



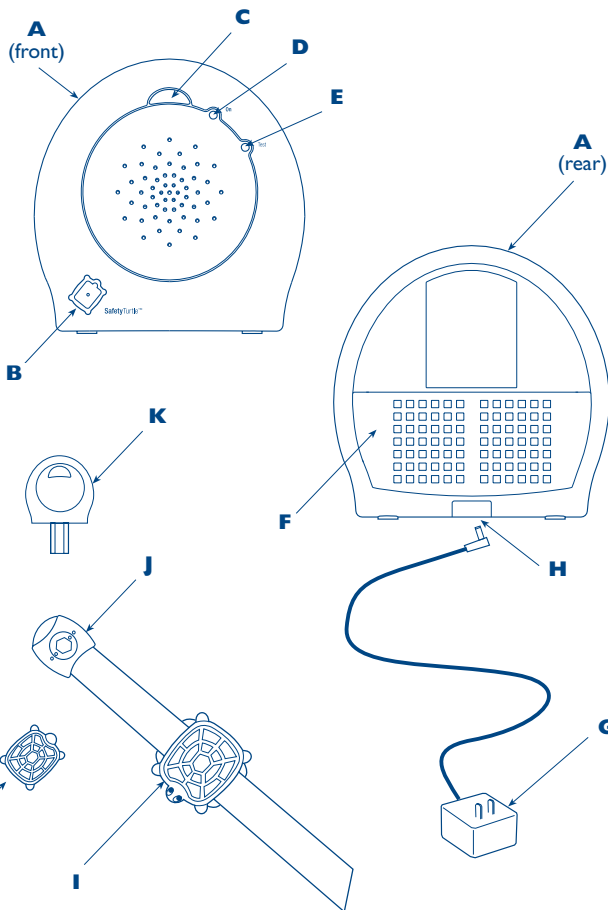
# Safety Turtle<sup>®</sup>

## User Guide



► Keep page 3 open when reading these operating instructions.





# General Product Description

*(Refer to Page 3)*

## Base Station Package

- A** Base Station
- B** Baby Turtle receptacle
- C** Moon-shaped button
- D** On light (green)
- E** Test light (amber)
- F** Basket
- G** Plug in AC adapter
- H** Power socket

## Turtle Wristband Package

- I** Turtle
- J** Locking buckle
- K** Key for locking buckle
- L** Baby Turtle plug

# IMPORTANT

**Safety Turtle is not a substitute for diligent supervision or for pool access barriers.** It has been designed as a “last line of defense” to help prevent drowning of young children.

**Failure to observe any of the following may delay or prevent alarming when the Turtle is immersed:**

- **Do not use in sea water or in pools with a salt concentration of more than 4000 ppm.**
- **Attach the Turtle wristband to the wrist only.**
- **Do not cover the Turtle wristband with a jacket or other clothing.**
- **Immediately remove any food, beverage, or other material that enters the space between the top and bottom Turtle shells.**  
**A residue such as milk that has been allowed to dry can prevent alarming when the Turtle is immersed.**

**Read all instructions. Carefully follow Initial Setup and Testing instructions before using Safety Turtle.**

Observe the following precautions:

- Your Turtles must all be of the same color as the Baby Turtle plug inserted into the Base Station.
- The Base Station is for indoor use only. Locate the Base Station where the alarm can be heard.
- Do not locate the Base Station where it can accidentally be unplugged or power from the outlet switched off. **The Base Station will not sound the alarm if not plugged in to a live AC outlet.**
- Use only the Terrapin AC adapter provided, plugged into a matching electrical outlet. Terrapin adaptors operate at one AC voltage only.
- Follow the *Initial Setup and Testing* instructions to verify that the alarm sounds when each of your Turtles is immersed. Test all areas of your pool. Re-verify if the Base Station is relocated.

