



protect. teach. love.®

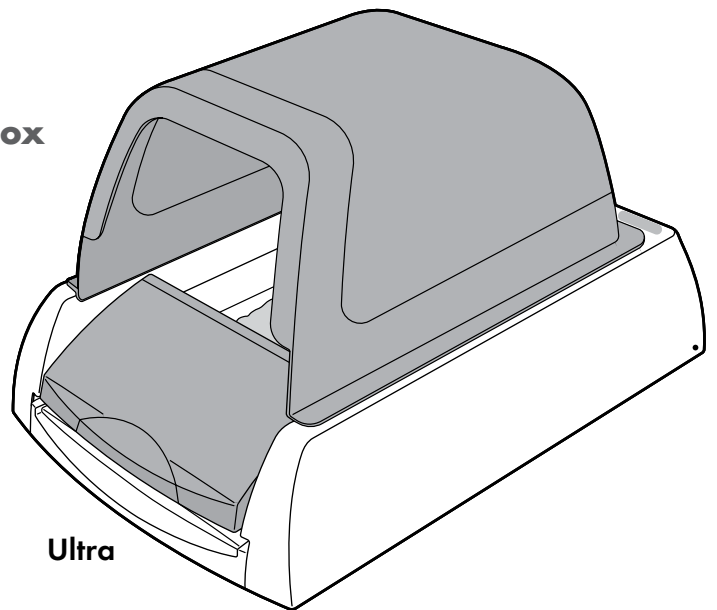
# ScoopFree®

Product Manual

**PAL00-14242 & PAL00-16527**  
**ScoopFree® Original Self-Cleaning Litter Box**

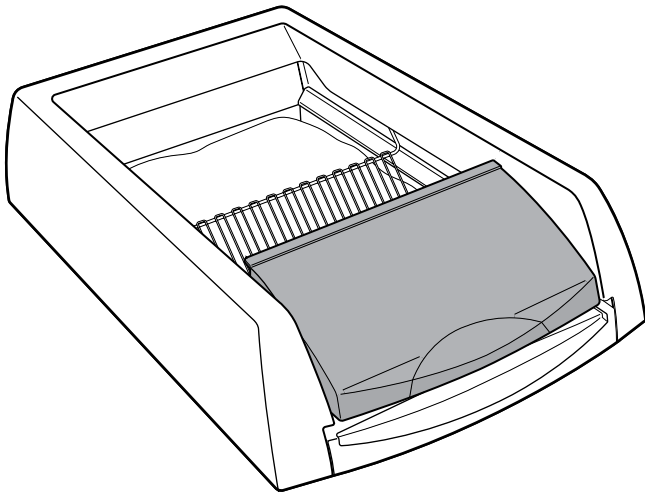
**PAL00-14243 & PAL00-15342**  
**ScoopFree Ultra Self-Cleaning Litter Box**

**PAL00-16540 & ZAL00-16409**  
**ScoopFree Ultra Top-Entry Self-Cleaning Litter Box**

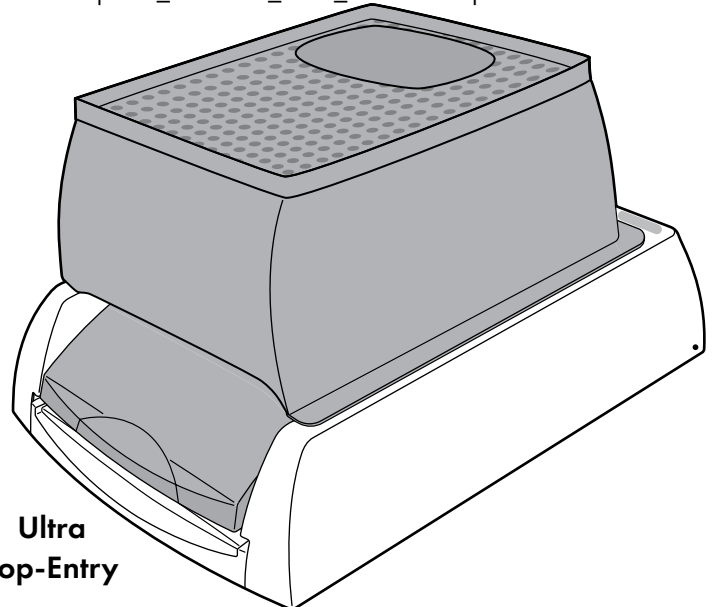


**Ultra**

ScoopFree\_Litter Box\_Ultra\_Cover Left.eps



**Original**



**Ultra  
Top-Entry**

**PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING.**

## Welcome.


You and your pet were made for each other. Our aim is to help you have the best companionship and the most memorable moments together. Your new ScoopFree® Self-Cleaning Litter Box automatically cleans for weeks with no scooping or refilling, so you can spend more time with your cat and less time worrying about the litter box.

We know that safe pets make happy owners. Before getting started, please take a moment to read through the important safety information. If you have any questions, please don't hesitate to contact us.

Hereinafter Radio Systems Corporation and any other affiliate or Brand of Radio Systems Corporation may be referred to collectively as "We" or "Us".

## IMPORTANT SAFETY INFORMATION

### Explanation of Attention Words and Symbols used in this Guide

 This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

**WARNING** WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**CAUTION** CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**CAUTION** CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided could result in harm to your pet.

**NOTICE** NOTICE is used to address practices not related to personal injury.

**WARNING** When using electric appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and/or injury including the following:

- Read all the instructions before using the appliance.
- Do not submerge or expose the electrical components to water or cleaning solutions.
- To protect against electric shock, do not place the unit, electrical power adapter or plug in water or other liquids. If the plug of the device gets wet, turn off the electricity to that electrical outlet. Do not attempt to unplug.
- Do not place or store unit where it can fall or be pulled into a tub or sink.
- Do not pull on the electrical power adapter to remove the plug from the electrical outlet. To unplug, grasp the plug, not the power cord.
- Do not use accessories or attachments that are not recommended by the manufacturer as they may cause fire, electric shock, or injury.
- Do not operate if the unit has a damaged electrical power adapter or plug, if it is malfunctioning or has been damaged. Call the Customer Care Center immediately for further instructions.
- Pregnant women, babies, small children and immune-deficient individuals should avoid contact with cat litter waste. Cats' waste may contain toxoplasmosis bacteria that can be harmful to these individuals.
- Packaging material is not a toy. Keep away from children and pets.
- Keep plastic bags away from babies and small children. Do not use in cribs, beds, carriages or play pens. The thin film may cling to nose and mouth and prevent breathing.
- To reduce the risk of injury, close supervision is necessary when the unit is used by or near children. Do not allow small children to play with, in or around this device. It is not a toy.

**CAUTION**

- Avoid contact with moving parts.
- Do not allow anything to rest on the power cord. Do not plug in power adapter in an area where people or animals may walk or trip on cord.
- Always unplug the unit when not in use, before putting on or taking off parts and before cleaning.
- Do not disassemble the unit while plugged in.
- The rake may move automatically when you connect the power to the litter box. Make sure there is nothing inside the litter box when you plug in the power cord.
- Wash your hands after handling used cat litter.

