

IMPORTANT Things you need to understand when investing in a GPS tracker for your pet:-

The Battery - a GPS device comes with a built-in Lithium rechargeable battery, the smaller the device the smaller the battery. Battery sizes differ and is measured in mAh - What does mAh mean? **Milliampere hours** (mAh) are a unit of measurement used to describe the amount of battery capacity required to provide the flow of one milliampere of electrical current for one hour.

Small pet trackers are usually fitted with a small 400 mAh to 650mAh capacity battery, slightly bigger trackers has a 1000mAh+ battery - obviously the higher the mAh the better the battery would last. It's actually amazing how well the batteries last compared to our cellphone's which has a much bigger battery however in most instances only lasts a day.

- Many factors influences battery life:-

Poor network coverage (the device searches for better network reception up to 100 times in a minute) which depletes a battery very fast.

Shorter in-app update intervals which is user changeable as well as frequent usage of the locate function used in the App. The device can be set to update the location every minute, 10 minutes or hourly or in-between the above – 1 minute being the fastest update.

In short - regular charging of the tracker is essential, fortunately in most instances the tracker will last a good couple of days before having to recharge however it varies anything between daily up to 7 days. We assist our customers to get the best possible prolonged battery experience however we cannot guarantee a specific amount of days as it differs from user to user, area to area with many other factors playing a huge role.

Our warranties do not cover the battery as each and every person uses the tracker differently, we can however fit a new battery at a minimal fee should it become necessary.

- **Size and weight** - In general every pet owner wants a smaller device however it's not always the best option, when choosing the most suitable tracker bear in mind the pets age, weight and general posture. As a general precaution the National SPCA recommends anything around an animal's neck not to exceed 5% of body mass, bearing in mind most pet trackers are extremely lightweight only weighing a couple of grams weight should not be the main factor however size of the tracker would be an important aspect as well. Most products in our range is tiny and won't cause discomfort to your pet, we will guide you to choose the most appropriate product for your pet, especially cats.

GPS Location methods - Any GPS product requires GSM Network to function (a simcard), merely to transfer the footage or pets location to an App (fortunately very little data is required for this operation and it will most definitely not cost you an arm or a leg).

The first method of tracking of a GPS product is GPS Satellites which orbits earth.

The device would ping periodically or at a certain update intervals which is set by the end-user in the App, once pinged the tracker would intercept a signal from the satellites which would then pin the location in the App. This is the only role the simcard has, to transmit data to the App and therefore it's crucial for a GPS product to have a simcard to function.

Accuracy: GPS Products are usually very accurate however external factors may play a role which will influence the precise location of the tracker. One can typically expect to achieve an accuracy of anything between 1 meter to 10 meters, sometimes a bit more – it all depends how many satellites are available in the sky at that moment in time when wanting to track the device or pet.

Radius: As a GPS product makes use of Satellites in the sky to pinpoint a device there are no limitations how far a GPS product can track, you can be overseas and still track your pet.

Secondly and most important, **when a GPS product is indoors it will not be able to communicate with the satellites** as the building would block the view to the sky, the tracker would then triangulate and pin the location at a cellphone tower nearest to the tracker, in most instances a cellphone tower is far away from our homes and in the App the location method will be indicated as LBS (Local Base Station) - this is the most challenging stage which you will need to get used to however once the entire process is understood it become easy over a period of time. **Our support team will guide you to understand this process.**

Real-time Tracking: The tracking method that makes use of GPS / Satellites as well as logistics databases to determine the current location of a person, vehicle, pet or object at any moment in time is known as Real-time Tracking. The position of the item being tracked is updated in an App periodically / based on certain update intervals – Real-time tracking does not mean LIVE tracking nor can it be compared to the GPS function a mobile device offers in Google Maps, it's completely different as it uses different technology. If you expect the same experience than a cellphone's GPS then GPS pet products are not for you and should not be bought, we will not refund or accept a return based on this misperception.