- Always test your Turtles before using. Towel dry edges of Turtle after removing from water.
- Attach the Turtle wristband securely to your child's wrist, so it cannot slip over the hand. **Dots on buckle must align exactly.** Keep the buckle key out of children's reach.
- Minimize wear of locking buckle by turning key in one direction only.
- Remove the Turtle wristband while bathing your child or playing with your child in the pool. **Don't forget to put the wristband back on. Never unplug the Base Station.**
- The alarm is very loud. Avoid prolonged exposure to prevent possible hearing damage.
- Do not use *Safety Turtle* if the Base Station is emitting a rapid beeping sound. Refer to *Troubleshooting*.
- Follow the instructions in *Care of your Safety Turtle*.

# CONGRATULATIONS

Congratulations on purchasing *Safety Turtle*. This state-of-the-art product provides a "last line of defense" for you in protecting children in your care from swimming pool accidents. It is not a substitute for diligent supervision or for pool access barriers.

The Turtle wristband has been designed to be pleasing to young children, so they will want to wear it. **But the Turtle wristband is not a toy; keep out of children's reach when not being worn.**

**Please complete and return the accompanying registration card. This allows us to forward further information about the safest use of this product.**

# Federal Communications Commission (FCC) Notice

This device complies with FCC Part 15 Rules and Industry Canada RSS 210 Issue 2 Regulations. Operation is subject to the following two conditions:

- this device may not cause harmful interference; and,
- this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Terrapin Communications Inc. could void the user's authority to operate the equipment.

## Your Safety Turtle Alarm System

The *Safety Turtle* alarm system is designed as a "last line of defense" to help prevent drowning of young children. It is not a substitute for diligent supervision or for pool access barriers.

Please take the time to read these instructions carefully before using the product. Ensure that you pay particular attention to the instructions related to testing.

Your *Safety Turtle* alarm system consists of a Base Station, one or more Turtle wristbands of the same color and (optionally) a carrying bag/battery pack.

- The Base Station and each Turtle wristband are purchased individually.
- The Base Station package includes an AC adapter and this User Guide.
- The Turtle wristband package includes a Baby Turtle plug and a 1/4 inch Allen key for the locking buckle.
- A Baby Turtle plug must be inserted into the Base Station.
- Turtles come in the following colors: green, blue, red, yellow, orange and purple. Only Turtles of the same color as the Baby Turtle can trigger an alarm.

- The maximum operating separation (range) between the Base Station and Turtle is typically 100 feet (30 meters). This will vary from home to home due to differences in blockage and radio interference.
- If you purchase more than one Turtle wristband, keep the extra Baby Turtle plug(s) and key(s) as spares.

The *Safety Turtle* alarm system has two modes of operation: **Active Mode** and **Test Mode**. It also has a **Fault Condition** to alert you if the system detects a problem with one of its components.

- **ACTIVE MODE** is the normal mode for *Safety Turtle*. The green light is on and the amber light is off. If a Turtle of the same color as the Baby Turtle plug is immersed in water, a loud siren sound will be produced and the amber light will flash on and off. The alarm volume can be reduced by pressing the moon-shaped button on the Base Station. The alarm will then stop completely a few seconds after the Turtle has been towel dried.
- **TEST MODE** is provided for convenient testing of *Safety Turtle*. To enter Test Mode, press the moon-shaped button on the Base Station. The amber light will turn on. If a Turtle of the same color as the Baby Turtle plug is immersed in water, the Base Station will emit a slow beeping sound and the amber light will flash on and off. The test beep indicates that the *Safety Turtle* alarm system is operating properly. To return to **Active Mode**, remove the Turtle from the water; towel dry, then press the button when the beeping stops. For safety reasons, **the Base Station will also automatically return to Active Mode 15 minutes after Test Mode is entered.**
- **FAULT CONDITION** is entered if the Base Station detects an operational problem such as the Baby Turtle not being inserted correctly or AC power being incorrect. The Base Station will emit a rapid beeping sound and the green light will flash on and off. Do not use when in **Fault Condition**. For more information, see the *Troubleshooting* section. **Fault Condition does not detect all possible faults – always follow the instructions given in the *Daily Use and Testing* section.**

