

The World's Only Automatic Fetch Machine for Dogs!

# GoDogGo<sup>®</sup>



## *Fetch Machine*

### Owner's Manual



SET UP



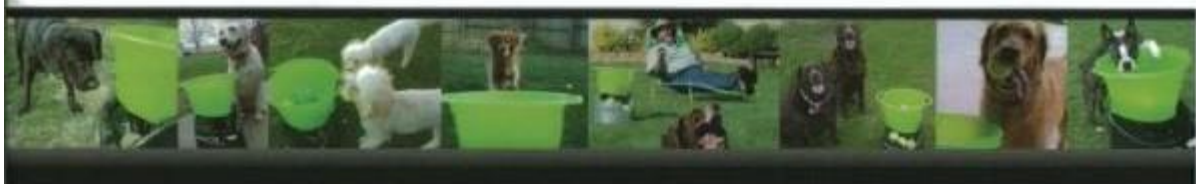
OPERATE



CARE



[www.GoDogGoInc.com](http://www.GoDogGoInc.com)





Thank you for choosing the original Fetch Machine.  
GoDogGo® is the world's first Fetch Machine  
and only remote controlled automatic  
ball launcher designed for dogs!

GoDogGo® is designed to provide hours of healthy  
exercise and fun for you to share with your pet.

**PLEASE READ** the following operation, setup  
and care information prior to using GoDogGo®



Designed in the U.S.A. PATENT No. 6,176,230  
GoDogGo® is a registered trademark of GoDogGo, Inc.

Made in China  
Model# GD003-1



## **WARNING**



**THIS APPLIANCE IS NOT INTENDED FOR USE BY CHILDREN**  
KEEP HANDS AND FACE AWAY FROM LAUNCH MECHANISM AND BALL SENSOR!  
STAND CLEAR OF DIRECT BALL LAUNCH AREA!  
NOT INTENDED FOR INDOOR USE OR WET CONDITIONS!

**NOT A CHILD'S TOY!**

**RECOMMENDED FOR OUTDOOR USE**



## QUICK START INSTRUCTIONS

1. SET LAUNCH DISTANCE with ADJUSTMENT RING found on BOTTOM of UNIT to ONE of the 3 SETTINGS; LOW, MED, or HIGH.
2. PLUG in the AC ADAPTER or INSERT 6 D-SIZE BATTERIES.
3. FLIP BLACK TOGGLE SWITCH to the "ON" POSITION.
4. SELECT DESIRED LAUNCH TIME of 7 or 15 SECONDS.
5. STAND CLEAR of LAUNCH AREA! KEEP YOURSELF and YOUR DOG a MINIMUM of 2 FEET from the FRONT of the UNIT.
6. The FIRST BALL will LAUNCH after the 7 second "SAFETY DELAY".
7. For CONTINUOUS BALL LAUNCHING, FILL the BUCKET with DESIRED NUMBER of BALLS or TRAIN your DOG to PLAY with 1 BALL and have him RETURN ball to the BUCKET for INDEPENDENT PLAY.
8. NEVER TOUCH the SENSOR SWITCH when UNIT is turned ON.



## GETTING STARTED

### GoDogGo® is powered by AC Adapter and Battery Power.

•If using AC ADAPTER- Connect the end of cord to the AC input on the control panel and then into the wall outlet. NEVER USE THE AC ADAPTER WHILE THERE ARE BATTERIES IN THE UNIT. THIS MAY CAUSE THE UNIT TO OVERHEAT AND THE BATTERIES TO ERUPT AND SEEP.

•If using BATTERY POWER- Install 6 size D batteries in the compartment located on the bottom of the unit. Disconnect AC adapter from outlet.

**WARNING: DO NOT USE GoDogGo in WET CONDITIONS or on WET GRASS!**

**STAND CLEAR OF LAUNCH AREA!** Keep yourself and your dog a minimum of a 2 foot distance from the front of the unit. Keep all children, spectators, and operators away from launch pattern to avoid contact with a ball.

Once you have determined where you will exercise your pet with GoDogGo®, adjust the unit's appropriate launch distance and intermittent time sequence. The following conditions will determine how you will preset the unit.

**DO NOT USE IN EXTREME HEAT OR COLD! ALWAYS CONSIDER YOUR PET'S HEALTH!**

1. Size of play area or yard
2. Physical condition of your pet
3. Weather

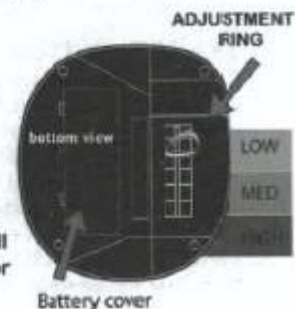


First determine the distance you wish to launch the ball from 15' to 30'+, then make the adjustment from the bottom of the unit. **ONLY MAKE ADJUSTMENT WHILE UNIT IS TURNED OFF AND UNPLUGGED!** Take hold of the adjustment ring and position it in one of the 3 slots provided; LOW, MED or HIGH.

