

Rentokil



Rat Riddance Connect Model No. 500011R

Instruction Manual

This manual is based on the latest information and is provided subject to alteration. We reserve the right to change the construction and/or configuration of the product and versions at any time without obligation.

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Introduction

Rat Riddance Connect is a discreet, non-toxic solution to rat control. Designed specifically for high risk market segments where even a single rat cannot be tolerated. Rat Riddance Connect is suitable for food and pharmaceutical manufacturers, hospitality, educational, health establishments and general pest control.

Safety Instructions

- Only use reputable brand of standard AAA batteries.
- Do not use the trapping device if it is damaged.
- Do not expose the trapping device to corrosive liquids.
- This trapping device contains Radio Emitting devices and should not be used near to life support systems.
- Care must be taken when arming and disarming the trapping device.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision
- **Ensure trap is always disarmed before carrying out any service or functionality on the module.**

- Note:**
- A. If the equipment is used in a manner not specified by the manufacturer then the protection provided by the equipment may be impaired.
 - B. Save these instructions.

Caution

Only personnel with appropriate skills and training must install or service this trapping device. Children must not play with this trapping device. The appliance is to be kept out of reach of children. The product should be used in accordance with pest control procedures for its intended market. It is advised to position the trap into a dedicated tamper resistant box.

Attention

Users can perform the maintenance tasks described in this document. Users must not perform any other repairs or maintenance. Rat Riddance Connect requires no maintenance other than cleaning, resetting and management of the batteries.

Product Description

Rat Riddance Connect is a stand alone, battery powered trapping device that has been designed to efficiently capture, kill and contain rodents.

Rat Riddance Connect is suitable for a wide range of customers as it can operate in a variety of environments where there is zero pest tolerance or conventional rodenticide baiting is not permitted.

An intruding rat is captured when device is activated reducing the risk to the customer.

Rat Riddance Connect has been

designed by Rentokil for both indoor and outdoor use to provide a non tox solution against travelling rats. Correctly installed trapping devices will typically be placed at wall / floor junctions, loft spaces , around buildings or perimeter fences and are often placed in suitable and effect trapping boxes.

The customer is provided with 24/7 pest control and can be reassured that the product is both effective and humane, reducing the risk to their stock and premises.

The Rentokil command centre will monitor battery levels remotely.

Product Functions

Rat Riddance Connect must be used as part of a Rentokil Connect installation.

It signals the activation of a trap and its status by sending a message to a Rentokil Connect Control panel and then server.

Connect signals the capture of a rat sending a message to the Connect Control Panel and then Server. A technician will receive an alert and arrive promptly to empty, clean, service and reset the trapping device. Rigorous testing and quality controls have been implemented at every stage of the manufacturing process to ensure that Rat Riddance Connect is a high quality product that is capable of supporting a high quality service proposition.

The Long Reach radio system ensures reliable connectivity over large distances to the control panels.

Beacon signals are emitted from the Control Panels, so the Rat Riddance Connect will connect to the Control Panel with the best connection. In a system with multiple Control Panels, the Rat Riddance Connect will select an alternative if the connection to the initial one fails.

The loss of connection to the radio system will cause Sensors to retry the connection to the devices and attempt to make a new one if it can. If connection continues to be unsuccessful the software automatically increases the time between attempts to conserve battery life.

The maximum number of trapping devices that can be connected to a Control Panel is 300. (Including other Rentokil Connect devices) if more trapping devices are required then an additional control panel is necessary.

Limitation of Liability & Damages

The product and the softwares within are provided on an “as is” basis. The manufacturer and manufacturer’s resellers (collectively known as “The Sellers”) disclaim all warranties, express, implied or statutory, including and without limitation the implied warranties of non-infringement, merchantability or fitness for a particular purpose, or any warranties arising from course of dealing, course of performance, or usage of trade. In no event will the sellers be liable for damages or loss, including but not limited to direct, indirect, special, wilful, punitive, incidental, exemplary or consequential damages, damages for loss of business profits, or damages for loss of business of any customer or third party arising out of the use or the inability to use the product, including but not limited to those resulting from defects in the product or documentation. In no event shall the sellers’ total cumulative liability of each and every kind in relation to the product exceed the cost to replace.

The product described in this manual is subject to continuous development and improvement and Rentokil reserve the right to alter the specification or design without prior notice. Rentokil cannot accept any liability for any loss or damage arising from the use of any information contained within this manual, or from any incorrect use of the product described herein. Rentokil can accept no liability whatsoever for any loss or damage arising from the product being serviced maintained or repaired by unauthorised personnel.

Product Disposal

The Waste of Electrical and Electronic Equipment WEEE Directive 2012/19/ EU has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid increasing landfill. The symbol shown on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you have no more use for it, please dispose of the product according to your local authority’s recycling scheme. For more information, please contact your local authority or the retailer where you bought the product.



