



FINDSTER
Closer to you

FINDSTER DUO PLUS USER GUIDE

V1.2

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Revision History

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Track Changes

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05	14/02/2020	Added Regulatory Statements	Gabriel Blard

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This guide applies to Findster Technologies®

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1. About this Guide

This guide provides detailed technical and operational information on the Findster system.



CAUTION: Do not use the Findster system without reading this guide.

1.1. Explanation of the pictograms

Pictogram	Description
	General warning sign according to IEC 60601-1 (2005)
	Operating instructions sign according to IEC 60601-1 (2005)
	Refer to instruction guide/booklet according to IEC 60601-1 (2005)
	CE marking symbol. Complies with R&TTE Directive 2014/53/EU requirements.
	Symbol for the marking of electrical and electronic equipment according to directive 2002/96/EC. Protecting the environment. When disposing of this unit, or the batteries it uses, do so in an environmentally friendly way.
	Manufacturer symbol sign according to NP EN 980 (2008)
	FCC symbol according to the Federal Communications Commission of the United States of America.

2. Introduction

Findster Technologies was established in 2015 to develop products that take advantage of technology and innovation to connect people with their loved ones.

A new paradigm in location systems, Findster uses proprietary long-range communication technology to enable the continuous control of each user's safety and well being - without requiring any monthly fees.

The system is comprised of two modules – the Guardian and the Pet Module- which are comfortable and well-designed wearable pieces. Communicating through Radio Frequency (RF), they allow real-time monitoring of the pets geo-location and activity, while also providing some additional useful features. A high-precision GNSS tracking system is used, as well as a proprietary communication system in the Sub 1GHz Industrial/ Scientific/ Medical (ISM) band.

The Findster Duo App receives information directly from the Pet module or the Guardian module – via Bluetooth Low Energy (BLE), and remotely through the cloud – via WiFi or 3G. The latter allows data sharing with other authorized users. The App allows large groups to be monitored, centralizing data and further enhancing the user's connectivity with the ecosystem.

2.1 Terms of Use



WARNING: *Read all the Instructions before using Findster!*



IMPORTANT: *To use Findster the user needs to agree with the product Terms of Use available at the time of account creation.*

Findster is a tracking system to locate pets. However, to reduce risk of injury when using Findster to track different situations, a close supervision is necessary.

When using Findster near children, close supervision is necessary to prevent and avoid injuries.

Furthermore, Findster Technologies S.A. cannot be responsible for:

- GPS errors caused by external sources other than the product hardware;
- Losses or any other similar situation.

3. In the box

3.1 Kit Box



- Guardian module
- Pet module
- Charger
- Charging cable
- Strap rubber
- Collar attachment

3.2 Single Pet Box



- Pet module
- Strap rubber
- Collar attachment

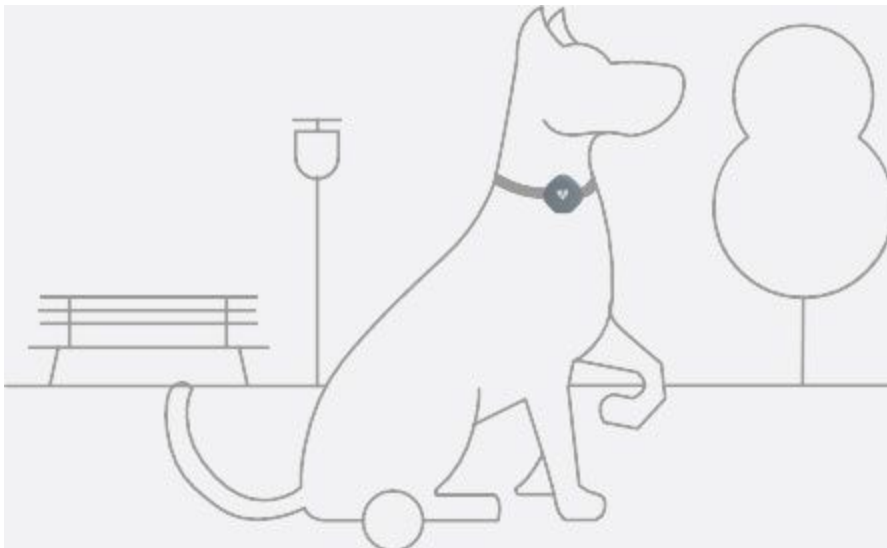
4. How exactly does Findster Duo+ work?



There are 2 modules, one for your furry friend and another for you. Using our MAZE technology, they can communicate wirelessly in a radius of up to 3 miles (4.8 km).



Using the Findster App, you can check your pet's location in real time without the need for cell coverage or any monthly fees.



Findster Duo+ works anywhere – so whether you're taking your pet on a quick walk or exploring no man's land, it's your buddy's ideal companion!

5. Getting started

1. Download the Findster Duo app

Visit the App Store or the Google Play Store to download the Findster app.

2. Login/Register

Follow the instructions provided in the app. If you're a first time user, you will need to create an account.

3. Pairing

Again, follow the instructions to pair the Findster Guardian with your phone. You will be prompted to press the button on your Findster Guardian two different times - the first time to turn it on, and the second to connect.

4. Good to go!

Everything's set - time to explore your Findster system!

