



Thank you for choosing the Original Automatic Ball Machine for dogs.

GoDogGo® is the world's first Fetch Machine™  
and Original remote controlled automatic ball launcher designed for dogs!

GoDogGo® is designed to provide hours of  
healthy exercise and fun for you to share  
with your pet.

**PLEASE READ** the following operation, setup  
and care information prior to using GoDogGo®.



#### Set Up

Learn about how GoDogGo  
FetchMachine operates and  
functions.



#### Questions & Answers

GoDogGo General Q & A about  
our products, costs, your dogs  
and more.



#### Training Tips & Info

Read our tips and information  
about your pet's safety and  
exercise habits.



#### Features

Read up on how the GoDogGo  
FetchMachine has many  
different settings for your pet's  
needs.



#### Troubleshooting

Discover the issues your unit  
may be presenting you and how  
you can master it!



#### Warranty & Parts

GoDogGo Fetch Machine comes  
with a 6-month warranty on  
workmanship & defects.



For additional training tips,  
trouble shooting & warranty  
questions please visit our  
web site -

[www.godoggoinc.com](http://www.godoggoinc.com)



### WARNING

**THIS APPLIANCE IS NOT INTENDED FOR USE BY CHILDREN**  
KEEP HANDS AND FACE AWAY FROM LAUNCH MECHANISM AND BALL SENSOR!  
STAND CLEAR OF DIRECT BALL LAUNCH AREA!  
NOT INTENDED FOR INDOOR USE OR WET CONDITIONS!

**NOT A CHILD'S TOY!**

- 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 should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.

Do Not Use in Operating Temperatures above : 104°F (40°C)

1. If using battery power-install 6pcs D type batteries(GDG4-1) or 6pcs C type(GDG4-JR) in the compartment located on the bottom of the unit.
2. To install batteries, use the included screwdriver to open the battery cover. Rotate counter- clockwise to loosen the screw. Insert 6 pcs D type or C type batteries into the battery box. Re-attach battery cover. Rotate screw clockwise to refasten.
3. Non-rechargeable batteries are not to be recharged;
4. Different types of batteries or new and used batteries are not to be mixed;
5. Batteries are to be inserted with the correct polarity;
6. Exhausted batteries are to be removed from the appliance and safely disposed of;
7. If the appliance is to be stored unused for a long period, the batteries are removed;
8. The supply terminals are not to be short-circuited;

Model # GDG004-1  
Made in China  
Designed in the USA  
Patent No. 6,176,230  
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are registered trademarks of  
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## WARRANTY REGISTRATION

Registration is NOT required for the warranty to be in effect. Warranty is valid for 6 months with proof of purchase from the date of purchase. Warranty is non-transferable and valid to original purchaser only.

It is recommended to register the unit serial number for our records.

You can register at [www.godoggoinc.com/warranty.html](http://www.godoggoinc.com/warranty.html) or  
[warranty@godoggoinc.com](mailto:warranty@godoggoinc.com) to submit your serial number.

Customer Name: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Order Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

(Serial number can be found on bottom of unit)

**Please retain this card for your records.**

Designed in the USA Patent No. 6,176,230  
GoDogGo® and Fetch Machine™ are registered trademarks of GoDogGo, Inc. Copyright © 2020

Models # GDG004-1  
#GDG4-JR

## WARRANTY INFORMATION

### Covered Under Warranty

GoDogGo® Fetch Machine comes with a limited 6-month warranty on all workmanship and defects in materials. Warranty is valid for 6 months from date of purchase with proof of purchase. It is recommended, but not required to register the unit with serial number. Warranty is non-transferable and valid to original purchaser only. **LIFETIME WARRANTY on KICKER, SPRING, PULL-RING AND SENSOR SWITCH; Shipping & Handling apply**

### Not Covered Under Warranty:

The limited warranty does not apply to damages caused from pet, normal wear, improper use, overuse or misuse. Damages due to use in inclement weather, abuse, neglect and or failure to perform routine care and maintenance. Accidental damage, consequential damages, incidental damages or expenses, including damages to property are not covered under the limited warranty.

### 30-Day Money Back Policy:

We hope your ball-crazy dog loves GoDogGo®, if for some reason GoDogGo® does not work out for your dog, we offer a 30 day return policy as seen below.