Environmental Restrictions

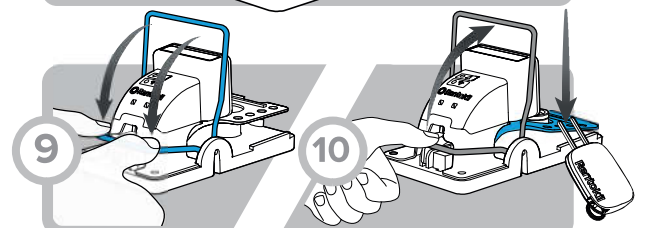
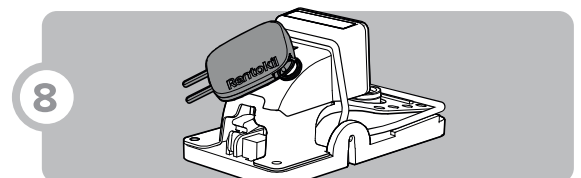
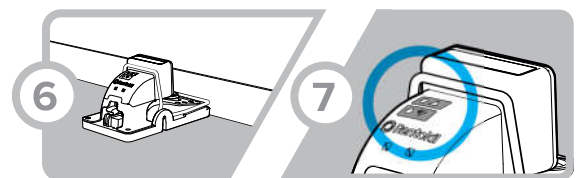
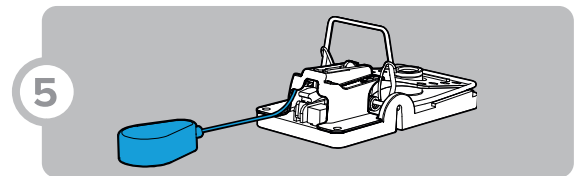
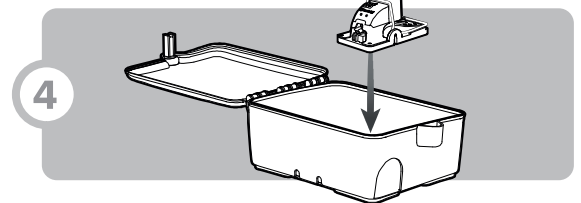
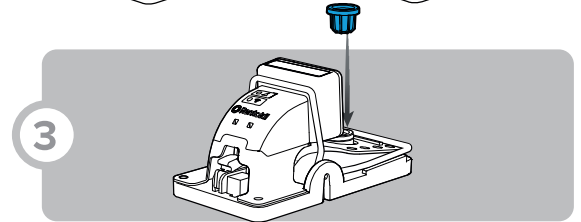
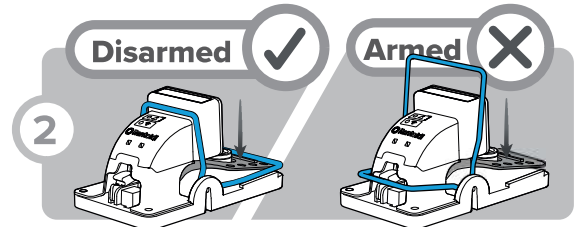
Environmental Restrictions	Details
Excessive levels of surface water	The product has been validated to IP65* and is therefore suitable for indoor outdoor use. In the event of extreme flood conditons greater than 100mm for a prolonged period, damage to the device or radio functionality may occur. Care should be taken to install in suitable environments.
High levels of dust / grease	It is important that trapping devices are kept clean, especially if installed in areas where high levels of dust or grease are present. Cleaning guidelines must be followed to prevent damage to the trapping devices. The module can easily be re-used by changing for a new compatible trap.
Knocking / Kicking	Care must be taken to locate trapping devices away from pedestrian traffic to avoid false activation. This can be prevented by mounting trapping devices on fixing brackets.
Extreme Temp <0°C (32°F)	Extremely low temperatures (i.e. unheated warehouses) could affect Rat Riddance Connect's performance and may result in the trapping device entering low battery status mode.
High Levels of Vibration	High vibration due to localised machinery / fridge compressors etc could affect the performance of the trapping device and result in false activations.