**GoDogGo® may be used with a variety of ball sizes and types.** Launch distance will vary depending on the ball size, type, and condition.

GoDogGo® is designed to launch tennis balls approximately 15 to 30+ feet at 7 or 15 second intervals.

**NOTE:** Launch distance will be affected by the condition and type of ball used; i.e. WET or OLD balls do not perform as well as NEW, DRY hi-pressure balls. **TEMPERATURE** is also a factor as warmer conditions cause the air inside pressurized balls to expand which contributes to longer launch distances. Longer launch distances require more time for the dog to retrieve the ball. The setting will also depend on your pet's abilities. When loading the bucket of GoDogGo®, the maximum ball count is 17 with full size balls or 25 with small size balls. Overloading the bucket may result in balls binding up in the bucket or along the track.



**Now...Get Ready, Set, Fetch with GoDogGo® Fetch Machine!**

1.



## REMOTE CONTROL OPERATION & CARE INSTRUCTIONS



**REMOTE LAUNCH:** Press the RED button to launch single balls, one at a time. Repeat as long as there are balls in the bucket. Note: this feature is a great way of teaching your pet patience and consistency.

**NOTE:** A time setting should NOT be selected when using REMOTE LAUNCH feature.

**AUTO SELECT:** This button allows the operator to choose from either 7 or 15 second intervals. Once you have depressed this button you will be in the auto launch mode which will continue to launch balls every 7 or 15 seconds provided there is a ball in the unit. Press once for 7 sec. Press twice for 15 sec. Press three times for off position. To turn the auto launch feature off, simply press the AUTO SELECT until the lights go out. Note: Your GoDogGo unit will work completely independent of the remote by manually using the control panel at base of unit.

REMOTE BATTERIES WILL EXPIRE IF LIGHTS ARE LEFT ON!

**NOTE:** WHEN REMOTE IS NOT IN USE, BE SURE TO TURN OFF THE REMOTE BY PRESSING THE SELECT BUTTON UNTIL ALL LIGHTS ARE OFF.

### TRAINING RECOMMENDATIONS

- GoDogGo® RemoteFetch is all about enjoying your pet while you give them the best thing for their health, exercise. You know your dog better than we do so please pay attention to your dog's condition and make sure to allow for proper rest periods and plenty of water.
- DO NOT exercise your pet to the point of exhaustion.
- GoDogGo® has been designed so your dog can be trained to retrieve and return the ball to the inside of the bucket. This allows for continuous interaction and independent play between your pet and the machine.
- We suggest you begin training your dog with only one ball being launched from the unit in order for your pet to become accustomed to the launch activity. This will allow you to begin training your dog to return the ball back to the bucket. By training your dog to return the ball to the bucket from the start, this will create the ability for continuous independent play.
- Remember that repetition of the desired behavior produces the best results. Positive reinforcement upon your dog placing the ball back into the bucket will help with the training process. Please visit [www.GoDogGoInc.com](http://www.GoDogGoInc.com) for additional training tips.



### ADDITIONAL PRECAUTIONS

#### Slight noise during kick!!

GoDogGo® has 6 gears to launch a ball as far as 45+ feet. It is normal to hear a winding noise and a kicking sound during the launch cycle. The sound of the motor and kicker wind-up will help train your dog to anticipate the launch of the ball.

#### Hold on tight!

In order to set the launch distance, you will need to get a firm grip on the adjustment ring to set GoDogGo® to the furthest distance. You will find the adjustment ring on the underside of the unit. Simply turn unit off, empty all balls from the bucket, turn unit over, and adjust the launch distance with the D-shape metal ring to one of the three settings.

#### SENSOR SWITCH - Be careful of the launching mechanism's kick!

GoDogGo® comes with a "safety sensor" that is sensitive to the weight of the ball. Its location is in the pocket where the ball is launched from. If there are no balls in the launch pocket, the unit will not operate. Never stand directly in front of the unit while in launch mode. DO NOT TOUCH the "safety sensor" switch when the unit is ON and there are no balls in the launch pocket. Please keep your pet at a safe distance from the unit, a MINIMUM OF 2 FEET, to avoid being struck by the launching ball. You will need to train your pet where to stand.

