

# SAFETY & REGULATORY INFORMATION SICHERHEITS- & REGULATORISCHE INFORMATIONEN

## ⚠ WARNING / ACHTUNG / ATTENTION

🇺🇸 Read the full manual before use. Risk of strangulation, pinching, and electric shock. Keep small parts away from children. Use only the provided power adapter (12V).

🇩🇪 Lesen Sie vor Gebrauch das vollständige Handbuch. Gefahr von Strangulation, Einklemmen und Stromschlag. Kleinteile von Kindern fernhalten. Verwenden Sie nur das mitgelieferte Netzteil (12V).

🇫🇷 Lisez le manuel complet avant utilisation. Risque d'étranglement, de pincement et de choc électrique. Tenir les petites pièces hors de portée des enfants. Utilisez uniquement l'adaptateur secteur fourni (12V).

### Scan for Full Manual

This document is provided in English. Translations are available in various EU and EEA languages, including but not limited to: 🇩🇪 German, 🇫🇷 French, 🇪🇸 Spanish, 🇳🇱 Dutch, 🇸🇪 Swedish, and more. Please scan the QR code to access the translated versions.



### ● Usage Instructions

-  **Not a Toy** Flappie is a sophisticated, AI-controlled cat flap and should not be treated as a toy. Do not tamper with electronics and related devices. This device is intended for domestic pet use only. Do not use for wild animals or outside residential environments.
-  **Child Safety** If you have young children, include Flappie in childproofing and always supervise their use to avoid potential hazards.
-  **Small Parts Alert** The device contains small components such as screws that could pose a choking risk. Keep all parts and packaging materials away from young children and pets.
-  **Pets Usage** Supervise your pet's early use to ensure safe adjustment.
-  **Moisture Protection** Do not submerge in water, avoid placing where flooding or spray is possible.

### ✂ Installation Instructions

-  **Opening the Device** Upon delivery, please inspect your Flappie immediately before opening the package. Once the packaging is opened, the product is considered activated. Returns for change-of-mind or dissatisfaction will only be accepted, if the device remains in its original, unused condition – with no installation marks – and is returned with all original packaging, accessories, and documentation intact. If you discover any manufacturing or assembly defects upon opening, please contact our customer support within 7 days to initiate a defect claim.
-  **Installation** Ensure proper installation by carefully following the instructions in the Flappie application or in the user manual. Incorrect setup can cause product damage or operational issues. If you have any questions about installation or maintenance, contact our support team for guidance. Do not block sensor or camera areas. Oil, tape, and lubricants should not be used on hinges or sensor zones.
-  **Secure Areas** Install Flappie only in secure, safe areas. Avoid installing in locations that provide direct access to hazardous zones (e.g. garages containing chemicals, direct sunlight or heat sources) to prevent potential injury or damage.

### 🔧 Maintenance Instructions

-  **Weatherproofing** Regularly inspect the seal around Flappie to ensure it remains weatherproof, preventing exposure to elements or pests.
-  **Conservation** Maintain Flappie by cleaning it regularly to ensure proper functioning. Accumulated dirt, hair, or even leaves could affect the camera and sensors, leading to locking mechanism and failures in facial and prey recognition. Check flap screws and housing occasionally to ensure stable mounting. Do not use alcohol, solvents, or cleaning sprays directly on the product.

### ⚡ Power/Electrical Instructions

-  **Electrical Issues** If you detect any signs of electrical problems, like a burning smell, unplug the device immediately and contact our Customer Service.
-  **Power Supply** Use the provided power adapter. Using others may risk damage and void the warranty. Always plug into a grounded outlet. This power supply is intended for use with compatible devices only. Do not modify or attempt repairs; consult qualified personnel if needed. Keep out of reach of children and pets for safety.
-  **Risk of Electric Hazard** **WARNING:** Do not open or tamper with the internal components of Flappie. This device is designed to be used only with the provided power adapter and must remain plugged into a certified power source. Always install Flappie in a well-ventilated area to prevent overheating. Under no circumstances should the device draw more than 3A of current. Use only the specified voltage as detailed in the technical guidelines. Any deviation from these instructions could result in damage, void the warranty, or pose an electrical hazard.

### 🔒 Data and Privacy

Data is processed in compliance with the General Data Protection Regulation (GDPR) and the Privacy Policy available at [flappedoors.com/policies/privacy-policy](https://flappedoors.com/policies/privacy-policy). Collection of usage and behavioral data commences only after Flappie is connected to the internet and a user account is created via the Flappie app. Data collection begins only upon the explicit acceptance of the Terms and Privacy Policy during the account registration process. No personal or usage data is collected or transmitted when the device operates offline or prior to account creation. Such data is utilized solely for the purpose of improving application functionality and user experience, including enhancements to the AI-powered prey detection feature.

### 📱 Flappie App

-  **Connection** Follow the instructions in the Flappie app on how to connect your Flappie to the Wi-Fi and the app. In case of unexpected issues, please contact our support team for guidance.
-  **Flappie App** The QR code to download the app is placed on the packaging/manual. Flappie can operate without the app, but the app is highly recommended for regular software updates and additional features.