* Target for production

Operational Notices

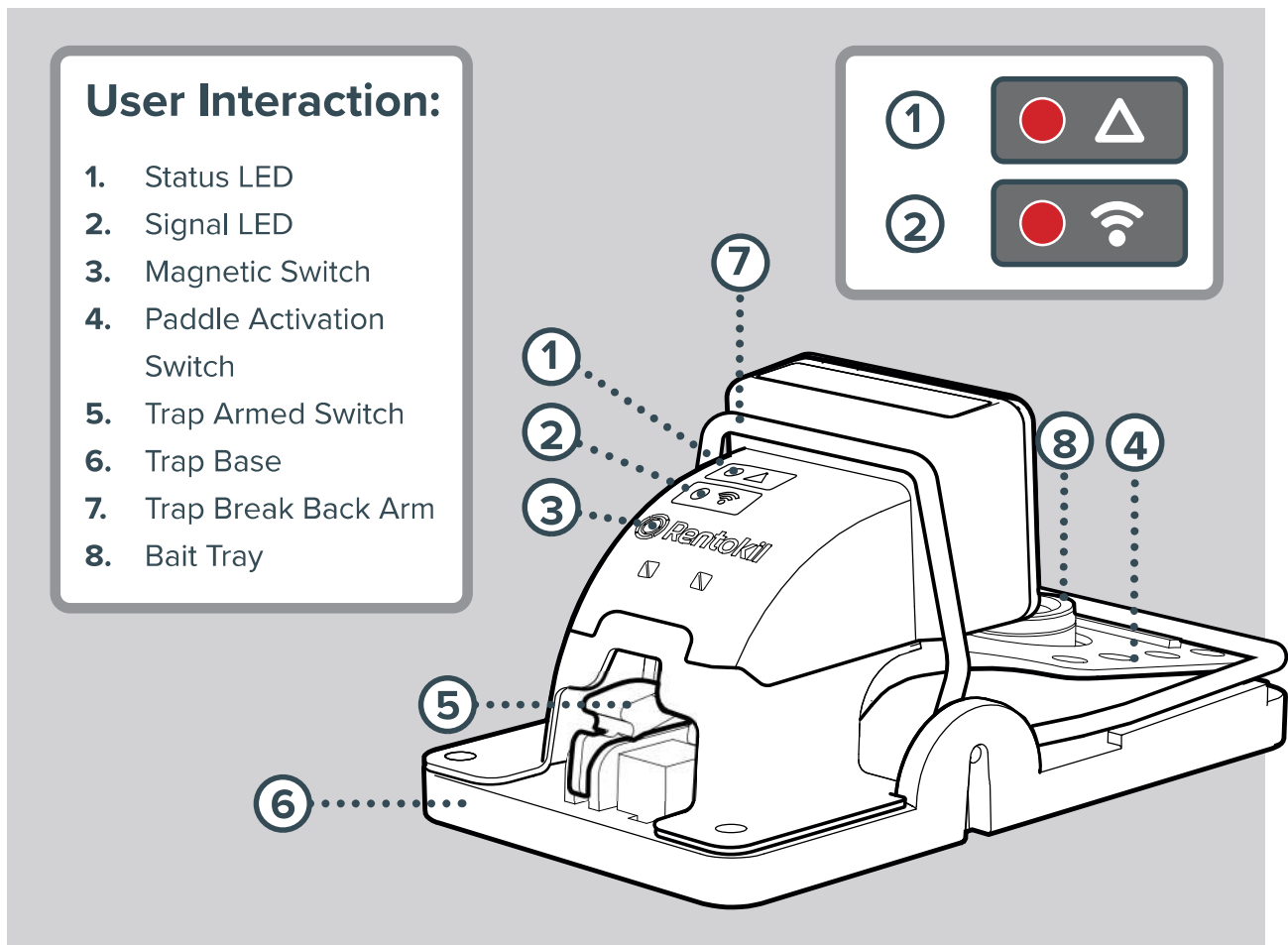
Note: Trapping can be dangerous and can cause injury. Ensure the trap is in a **disarmed** state before carrying out servicing. Take care not to trap your fingers

1. Ensure neoprene or rubber gloves are used when setting up and handling.
2. Only ever press or check the paddle activation switch by pushing the paddle when the trap is in the disarmed state.
3. Bait or lures can be added to the filler hole during the disarmed state.
4. It is recommended that the traps are fitted into dedicated bait boxes to protect non target species (including humans) from activating the traps. The traps should be fitted into the bait box in a disarmed state, and then armed within the box to prevent accidental harm.
5. If necessary secure the trap with a lanyard or via the rear holes to the floor, wall or box to secure and control.
6. It is also recommended that the traps front is always up against a surface or run for the rodent.
7. Before arming the trap the technician can check the device and its connectivity level. **See Page 14**
8. If Technician Test is required, first disarm the device. Perform Technician Test mode via the magnet. **See Page 14**
9. To arm the trap (take care) either facing the front or the rear of the device use two thumbs to press evenly and securely in a downward direction on the rear of the metal bar until you feel and hear a click. This illustrates the trap is now in an armed state. The trap is now at its most dangerous
10. Disarm the trap manually by pressing the paddle with the RI Key whilst controlling the back wire arm.



Trap Features

1. Understanding the Trap's Features



Internal Features To Be Aware of:

The Module features a number of switch sensors which detect the trap status:

Item 4. Paddle Activation Switch:

This switch is activated when the trap is disarmed & a rodent is detected.

Item 5. Trap Armed Switch:

