petTracer Frequently Asked Questions (FAQ)

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General Questions

What is petTracer and how is it different from other products?

petTracer is a GPS cat collar designed specifically for cats. petTracer has all the electronics built within the collar and weights only 34g.

As opposed to most other GPS devices on the market, petTracer does not use cell phone technology but a combination of GPS, radio and Wi-Fi technology.

petTracer lasts over 10 times longer than any other GPS device on the market. Depending on the chosen settings (mode) it can last up to 30 days.

My cat already has a microchip, do I need petTracer?

Microchips are only useful once a cat has been found and scanned at either a rescue center or veterinary clinic. This can take days or weeks at best.

With petTracer you can find where your cat is whenever you want. If your pet goes missing you can find it within minutes without the guesswork and worry.

Where can I buy petTracer?

For CH/LI clients

petTracer is only sold directly from our website.

For UK clients

petTracer is only sold directly from our website www.pettracer.co.uk

For all other clients

For all other clients please contact us via contact form: https://portal.pettracer.com/support

Will petTracer work anywhere in the world?

The technology of petTracer works anywhere in the world. However, petTracer is currently only sold within the UK, the European Union and Switzerland. Please email us if you would like to purchase petTracer but live somewhere else.

Do I need a complete petTracer starter kit for each additional cat?

No. One HomeStation can serve up to 5 collars. However, we recommend a second HomeStation if you own more than 2 collars to make charging of the collars easier and more efficient. Only one collar can be charged at the time.

Technical Questions

Is petTracer waterproof?

petTracer is not officially certified as waterproof but it has been manufactured to withstand all kinds of weather conditions whilst your cat is wearing the collar.

The collar should not be submerged in water for a long time and we advise to clean it only with a damp cloth.

Are there different sizes. Will petTracer fit my cat?

The collar has a minimum circumference of 21.5 cm (approx. 8.46 inch). This will fit most cats and the collar comes with an adjustment band allowing to adjust its size. Should your cat have a very small neck size (due to its age or breed) a "neoprene band" can be fitted in the inside of the collar to make it smaller. The collar should never be "squashed together" over its natural size of 21.5 cm.

Please contact us should you need more information.

How long does the battery last exactly?

Our patented technology, SafeTrace, allows for up to 10 times more GPS positions per battery charge than most conventional GPS trackers. Depending on the search mode you choose and the activity level of your cat, the collar can lasts up to 30 days.

The different modes explained

FAST: GPS position sent every 10 minutes when cat is active and every 60 minutes when cat is not active.

STANDARD: GPS position sent every 30 minutes when cat is active and every 3 hours when cat is not active.

SLOW : GPS position sent every 4 hours when cat is active and every 24 hours when cat is not active.

SEARCH: GPS position sent every 15 seconds regardless of cat's activity. This mode is switched off

How do I charge it and how long does it take?

The HomeStation provided with the Starter Kit / petTracer SET can charge a collar within 2.5 hours. Email notifications can be set up online to remind you when the battery needs charging. We recommend charging the collar before the battery is flat to prevent permanent loss of the collar.

What is a HomeStation?

The HomeStation is necessary for the petTracer collar to work and is included in the Starter Kit / petTracer SET. It helps you charge the collar and acts as the radio signal receiver to forward your cat's GPS coordinates to our servers, showing your cat's position on the map.

Is permanent Wi-Fi needed?

Yes, without a Wi-Fi connection the GPS coordinates of your cat cannot be forwarded from the HomeStation to the petTracer Server. If the Wi-Fi is switched off while the collar is on your cat, you risk losing your cat and collar permanently.

What is the range of petTracer?

The collar has a range of up to 1 mile. This works out to a maximum coverage area of approx. 3.14 square miles. However, the range greatly depends on the type of area you live in. The coverage is automatically extended with a second HomeStation, be this one you own or someone else's HomeStation.

Can the range be extended?

Yes. Every HomeStation will pick up and pass along all collar signals within range. The signals are encrypted and can only be seen by the owner of the collar. The more HomeStations there are in an area, the greater the coverage.

What do I do if the coverage of my cats territory is poor?

The first thing to do is check the location of your HomeStation, which should be placed as high as possible and near a window. Some users buy additional HomeStations and place them at opposite sides of the building to maximize coverage.

HomeStations should never be placed in a basement or in a garage.

We are currently testing outdoor antennas which will have greater coverage. These will be available shortly to purchase in our shop.