- NEVER** allow the unit to launch without a ball in the pocket as this may result in damage to the unit.





## TROUBLESHOOTING GUIDE

### BALL WILL NOT LAUNCH or BALL LAUNCHES TO ONE SIDE

- THE SENSOR SWITCH IS VERY SENSITIVE AND IN PLACE TO PROTECT YOU AND YOUR PET!
- NEVER ALLOW YOUR DOG TO REMOVE THE BALL FROM THE BALL POCKET OR LAUNCHING AREA!

#### 1. If ball is in the launch pocket and all settings indicate it should be launching:

- A. Check your power source or battery life.
- B. Make sure the POWER light is ON and set to an intermittent setting of either 7 or 15 seconds.  
The unit will not begin launching a ball until an intermittent setting is chosen.  
The unit will not work when the light is in the OFF position unless using the Remote Launch feature.
- C. Adjust sensor: The sensor may be out of alignment due to shipping or a dog may have mouthed or pawed the ball while in the launch pocket causing the sensor to be out of alignment. See below for adjustment instructions.
  - Make sure the power switch is in the OFF position. With the unit OFF, carefully adjust the sensor by pulling the metal sensor strip slightly upwards so the ball comes in contact with the sensor and a "click" is heard. The sensor will click down when the ball is resting on it, which should then activate the motor.
  - If the ball is still not allowing the sensor to activate the motor, the sensor may need to be adjusted slightly downwards by carefully bending it down. NEVER OVERBEND as it may break.

#### 2. BALL LAUNCHES TO ONE SIDE: Sensor is adjusted too high not allowing the ball to be centered over the kicker. Slightly bend down the sensor until ball sits against end of ball track side wall

### BALL WILL NOT ROLL DOWN THE BUCKET CHANNEL

1. Make sure the unit is on a level surface.
2. Check to see if the balls are too wet. We recommend always using nearly dry balls in order to keep the launching activity consistent and also to get the furthest launch distance. A small amount of moisture on the ball from your pet is normal, but balls should not be extremely wet or soggy.
3. Make sure balls are not too big to roll down the channel. If a tennis ball has too much nap, the ball may hang up in the channel.
4. The unit is designed for maximum of 17 full-size balls and 25 small balls. Overloading balls on top of one another may result in a ball jam in the channel.

### IT IS DIFFICULT TO ADJUST THE LAUNCH DISTANCE

1. ALWAYS TURN UNIT "OFF" BEFORE ADJUSTING THE LAUNCH DISTANCE!
2. ONLY adjust the launch distance when the kicker is in the UP position, just after a ball has been launched.
3. IF THE UNIT HAS BEEN TURNED OFF DURING THE LAUNCH CYCLE THE KICKER MAY HAVE ENDED UP IN THE WRONG POSITION.
  - Make sure the full launch rotation is completed and the unit is not turned off during the middle of a launch cycle. If the unit is turned off during a launch cycle, set a ball in the ready position, turn the unit ON and let the rotation finish. Then turn the unit OFF and adjust to the desired distance setting.

### REMOTE CONTROL WILL NOT COMMUNICATE WITH THE UNIT

1. Review the remote control operation instructions for proper use.
2. Make sure main unit is turned ON at the main control panel on the back of the unit.
3. Be sure to remove the plastic strip from under the batteries.
4. Be sure the batteries are properly seated. If not, the contact points may need to be pushed down slightly for proper battery contact.
5. Check to make sure batteries are still good.



REMOTE BATTERIES WILL EXPIRE IF LIGHTS ARE LEFT ON!

**Need further troubleshooting assistance?** Please visit our website at [www.godoggoinc.com](http://www.godoggoinc.com) or send an email to [warranty@godoggoinc.com](mailto:warranty@godoggoinc.com) and we will be happy to assist you. We do our best to answer emails Monday through Friday within 24 hours.





## CARE INSTRUCTIONS

- Keep GoDogGo **CLEAN** and **DRY** to insure proper operation.
- DO NOT** turn GoDogGo "OFF" during **MID-LAUNCH CYCLE**.
- ALWAYS** turn HandRemote lights "OFF" when **NOT** in USE.
- ALWAYS** turn GoDogGo "OFF" and **UNPLUG** when **CLEANING**.
- DO NOT** use or leave unit in **WET CONDITIONS**.
- DO NOT** submerge GoDogGo in **WATER**.
- DO NOT** use or leave **EXPIRED** batteries in GoDogGo or Remote.
- DO NOT** use **PRESSURE SPRAYER** or **WATER HOSE** to clean unit.
- DO NOT** use with **BALLS RETRIEVED** from **WATER**.
- DO NOT** leave **WET** or **SOILED** balls in GoDogGo to avoid mold and bacteria growth.