# Initial Setup and Testing

*See the illustrations on the inside back cover.*

- Peel off the label covering the receptacle at the lower left corner of the Base Station. Insert the Baby Turtle plug into the receptacle. The plug should snap firmly into place.
- Ensure that all your Turtles are the same color as the Baby Turtle plug inserted into the Base Station.
- Locate the Base Station:
  - protected from elements
  - as close as possible to the furthest point of the pool
  - at chest level or higher
  - where it won't be accidentally moved or unplugged
  - where the alarm can be heard
  - with minimum metal obstruction between Base Station and pool
  - not beside cordless phone receptacle
- Connect the AC adapter cord to the socket at the bottom of the Base Station. The plug must be fully inserted. Plug the adapter into a matching electrical outlet only. Ensure that the green light is on.
- Make sure that **each** Turtle works by testing it as follows. **Conduct all tests with the Base Station at its actual operating location.**
  - Set the Base Station to **Test Mode** by pressing the moon-shaped button on the Base Station (the amber light will now turn on).
  - Immerse a Turtle in the pool and verify that the Base Station is beeping slowly.
  - To increase the volume of the test beep, *hold down* the moon-shaped button while the beep is sounding. Release the button when the desired test beep volume is reached. To decrease the volume, release the button, then hold it down until the volume drops.

- Test each Turtle at points around the edge of the pool, including the point furthest from the Base Station. The slow beeping sound should be heard every time a Turtle is immersed at a depth of up to 4 inches (10 centimeters) in the pool. Test each Turtle individually.
- Immediately towel dry edges of Turtle to stop beeping.

## Daily Use and Testing

*With daily testing (following these instructions), the battery life of the Turtles will be at least 4 years.*

- Ensure that the Base Station is plugged in and that the green light is on.
- Ensure that **each** Turtle works by testing it as follows. **Conduct all tests with the Base Station at its actual operating location.**
  - Set the Base Station to **Test Mode** by pressing the moon-shaped button on the Base Station (the amber light will now turn on).
  - Immerse a Turtle in the pool at a depth of 4 inches (10 centimeters) and verify that the Base Station is beeping slowly.
  - The volume of the test beep can be increased by *holding down* the moon-shaped button. Once the desired volume is reached, release the button.
  - Immediately towel dry and shake Turtle.
- Immediately following testing, press the moon-shaped button on the Base Station to return to **Active Mode** (the amber light will turn off). The Base Station will also automatically return to active mode 15 minutes after **Test Mode** is entered.
- A loud alarm will sound if **Test Mode** ends automatically while the Turtle is still immersed. To continue testing, dry Turtle and after alarm stops press the moon-shaped button to return to **Test Mode**.
- The Base Station should be left in **Test Mode** only while a Turtle is being tested.
- If the Base Station fails to alarm in either **Test Mode** or **Active Mode**, or the Base Station emits a rapid beeping sound, discontinue use and see the *Troubleshooting* section.

- Attach the Turtle wristband comfortably but securely to the child's wrist. Use the *Safety Turtle* key to lock the strap buckle, ensuring that the dots on the buckle are **exactly** lined up and that the wristband cannot slip over the child's hand.
- *Safety Turtle* is ready for use.
- Keep the Turtle clean of food and dirt, as they may delay or prevent alarming. Refer to *Care of Your Safety Turtle Product*.

## Care of Your Safety Turtle Product

**Turtle** Do not allow dirt, food, beverages, or other material to accumulate in the space between the top and bottom Turtle shells, or on the thin sheet that is sandwiched between the shells. This could delay or prevent alarming when the Turtle is immersed.

Clean the Turtle by rinsing in water (no hotter than 100°F or 38°C) or by wiping with a clean damp cloth. If necessary, a cotton-tipped swab can be used to clean between the Turtle shells. Avoid scraping the surface of the thin sheet. Do not use a knife, pen, or other sharp or hard-tipped object. Do not use abrasives, alcohol, solvents, or cleaning fluids. Do not put in the dishwasher, washing machine, dryer, or any other household appliance, or hot air dry.

Protect from freezing and from exposure to high temperatures. Do not attempt to open the Turtle case.

**Base Station** Use a clean, damp cloth to wipe. Do not immerse in water. Do not use abrasives, alcohol, detergents, solvents, or cleaning fluids. Do not attempt to open the case.

## Replacing Your Turtle

If your Turtle needs replacement, take it to your dealer for disposal. Do not incinerate.