**CAUTION**

- Adult supervision is recommended during your cat's initial introduction.
- If your kitten is under 6 months of age, leave the unit UNPLUGGED and scoop waste until kitten is 6 months old.

- Not intended for use by handicapped, incapacitated or very old cats that might experience difficulty in entering or leaving the litter box.
- **DO NOT ATTEMPT TO USE THIS PRODUCT FOR ANY OTHER PURPOSE.** This product is designed for use with cats only. The litter box is intended solely for the safe elimination of cat waste. This device is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of federal, state or local laws.

**NOTICE**

- Remove all packaging material before connecting the power adapter.
- Do not place litter box on an unsteady surface.
- Do not use any other type of cat litter or tray. Only use PetSafe® ScoopFree® Disposable Crystal Litter Trays and products with this litter box. The crystal litter is specially designed and pre-measured for optimal performance. Using a different type, size, too much or not enough litter can cause the litter box to malfunction. Using a different tray or litter may void the product warranty.
- Using the tray longer than recommended may result in leakage. Placing the litter box in a high humidity area, such as a bathroom or near a shower, may result in shorter tray life.
- If solid waste is collecting outside the waste trap, it is time to change the litter tray.
- Increased elimination habits of cats who consume a diet high in crude fiber, ash and by-products, cats older than 10 years of age and cats with diabetes, kidney and thyroid problems may result in a shorter litter tray life. Kittens may have softer stool than mature cats, which increases the likelihood that it may stick to the litter box rake.
- Do not use outdoors. **FOR INDOOR HOUSEHOLD USE ONLY.**

PetSafe ScoopFree Self-Cleaning Litter Boxes should be used with healthy cats. We recommend that you take your cat to a veterinarian before using the litter box if he or she is not in good health.

**SAVE THESE INSTRUCTIONS**

To get the most protection out of your warranty, please register your product within 30 days at **www.petsafe.com**. By registering and keeping your receipt, you will enjoy the product’s full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe brand will never give or sell your valuable information to anyone. Complete warranty information is available online at **www.petsafe.com**.

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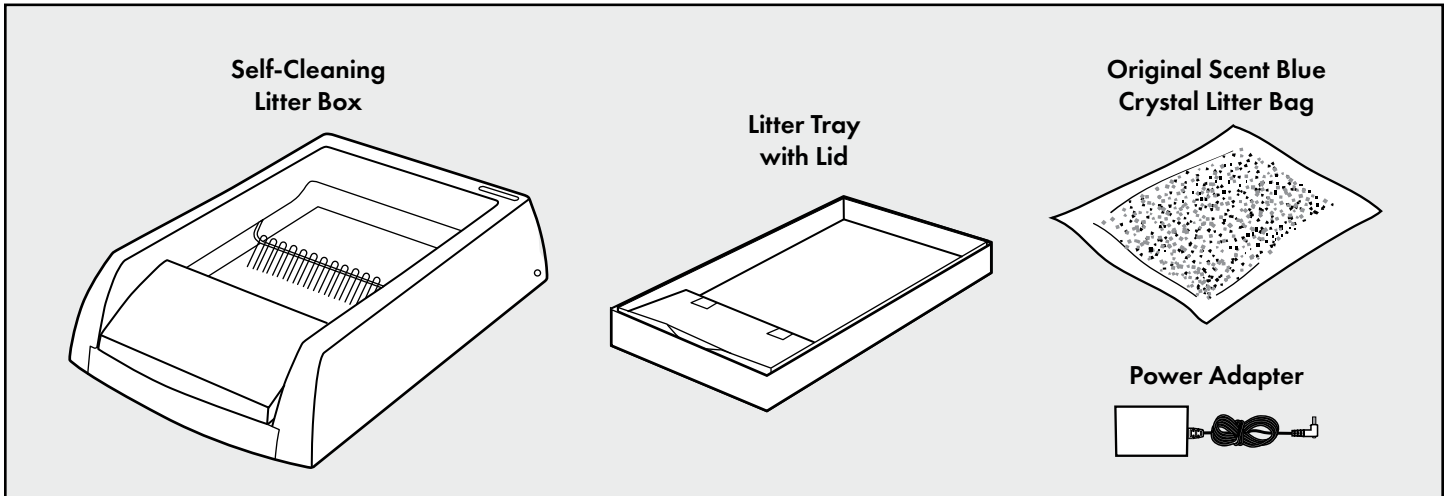
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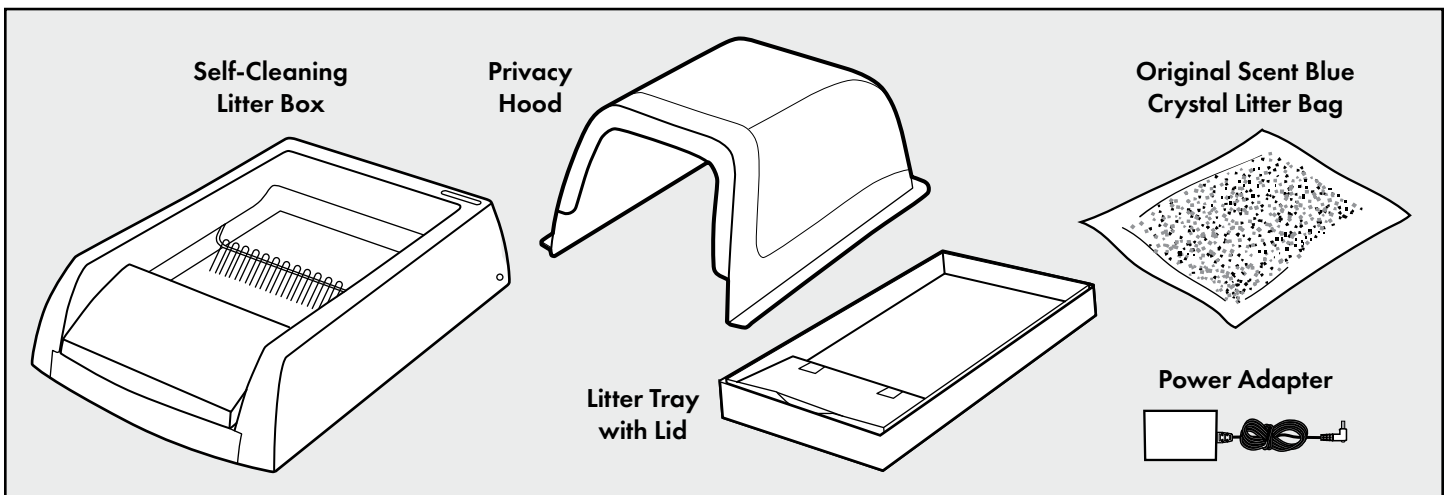
## In the Box