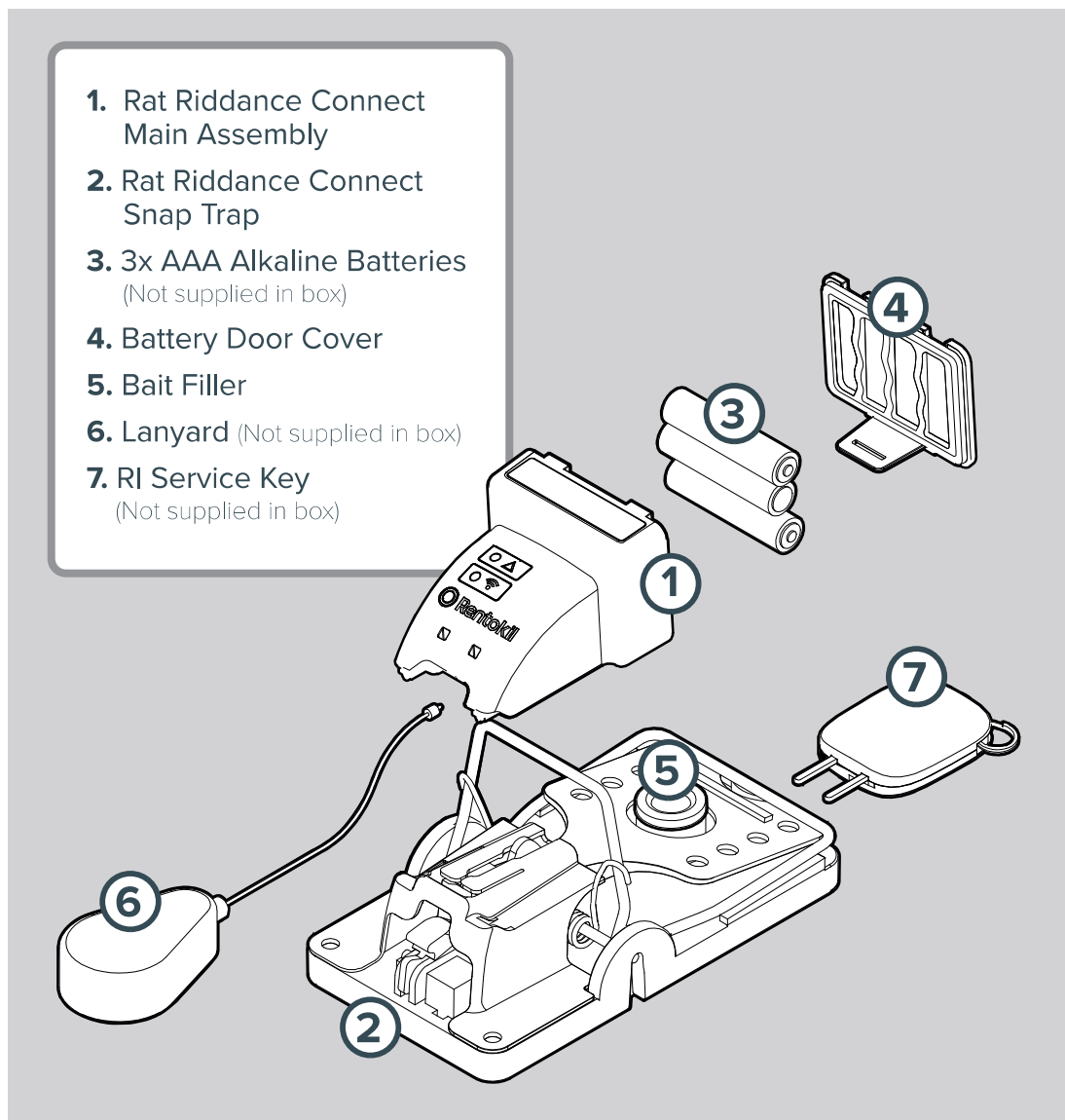
No visual indicator, but electronically activated when trap is armed.

Installation Process

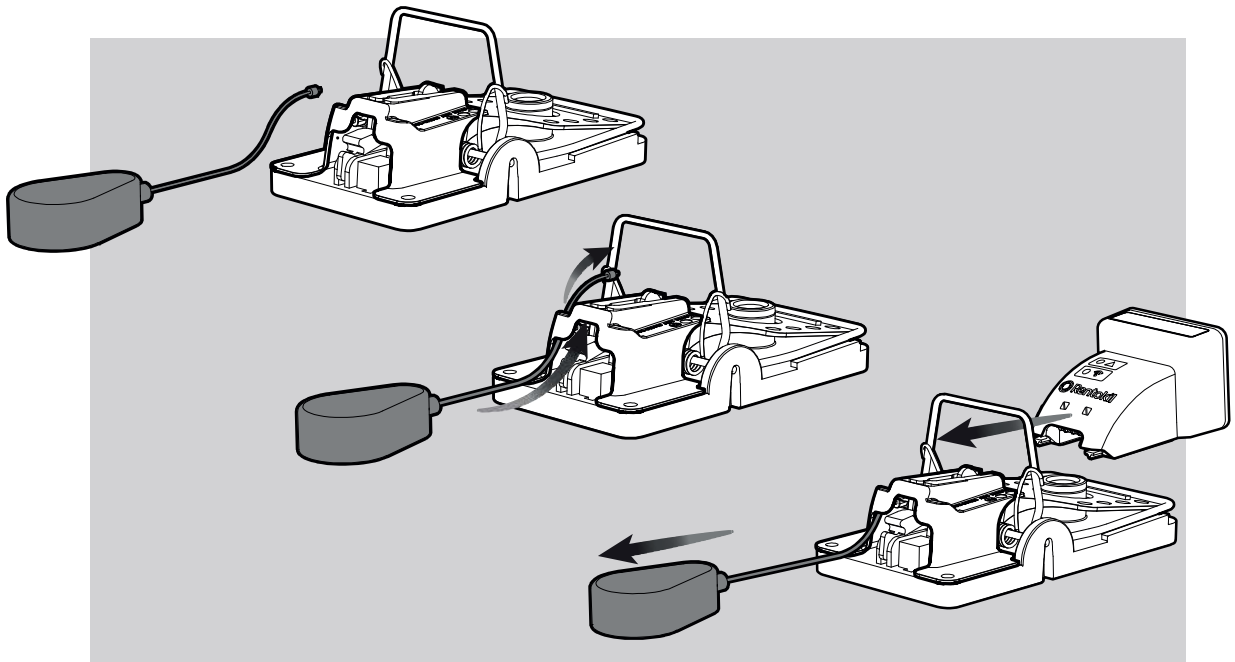
1. Prior to Installation

While unpacking, check for any signs of shipment damage and, if found, notify both transporter and supplier in writing within eight days of receipt with full details of the damage that has occurred. Retain the equipment and packing materials for inspection. Check that all parts have been received as ordered.

