Sureguard

Sun & Shade

Snake Repellents



User Instructions

Model #354

Don't Wait to See a Snake®

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How Electronic Snake Repellents Work

Sureguard Snake Repellents have been developed to deter many kinds of snakes. They emit a pulsing vibration into the surrounding soil. This vibration can signal potential danger. Most snakes choose to avoid danger.

Snake Facts

These are known scientific facts (*more details at: www.sureguard.com.au/354*).

- Scientists have evidence that snakes can detect the direction of vibrations.
- Vibrations as small as one billionth of a meter can be sensed by some snakes.
- Vibrations can signal potential danger.
- Most snakes choose to avoid danger.

Common Uses

Install Sureguard Snake Repellents around:

- The whole perimeter of your property (recommended).
- Your house and garden.
- Children's play areas.
- The vegetable garden.
- Aviaries and poultry housing.
- Kennels.
- Sheds.
- Horse and livestock paddocks.

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Repellent Models Available

Sureguard manufactures two types of snake repellent:

Battery Version / Sun & Shade - Model 354 (This is the product you've purchased)

- Operates in both in sun and shade.
- Economical to purchase and low running costs.
- Up to 12 Months battery life.

Premium Solar Version - Model 358

- Improved vibration! 150% more powerful that many other brands & 55% more powerful than our previous premium model.
- 100-Second Multi-Pulse vibration cycle confuses snakes & reduces potential desensitisation.
- In-built Garden LED Light .
- New solar technology using a Super-Capacitor for backup power at night & cloudy weather. Up to 3-weeks backup power. No batteries required!
- Install in full sunlight.
- Welded case with an Ingress Protection Rating of IP65 (widely accepted as "waterproof").
- LED Case Glow Light with automatic switch OFF after about four to six hours.
- ON/OFF switch.

Product Assembly

This model is ready to install straight out of the box. Simply remove the cap by turning it anticlockwise 1/4 turn, insert two "D" size **ALKALINE** batteries with the positive terminal downwards, then screw down the cap. Once the cap is attached the repellent will vibrate about every 30 to 50 seconds.

To remove the batteries, take off the cap, then pull the black tab to lift the batteries out.

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Installation Guide

Carefully follow the installation guide on page 6. Develop a plan. Think about the most suitable places to install the repellents before commencing.

Common Installation Mistakes

Good soil contact with the Vibration Tube is vital. Make a hole to the recommended depth. Take the time to finely break up the soil. Insert the repellent, then place the fine soil back around the Vibration Tube. Once the repellents are in the ground, soak the soil to settle it against the surface of the Vibration Tube. Only use the soil at that location; do not backfill with another texture of soil because this may alter the vibration range.

NEVER force or hammer the device into the ground. This will void your warranty. Prepare the hole as described above.

Install to the recommended depth. (see page 6).

Avoid, if possible, installation in rocky ground. The vibration does not travel well through rocks or gravel.

Take care when installing the repellents next to hard surfaces. The vibration will not pass through or beyond: concrete, pavers, bitumen, gravel, rocks, large tree roots, etc. You'll need to install more repellents on the other side to ensure full protection.

Do not leave areas unprotected. (see page 6) For example, areas are not protected due to shadowing of the vibrations caused by buildings, walls, sheds, fence posts, etc or anything heavy sitting on the ground or buried under the surface.

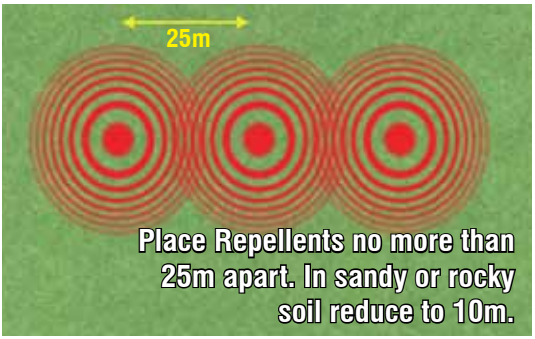
Install repellents in areas that maximise the snake's contact with the soil / ground. Avoid installing repellents in thick spongy grass surfaces and thickly mulched areas.

Maintenance

Check your repellents to ensure they are working properly. Stand next to the repellent and listen for the vibration. It can take up to 60 seconds before the next vibration is triggered.

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Storage

You must remove the batteries during storage to avoid damage from battery leakage.

Troubleshooting Guide

Why is there water inside the battery repellent?