**The power adapter is shipped in a small box. Do not discard packaging until setup is complete.**

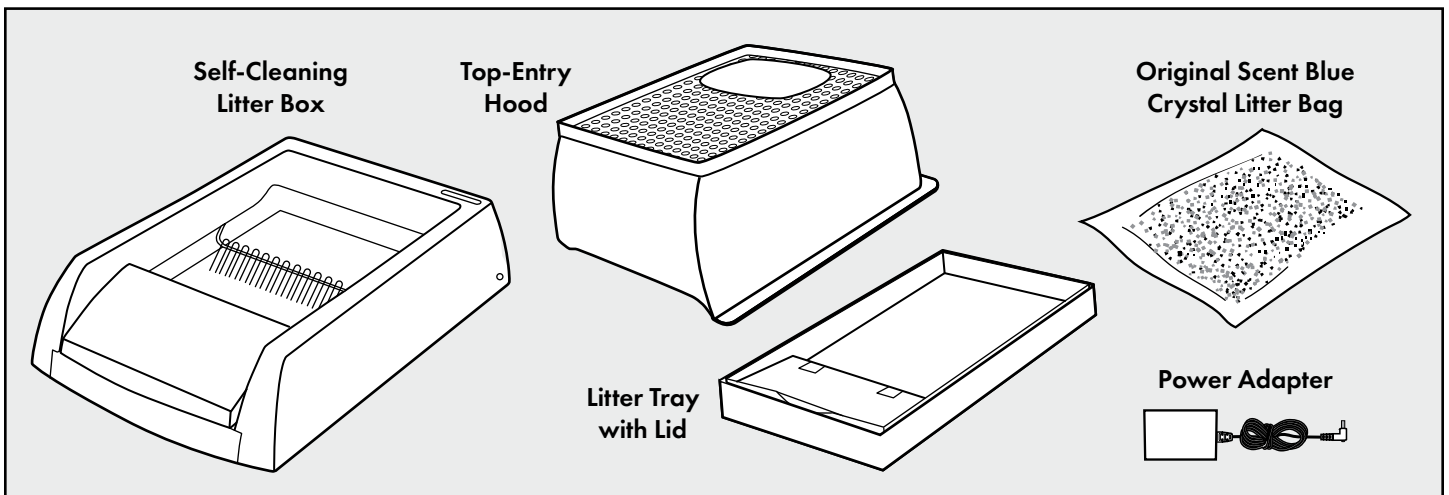
### ScoopFree® Original Self-Cleaning Litter Box



### ScoopFree Ultra Self-Cleaning Litter Box



### ScoopFree Top-Entry Self-Cleaning Litter Box

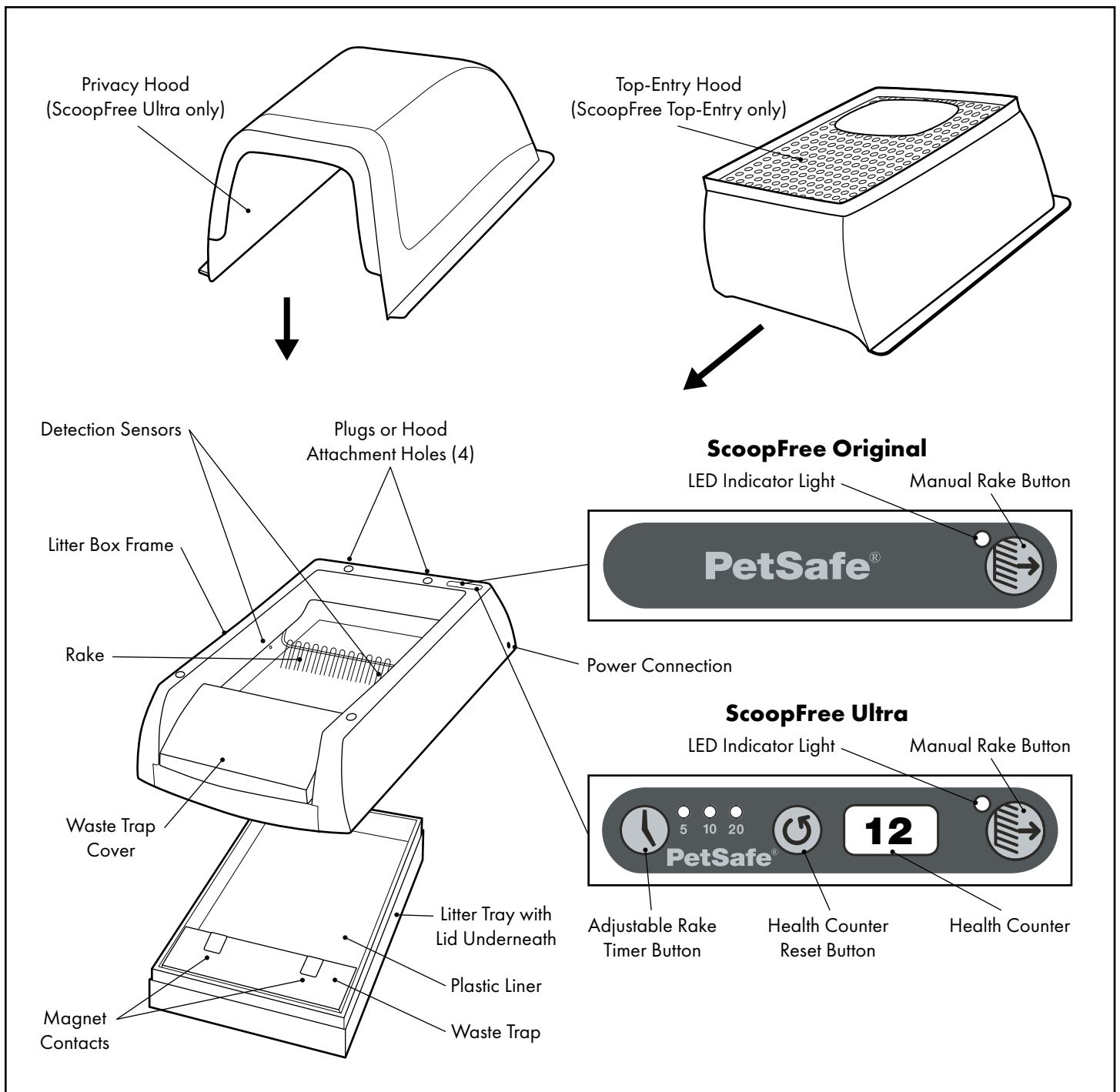


## How the System Works

The ScoopFree® Self-Cleaning Litter Box is the original automatic litter box that can be left alone for weeks at a time with no scooping, cleaning or refilling! It uses disposable trays pre-filled with crystal litter so it is easy to set up, easy to use and easy to maintain. The crystal litter absorbs urine and dries solid waste instantly to remove odors instead of masking them. An automatic rake sweeps solid waste into the covered trap 20 minutes after your cat uses the litter box, so you never have to see or touch messy waste again! If your cat re-enters the box before the cleaning cycle, detection sensors automatically reset the rake timer. The rake then grooms the litter giving your cat a fresh bed of litter every time. Every few weeks simply remove the litter tray, cover with the lid and dispose in the trash for quick, hygienic cleanup. ScoopFree gives you and your cat a consistently clean litter box you both will love.