## Disposal of Products

Do not dispose of this product in household waste. Recycle at authorized facilities. For proper disposal of your Flappie, please adhere to the following guidelines:

**EU Customers:** In accordance with the Waste Electrical and Electronic Equipment (WEEE) Directive 2012/19/EU, Flappie must not be disposed of with regular household waste. In the EU, please dispose of this product at your nearest authorized WEEE collection point.

**Swiss (CH) Customers:** In Switzerland, electronic waste is managed under the SENS system. Flappie must not be discarded with regular household waste. We encourage you to bring your device to an authorized SENS recycling facility or a designated collection point.

**Great Britain (GB) Customers:** In Great Britain, please dispose of Flappie in accordance with the applicable waste regulations. We recommend taking your device to an authorized recycling facility or drop-off point.

For disposal instructions, please visit [flappedoors.com/recycling](https://flappedoors.com/recycling).

## General Disclosures

Flappie is launching for the first time. The product is designed to deter unwanted prey (e.g., mice, birds), and its AI-powered prey detection functionality is provided "as is" without any performance guarantee. Please note that the prey detection feature will begin operating approximately two weeks after installation to allow for system calibration. After it becomes active, we recommend that you monitor its performance for about one week to familiarize yourself with its operation and verify that it meets your needs.

## Manufacturer

Flappie Technologies AG, Leutschenstrasse 43, 8807 Freienbach, Switzerland.  
Engineered in Switzerland. Product made in China. Model: FLP1.

**Email:** [info@flappie.ch](mailto:info@flappie.ch)

**Support Portal:** <https://support.flappedoors.com/>

**Website:** [flappedoors.com](https://flappedoors.com)

## Returns & Warranty Claims

### 30-Day Happiness Guarantee & Defective Returns

If you are not completely satisfied with your Flappie, you may return it within 30 days from the delivery date under the following conditions:

**For Change-of-Mind Returns:** The product must be unopened or, if opened, must show only minimal signs of a brief, non-use inspection. All original packaging, accessories, and documentation must be undamaged and included.

**For Defect-related Returns:** If the product is found to be defective or damaged (in manufacturing or assembly) after opening, you may return the device even if the package has been opened. Please provide supporting evidence (e.g. photos) and contact our customer support immediately. Any return that does not meet these conditions may be subject to a restocking fee or be rejected altogether.

**Process:** To initiate a return or warranty claim, please visit our dedicated support portal at [flappedoors.com/returns](https://flappedoors.com/returns) and provide your order information, a detailed description of the issue, supporting evidence (photos, videos, logs), and proof of purchase.

**Outcome Options:** If a defect or dissatisfaction is confirmed and the returned product meets the required condition, we will offer a repair, a replacement on a return-to-factory basis, or a refund as applicable.

## Warranty Coverage

### Warranty Period and Scope

**Duration:** Flappie is covered by a standard warranty period of 2 years from the delivery date.

**Coverage:** Hardware: This warranty covers defects in materials, manufacturing, or assembly that affect the functionality of the product (e.g., faulty sensors, connectivity failures, or physical construction errors). While we continuously improve the software via updates, no specific performance benchmark is warranted. Our warranty covers only manufacturing and assembly defects.

**Exclusions:** The product is provided 'as is' with regard to all AI-powered functionalities – including the current prey detection feature and any future AI enhancements. No performance guarantee is offered for these features.

Normal wear and tear, cosmetic damage, or issues resulting from non-standard use or environmental conditions are not covered. Software performance variations, including those related to prey detection, are not covered under this warranty.

### Warranty Claim Process

**Initiation:** To file a warranty claim, please visit our support portal at [flappedoors.com/returns](https://flappedoors.com/returns) and submit your order details along with a description of the defect, supporting evidence, and proof of purchase.

### Remedies

**Repair:** We will repair the product either on-site or through an authorized repair center.

**Replacement:** If repair is not feasible and an alternative model is available, we will provide a replacement on a return-to-factory basis.

**Refund:** If neither repair nor replacement is viable, a refund may be issued subject to applicable conditions.

## Compliance & Certifications

The customer is solely responsible for ensuring that the device is installed and used in compliance with all applicable local laws and regulations. Please check any regional restrictions or guidelines on electronic pet devices before finalizing your installation.

- Operating Frequency: 2400-2483.5 MHz
- Maximum RF Output Power: Bluetooth: 7.72 dBm / WiFi (2.4 GHz): 17.92 dBm

This product complies with EU directives: RED 2014/53/EU, EMC 2014/30/EU, RoHS 2011/65/EU  
Product is compliant with Swiss and EU safety/environmental standards.

## Regulatory Symbols & Product Markings

The following regulatory symbols and markings are applied to the product and/or its packaging in compliance with applicable legal and environmental requirements:

- CE
- WEEE
- Triman + Info-Tri
- Made in China
- Manufacturer Name & Address: Flappie Technologies AG, Leutschenstrasse 43, 8807 Freienbach, Switzerland
- Model: FLP1
- [flappedoors.com](https://flappedoors.com)
- EU Economic Operator and Data Controller (GDPR): Flappie Technologies OÜ, Narva mnt 5, 10117 Tallinn, Estonia
- Email: [info@flappedoors.com](mailto:info@flappedoors.com)