# Frequently Asked Questions

## **1 Are longer straps available?**

*Longer straps and replacement parts may be purchased from Terrapin.*

## **2 I'm having trouble threading the strap through the buckle.**

*First turn the key so the dots are at right angles.*

## **3 Can I use my Turtle(s) with someone else's Base Station?**

*Yes, but only if your Turtle(s) are the same color as the Baby Turtle plugged into that Base Station.*

## **4 Can I increase the audibility of the alarm throughout my home?**

*The volume of the alarm in Active Mode cannot be increased. You can use more than one Base Station or connect to home alarm system – see Question [11](#).*

## **5 Can I expand the water area within which my Turtle(s) will alarm?**

*A second Base Station may be situated to expand coverage area. Call Terrapin's customer support line to discuss Initial Setup and Testing with more than one Base Station.*

## **6 Should my child wear the Turtle wristband in the bath or when I take him or her into the pool?**

*No. Always remove the wristband first.*

## **7 Why won't the beeping stop after the wristband has been removed from the water?**

*The Turtle keeps transmitting until it is dry.*

## **8 Can I operate the Base Station from batteries?**

*Use only Turtle Power battery pack, an accessory available from your dealer or Terrapin.*

## **9 Can I attach the Turtle wristband to my child's ankle?**

*The Turtle wristband must be worn on the wrist. If worn on the ankle, it may fail to alarm when your child falls in the pool.*

## **10 Can I use Safety Turtle at my cottage?**

*Locate the Base Station near a window, at maximum height where the shoreline is not obstructed by ground terrain. Test the shoreline coverage using Test Mode.*

***If the child enters the water beyond the shoreline coverage, the Base Station won't alarm.*** To extend shoreline coverage, see Questions 5 and 10.

## **11 What if my house is more than 100 feet (30 meters) from the water?**

*Instead of a standard Base Station, you need a Repeater Base Station and Remote Alarm Unit. Call Terrapin.*

## **12 Can I connect Safety Turtle to my home alarm system?**

*You need a special Base Station to do this. Call Terrapin.*

## **13 Can I use Safety Turtle on my boat?**

*Yes, in fresh water. Locate the Base Station above metal obstructions and halfway between stem and stern. Test coverage around the boat using Test Mode.*

## **14 How do I know when the Turtle battery is getting low?**

*See 5 of Troubleshooting.*

# Troubleshooting

If you encounter a problem with your *Safety Turtle* system, please follow the suggestions given below.

## **1 The green On light is not lit.**

*Make sure that the AC adapter supplied with the Base Station is plugged into a matching electrical outlet, wall switch is on, and that the adapter cord is plugged into the bottom of the Base Station.*

*Use only the AC adapter supplied with the Base Station. The plug on the end of the adapter cord must be fully inserted into the Base Station. The plug should not protrude below the bottom surface of the Base Station.*

## **2 The green On light is flashing and the Base Station is beeping rapidly.**

*Make sure that the Baby Turtle plug has been fully inserted into the front of the Base Station. (If there is a label covering the opening, remove it before inserting the plug.) The plug should snap firmly into place.*

*Make sure that the AC adapter supplied with the Base Station is plugged into a matching electrical outlet of correct voltage. Use only the 9 volt AC adapter supplied with the Base Station.*

*If the flashing and beeping continue, call Terrapin's customer support line. Do not attempt to use the system, as it may not be capable of generating an alarm.*

**Note:** When the green **On** light is flashing, the likely problem can be identified by holding down the moon-shaped button. If the amber **Test** light remains off, the AC line voltage may be incorrect. If the **Test** light comes on, the Baby Turtle plug has not been inserted correctly or is faulty. If the **Test** light flashes, the Base Station is faulty or there is strong interference from other telecommunications devices.

