

# User Instructions

## Sureguard sScat Mat<sup>®</sup>



***Break Bad Habits.  
Develop Good Ones!***



# Sureguard ssScat Mat<sup>®</sup>

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# How this Training Mat Works

The Sureguard ssScat Mat is a pet training device used to make problem areas off-limits. It's incredibly versatile and can be used to quickly correct all sorts of behavioural problems, even when you're not around. When touched, the ssScat Mat emits a harmless electronic pulse which your pets will quickly learn to avoid.

## Common Uses

- Make indoor areas or rooms off-limits.
- Make dry outdoor areas off-limits.
- Stop pets scratching, soiling & damaging household furnishings.
- Stop pets jumping onto kitchen countertops, benches, & tables.
- Stop cats jumping onto your car.
- Stop pets toileting, marking & spraying in the wrong spot.
- Stop pets getting into rubbish bins.
- Keep pets out of the baby's room.
- Keep pets away from dangerous balcony areas.

## Specifications

- ssScat Mat Size: 1210mm x 440mm.
- Battery Type: 3x AAA Size ALKALINE.
- Battery Life: Up to 1200 hours.

## Installation Guide

### *Flattening the ssScat Mat*

When you unbox your Sureguard ssScat Mat, we recommend flattening the mat by unrolling it, then re-roll in the opposite direction. Unroll again and lay it on a flat surface with the wire side of the mat facing upward. If the mat seems stiff, place it in sunlight to warm and soften the plastic.

### *Batteries*

Unclip the Controller off the studs on the mat. Open the battery door on the rear of the Controller. Insert three new AAA-sized ALKALINE type batteries. (Spring end is the negative terminal). Close the battery door. Clip the controller back onto the mat. Check that both studs are firmly connected.

### *ON / OFF Button*

To switch ON, press and hold the ON/OFF button down for 3 seconds. The LED light will glow constantly once switched ON.

### *Correction Strength*

Once switched ON, momentarily press (i.e. press and release) the ON/OFF button to cycle between the three correction strengths. ALWAYS start training on the LOW setting. If your pet does not respond within 48 hours, read the section "Problem Solving" to identify and rectify problems. Increase the level from Low to Medium. Allow a further 48 hours for behaviour to change and if necessary increase the level from Medium to High. NOTE: Large breed dogs might only respond to the High level, but please follow the above recommendations.

### *Testing the ssScat Mat*

To simulate your pet's paws, fold an A4 piece of paper twice to quarter size. Then wet it until just moist. Place the paper across adjacent wires to test the mat's activation. (Your pet's paw must touch two adjacent wires at the same time to feel the correction). While touching the ssScat Mat, the LED lights will flash and you'll hear a momentary subtle beep. Alternatively, if you want to feel the correction, FIRMLY PUSH (use your weight) the palm of your hand onto the ssScat Mat.

## **Placement Guide**

The Sureguard ssScat Mat can be used in two ways:

1. Placed as a barrier that limits access to the problem area.
2. Placed onto the problem area.

When creating a barrier, ensure there are no alternative routes to the problem area. Doorways are a convenient location for the mat. The ssScat Mat should always overlap the doorway's opening so your pet can't slip around the edge of the mat without walking on it. For wide doorways use two or more mats. If your pet jumps a single ssScat Mat then use a second mat to increase the depth.

Sometimes it may be more convenient to place the ssScat Mat onto the problem area, for example: a kitchen counter top, a sofa, a car bonnet, etc. When your pet lands on the mat, it discovers that it wasn't such a good idea and avoids repeating the experience.

It is important that you never force, induce or coax your pet onto the ssScat Mat or to cross it. Always allow your pet to roam and discover the ssScat Mat by themselves. Since all pets are different, it may take several encounters before your pet understands and learns to avoid the ssScat Mat.

## **Dummy ssScat Mats**

Once your pet learns to avoid the Sureguard ssScat Mat you can install Sureguard "Dummy" mats for additional coverage at low cost. Dummy ssScat Mats are a visual reminder and do not emit a correction. **IMPORTANT:** Your pet must have already fully learnt to avoid the real ssScat Mat and must be able to see the mat to avoid it. Place mats together lengthwise to form a long barrier. Place mats widthwise to form a deeper barrier.