Check the rubber seal that seals the cap and if damaged replace it. Some batteries may discharge liquid when old, particularly if not an ALKALINE type or some cheaper brand of ALKALINE type battery.

Why is the battery repellent is not operating?

Try a new set of batteries. Make sure both batteries are placed with the positive terminal faced downward. Make sure the black pull-tab is not pressing against the spring battery contact.

Proper Use

Sureguard Snake Repellents must be installed as part of a holistic approach to snake safety. For your protection, here is a list of precautions to follow:

Rodent Control

Most snakes eat rodents and birds. Reducing rodents will reduce the desire for snakes to visit your garden. Therefore, remove potential food sources that may attract rodents, e.g. fallen fruit, compost scraps, uneaten pet food, etc. If you keep birds, take care not to leave excess seed accessible to rodents. Visit your local hardware store if you need a humane solution to deal with excess rodent numbers.

Garden Maintenance

- Snakes may prefer to move through the protective cover of long grass. Regularly cut your grass!
- Remove common snake hiding places, e.g. woodpiles, rock piles, stored building materials, corrugated iron, etc.

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- If working in the garden, protect yourself with appropriate clothing, footwear and protective gear. “Snake Gaiters” can protect your legs from snake bites. Never put your hands where you can’t see them.

Disclaimer

Snakes are wild animals; they can be unpredictable. While this product can be an effective deterrent which reduces the risk of a snake encounter, you should use it as part of a holistic approach.

Snake Safety

Snake Encounter

If you encounter a snake, you may be shocked, don't panic! Try to remain calm.

- **Immediately halt.** Remain still because snakes react to movement.
- DO NOT make any sudden movements.
- If the snake is more than a few metres away, move very slowly away while watching carefully to see if the snake reacts. If the snake begins to look agitated, remain still until it moves away from you.
- If the snake is close then remain still until the snake moves away from you.

Beware: Running may induce the snake to follow. They can be as fast as 12km/hr!

References: Queensland Department of Environment and Heritage Protection.

Snake Bites

In Australia, there are about 3000 snake bites per year. Many cases of snake bite occur when people try to handle, catch or kill a snake. Snakes can be active any time of day, even later in the evening, so be extra vigilant.

- DO NOT attempt to catch or kill snakes.
- DO NOT provoke or corner a snake.

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First Aid

Snake bites can be life threatening. **Immediately seek medical treatment**. The bite site may be painless. Symptoms may include:

- **Within 1hr:** Headache (an important symptom), irritability, sensitivity to light, nausea, vomiting, diarrhoea, confusion; coagulation abnormalities; occasionally sudden hypotension with loss of consciousness.
- **1-3 hrs:** Cranial nerve paralysis (ptosis, diplopia, dysphagia etc), abdominal pain, haemoglobinuria, hypertension, tachycardia, haemorrhage.
- **Beyond 3hrs:** Limb and respiratory muscle paralysis leading to respiratory failure, peripheral circulatory failure with pallor and cyanosis, myoglobinuria, eventually death.



"**Pressure-Immobilization First Aid**" is recommended by Queensland Health. Its purpose is to slow the movement of venom from the bite site into the circulation, thus "buying time" to reach medical care. Research has shown that very little venom reaches the blood stream if firm pressure is applied over the bitten area and the limb is immobilized. Keep some Compression Bandages in your First Aid kit. Advise all family members how to correctly use the bandages.

Pressure Immobilization First Aid

Bandages and splint, when correctly applied, should be comfortable for hours. **IMPORTANT:**

- Stay calm. Try to remain still. Seek assistance. Call 000 for an ambulance.

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- DO NOT wash or touch the wound. Traces of venom may help identify the snake.
- Only the doctor should remove the bandages.

Bites to the lower limb

- Apply a broad compression bandage over the bite site as soon as possible. Crepe bandages are ideal, but any flexible material may be used. Clothing, towels, etc. may be torn into strips. Panty hose have also been successfully used.
- DO NOT take off clothing as the movement can promote movement of venom into the bloodstream. Keep still.
- Bandage upwards from the lower portion of the bitten limb. Bandage as tightly as you would apply to a sprained ankle. Bandage as high as possible on the limb.
- Apply a splint to the leg. Any rigid object may be used. Bind it as firmly to as much of the leg as possible.

Bites to the hand or forearm

- Bandage as much of the arm as possible, starting at the fingers.
- Use a splint to the elbow.
- Use a sling to immobilize the arm.