**NOTE: RETAIN ALL** original packaging and components should you wish to obtain a Return Authorization within 30 days.

If you are not completely satisfied, your order can be returned in original condition with all components & packaging to receive a refund of purchase price less a \$25.00 restock fee. Restock fee applies to all GoDogGo Fetch Machine returns and deducted from order total. Please request RMA within 30 days of delivery date. RMA / Return Merchandise Authorization number and return label will be issued upon RETURN REQUEST. Returned or exchanged items must be in clean, like-new, resalable condition with all packaging & components such as remote and adaptor. Balls may also get dirty during initial use & you will NOT be charged for dirty, worn balls when returned. **Missing Components:** If a component is not returned the refund will be less the cost of the non-returned component. If returned at a later date, an additional refund will be processed. **C.O.D.** deliveries are not accepted. Please allow 5 day transit time to warehouse once returned.

### FCC 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 this device must accept any interference received, including interference that may cause undesired operation.
2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.



## CARE INSTRUCTIONS

- Keep GoDogGo CLEAN and DRY to insure proper operation.
- DO NOT turn GoDogGo "OFF" during MID-LAUNCH CYCLE.
- ALWAYS turn HandRemote lights "OFF" when NOT in USE.
- ALWAYS turn GoDogGo "OFF" and UNPLUG when CLEANING.
- DO NOT use or leave unit in INCLEMENT CONDITIONS.
- DO NOT submerge GoDogGo in WATER.
- DO NOT use or leave EXPIRED batteries in GoDogGo or Remote.
- DO NOT use PRESSURE SPRAYER or WATER HOSE to clean unit.
- DO NOT use with BALLS RETRIEVED from WATER.
- DO NOT leave WET or SOILED balls in GoDogGo to avoid mold and bacteria growth.
- DO NOT use outside in rain, snow and icy conditions - Like any gear driven mechanism GoDogGo may operate slower and may hesitate in colder conditions.

ALWAYS STORE INDOORS!

### CLEANING GoDogGo® Fetch Machine

The best way to clean GoDogGo® of debris is to wipe the channel down with a damp cloth. An air hose may be used to carefully blow remaining debris from the ball track and sensor switch, being careful not to blow debris inside the base.

### SENSOR SWITCH MAINTENANCE

Frequent cleaning of the sensor is recommended for dogs that produce heavy saliva or when used with balls that retain dirt/debris.

When cleaning the sensor switch, a Q-Tip or corner of a paper towel may be used to wipe around and under the sensor tip.

Sensor must always remain at a 20 degree angle to properly activate the launch action. Higher angle will cause reduced distance. Too low of an angle will not activate the launch.

20° Angle

### DO NOT TURN UNIT OFF DURING MID-LAUNCH CYCLE

Turning GoDogGo off during "mid cycle" while launcher is rotating may cause the spring to over stretch and result in reduced launch distance. This may also cause the launching mechanism to stick when restarting GoDogGo.

\*Always store GoDogGo at lowest tension setting with the green launching mechanism in the 12 o'clock position for longer spring life and better performance.

## TECHNICAL ASSISTANCE

Having trouble? Send an email to: [warranty@godoggoinc.com](mailto:warranty@godoggoinc.com)

Most set-up or operation issues can be solved with a quick email to our warranty department or visit our web site where most **ALL QUESTIONS** can be answered at Q&A. Be sure to contact GoDogGo, Inc with any questions prior to returning GoDogGo® RemoteFetch.



### REPLACEMENT PARTS

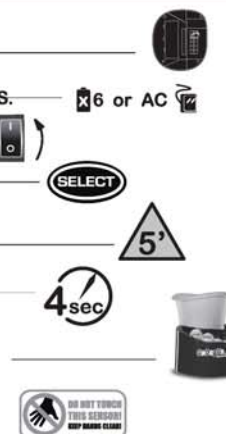
Replacement parts can be obtained from GoDogGo®, Inc. on the Warranty/Parts page at

[www.godoggoinc.com/warranty.html](http://www.godoggoinc.com/warranty.html)

Shipping & Handling fees apply.

## QUICK START INSTRUCTIONS

1. SET LAUNCH DISTANCE with ADJUSTMENT RING found on BOTTOM of UNIT to ONE of the 3 SETTINGS; LOW, MED, or HIGH.
2. PLUG in the AC ADAPTER or INSERT 6 D-SIZE (6 C-SIZE for Jr) BATTERIES.
3. FLIP BLACK TOGGLE SWITCH to the "ON" POSITION.
4. SELECT DESIRED LAUNCH TIME of 4, 7 or 15 SECONDS.
5. STAND CLEAR of LAUNCH AREA! KEEP YOURSELF and YOUR DOG a MINIMUM of 5 FEET from the FRONT of the UNIT.
6. The FIRST BALL will LAUNCH after the 4 second "SAFETY DELAY".
7. For CONTINUOUS BALL LAUNCHING, FILL the BUCKET with DESIRED NUMBER of BALLS or TRAIN your DOG to PLAY with 1 BALL and have him RETURN ball to the BUCKET for INDEPENDENT PLAY.
8. NEVER TOUCH the SENSOR SWITCH when UNIT is turned ON.