2. Components for Installation



3. Fitting the Lanyard



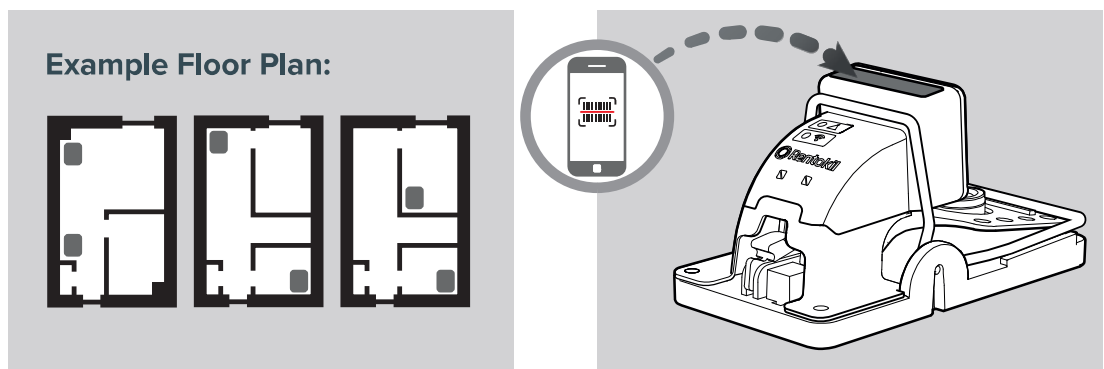
Only use Lanyard if retention is required.

4. Site Installation

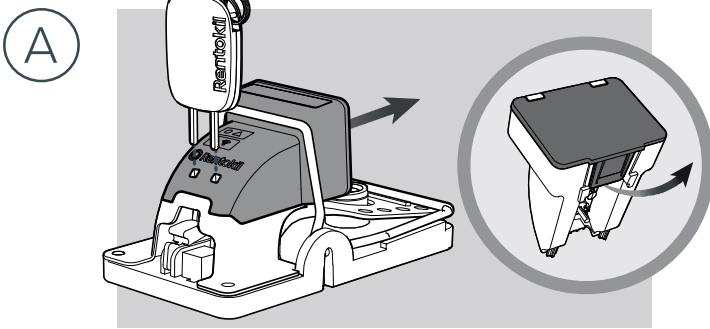
Rat Riddance Connect trapping devices can be sited along wall / floor junctions, behind machinery and equipment, in accordance with correct Pest Service technician guidelines. Care should be taken to site the devices in the most suitable way.

Rat Riddance break back style traps are dangerous and can cause injury, care must be taken on setup and ensure the necessary anchoring, securing and protective casings are used where applicable. Try to prevent the trapping device from being accidentally moved, knocked or removed by unauthorised persons.

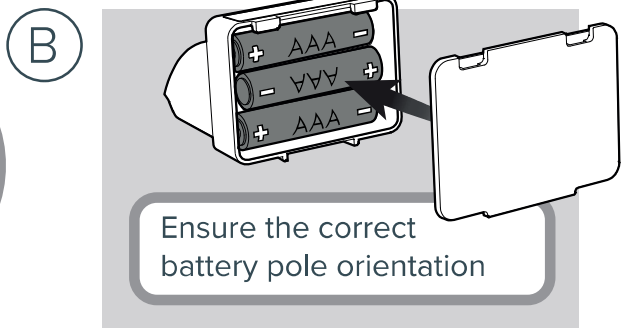
Follow the RI Procedure for Connect Installation & device scanning.



5. Installing the Batteries

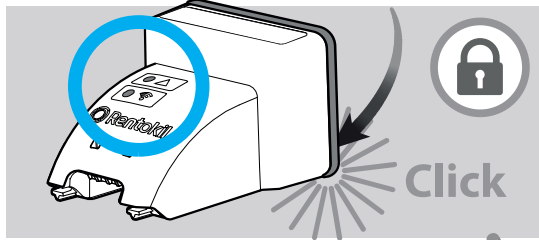


Ensure the trap is disarmed, then remove Main Assembly from shoe using RI Service Key and remove the battery door.



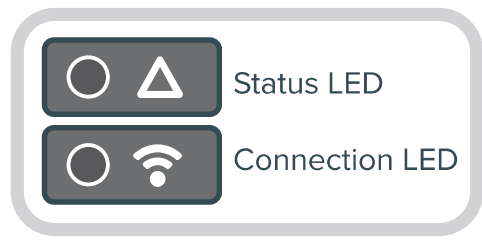
Fit 3x AAA batteries and replace the battery door, check the LED's status.

C LED Start-Up Sequence:

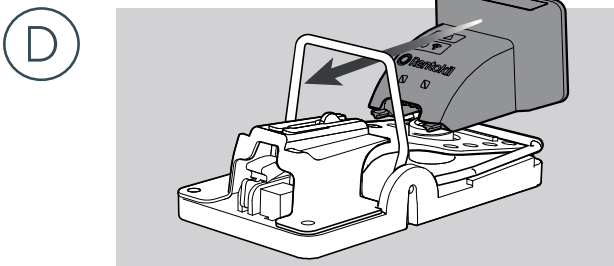


Upon inserting the batteries, the startup sequence will automatically begin.