Bites to the trunk

- Restrict chest movement and keep still until the ambulance arrives.

Bites to the head or neck

- Keep still until the ambulance arrives.

References: Queensland Department of Health. Images © Commonwealth Serum Laboratories. Dr. Struan K. Sutherland, Sydney University.

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FAQ

How many repellents do I need?

Every home and garden is different. Your setup and number of repellents will be unique to your property. Take time to understand the Installation Guide on page 5. Then sketch out a plan of your property and identify the best overlapping areas for the repellents.

Do Sureguard Snake Repellents make a noise?

All brands of snake repellent emit both vibration and some audible sound. The deterrent effect is from the vibration. If the repellents are not installed correctly the sound may be more noticeable and the vibration intensity in the soil will be less (refer to page 6).

I saw a snake moving off in the direction of a repellent, why?

To explain this behaviour you need to understand the psychology of how the product works and a concept in psychology called the "fight or flight response" (see Wikipedia). When a snake is casually moving through the environment and starts to detect the vibration, it chooses not to go there because the snake does not know if it is dangerous or not. But if the snake is casually moving toward the protected area and is startled by an animal or human it may panic and rush through the protected zone. This is a natural "flight response".

Do Sureguard Snake Repellents repel lizards, eg. Blue Tongues, etc.?

No, they are designed for snakes and there is no evidence of lizards being affected.

Do Sureguard Snake Repellents repel frogs, toads, birds, pets, etc.?
No, they are only designed for snakes.

Can snakes get used to the vibration so it becomes less effective?
Repeated exposure to the vibration could lessen the deterrent. In psychology this is called desensitisation. In practice this seems rare because the *snake moves out of the area*. However, take care not to inadvertently trap the snake in the protected area. For example, one Sureguard customer had a snake under a house slab. The repellent had been placed at the entrance of the hole. The snake did not come out for weeks, obviously feeling trapped, but eventually overcome its fear and went past the repellent. This is desensitisation. The

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correct installation method in this situation would be to wait for the snake to exit the hole and then install the repellent.

Can snakes be caught inside the protective boundary?
It is possible. If you already have snakes living in your garden, you should consider having them professionally removed before installing the repellents. Another strategy is to install the repellent centrally, say around the house area, then week by week move them further away until you have them all moved to your property boundary.

Do the repellents work on all snakes?
Sureguard Snake Repellents are intended for snakes moving along the ground. A python moving off a tree onto your aviary won't be deterred. Similarly, tree snakes won't be affected. Juvenile snakes may respond poorly. Sureguard do not recommend using repellents against species Acanthophis antarcticus (**Common Death Adder**). Unlike other snakes that tend to move away from human activity, the Death Adder's method of hunting by ambush means it tends to stay hidden. (Reference: Wikipedia - Acanthophis).

I found a snake sunning itself on some garden steps. Why wasn't it repelled?
Carefully analyse how the snake may have travelled to that point. Remember, the repellents won't affect a snake moving on hard surfaces. For example, Sureguard had a customer call our technical department for assistance. Repellents had been installed around the whole back yard but a snake later found its way to the back door. A 2m section of concrete pathway was unprotected at the property boundary because the repellent was on the wrong side of the pathway. It was effectively a hole in the boundary which the snake happened to come through then travel on the concrete pathway to the back door. The solution was to place the repellent on the other side of the pathway.

I have a snake in my roof, can I place the repellent there?

No. Do not hang them on the roof or gutter, or on trees or other structures.

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Snake Removal

A licence or permit is required in a number of States to allow handlers to legally catch and release reptiles (usually snakes) from commercial and residential homes and backyards. These Regulations ensure reptile handlers operate under strict conditions to ensure human safety and animal welfare. Record your preferred local snake removalist here:

Company: .....Tel: .....

Company: .....Tel: .....

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Manufacturer's Warranty

Sureguard provides a Manufacturer's Warranty to the original purchaser or gift recipient to cover defects in materials and workmanship for a period of 12 month.

Extend your Warranty to 3 Years!

www.sureguard.com.au/warranty-extended

1.0 User Acceptance

- By purchasing or using this product the purchaser agrees they have read and accept and abide by these Terms and Conditions. Full Terms and Conditions at www.sureguard.com.au/terms
- Sureguard reserves the right to amend these Terms and Conditions at any time.