The ScoopFree Ultra Self-Cleaning Litter Box offers three additional features. With the adjustable rake timer, you choose if the rake cleans 5, 10 or 20 minutes after your cat uses the box. A health counter keeps track of how often your cat uses the box to help alert you to possible health problems. The privacy hood helps block odors and keep litter in the box, while giving your cat a private bathroom.

## Features, Controls and Indicators



## LED Light Indicator Quick Guide

Light Color	Rake Function	Litter Box Function
Solid Green	<ul style="list-style-type: none"><li>• Rake is in Home position</li></ul>	<ul style="list-style-type: none"><li>• Power is connected and litter box is on</li></ul>
Flashes Green 4 times per second	<ul style="list-style-type: none"><li>• Rake is in Home position</li></ul>	<ul style="list-style-type: none"><li>• Detection sensors are triggered by cat in the litter box</li></ul>
Flashes Green 1 time per second	<ul style="list-style-type: none"><li>• Rake Timer countdown is activated</li><li>• Automatic raking (cleaning cycle) is in process</li></ul>	<ul style="list-style-type: none"><li>• Cat has left the litter box</li><li>• Rake timer countdown complete</li></ul>
Flashes Green 8 times per second	<ul style="list-style-type: none"><li>• Refer to Troubleshooting section for solutions (page 12)</li></ul>	<ul style="list-style-type: none"><li>• Obstruction or error</li></ul>

## Specifications and Automatic Operation

### Cleaning Cycle:

- Detection sensors recognize when your cat is inside the litter box. A timer starts a 20 minute countdown after your cat leaves the litter box to run the cleaning cycle. When the timer countdown begins, the green indicator light blinks 4 times per second.
- If your cat returns to the litter box during the timer countdown, the timer stops. The timer countdown will reset when your cat leaves the litter box again.
- Cleaning cycle automatically runs 20 minutes after your cat leaves the litter box and rakes solid waste into covered waste trap.
- On the ULTRA MODEL ONLY, the timer for cleaning cycle can be adjusted to 5 minutes, 10 minutes or 20 minutes.
- Use the Manual Rake Button to run the cleaning cycle at any time.

### Cat Usage:

- For single or multiple cat homes.
- Best for cats under 15 pounds.
- It is recommended to have more than one litter box for more than 2 cats.

**CAUTION** If your kitten is under 6 months of age, leave the unit UNPLUGGED and scoop waste until kitten is 6 months old.

### Litter Type:

- Only use PetSafe® ScoopFree® Disposable Crystal Litter Trays. The crystal litter is specially designed and pre-measured to work with ScoopFree Self-Cleaning Litter Boxes. The crystal litter absorbs urine and dries solid waste to remove odors. The crystal litter DOES NOT CLUMP.
- DO NOT use any type of clay litter, natural litter or any other crystal litter.
- DO NOT use any other tray. Only use PetSafe ScoopFree products.

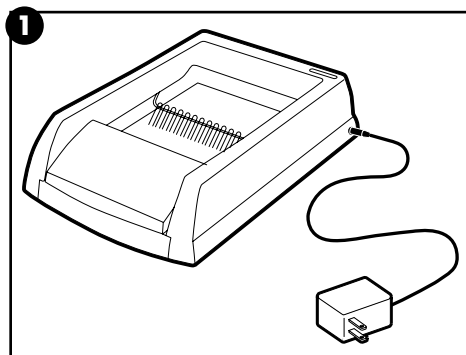
### Power:

- Low-Voltage AC Power Adapter Operated.

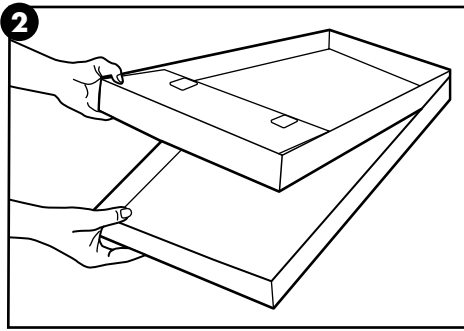
## Start Here

### Litter Box Setup

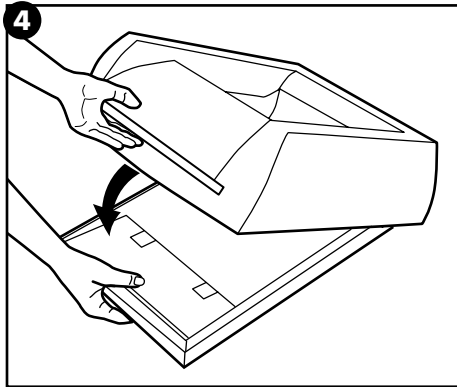
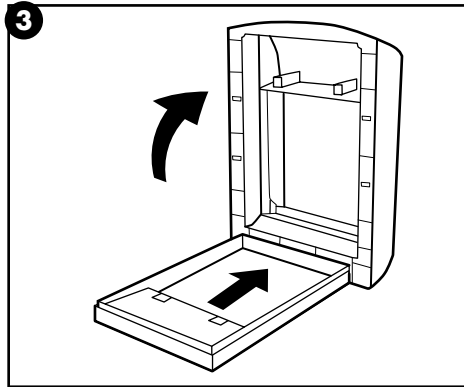
Your ScoopFree Self-Cleaning Litter Box is packaged for protection during shipping. Please remove all packaging material carefully. The power adapter is shipped inside the packaging material. DO NOT discard packaging until you complete product setup.



1. Find a clean, dry and level location with a standard power outlet nearby for your ScoopFree Self-Cleaning Litter Box. Insert the end of the power adapter into the connection on the back of litter box frame. Plug the power adapter into a standard wall outlet. If the rake is not at the home position, it will automatically move to home position when power is connected. After the rake stops, the indicator light will illuminate solid green.

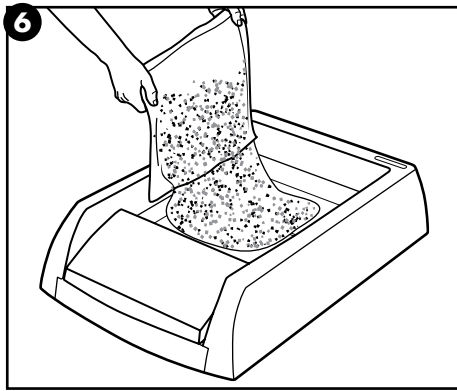
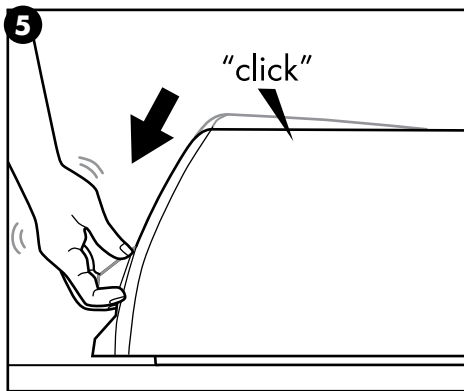


2. Place the lid under the litter tray. The lid is extra protection against leaks and will be used later for disposal. Record the litter tray installation and change the dates on the waste trap (see "Changing the Litter Tray" on page 10 for recommended litter tray replacement to help determine the change date).