Code:



LED IDENTIFIER	EXPLANATION:
	Continuous White Signal: Unit switched on
	Red flashing Signal: Searching for Control Panel connection
	Purple flashing Signal: Unit is trying to make a connection
	Blue flashing Signal: Connection has been made



Slide Module back onto the base



Ensure the Module locks into place

Note: The module can be fitted back on to the trap, either before or after the batteries are refitted. Once the batteries are fitted, the module will automatically start.

Service Process

Note: Ensure trap is in disarmed state before handling and all actions performed before re-arming

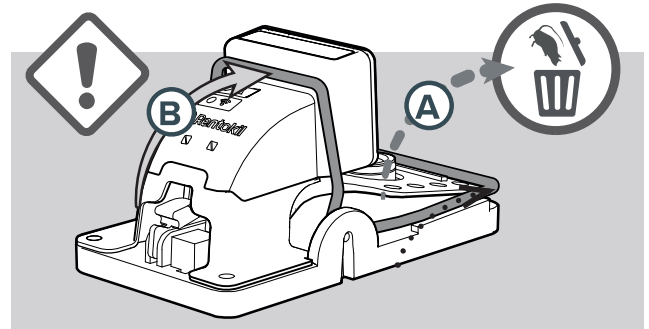
1. Assess Trap Status:

A: CATCH:

Dispose of catch into black & yellow waste bag

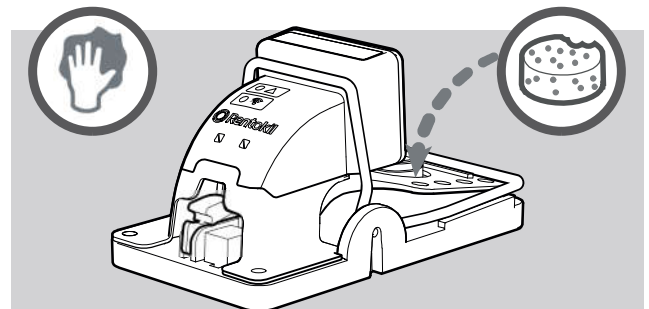
B: NO CATCH

Disarm the trap before continuing



2. Clean & Re-Bait:

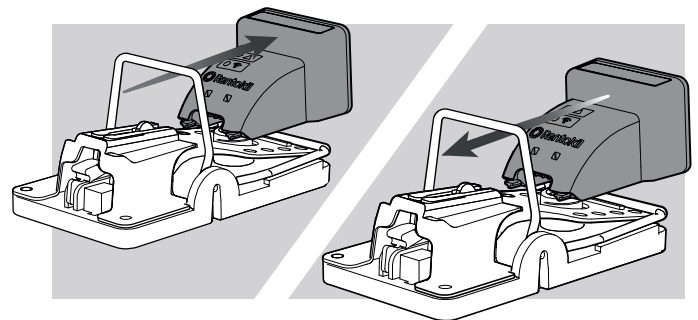
Clean trap in accordance with standard cleaning procedure and refill the bait tray.



3. Service the Module:

If necessary, remove & service the module. Then replace.

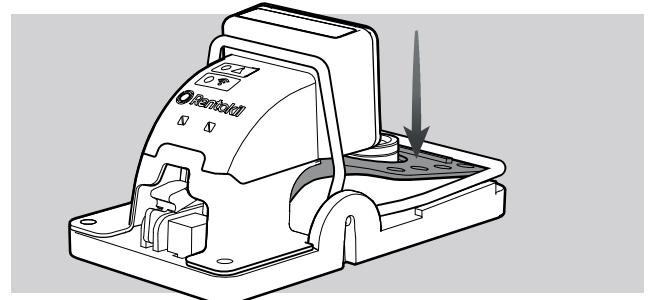
See **Page 13** for more details on using the interface.



4. Test Paddle:

Test the switch by pressing the paddle. If switches are working effectively the Status LED will be **yellow** each time the paddle is pressed.

Re-set trap within 1 minute of doing the paddle test.

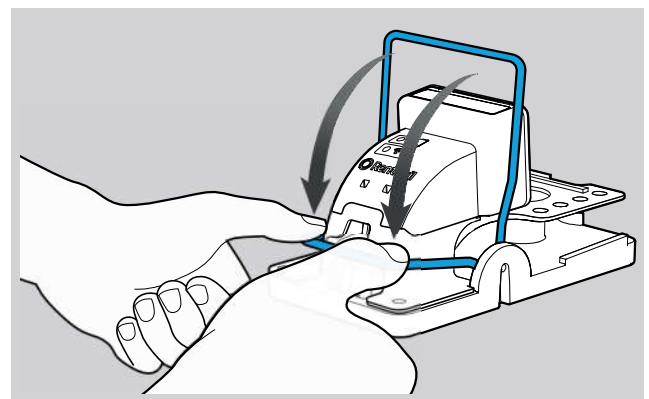


5. Reset the Trap:

When the trap is armed, you will see the status LED flash blue 10 times.