## **Storage**

When not in use, remove the batteries and wipe the ssScat Mat surface clean. Dry it, then roll the ssScat Mat and place it back into its box. Always roll so the wires are on the inside. Never hard-fold the mat as this may cause stress to the wires.

## **Maintenance**

Regularly clean the mat with a water dampened cloth. NEVER use cleaning products.

## **FAQ**

### ***Can people walk on the ssScat Mat?***

Yes, anyone can walk on the ssScat Mat wearing shoes or socks. If you walk on the ssScat Mat with bare feet, you will feel a tingle sensation under your feet.

### ***How long before I can remove the ssScat Mat?***

Although results are quick to achieve you must keep the ssScat Mat in place for several weeks so your pet becomes habituated to its new behaviour. If you remove the ssScat Mat too soon, your pet might revert to its old behaviour. Determined pets may require the ssScat Mat always in place.

### ***Can I use rechargeable batteries?***

No, because the battery voltage is wrong.

### ***Can I use Velcro to stop the mat moving around?***

Yes, place the Velcro on the underside of the mat.

# Problem Solving

## ***I found my pet on the wrong side of the ssScat Mat. What should I do?***

- Remove the ssScat Mat, guide your pet back to the proper area and put the mat back into place.
- Test and confirm that the ssScat Mat is working. (See section: “Testing the ssScat Mat”).
- Trim dense fur growth from under your pet’s paw and trim long claws.
- Increase the correction strength (See section: “Correction Strength”)

## ***My pet steps on the mat, yellow LED is constant & my pet appears to feel nothing.***

- Test and confirm that the ssScat Mat is working. (See section: “Testing the ssScat Mat”).
- Clean the mat using a water dampened cloth. NEVER use cleaning products.
- Trim dense fur growth from under your pet’s paws and trim long claws.
- Your pet’s paws may be too dry for the mat to sense. Try moistening the paws.
- The mat must be flat and not folded back on itself.
- Call Sureguard for advice.

## ***My pet steps on the mat, the LED flashes & my pet doesn’t seem to feel anything.***

- Immediately give a verbal scolding.
- Try increasing the correction strength to high and allow more time for learning.
- Call Sureguard for advice.

## ***My pet jumps over the ssScat Mat.***

- Extra mats are needed. (See “Placement Guide”).

## ***The ssScat Mat won’t switch ON and the LED lights are OFF.***

- Check that all three batteries are installed in the correct orientation.
- Install new ALKALINE batteries.
- Call Sureguard for advice.

# Proper Use

- This ssScat Mat is intended only for training pets.
- Never use the ssScat Mat for any purpose not described in this manual.
- Never force your pet to touch the ssScat Mat.
- Never tempt or coax your pet to cross the ssScat Mat.
- Instruct children not to play with the ssScat Mat. It’s not a toy!
- Instruct children not to run across the ssScat Mat.
- Do not place metal objects on the ssScat Mat.
- Always use the ssScat Mat fully unfolded.
- Do not allow the electronics controller to become wet.

# Safety

- Keep caution and safety in mind when deciding where to place the ssScat Mat.
- Avoid creating a slip or trip hazard; make sure the ssScat Mat is flat.
- Make sure the controller cannot be stepped on.
- Do not use the ssScat Mat on or near stairways or steps.
- Always alert others to the presence of the ssScat Mat.
- Advise all family members how to correctly use the ssScat Mat.

# Manufacturer's Warranty

Sureguard provides a Manufacturer's Warranty to the original purchaser or gift recipient to cover defects in materials and workmanship for a period of 12 month.

**Extend your Warranty to 3 Years!**

[www.sureguard.com.au/warranty-extended](http://www.sureguard.com.au/warranty-extended)

## User Acceptance

By purchasing or using this product the purchaser agrees to abide by the Full Terms and Conditions published at [www.sureguard.com.au/terms](http://www.sureguard.com.au/terms). The following is an excerpt:

### 2.2 Manufacturer's Warranty

- Proof of purchase must be provided when requesting service under Warranty.
- Sureguard's warranty does not cover damage or loss caused by or resulting from abuse, accidents, breakages, loss of parts, unauthorised alterations or repairs, unauthorised dismantling of the product, using unauthorised accessories, normal wear and tear, normal battery ageing, the natural breakdown of colours and materials over time and use, failure to follow recommended maintenance, corrosion, lightning strike, abnormal mains voltage fluctuations, battery leakage, incorrect battery replacement, incorrect plug-pack replacement, insects, vermin, failure to use the product for its intended purpose, incorrect or incomplete installation or usage, theft, and causes beyond the control of Sureguard.
- Sureguard reserves the right to determine whether a fault is caused by faulty workmanship or materials.
- Sureguard reserves the right to repair or replace goods. Replacement parts or goods may be refurbished.
- The Warranty published on the Sureguard website is the only Warranty given by Sureguard and no person has authority to change or add to these obligations & liabilities.
- This warranty shall not apply to any loss (whether direct, indirect or consequential) suffered through or resulting from failure or ineffective operation of the product except as provided by law.
- **Nothing in this warranty shall be construed as affecting any rights you may have under State or Commonwealth Legislation which gives you rights that cannot be modified or excluded by agreement. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.**

### 2.3 Service & Repairs

- Sureguard's Technical Department provides Service & Repairs for products not covered by the Manufacturer's Warranty.
- Sureguard takes reasonable steps to provide spare parts for a reasonable time after purchase.
- Sureguard reserves the right to refuse Claims when products have been modified, dismantled, repaired or altered without Sureguard's authorisation.

## **2.4 Return Address**

- Sureguard Pty Ltd, 114 Keen Street (Level 2), Lismore NSW 2480

### **2.4.1 Conditions for Returning Goods**

- Before returning goods you must contact Sureguard to Lodge a Claim (under Section 2.5).
- After receiving your Return Authorisation you must cease using the goods and promptly return the goods to ensure they arrive at Sureguard's Return Address (as per Section 2.4 above) within 14-days.
- Returned goods must include a copy of the original Tax Invoice or enough information to identify the original purchaser and seller.
- Returned goods must be packaged to avoid damage in transit.
- Return shipping and insurance costs are the purchaser's or sender's responsibility. Sureguard will cover return shipping if required by Australian Consumer Law. Sureguard will refuse COD returns.
- Costs associated with quotations, service or repairs must be paid before the goods are returned. Goods will be disposed of if costs are not paid within 90-days of notification that the goods are ready for shipping.

### **2.5 Lodge a Claim**

- To lodge a Claim simply contact Sureguard's Technical Department on 1800-800-044 or email: [claims@sureguard.com.au](mailto:claims@sureguard.com.au). Your Claim will be assessed and if the goods are to be returned you will be issued with a Return Authorisation.

### **3.0 Limitation of Liability**

Sureguard will not be liable in any way for any direct, indirect, incidental, special or consequential losses or damages resulting from use of Sureguard's website, products or services or inability to use Sureguard's website, products or services, except as provided by law. Where any State or Commonwealth Legislation prohibits the inclusion of any clause or term set out in these Terms and Conditions, the liability imposed on Sureguard, will be limited, at Sureguard's discretion to any one or more of the following:

- The replacement of the goods or re-supply of equivalent goods.
- The cost of the goods or the cost to re-supply the equivalent goods.
- The repair of the goods.
- The payment of cost to repair the goods.

### **5.0 Safety – Your Responsibility**

- All persons who use the purchased product must read the User Instructions prior to operating the product.
- Do not allow children to operate or play with the product.
- Do not use an electronic barrier if failure of the system could result in personal injury, animal injury, or property loss or damage.
- Do not install an electronic barrier in areas where a hazard might be created or possibly cause harm.
- Do not dismantle the product unless approved in writing by Sureguard.
- Do not alter the product or add non-standard materials to it unless approved in writing by Sureguard.

### **6.0 Disclaimer Notices**

- No performance guarantee is offered for any control device Sureguard sells. Animals, birds, rodents, snakes, etc., all have natural instincts, behaviours or motivations that may be modified by the use of control devices. However, the degree of improvement and how long this may take or persist cannot be predicted or guaranteed.
- The purchaser must not use the product for other than its intended purpose.
- All of Sureguard's published content is subject to change without notice.
- Environmental protection: Please recycle unwanted materials by taking them to your local recycling centre and disposing of them in an approved environmentally safe way.

# Sureguard<sup>®</sup>

*Sureguard provides quality animal containment and behaviour solutions that are effective and easy to use.  
**It's always "Better By Sureguard"!***

Visit our website:  
[www.sureguard.com.au/shop](http://www.sureguard.com.au/shop)

**Sureguard Pty Ltd**

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