3. Lift the litter box frame until it is standing on its back end. Place the litter tray under the litter box frame with the waste trap on the tray below the waste cover on the litter box. Slide the back of litter tray against the back of the litter box.

4. Lower the litter box onto the litter tray.



5. You should hear a click, which confirms the magnets on the waste trap cover have connected to the magnet contacts on the litter tray. Make sure the litter box is level and sitting over the litter tray.

6. Open the crystal litter bag by tearing the bag across the top. Empty the crystal litter into the litter tray. Spread the litter evenly within the litter tray. For best results, sprinkle one handful of the litter under the waste trap. Make sure the indicator light is a solid green. If

flashing, level out the litter so it is not blocking the detection sensors. Once the indicator light is solid green, your litter box is ready for use.

**⚠ WARNING** Packaging material is not a toy. Keep away from children and pets. Keep plastic bags away from babies and small children. Do not use in cribs, beds, carriages or play pens. The thin film may cling to nose and mouth and prevent breathing.

**⚠ CAUTION**

- Do not allow anything to rest on the power cord. Do not plug in power adapter in an area where people or animals may walk or trip on cord.
- The rake may move automatically when you connect the power to the litter box. Make sure there is nothing inside the litter box when you plug in the power cord.

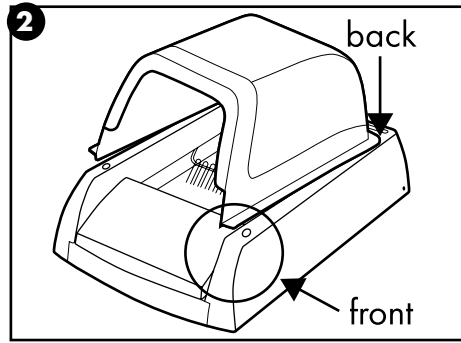
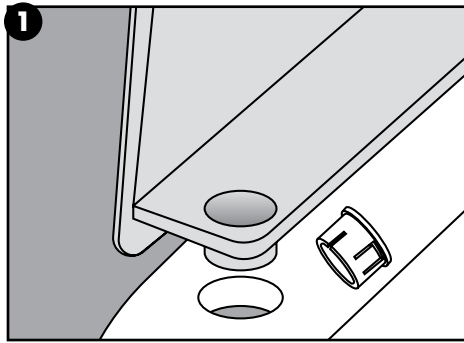
**NOTICE**

Do not use any other type of cat litter or tray. Only use PetSafe® ScoopFree® Disposable Crystal Litter Trays and products with this litter box. The crystal litter is specially designed and pre-measured for optimal performance. Using a different type, size, to much or not enough can cause the litter box to malfunction. Using a different tray or litter may void the warranty.

## Hood Installation

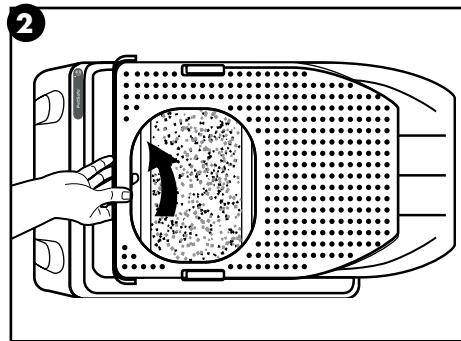
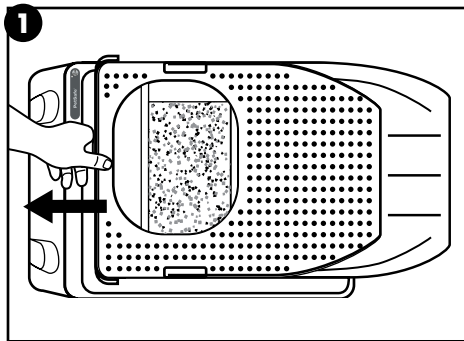
**NOTE** The Privacy Hood is only included with ScoopFree® Ultra Self-Cleaning Litter Box, but may be purchased separately for use with ScoopFree Original (see "Replacement Parts and Accessories" page 14).

The removable hood adds more comfort and privacy for your cat along with better litter containment and odor control.



1. Remove the plugs, if installed, to reveal holes on top of the litter box frame. Align the pegs on bottom of hood with the holes on the top of the litter box frame.
2. Insert the pegs at the back of the litter box first. Then insert the front pegs. The hood should fit snugly into all the holes.

The Top-Entry Hood has a grated surface to help eliminate litter tracking and can be customized to the area where the litter box is placed. If you store your ScoopFree litter box near a wall, you will want the wider area of the grated top to face away from the wall. This way, more litter will fall back into the box when your cat exits.



1. To switch the wider grate from one side to the other, pull out on the tray on top of the litter box. Lifting from the back of the grate, tilt it forward so that any litter on top falls back into the box.
2. Next, flip the tray over, and slide it back into place until it snaps.

## Setting the Adjustable Rake Timer

**NOTE** This feature is only available on the ScoopFree Ultra Self-Cleaning Litter Box and does not apply to the ScoopFree Original.

With the adjustable rake timer, you can choose how quickly you want the automatic cleaning cycle to rake solid waste into the covered waste trap. The default timer is 20 minutes, but the control is yours. If you are concerned about minimizing the odor of fresh waste, speed up the cycle to 5 minutes or 10 minutes. If you want the crystals to more fully dehydrate solid waste and reduce the risk of clumping or caking on the rake, use the 20 minute timer. It's your choice.

Adjustable Rake  
Timer Button



1. Press the adjustable rake timer button to select which timer you want for the cleaning cycle - 5, 10 or 20 minutes. The light next to the number indicates the timer selected. We recommend you begin with the default 20 minute timer to ensure you and your cat readily adapt to the ScoopFree Self-Cleaning Litter Box before trying a shorter timer.

## Manual Rake Button

Although the ScoopFree Self-Cleaning Litter Box is designed to automatically clean the litter box, you may manually run the cleaning cycle before the timer countdown by pushing the manual rake button on top of the litter box.

ScoopFree Original

Manual Rake Button



ScoopFree Ultra

Manual Rake Button



1. Push the manual rake button once to begin the cleaning cycle.
2. To stop the cleaning cycle and rake from moving, push the manual rake button again.



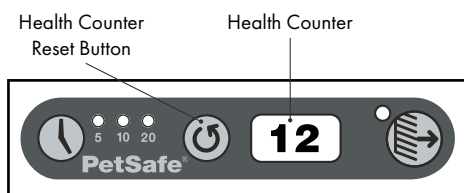
3. If the rake stops somewhere other than the home position at the back of the litter box, push the manual rake button to return the rake to home position.

## Health Counter

**NOTE** This feature is only available on the ScoopFree® Ultra Self-Cleaning Litter Box and does not apply to ScoopFree Original.