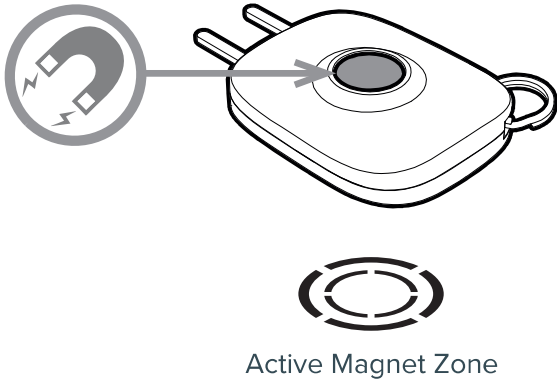
Note: Be careful not trap your fingers.



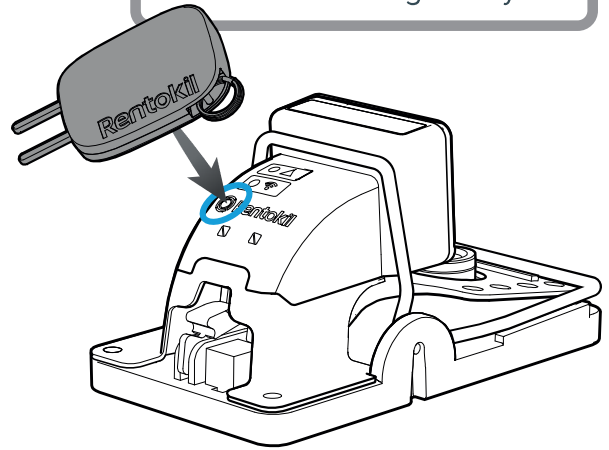
Using the Interface

1. Using the Service Key

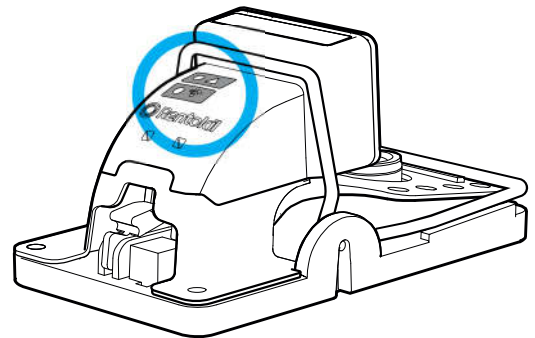
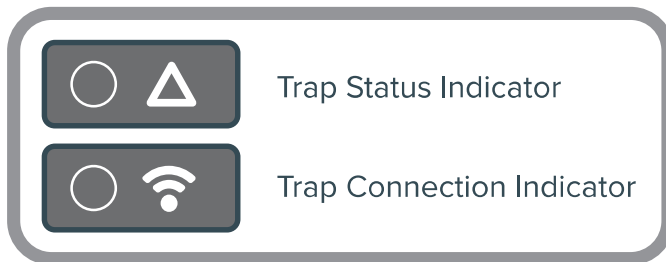
Use the RI Key Magnet to activate the Interface



Note: Ensure trap is disarmed before using RI Key



2. LED Icon Code



3. Service Modes

Hold the magnet close to the RI Icon, the Status light flashes when recognised:

Blue for first 5 seconds = **Service Visit**

Orange for up to 10 seconds = **Restart Radio**

Red 10 seconds + = **Radio Range Test**



4. Service Visit

To signal to the Command Centre that the trap has been visited, a "Service Visit" signal can be sent by holding the magnet next to the device for up to 5 seconds.

(Timer starts when blue light starts flashing).



Using the Interface (Continued)

5. Radio Restart

To force the radio to restart the connection process to the control panel, hold the magnet over the device for between 5 and 10 seconds.

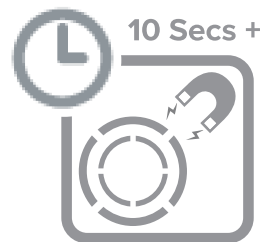


Only remove the magnet when the flashing status LED has changed from blue to yellow.



6. Range Test

To assess network signal strength and the number of control panels required for a site, a Range Test can be performed.



Hold the magnet over the device for 10 seconds, until the status LED turns red



LED IDENTIFIER:



Flashes **Purple**
every 3 seconds

Unit is trying to make a connection



Flashes **Red**
every 3 seconds

No signal



Flashes **Yellow**
every 3 seconds

Weak Signal



Flashes **Blue**
every 3 seconds

Good Signal

Range test mode will automatically exit after 1 hour.

To exit range test mode manually, hold the service key over the device. The unit will then restart and reconnect to the control panel and allow the device to be armed.

Using the Interface (Continued)

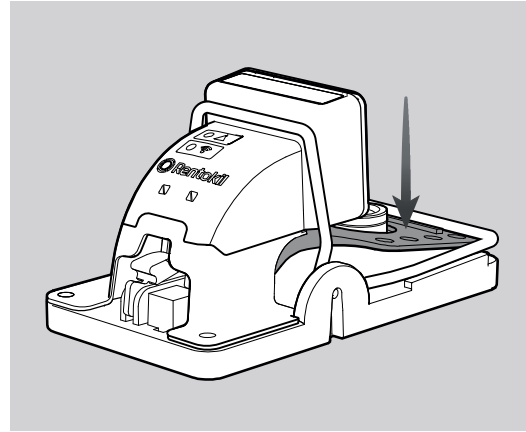
7. Testing the Paddle Switch

Test the paddle activation switch by pressing the paddle.