6. Charging the Findster modules

Using the cable provided, connect the portable charger to a USB outlet on any laptop. Afterwards, plug the Findsters into the portable charger.

Average charging time: 2 hours (full charge).

7. Care and Cleaning of Devices

Do not clean your Findsters while charging.

Do not use alcohol (methyl, ethyl or isopropyl) or any strong dissolvent. Do not use thinner or benzene, abrasive cleaners or compressed air.

To clean the Findster devices, use a cloth lightly dampened with a mild detergent.

8. Specifications

8.1 General Modules

- Lightweight
- Shock resistant
- Waterproof (IP67)
- Interface Button
- Rechargeable battery
- 3-axis Accelerometer
- RGB LED
- High precision GPS 5-10 ft (1.5-3 m)

8.2 Bluetooth

Bluetooth 4.1 (Low Power)

Compatible with iPhone 5+ and with iOS 9+ or Android 4.4+.

Technical Data Guardian Module Target Module Charger

Dimensions (mm)

8.3 Technical Data

	Guardian Module	Pet Module	Charger
Dimensions (mm)	42 x 42 x 18	42 x 42 x 18	31 x 31 x 15
Weight	~50g	~50g	~20g
Input Power	5V 270mA	5V 270mA	5V 500mA
Live mode autonomy	5 days	12-18 hours	N/A
Activity mode autonomy	>15 days	>6 days	N/A
Standby mode autonomy	>15 days	>15 days	N/A

8.3 RF Communication

MAZE a proprietary communication protocol

Average obtainable range: up to 3 miles (4.8 km) depending on the surrounding environment.

Do not attach your tracker to any metal collars. Using metal ornaments in your pets' collar should also generally be avoided.

9. Warnings and Safety information



Please read all the following instructions before using your Findster. By reading this guide and the following sections it is assumed that the user is conscient of the safe use and limitations of the product.

9.1 Important health information and safety precautions

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe the following precautions.



CAUTION: Findster is a tracking system to locate pets and objects. However, to reduce risk of injury when using Findster to track different situations, a close supervision is necessary.
When using Findster near children, close supervision is necessary to prevent and avoid injuries.

9.2 Safety precautions for Findster components



WARNING: All Findster components contain a Li-ion or Li-ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to ambient temperatures above 50°C (122°F), in normal use, and maximum ambient temperature of 42°C (107.6°F) while charging, or dispose of in fire or water.

Failure to follow these instructions may cause the battery to leak, catch fire, or explode.

Avoid dropping the product.

If the battery leaks:

- Do not allow the leaking fluid to come in contact with skin or clothing. If contact has already occurred, flush the affected area immediately with clean water and seek medical advice.
- Do not allow the leaking fluid to come in contact with eyes. If contact has already occurred, DO NOT rub; rinse with clean water immediately and seek medical advice.
- Take extra precautions to keep a leaking battery away from fire, as there is a danger of ignition or explosion.

9.3 Accessories

Use only the accessories supplied by Findster Technologies S.A. with the product. Use of any unauthorized accessories with the product may damage the product or cause injury and will invalidate the warranty.

10. Regulatory Statements

1 - OWNERSHIP -

“Findster”, including all the components and documents that are included in the kits, are the sole property of Findster Technologies, S.A..

2 - WARRANTIES, RISKS AND DAMAGE TO FINDSTER DUO PLUS -

Findster Technologies, S.A. reserves the right to repair non-conforming or defective components or replace them with new components, restored or reprocessed. Any parts or components non-conforming replaced by Findster Technologies, S.A. will become the sole property of Findster Technologies, S.A.. Any complaints from the buyer must be submitted to the manufacturer within the warranty validity period of 12 (twelve) months in order to be considered within the warranty boundaries.

Findster Technologies, S.A. reserves the right to refuse warranty coverage, and will not be responsible for repairing or replacing any device or component nonconforming or defective under this warranty if:

- Findster Technologies, S.A., or any of its components, is altered, tampered with, not maintained and/or not used as specified in the User Guide.
- Non-compliance or defect has resulted from any technical service or equipment maintenance executed by personnel not authorized by Findster Technologies, S.A..
- The non-compliance or defect is reported to manufacturer after the period of validity.

This warranty applies to Findster hardware (charger and tracking modules) and software (mobile application). This warranty does not apply to the accessories and mobile devices used for the operation of the device.

3 - INTELLECTUAL PROPERTY RIGHTS -

The “intellectual property” rights are exclusive property of Findster Technologies, S.A.. These include all the intellectual property and/or industrial property rights/and or rights about software or hardware owned by Findster Technologies, S.A. and/or related with the activity of Findster Technologies, S.A., inter alia, relating to Findster or any other product, technological solution, technical documentation, software, databases, feedbacks, documents and manuals, know-how, as well as all the studies and conclusions of any nature, including the ones connected with technics, business, process and commercialization, already existing and/or which are subsequently created and/or developed by Findster Technologies, S.A. and/or by others.

4 - LIABILITY -

In no event will Findster Technologies, S.A. be liable to the misuse or lack of results of the Findster, including negligence.

5 - USER GUIDE -

The **User Guide** describes the system components, features, setup and operability.

6 - FCC Statement

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 of the following measures:

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.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example - use only shielded interface cables when connecting to computer or peripheral devices).

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.