## GETTING STARTED


**GoDogGo is powered by AC Adapter and Battery Power.**

• If using AC ADAPTER- Connect the end of cord to the AC input on the control panel and then into the wall outlet. NEVER USE THE AC ADAPTER WHILE THERE ARE BATTERIES IN THE UNIT. THIS MAY CAUSE THE UNIT TO OVERHEAT AND THE BATTERIES TO ERUPT AND SEEP.

• If using BATTERY POWER- Install 6-D size batteries (G4) or 6 C-size (Junior) in the compartment located on the bottom of the unit.

Disconnect AC adapter from outlet.

 **WARNING: DO NOT USE GoDogGo in INCLEMENT CONDITIONS!**

 **STAND CLEAR OF LAUNCH AREA!** Keep yourself and your dog a minimum of a 5 foot distance from the front of the unit. Keep all children, spectators, and operators away from launch pattern to avoid contact with a ball.

Once you have determined where you will exercise your pet with GoDogGo®, adjust the unit's appropriate launch distance and intermittent time sequence. The following conditions will determine how you will preset the unit.

 **DO NOT USE IN EXTREME HEAT OR COLD!**  
**ALWAYS CONSIDER YOUR PET'S HEALTH!**

1. Size of play area or yard
2. Physical condition of your pet
3. Weather

First determine the distance you wish to launch the ball from 15' to 30'+, then make the adjustment from the bottom of the unit. ONLY MAKE ADJUSTMENT WHILE UNIT IS TURNED OFF AND UNPLUGGED! Take hold of the adjustment ring and position it in one of the 3 slots provided; LOW, MED or HIGH.

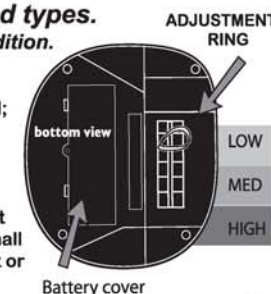
**GoDogGo® may be used with a variety of ball sizes and types.**

Launch distance will vary depending on the ball size, type, and condition.

GoDogGo® is designed to launch tennis balls approximately 15 to 40+ feet at 4, 7 or 15 second intervals.

NOTE: Launch distance will be affected by the condition and type of ball used; i.e. WET or OLD balls do not perform as well as NEW, DRY hi-pressure balls.

TEMPERATURE is also a factor as warmer conditions cause the air inside pressurized balls to expand which contributes to longer launch distances. Longer launch distances require more time for the dog to retrieve the ball. The setting will also depend on your pet's abilities. When loading the bucket of GoDogGo®, the maximum ball count is 17 with full size balls or 25 with small size balls. Overloading the bucket may result in balls binding up in the bucket or along the track.



**Now...Get Ready, Set, Fetch with GoDogGo® Fetch Machine!**



## REMOTE CONTROL OPERATION & CARE INSTRUCTIONS



**REMOTE LAUNCH:** Press the green AUTO LAUNCH button to launch single balls, one at a time. Repeat as long as there are balls in the bucket. Note: This feature is a great way of teaching your pet patience and consistency.

**NOTE:** A time setting should NOT be selected when using REMOTE LAUNCH feature.

**AUTO SELECT:** This button allows the operator to choose from either 4, 7 or 15 second intervals. Once you have depressed this button you will be in the auto launch mode which will continue to launch balls every 4, 7 or 15 seconds provided there is a ball in the unit. Press once for 4 sec. Press twice for 7 sec. Press 3 times for 15 sec. Press 4 times for the OFF position. To turn the auto launch feature off simply press AUTO SELECT until all green lights go out and you are only seeing red and yellow lights. Note: Your GoDogGo unit will work totally independent of the remote by using control panel at the base of unit.



**REMOTE BATTERIES WILL EXPIRE IF LIGHTS ARE LEFT ON!**

**NOTE:** WHEN REMOTE IS NOT IN USE, TURN OFF THE REMOTE BY PRESSING THE TIME-SELECT BUTTON UNTIL ALL LIGHTS ARE OFF.

### TRAINING RECOMMENDATIONS

**INDEPENDENT PLAY & BUCKET RETURN:** Most ball-crazy dogs learn very quickly to return ball to bucket for more independent play when desired. When fetching with GoDogGo, dog often tires much faster as compared to hand fetch, as well as the sound/action of GoDogGo has a Pavlovian Effect on dogs as they learn to respond as they anticipate next ball launch based on sound.

