during air travel

Contact the airline before your trip and inform them that you wish to use RelaxoPet® PRO Touch during the flight.

Due to the large number of airlines and the various transport conditions, we cannot guarantee that the airline will allow transport with RelaxoPet® PRO Touch.



RelaxoPet® BAG



Please note for all cross-border transports the respective customs and national regulations.

Application tips & general questions

Please note that all listed examples should be individually adapted to the respective breed.

Examples

Solution

My dog does not initially respond to the RelaxoPet® PRO Touch or avoids it.

Did I do something wrong?

Indeed, at the beginning of the sound exposure, an overreaction of the animal may occur, with the animal perceiving the relaxation sounds as "disturbing." This overreaction usually disappears after a few days of use. Important: follow the tips for acclimatization (see p. 8)

Are foreign frequencies counterproductive (TV, radio, music, etc.)?

Radio waves or television have no effect on the subliminal frequency sound waves of RelaxoPet® PRO, as these are different frequency ranges of sound waves. However, we recommend choosing the "silent" sound mode.

In silent mode, a hissing or crackling sound can be heard.

Is my trainer defective?

The crackling or hissing is not a defect, but rather a quality feature of the subliminal frequency soundtracks.

Can I use several RelaxoPet® PRO Touch Anti-Stress Systems at the same time in a multi-pet household?

Sound overlap and thus a reduction in relaxation cannot occur when using several RelaxoPet® PRO Touch devices in parallel. However, relaxation can be further deepened by multiple sound exposures.

We would like to take our dog with us on our trip. Can RelaxoPet® PRO Touch make the journey or flight easier for my pet?

You can easily use RelaxoPet® PRO during a car, bus, or train journey. Place the RelaxoPet® PRO Touch securely in the side rear shelf of the car, or use the RelaxoPet® Bag. RelaxoPet® PRO can also be used during a flight. Please inform the airline in advance.

Can I keep the RelaxoPet PRO Touch permanently connected to the power supply and use it at the same time?

The RelaxoPet® PRO Touch has an integrated overvoltage and overcharge protection. The device can be used without any problems during charging. However, to protect and preserve the built-in battery in the long term, we recommend not operating the device permanently on the charger.

RelaxoPet® and NOISE-MOTION® are subject to trademark law and copyright

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RelaxoSystem® GmbH

www.relaxopet.com

Version 3.28

The RelaxoPet®PRO Touch complies with all standards regarding electromagnetic fields (EMF). According to current scientific knowledge, the trainer is safe to use, provided it is handled properly and in accordance with the instructions in this manual. As with any other device, proper handling is an essential prerequisite for a good result.