The health counter keeps track of your cat's litter box activity to help better understand when to change the litter tray. It can also help monitor your cat's health. Irregularities in how frequently your cat uses the litter box might be a sign of a problem. Share your cat's litter box usage with your veterinarian.

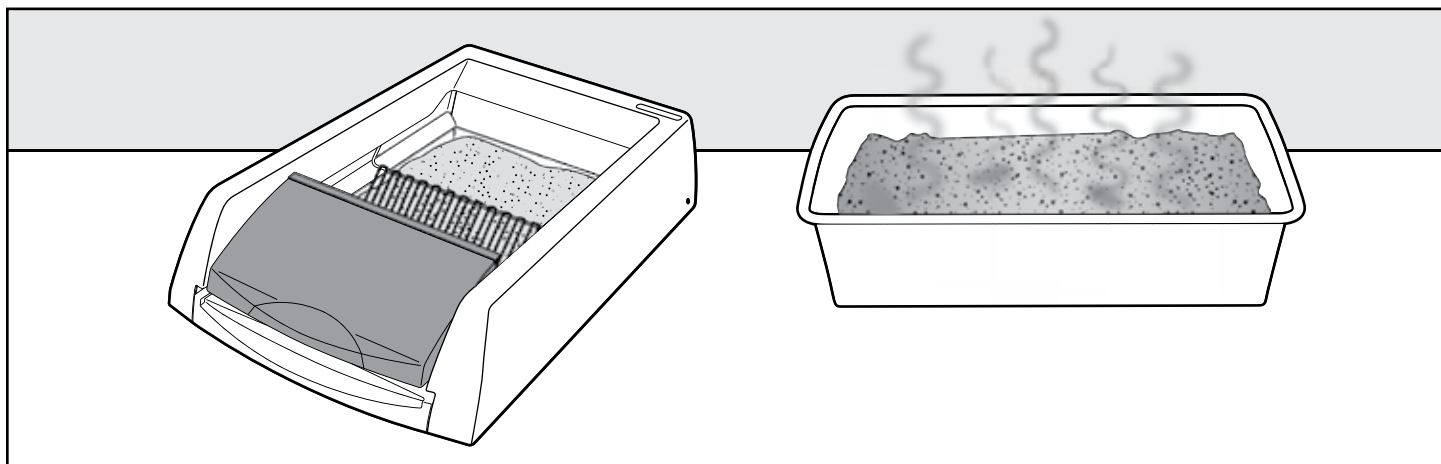
The health counter automatically increases by 1 each time the rake completes a cycle. This includes any time the manual rake button is used.



1. To reset the counter, press and hold the health counter reset button next to the counter display for 2 seconds or until the display resets to 0. We suggest you reset the counter each time you replace the litter tray.

## Introducing Your Cat to the Litter Box

Most cats easily adapt to the ScoopFree Self-Cleaning Litter Box. Some cats may need an adjustment period to help acclimate to their new litter box. Here are a few tips to help with the transition:



1. Place the new ScoopFree Self-Cleaning Litter Box next to your cat's current litter box. Allow your cat to have access to the old and new litter boxes for at least a week. This time may vary depending on the temperament of your cat.
2. Add a few handfuls of your cat's old litter to the crystal litter tray. You can also add a few handfuls of the crystal litter to your cat's old litter box.
3. Stop cleaning your cat's old litter box, allowing it to remain dirty. Cats prefer a clean litter box, so as the litter in the old litter box gets shallow and its odor increases, this should make the ScoopFree Self-Cleaning Litter Box more appealing.
4. Once your cat has transitioned to the ScoopFree Self-Cleaning Litter Box, remove the old litter box from the area.

## For Kittens Under 6 Months Old

**CAUTION** If your kitten is under 6 months of age, leave the unit UNPLUGGED and scoop waste until kitten is 6 months old.




Place the tray with the crystal litter under the litter box frame and remove the waste trap cover on the front of the litter box to make it easier for the kitten to enter and exit. Once your kitten is 6 months old, plug in the ScoopFree Self-Cleaning Litter Box and replace the waste trap cover for a box that is hassle-free and consistently clean.

## Litter Box Tips for Kittens:

- Kittens will need to use the bathroom after eating, playing or napping. It is a good idea to place your kitten in the litter box after these activities to help them understand that this is the appropriate place to go to the bathroom.
- Place the litter box away from the kitten's food and water bowl. In the wild, cats use the bathroom away from where they eat and drink as a defense from predators. Placing the litter box near the kitten's food or water could lead to "going outside the litter box" issues.
- For a kitten, the litter box needs to be in a location that is really easy to find since they do not have great bladder control. Getting all the way across the house or down a flight of stairs to find the litter box could result in accidents.
- The litter box should be placed in an open area where your kitten can easily see it. The location should also be safe and quiet so your kitten is not distracted or worried about being startled, such as by loud noises or the family dog.
- Just like you, your kitten likes it clean. Scoop out waste often and change the litter tray every few weeks.
- A kitten's litter box usage is more frequent than that of an adult cat. Stir litter crystals once a week to distribute saturated crystals to better accommodate high urine output.

**NOTE** Although the ScoopFree® Self-Cleaning Litter Box is quiet when running and only runs after use, you may want to leave it unplugged for a few days so your cat can get used to it without any distractions. If you leave it unplugged, you need to manually scoop solid waste until your cat is fully transitioned. Also if you are using a hood on the ScoopFree and have not used one in the past, you may want to remove it until your cat is using the ScoopFree for its litter box.

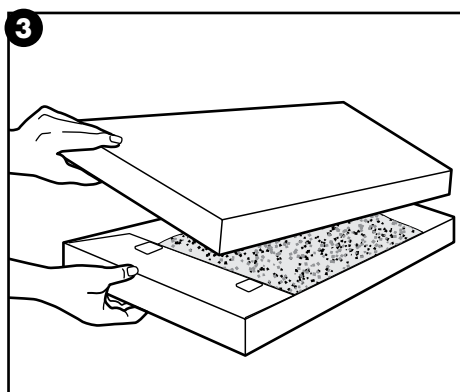
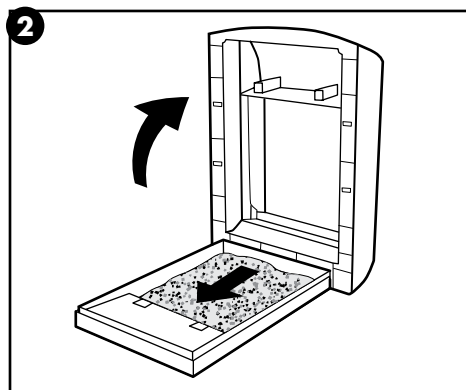
## Changing the Litter Tray

Recommended Litter Tray Replacement Chart*	
	20 - 30 Days
	10 - 15 Days
	7 - 10 Days

\*Depending on cat age, weight, health and diet

Do not add litter or remove waste during normal operation. The crystal litter will remain clean for weeks at a time. See the chart on the left for the recommended litter tray replacement schedule.