• For independent or bucket return play, it is recommended to use 1 ball, especially during training. This will teach dog that ball must be returned to bucket to activate next ball launch. Once dog has returned ball to bucket, train go to move to desired wait position. Many dogs instinctively move away from GoDogGo as they anticipate next launch. It is recommend to teach a neutral waiting position approximately 5 feet from GoDogGo.

• Encourage bucket return by tapping on top of unit while saying, "bucket". If dog needs coaxing upon first introduction, walk dog back to unit & with dog's head over bucket use command "release". Ball may need to be gently removed from mouth while releasing ball in bucket & give praise "releasing" to bucket. This command will help dog learn desired expectation. Always offer positive reinforcement for desired behavior. If dog will not return ball directly to bucket, some dogs prefer to play with GoDogGo bucket fully loaded with balls. Dog will then fetch & return ball to front of unit or designated ball return area. This is still a great workout & fun way for your dog to fetch independently with multiple balls.

### SENSITIVE DOG TRAINING TIPS:

Although most ball-crazy dog take to GoDogGo very quickly, on occasion a dog may be tentative about launch sound or action that comes with this new form of fetch. However, a hesitant dog that loves ball fetch will typically warm up quickly with just a few introductions.

Show your dog how much fun YOU are having & play along by fetching & returning ball if needed. Be sure to offer positive reinforcement as you introduce dog.

• If dog appears hesitant upon initial use start off slowly by using GoDogGo for a few launches a few times a day. Hesitant dogs typically need only a few sessions for 1-3 days to understand GoDogGo is nothing to be afraid of. Do not force your dog as this may cause nervousness; a few calm sessions will help your dog understand this new method of fetch & what it will do for them. If dog responds to treat rewards, use as needed until desired type of play is achieved.

• You may want to start training with unit turned OFF. However, it is recommended to turn unit on as quickly as possible so dog understands sound/function is part of this new "game".

• Drop ball in bucket, let it roll down channel, then pick ball out by hand & toss to fetch area. Once ball has been retrieved, give commands like "bucket" while pointing to/tapping on bucket, then say "bucket" and/or "release". Repeat commands during short training sessions. This will also encourage bucket return for independent play when dog becomes accustomed to GoDogGo.

• If dog will not return to unit, gently lead to GoDogGo. Repeat above by tossing ball for retrieval & return & then with next use until dog is comfortable. Turn ON GoDogGo for ball launch when dog is ready & give commands for retrieval & return as needed.

• With 1 ball, dog can play in "outfield" where ball land as they get use to sound/function. After dog retrieves ball have him return ball to bucket. There will not be any sound, due to Auto Stop feature as your dog approaches unit because motor will not run until ball is returned to bucket & in ready position. Once dog has returned ball have him immediately run to outfield again. This should acclimate dog to GoDogGo to see there is nothing to fear.

• Train dog to return ball to desired area in order to achieve style of play desired. Some dogs prefer to return ball to front of unit & play with bucket fully loaded for continuous fetch of 17-25 balls while others prefer to play with 1 ball.

### FUNCTION PRECAUTIONS



• **LAUNCH SOUND** - GoDogGo has 6 gears to launch a ball as far as 45+ feet. It is normal to hear a winding noise and a "thwack" sound during launch cycle. Sound of motor & kicker wind-up which often has Pavlovian Effect on dogs will help train dog to anticipate ball launch.

• **ADJUST DISTANCE** - To adjust launch distance firmly grip adjustment ring to set unit to longest High distance setting.

Adjustment ring is on underside of unit. Turn unit off, empty balls from bucket, turn unit over & adjust launch distance with D-shape ring to desired setting.

• **SENSOR SWITCH** - Be careful of launching mechanism's kick. GoDogGo has safety sensor that is sensitive to weight of ball. It is located in ball pocket where ball is launched from. If there are no balls in launch pocket, unit will not operate.

• **DO NOT STAND** directly in front of unit while in launch mode. Keep your pet at least 5 feet away from the front of the unit.

• **DO NOT TOUCH** safety sensor switch when unit is ON and there no balls are in launch pocket. Please keep pet a safe distance from unit to avoid being hit by launching ball.