### CLEANING GoDogGo® Fetch Machine

The best way to clean GoDogGo® of debris is to wipe the channel down with a damp cloth. An air hose may be used to carefully blow remaining debris from the ball track and sensor switch, being careful not to blow debris inside the base.



### SENSOR SWITCH MAINTENANCE

Frequent cleaning of the sensor is recommended for dogs that produce heavy saliva or when used with balls that retain dirt/debris.

*When cleaning the sensor switch, a Q-Tip or corner of a paper towel may be used to wipe around and under the sensor tip.*



### DO NOT TURN UNIT OFF DURING MID-LAUNCH CYCLE

Turning GoDogGo off during "mid cycle" while launcher is rotating may cause the spring to over stretch and result in reduced launch distance. This may also cause the launching mechanism to stick when restarting GoDogGo.

*\*Always store GoDogGo at lowest tension setting with the green launching mechanism in the 12 o'clock position for longer spring life and better performance.*

## TECHNICAL ASSISTANCE

Having trouble?

Send an email to: [warranty@godoggoinc.com](mailto:warranty@godoggoinc.com)



Most set-up or operation issues can be solved with a quick email to our warranty department.

Be sure to contact GoDogGo, Inc with any questions prior to returning GoDogGo® RemoteFetch.

## REPLACEMENT PARTS

Replacement parts can be obtained from GoDogGo®, Inc. on the Warranty/Parts page at

[www.godoggoinc.com/warranty.html](http://www.godoggoinc.com/warranty.html)

**LIFETIME WARRANTY** on the KICKER/PIN , SPRING, PULL-RING & SAFETY SENSOR SWITCH.





## WARRANTY REGISTRATION

Registration is NOT required for the warranty to be in effect. Warranty is valid for 6 months with proof of purchase from the date of purchase.

Warranty is non-transferable and valid to original purchaser only.

It is recommended to register the unit serial number for our records.

You can register at [www.godoggoinc.com/warranty.html](http://www.godoggoinc.com/warranty.html) or [warranty@godoggoinc.com](mailto:warranty@godoggoinc.com) to submit your serial number.

Please retain this card for your records.

Customer Name: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Order Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

(Serial number can be found on bottom of unit)

Designed in the U.S.A. PATENT No. 6,176,230  
GoDogGo® is a registered trademark of GoDogGo, Inc.

Made in China  
Model# GD003-1

## WARRANTY INFORMATION

### Covered Under Warranty

**LIFETIME WARRANTY on KICKER, SPRING, PULL-RING and SENSOR SWITCH**  
GoDogGo® Fetch Machine comes with a limited 6-month warranty on all workmanship and defects in materials. Warranty is valid for 6 months from date of purchase with proof of purchase. It is recommended, but not required to register the unit with serial number. Warranty is non-transferable and valid to original purchaser only.

### Not Covered Under Warranty:

The limited warranty does not apply to damages caused from pet, normal wear, improper use, overuse or misuse. Damages due to use in inclement weather, abuse, neglect and or failure to perform routine care and maintenance. Accidental damage, consequential damages, incidental damages or expenses, including damages to property are not covered under the limited warranty.

### 30-Day Money Back Guarantee:

We hope you love GoDogGo®, but if for some reason GoDogGo® does not work out for your dog, we offer a 30 day money back guarantee as seen below.

**NOTE:** RETAIN all original packaging and components should you wish to return GoDogGo®.

If for any reason you are not completely satisfied with the products purchased from GoDogGo, Inc., send an email to [orders@godoggoinc.com](mailto:orders@godoggoinc.com) within 30 days of receipt of your unit to obtain a return authorization number and inform us that you wish to return GoDogGo®. Returned or exchanged items must be in new, clean and resalable condition with ALL packaging to receive a full refund of the unit price. Please note that return shipping, as well as original shipping, is at customer expense and shipping is non-refundable. A restocking fee of \$15 may be assessed if the unit is not in new condition and returned with all components. WE do not accept C.O.D. deliveries, packages must be returned freight prepaid.

### FCC Statement:

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 this device must accept any interference received, including interference that may cause undesired operation.
2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**GoDogGo**



Register your product for the warranty online at:  
[www.godoggoinc.com/warranty.html](http://www.godoggoinc.com/warranty.html)

Please retain this card for your reference.  
See other side for additional warranty registration  
plus 30 day money back guarantee information.

Visit us on the web



[www.GoDogGoInc.com](http://www.GoDogGoInc.com)