If the switch is working effectively the Status LED will be **yellow** each time the paddle is pressed.

Note: Ensure trap is disarmed before pressing the paddle



8. Arming the Trap



Re-arm the trap within 1 minute after pressing the paddle.
The Status LED will **flash Blue** for 10 seconds if it is armed correctly.



If the switch has not been checked before arming, the Status LED will **flash yellow** for 10 seconds to show it is successfully armed.



If the unit detects a faulty switch state during arming, the status LED will flash red to show an unsuccessful arming.

CONNECTION IDENTIFIER:

Each time the trap is armed, the connection status will be shown on the Connection LED for 1 hour.



Flashes **Red**
every 3 seconds

Searching for Control
Panel connection



Flashes **Yellow**
every 3 seconds

Unit is trying to make a
connection



Flashes **Blue**
every 3 seconds

Connection has been
made

Using the Interface (Continued)

9. Module Warnings



Low Battery

When initially powered the Status LED will flash rapidly Red for low battery for 20 seconds or when arming the device the Status LED will **flash red rapidly** for 20 seconds.



No Signal

Trap Connection Indicator will **flash red** every 3 seconds if there is no signal and no connection.



No Connection

Trap Connection Indicator will **flash purple** every 3 seconds if there is a signal but no connection.



Device Failure

Both LEDs will flash **red rapidly** if there is a device failure. Such failures are:
Host module comms broken / Accelerometer fail.

10. Troubleshooting Fixes

No Radio Connection:

If the device is not connected to the Control Panel, the radio can be forced to restart by using the **Radio Restart** mode (See **Page 14**). The device will automatically restart the radio over time, but this step will force an immediate **Radio Restart**.

Signal Strength:

To access network signal strength, the device can be put into **Range Test** mode (See **Page 14**). It is recommended to be close to the Control Panel when entering this mode. If you have multiple Control Panels on site, **Range Test** mode will only show Connection Status to the current control panel. To connect to a different Control Panel will require restarting the device and entering **Range Test** mode again.

Unsuccessful arming (Yellow LED):

When arming the trap, if the Status LED shows 10x yellow flashes, this shows the paddle test has not been performed. Carefully disarm the trap, perform the paddle test, then rearm the trap again.

Unsuccessful arming (Red LED):

When arming the trap, if the Status LED shows 10x red flashes, this shows a fault with the detect switches. Carefully disarm the trap, remove the module from the trap using the RI Service key. Inspect the bottom of the module for any debris blocking the switches. Inspect the trap for any damage. If the trap is faulty, this can be disposed of, with the module fitted to a replacement trap.

Further Information

Technical Details

Power Supply	
Battery Details	Standard AAA Alkaline Batteries -20°C to 50°C (-4°F to 122°F) Operating Temperature range
Physical	
Dimensions	138mm x 86mm x 72mm (5.4" x 3.39" x 2.83")
Weight	200g (7oz) [Including battery]
Material	ABS
Operating Temperature	-20°C to 50°C (-4°F to 122°F)
Storage Temperature	-20°C to 50°C (-4°F to 122°F)
Environmental rating	Target IP65
Connect Details	
Interface	868-928MHz depending on local Approvals Rentokil Initial Proprietary Application Layer Protocol
Max Number of Rat Riddance Connect	300 per control panel

Product Code Summary

SKU	Accessories
304751	Pest Key
304877	Retractable Lanyard
304886	Spare traps (Box of 6)

Approvals FCC PART15 CLASS B, CE and RoHS compliant

FCC Warning Statement:

- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
 - (1) This device may not cause harmful interference, and
 - (2) This device must accept any interference received, including interference that may cause undesired operation.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- This equipment contains: FCC ID: 2AK3P-5000011R and IC ID: 22408-5000011R.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

ISED Warning Statement:

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) L'appareil ne doit pas produire de brouillage;*
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20centimeters between the radiator and your body.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.



Rentokil

Why Choose Rentokil?

Rentokil is the global leader in pest control, bringing expert, reliable and professional service to commercial and residential customers in over 60 countries worldwide. As the experts in pest control, we work closely with you to:

Give you peace of mind.

With over 12,000 qualified technicians worldwide, we have extensive experience across a wide range of industry sectors. Our experts work proactively in partnership with you to minimise the threat of pest infestations in your business.

Safeguard your reputation

We take a dual approach, incorporating both preventative and responsive strategies to enhance protection for your business through a consistent, continuous pest control programme.

Neither the whole nor any part of the information described in this manual, nor the product therein described, may be adapted or reproduced in any form without prior written approval of Rentokil.

The product described in this manual is subject to continuous development and improvement and Rentokil reserve the right to alter the specification or design without prior notice. Rentokil cannot accept any liability for any loss or damage arising from the use of any information contained within this manual, or from any incorrect use of the product described herein. Rentokil can accept no liability whatsoever for any loss or damage arising from the product being serviced maintained or repaired by unauthorised personnel.

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