## TROUBLESHOOTING GUIDE

### BALL WILL NOT LAUNCH or BALL LAUNCHES TO ONE SIDE

• **THE SENSOR SWITCH IS VERY SENSITIVE AND IN PLACE TO PROTECT YOU AND YOUR PET!**  
• **NEVER ALLOW YOUR DOG TO REMOVE THE BALL FROM THE BALL POCKET OR LAUNCHING AREA!**

1. If ball is in the launch pocket and all settings indicate it should be launching:

A. Check your power source or battery life.

B. Make sure the POWER light is ON and set to an intermittent setting of either 4, 7 or 15 seconds. The unit will not begin launching a ball until an intermittent setting is chosen. The unit will not work when the light is in the OFF position unless using the Remote Launch feature.

C. Adjust sensor: The sensor may be out of alignment due to shipping or a dog may have mouthed or pawed the ball while in the launch pocket causing the sensor to be out of alignment. Note proper angle.

• Make sure the power switch is in the OFF position. With the unit OFF, carefully adjust the sensor by pulling the metal sensor strip slightly upwards so the ball comes in contact with the sensor and a "click" is heard. The sensor will click down when the ball is resting on it, which should then activate the motor.

• If the ball is still not allowing the sensor to activate the motor, the sensor may need to be adjusted slightly downwards by carefully bending it down. NEVER OVER BEND as it may break.

• Test the sensor while the unit is TURNED OFF to hear of it makes a "click" when the ball contacts it. If there is no "click" this means that the sensor is dirty and has debris between the micro switch and metal tab. Sensor needs cleaning.

D. Sensor requires cleaning: When cleaning the sensor switch, a Q-Tip or corner of a paper towel may be used to wipe around and under the sensor tip.

E. TIME LIGHT GOES TO STANDBY

• DOES THE TIME LIGHT GO BACK TO STANDBY OR FLASH WHEN THE BALL HITS THE SENSOR SWITCH?

1. If using a power cord this likely indicates the power adapter is faulty & needs replacing. Be sure to use original equipment GoDogGo adapter to ensure correct power.

2. If using batteries this is usually an indicator batteries are low on power. Replace batteries or charge if using rechargeable batteries. Name brand recommended to ensure quality.

2. Kicker or Spring is broken: This is common with normal wear & tear. All replacement items may be purchased on our web site at [www.GodogGoInc.com/warranty](http://www.GodogGoInc.com/warranty)

### BALL LAUNCHES TO ONE SIDE:

Sensor is adjusted too high not allowing the ball to be centered over the kicker. Slightly bend down the sensor until ball sits against end of ball track side wall.

### BALL WILL NOT ROLL DOWN THE BUCKET CHANNEL

1. Make sure the unit is on a level surface.

2. Check to see if the balls are too wet. We recommend always using nearly dry balls in order to keep the launching activity consistent and also to get the furthest launch distance. A small amount of moisture on the ball from your pet is normal, but balls should not be extremely wet or soggy.

3. Make sure balls are not too big to roll down the channel. If a tennis ball has too much nap, the ball may hang up in the channel, especially if extremely wet.

4. Overloading balls may result in a ball jam in top bucket. It is best to allow balls to be loaded on ball track only. Approximate use is with 1 to 25 balls depending on ball size.

### IT IS DIFFICULT TO ADJUST THE LAUNCH DISTANCE

1. ALWAYS TURN UNIT "OFF" BEFORE ADJUSTING LAUNCH DISTANCE!

2. ONLY adjust launch distance when the kicker is in the UP position, just after a ball has been launched.

3. IF UNIT HAS BEEN TURNED OFF DURING THE LAUNCH CYCLE THE KICKER MAY HAVE ENDED UP IN THE WRONG POSITION.

• Make sure the full launch rotation is completed and unit is not turned off during the middle of a launch cycle. If the unit is turned off during a launch cycle, set a ball in the ready position, turn the unit ON and let the rotation finish. Then turn the unit OFF and adjust to the desired distance setting.

### REMOTE CONTROL WILL NOT COMMUNICATE WITH THE UNIT

1. Review the remote control operation instructions for proper use.

2. Make sure main unit is turned ON at the main control panel on the back of the unit.

3. Be sure to remove the plastic strip from under the batteries.

4. Be sure the batteries are properly seated. If not, the contact points may need to be pushed down slightly for proper battery contact.

5. Check to make sure batteries are still good.

6. Old batteries will cause a 4 sec light to blink when pressed.



**REMOTE BATTERIES WILL EXPIRE IF LIGHTS ARE LEFT ON!**

**Need further troubleshooting assistance?** Please visit our website at [www.godoggoinc.com](http://www.godoggoinc.com) or send an email to [warranty@godoggoinc.com](mailto:warranty@godoggoinc.com) and we will be happy to assist you.

We do our best to answer emails Monday through Friday within 24 hours.

