

# Ready Treat Troubleshooting Instructions

We apologize if you are having issues operating your Ready Treat. Here is a list of issues and what you can do to resolve them.

- 1.) Unfortunately all 9 volt batteries are not the same size. If the 9 volt battery seems to fit loose and your hand piece does not seem to be working you may have an undersized battery. If this is the situation make certain the metal contacts are touching the battery. If not you may need to flex/stretch them out a little to ensure they make a solid connection with the battery.
- 2.) If the device does not turn on (the light on top does not light up) you may need new batteries or they may not be installed properly. Batteries have a shelf life, they can lose power while stored. Make sure your batteries are fresh. If after checking the batteries the light on the base unit does not light up when you press the on/off button contact Clip and Go Agility
- 3.) Door will not open and the power light is blinking. This is the most common situation reported. If the light is blinking that indicates that the transmitter is not properly paired with the base unit. To pair the two together turn on the base unit and while the light is blinking hold down the button on the transmitter for 3 seconds, after 3 seconds release the button and press it again. Repeat this process until the light on the base unit turns to a solid red. (It may take several attempts) Once it displays solid red the device should function and the door will open when the transmitter button is depressed.
- 4.) When you depress the transmitter button the base unit goes back into pairing mode (flashing light). If this happens replace the batteries in the base unit. Weak batteries can cause this issue. If you are certain the batteries are fresh then contact Clip and Go Agility.
- 5.) "I hear the device make noise but the door does not open". If this is your issue the small catch inside the unit may be stuck or the door may have something holding it closed. The door is opened with spring pressure only so something small could cause this issue. First try lifting the door a bit while pressing the transmitter button. If this works then run the door up and down a few times making certain it glides smoothly. If this does not work, try tapping the entire base unit on a hard surface. This could jar the small catch loose causing the door to work freely. If this does not work, then contact Clip and Go Agility.
- 6.) "The door will not latch into the closed position". If this is your issue, try these two things. First pair the device and then press the transmitter button a few times. This should cause the motor to run and will reset its start position. If it still fails to stay closed the small catch inside the unit may be stuck. Try tapping the entire unit on a hard surface, this could release the catch causing everything to work properly. If these solutions do not work, then contact Clip and Go Agility.
- 7.) There are over 20 available radio frequencies the Ready Treat randomly selects one when pairing. Occasionally we find a frequency that does not work properly. If the base appears to be properly paired to the transmitter but does nothing when you push the button you should try to pair it again you may need to simply find a different frequency. Remove and reinstall the batteries in each unit and go through the steps for pairing (see item #2). If after repair the problem persists then contact Clip and Go Agility.
- 8.) The device should function at a range of 25-50 feet. If it does not first install fresh batteries. If its operating range is still very short then contact Clip and Go Agility.



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