### **3 The alarm doesn't sound when the Turtle is immersed in my pool.**

*If you haven't already done so, install the system as described in Initial Setup and Testing.*

*Make sure that the green **On** light is lit on the Base Station. If it is not lit or is flashing, see the suggestions given above for these cases.*

*The Turtle being immersed must be the same color as the Baby Turtle inserted into the Base Station.*

**Note:** *Safety Turtle is not designed to operate at distances of over 100 feet (30 meters). Obstructions in the line of sight from the pool to the Base Station can also prevent operation. Try setup with Base Station near a second floor window facing pool.*

### **4 The test beep stops when my Turtle is immersed below a certain depth in the pool**

*If no test beep is obtained when testing at the recommended test depth of 4 inches (10 centimeters), discontinue use and call Terrapin's customer support line.*

*The test beep will typically stop at a pool depth of 6 to 36 inches (15 to 90 centimeters). Variations arise from differences in the concentration of salts normally found in pools.*

**Note:** *Sea water or pool water having a salt concentration greater than 4000 ppm obstructs the radio transmission.*

## **5 The alarm sounds in Active Mode but not in Test Mode.**

**Do not continue to use a Turtle that cannot cause the Base Station to beep when its amber light is on, even though normal alarming occurs.**

**Note: Failure to beep or stopping after a few beeps indicates that the Turtle's battery is nearing end of life.** *As the Turtle is permanently sealed, the battery cannot be replaced or recharged. Do not attempt to open the Turtle case.*

If these do not solve the problem, or if your problem is not mentioned here, please call Terrapin's toll-free customer support line at :

**1-800-368-8121** *(USA and Canada)*

or send an e-mail to :

**service@terrapin.ca.**

# Warranty and Service

Terrapin Communications Inc. warrants to the original purchaser that if any manufacturing defect becomes apparent in this product, it will be replaced free of charge as follows:

- Base Station – 12 months from original date of purchase.
- Turtle Wristband – 6 months from original date of purchase.

Damage or the effects of misuse are not covered by this warranty.

Mail prepaid (with proof of purchase and explanation of problem) to:

Terrapin Communications Inc.  
4017 Carling Avenue, Suite 201  
Ottawa, Ontario  
Canada K2K 2A3

If shipping from outside Canada, please declare: "Product being returned to Manufacturer".

or contact us at:

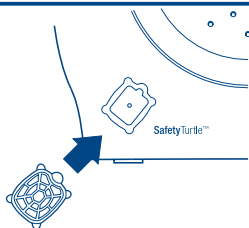
Telephone: 1-800-368-8121  
Fax: 1-613-271-3007  
E-mail: [service@terrapin.ca](mailto:service@terrapin.ca)  
Web site: [www.safetyturtle.com](http://www.safetyturtle.com)

The provisions of this written warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation, and to the extent that any such provisions purport to disclaim, exclude or limit any such statutory warranties and other rights and remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

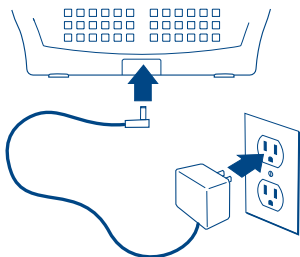
## Warning

Do not buy used. There is no way for you to determine the remaining battery charge and hence the remaining life of a previously used Turtle. Purchase only from a reputable source.

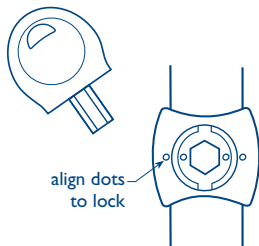
## Initial Setup



- 1 Insert baby turtle plug.

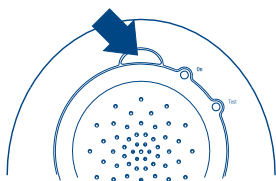


- 2 Connect the power adapter.

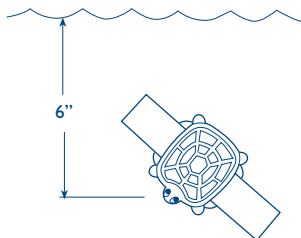


- 3 Lock turtle wristband to child's wrist.

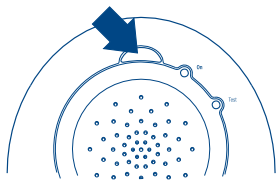
## Testing



- 1 Press moon-shaped button.



- 2 Immerse turtle in water.



- 3 Press moon-shaped button to reset.



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