1. Jiggle the litter box to reduce litter that may have accumulated behind the rake. This will help reduce or prevent litter spillage that may occur when lifting the litter box.



2. Lift the litter box until it is standing on its end, and remove the litter tray.
3. Remove the lid from under the litter tray, and cover the top of the tray. Secure the lid with tape if desired or place within a drawstring garbage bag.
4. Throw the used litter tray into trash.
5. Install a new litter tray (see "Litter Box Setup" page 6).

**NOTICE** Do not use any other type of cat litter or tray. Only use PetSafe® ScoopFree Disposable Crystal Litter Trays and products with this litter box. The crystal litter is specially designed and pre-measured for optimal performance. Using a different type, size, too much or not enough can cause the litter box to malfunction. Using a different tray or litter may void the product warranty.

**⚠ WARNING** Pregnant women, babies, small children and immune deficient individuals should avoid contact with cat litter waste. Cats' waste may contain toxoplasmosis bacteria that can be harmful to these individuals.

**NOTICE**

- If solid waste is collecting outside the waste trap, it is time to change the litter tray.
- Increased elimination habits of cats who consume a high diet high in crude fiber, ash and byproducts, cats older than 10 years of age and cats with diabetes, kidney and thyroid problems may result in shorter tray life. Kittens may have softer stool than mature cats, which increases the likelihood that it may stick to the rake.
- Using the tray longer than recommended may result in leakage. Placing the litter box in a high humidity area, such as a bathroom or near a shower, may result in shorter tray life.

## Maximizing Litter Tray Life

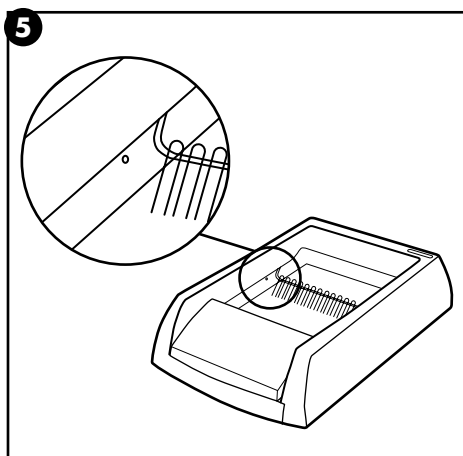
Here are some tips to help get the most life from the ScoopFree® Disposable Crystal Litter Tray:

- The crystal litter trays work best if placed AWAY from areas of high humidity such as bathrooms, showers and basements. Moisture in the air can shorten the life of the crystal litter and disposable tray. Place the ScoopFree litter box in a room with moving air to pull away moisture, such as a room with a fan.
- Cats with diets high in crude fiber and ash content will produce more solid waste, which may prematurely fill the waste trap. Consider changing your cat's diet to a food with no byproducts or fillers.
- Increased elimination habits of older cats and cats with diabetes, kidney and thyroid problems may result in a shorter tray life.
- Stirring the crystals once a week may help the tray life for cats that are ill or have a high urine output. Stirring will also distribute saturated crystals, which will also help with cats who consistently urinate in the same spot or do not dig. Be sure to mix in the crystal litter from behind the rake and along the sides of the litter box, but do not mix in litter from under the waste trap.
- Kittens are not as developed, so their solid waste can be runny. Kittens will go through litter trays faster than adult cats, so it is recommended to use ScoopFree with cats that are older than 6 months.

**⚠ CAUTION** If your kitten is under 6 months of age, leave the unit UNPLUGGED and scoop waste until the kitten is 6 months old.

## Care and Cleaning

The ScoopFree Self-Cleaning Litter Box seldom needs to be cleaned because of its revolutionary design. Surfaces that would normally become soiled are discarded with each disposable litter tray. However, you may occasionally choose to clean the litter box.



1. Unplug the power adapter from the wall outlet, and disconnect it from the litter box.
2. Lift and remove the litter box frame from the crystal litter tray.
3. Remove the waste trap cover by tilting it outwards until the side posts fall out of the slots on the front of the litter box frame.
4. Wipe all surfaces on the litter box frame with a cloth or sponge using mild soap and water. Wipe the rake with a sponge or soft brush. DO NOT use bleach or chemicals to clean as they can act as a repellent to your cat.
5. Clean the detection sensors on the interior sides of the litter box frame to make sure they are not blocked.
6. Thoroughly dry all parts before reassembling the litter box.
7. Replace the waste trap cover, and install a new litter tray (see "Litter Box Setup" on page 6).

**⚠ WARNING** Do not submerge or expose the electrical components to water or cleaning solutions.

**⚠ CAUTION** Always unplug the unit when not in use, before putting on or taking off parts and before cleaning.

## Frequently Asked Questions

QUESTIONS	ANSWERS
<b>Can the ScoopFree® Self-Cleaning Litter Box be used with multiple cats?</b>	The ScoopFree litter box was designed for use with one or two cats. If you have more than two cats, it is recommended to have at least one litter box for every two cats.
<b>How will I know when to change the litter tray?</b>	You should change the litter tray when either of the following occurs: <ul style="list-style-type: none"> <li>• The crystal litter is saturated. As the crystals absorb urine, the litter will start to turn yellow. Once the majority of the litter turns yellow, the crystals are nearing their saturation point. When the crystals can no longer absorb any more moisture, you may start to notice an odor from the urine.</li> <li>• The waste trap is full. When the waste trap is full, the waste trap cover will not close completely. You may see small pieces of solid waste sticking out from underneath the lid. You may also start to notice an odor from the solid waste.</li> </ul> See "Maximizing Litter Tray Life" page 11 to help get the most life from the disposable crystal litter trays.
<b>What if my cat goes back into the box soon after it's been used?</b>	The rake will not clean if a cat is in the litter box because it will be obstructing the detection sensors. The countdown timer will reset itself and the rake will begin to clean 20 minutes (or 5, 10 or 20 if you have a ScoopFree Ultra) after your cat leaves the litter box again.
<b>What is the difference between ScoopFree Original and Ultra?</b>	The ScoopFree Ultra functions like the ScoopFree Original with three added features: <ul style="list-style-type: none"> <li>• The privacy hood gives your cat a private bathroom while helping keep the crystal litter properly contained. (The privacy hood can be purchased separately for use with the ScoopFree Original. See "Replacement Parts and Accessories" page 13.)</li> <li>• The adjustable rake timer allows you to choose if the automatic rake sweeps waste 5, 10 or 20 minutes after your cat uses the litter box. (The ScoopFree Original waits 20 minutes.)</li> <li>• The health counter tracks the frequency of your cat's litter box usage to help alert to possible health issues.</li> </ul>
<b>What are the differences between the original scent, lavender and the sensitive crystal litter trays?</b>	<ul style="list-style-type: none"> <li>• The original scent crystal litter is a light, fresh scent, while the lavender crystals have a light, soothing lavender scent. The sensitive crystals are free of all perfumes and dyes for sensitive cats and owners.</li> </ul>

## Troubleshooting

The answers to these questions should help you solve any problems you have with your ScoopFree Self Cleaning Litter Box. If they do not, please contact our Customer Care Center at +1 (800) 732-2677 or visit our website at [www.petsafe.com](http://www.petsafe.com).