2.2 Manufacturer's Warranty

- An Extended Warranty is available within 90-Days of purchase. Please refer to the product's webpage or call Sureguard for full details.
- Sureguard's warranty does not cover damage or loss caused by or resulting from abuse, accidents, breakages, loss of parts, unauthorised alterations or repairs, unauthorised dismantling of the product, normal wear & tear, normal battery ageing, the natural breakdown of colours and materials over time and use, failure to follow recommended maintenance, rust corrosion, lightning strike, abnormal mains voltage fluctuations, battery leakage, insects, vermin, failure to use the product for its intended purpose, incorrect or incomplete installation or usage, theft, and causes beyond the control of Sureguard.
- Sureguard reserves the right to determine whether a fault is caused by faulty workmanship or materials.
- Sureguard reserves the right to repair or replace goods. Replacement parts or goods may be refurbished.
- The warranty published here is the only warranty given by Sureguard and no person has authority to change or add to these obligations & liabilities.
- This warranty shall not apply to any loss (whether direct, indirect or consequential) suffered through or resulting from failure or ineffective operation of the product except as provided by law.
- **Nothing in this warranty shall be construed as affecting any rights you may have under State or Commonwealth Legislation which gives you rights that cannot be modified or excluded by agreement. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

2.3 Service & Repairs

- Sureguard's Technical Department provides Service & Repairs for products not covered by the Manufacturer's Warranty.
- Sureguard takes reasonable steps to provide spare parts for a reasonable time after purchase.
- Sureguard reserves the right to refuse Claims when products have been modified, dismantled, repaired or altered without Sureguard's authorisation.

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2.4 Return Address

- Sureguard Pty Ltd, 114 Keen Street (Level 2), Lismore NSW 2480

2.4.1 Conditions for Returning Goods

- Before returning goods you must contact Sureguard to Lodge a Claim (under Section 2.5).
- After receiving your Return Authorisation you must cease using the goods and promptly return the goods to ensure they arrive at Sureguard's Return Address (as per Section 2.4 above) within 14-days.
- Returned goods must include a copy of the original Tax Invoice or enough information to identify the original purchaser and seller.
- Returned goods must be packaged to avoid damage in transit.
- Return shipping and insurance costs are the purchaser's or sender's responsibility. Sureguard will cover return shipping if required by Australian Consumer Law. Sureguard will refuse COD returns.
- Costs associated with quotations, service or repairs must be paid before the goods are returned. Goods will be disposed of if costs are not paid within 90-days of notification that the goods are ready for shipping.

2.5 Lodge a Claim

- To lodge a Claim simply contact Sureguard's Technical Department on 1800-800-044 or email: claims@sureguard.com.au. Your Claim will be assessed and if the goods are to be returned you will be issued with a Return Authorisation.

3.0 Limitation of Liability

Sureguard will not be liable in any way for any direct, indirect, incidental, special or consequential losses or damages resulting from use of Sureguard's website, products or services or inability to use Sureguard's website, products or services, except as provided by law. Where any State or Commonwealth Legislation prohibits the inclusion of any clause or term set out in these Terms and Conditions, the liability imposed on Sureguard, will be limited, at Sureguard's discretion to any one or more of the following:

- The replacement of the goods or re-supply of equivalent goods.
- The cost of the goods or the cost to re-supply the equivalent goods.
- The repair of the goods.
- The payment of cost to repair the goods.

5.0 Safety – Your Responsibility

- All persons who use the purchased product must read the User Instructions prior to operating the product.
- Do not allow children to operate or play with the product.
- Do not dismantle the product.
- Do not alter the product or add non-standard materials to it unless approved in writing by Sureguard.

6.0 Disclaimer Notices

- No performance guarantee is offered for any control device Sureguard sells. Animals, birds, rodents, snakes, etc., all have natural instincts, behaviours or motivations that may be modified by the use of control devices. However, the degree of improvement and how long this may take or persist cannot be predicted or guaranteed.
- The purchaser must not use the product for other than its intended purpose.
- All of Sureguard's published content is subject to change without notice.
- Environmental protection: Please recycle unwanted materials by taking them to your local recycling centre and disposing of them in an approved environmentally safe way.

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Sureguard®

Sureguard provides quality animal containment and behaviour solutions that are effective and easy to use.
It's always "Better By Sureguard"!

Visit our website:
www.sureguard.com.au/shop

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Installation Video:

www.sureguard.com.au/video_snake

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