What do I do if the cat goes out of range?

This can happen and usually your cat will return home safely. The collar can store up to 70 GPS positions and you will be able to see where your cat has been.

In case of an emergency the HomeStation can also be made "mobile". This is achieved by configuring your HomeStation with your mobile phone hotspot and connecting it to a power bank. You can now walk around with your HomeStation and power bank. Start your search at the last known position or by walking along the border of your cat's natural territory.

We are currently developing a more user-friendly app for smartphones which will be available to download soon.

Can you guarantee I will find my cat at any time and any place?

No GPS device or collar can do this for certain. petTracer gives you the highest possible chance of finding your cat when you need to. With petTracer you will get to know your cat's territory and favorite places which can be helpful to understand where to begin looking for your pet. Additionally, with our radio search technology you can even find your cat in places without GPS signal.

What is a "mobile HomeStation"?

This is a HomeStation which has been configured with your Smartphone hotspot and is powered by a power bank (external USB battery). This allows you to search your cat with radio search technology in case of no GPS reception or range limitation.

How the petTracer system works

1. The petTracer cat collar receives the GPS coordinates from the GPS satellites.
2. The coordinates are then transmitted from the collar to your HomeStation.
3. The HomeStation forwards the coordinates through the internet connection to the petTracer server.
4. The server places your cat's position on the map which can be accessed remotely from your Smartphone, computer or tablet.

Does petTracer work on other pets?

No. petTracer was specifically designed for cats and this is the reason why it works so well. Cats have very different behaviour patterns to dogs for instance and the algorithms that make petTracer such an effective collar would not work well.

Safety

How harmful is cell phone radiation for my cat?

The petTracer GPS cat collar does not generate (potentially) harmful cell phone radiation. PetTracer emits a radio signal comparable to a baby phone, which has an approximately 100x lower radiation level than a mobile phone signal. This combined with a GPS signal makes petTracer a very safe option for your cat.

Does the collar come with a safety buckle?

Yes, safety first! The petTracer includes a standard safety buckle which automatically opens should your cat ever get into trouble. However, with the petTracer your cat will seldom get into trouble, as everything is fitted inside of the collar fitting smoothly on your cats neck.

Cats often knock down things or get hurt with other cat trackers as these are bulky and their weight is all in one place. Not so with the petTracer. It is a neat and nicely balanced collar.

Subscription

Why do I need a subscription to use petTracer?

The petTracer subscription mainly pays for the digital map, server infrastructure and third party fees. Used commercially, these things are unfortunately very expensive.

What is the difference between a subscription BASIC and PLUS?

A subscription BASIC can be used for one single collar. A subscription PLUS serves 2 to 5 collars.

The subscription is paid upfront and does NOT automatically renew. No cancelation of subscription is needed and customers need to make sure to renew their subscription before it expires. An email notification service is available.

Can I upgrade or downgrade a subscription?

You can always upgrade a subscription BASIC to a subscription PLUS free of charge. This will half the duration of your current BASIC subscription. A subscription PLUS cannot be downgraded.

How much is the subscription?

The subscription is paid in Swiss Francs as our servers are manufacturing take place in Switzerland.

A BASIC subscription (serving 1 collar) costs between CHF 6 – 9 per month, depending on how many years you buy upfront. This is approximately between £4.50 – £7 (depending on exchange rate)

A PLUS subscription (serving 2-5 collar) costs between CHF 12 – 18 per month, depending on how many years you buy upfront. This is approximately between £9 – £14 (depending on exchange rate)

When do I purchase the subscription?

The subscription needs to be purchased once the collar arrives and is set up.

Do you offer discounts on the subscription for more than one collar?

Yes. Please have a look at the difference between the subscription BASIC and PLUS and “How much is the subscription?”.

How do I cancel my subscription

No cancelation of subscription is needed as the subscription does not automatically renew. Please note that we do not offer refunds should you decide to discontinue with petTracer before the end of the subscription period. The subscription does not automatically renew.

Support

Where can I get customer support

Please visit https://portal.pettracer.com/support for support documentation or use the contact form to contact us.

Can I return my petTracer?

A right of return in Switzerland is regarded as a goodwill action of the company petTracer. It is mandatory to contact the company petTracer BEFORE returning goods. For goods that are sent back without prior agreement, no right to a refund is granted.

We kindly ask that you take the time to understand how petTracer works. Should you have any questions, please do not hesitate to contact us. info@pettracer.com