## Troubleshooting

PROBLEM	SOLUTION
<b>Indicator light is flashing rapidly, and rake is at home position</b>	<ul style="list-style-type: none"> <li>• Check if the waste trap is full. If so, replace the litter tray.</li> <li>• Check for obstructions and remove them if necessary.</li> <li>• Make sure the magnets on the waste cover are properly attached to the litter tray. If not, lift the waste cover and lower it back down. You should hear a "click" when it is correctly attached to the tray.</li> <li>• Make sure the waste trap cover is properly installed.</li> <li>• Ensure the litter box is level and seated properly on the litter tray.</li> <li>• Ensure the litter is evenly distributed. Never add extra litter.</li> <li>• Unplug the litter box and wait a few seconds. Plug the litter box in again. When the rake returns to the home position, the indicator light will glow solid green.</li> </ul>

<b>Indicator light is flashing rapidly (8 times per second), and rake is stopped several inches away from the home position</b>	<ul style="list-style-type: none"> <li>• Check for any obstructions behind the rake. If one is found, unplug the litter box and remove the obstruction. Wait a few seconds.</li> <li>• Plug the litter box in again. The rake should return to the home position and the indicator light will turn solid green.</li> </ul>
<b>Indicator light is flashing medium (4 times per second), and system will not rake after the countdown time elapses</b>	<ul style="list-style-type: none"> <li>• Check to see if the detection sensors are obstructed.</li> <li>• Unplug the box and clear any litter or waste that may have collected on the sensors. After cleaning, plug it back in.</li> <li>• When the rake returns to the home position, the indicator light should turn solid green.</li> </ul>
<b>Magnets on waste trap cover do not attach to litter tray</b>	<ul style="list-style-type: none"> <li>• The waste trap cover may not be properly installed. See “Care and Cleaning” page 11 to remove and reinstall waste trap cover.</li> <li>• Press down on the waste trap cover or lift the waste trap on litter tray until you hear a “click”, indicating magnets have attached to the tray.</li> </ul>
<b>Litter box frame is not level on litter tray</b>	<ul style="list-style-type: none"> <li>• The litter box should rest on the litter tray when installed, not on the floor. Make sure the litter box is completely level on the litter tray (see “Litter Box Setup” on page 6).</li> </ul>

## Replacement Parts and Accessories

ScoopFree® Disposable Crystal Litter Trays or other replacement parts and accessories for your ScoopFree Self-Cleaning Litter Box can be purchased at pet retailers, by visiting [www.petsafe.com](http://www.petsafe.com) or by contacting our Customer Care Center at **+1 (800) 732-2677**. You can sign up for a crystal litter tray home delivery subscription service on our website or by contacting our Customer Care Center. With a subscription service, crystal litter trays will automatically be delivered to your door as frequently as you choose. Visit [www.petsafe.com](http://www.petsafe.com) for more information.

<b>Part Number</b>	<b>Description</b>
PAC00-14235	Anti-Tracking Litter Mat, Purple
PAC00-15655	Anti-Tracking Litter Mat, Taupe
PAC00-14228	Privacy Hood, Purple
PAC00-14806	Privacy Hood, Taupe
PAC00-15412	Waste Cover, Purple
PAC00-14807	Waste Cover, Taupe
PAC00-14229	ScoopFree Original Scent Blue Crystal Litter Tray- 1-Pack
PAC00-14231	ScoopFree Original Scent Blue Crystal Litter Trays- 3-Pack
PAC00-14377	ScoopFree Original Scent Blue Crystal Litter Trays- 6-Pack
PAC00-15431	ScoopFree Lavender Crystal Litter Tray- 1-Pack
PAC00-15654	ScoopFree Lavender Crystal Litter Tray- 6-Pack
PAC00-14232	ScoopFree Sensitive Crystal Litter Tray- 1-Pack
PAC00-14234	ScoopFree Sensitive Crystal Litter Trays- 3-Pack
PAC00-14378	ScoopFree Sensitive Crystal Litter Trays- 6-Pack
PAC00-14239	Power Adapter

## Customer Care International

USA & Canada - Tel: +1 (800) 732-2677 – Monday - Friday 8 AM - 8 PM, Saturday 9 AM - 5 PM

Australia - Tel: 1800 786 608 – Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054 – Monday - Friday 10:30 AM - 7 PM

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## Terms of Use and Limitation of Liability

### 1. Terms of Use

The use of this product is subject to your acceptance without modification of the terms, conditions and notices contained with this product. Use of this product implies acceptance of all such terms, conditions and notices. If you do not wish to accept these terms, conditions and notices, please return the Product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care location together with proof of purchase for a full refund.

### 2. Proper Use

Proper use includes, without limitation, reviewing the entire operating guide and any specific safety information statements. The specific temperament or size/weight of your pet may not be suitable for this product. If you are unsure whether this product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. For products used with pets where training is desired, Radio Systems Corporation™ recommends that these training products are not used if your pet is aggressive and accepts no liability for determining suitability in individual cases.

### 3. No Unlawful or Prohibited Use

This product is designed for use with pets only. This product is not intended to harm, injure or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

### 4. Limitation of Liability

In no event shall Radio Systems Corporation or any of its associated companies be liable for (i) any direct, indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the use or misuse of this product. The Purchaser assumes all risks and liability from the use of this product to the fullest extent permissible by law.

### 5. Modification of Terms and Conditions

Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this product from time to time. If such changes have been notified to you prior to your use of this product, they shall be binding on you as if incorporated herein.

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## Compliance

### FCC

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 undesired operation.

#### **NOTICE**

Modification or changes to this equipment not expressly approved by Radio Systems Corporation may 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 specific installation. If interference does occur 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:*

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and the receiver.
  - Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
  - Consult customer care, the dealer or an experienced radio/TV technician for help.
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## Warranty and Registration

### One Year Non-Transferable Limited Warranty

This product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this product and its terms can be found at [www.petsafe.com](http://www.petsafe.com) and/or are available by contacting your local Customer Care Center: Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA.

Australia/New Zealand – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this product are as follows:

## One Year Non-Transferable Limited Warranty

**What is covered:** Radio Systems Australia Pty Ltd (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the product, or a gift recipient of a new product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for one year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems product or transfers the property on which the Radio Systems product is installed. This limited warranty excludes accidental damage due to dog chews, lightning damage or neglect, alteration and misuse. Consumers who purchase products outside of Australia, New Zealand or from an unauthorized dealer will need to return the product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements or upgrades for change of mind, or for any other reason outside of these warranty terms.

**Claims Procedure:** Any claim made under this warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd., PO Box 7266, Gold Coast Mail Centre QLD 9726, Australia  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: aus-info@petsafe.net

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the product. Failure to do so may delay in the repair or replacement of the product.

If the product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organize for a replacement to be sent in advance of returning the faulty product. A Post Bag will be included with the replacement product for the return of the faulty product. The product must be returned within 7 days of receiving the replacement. If the product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge provided the product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).