

whisker PetTag



Instruction manual

Whisker.com

Thank you for purchasing a Whisker product!

This manual will help you get the most out of your new Whisker product. We will guide you through the setup process and provide you with useful tips and advice for introducing your cat to their new Whisker PetTag.

Whisker exists to make life for pets and pet parents endlessly better. As the leading innovators in pet tech and refined pet accessories, we work tirelessly to solve problems and deliver smarter insights for pet parents while enriching the lives of pets.

Enjoy your PetTag, and enjoy a better life with your pet!

Jacob
President & CEO

Brad
Founder & Chief Inventor



Important safety instructions

1. Always ensure your cat weighs at least 3 lbs and is at least 3 months old before wearing a collar. Kittens under 3 lbs or 3 months old may not safely wear a collar.
2. Always secure the PetTag to a properly fitted collar. You should be able to fit two fingers between the collar and your cat's neck.
3. Never use the PetTag on pets other than cats unless specified as safe by your veterinarian or behaviorist.
4. Never allow your cat to wear a collar or tag that is too loose, as it could pose a chewing or entanglement risk.
5. Never modify the PetTag or attempt to open, drill, or tamper with the housing.
6. Never use the PetTag if it shows signs of cracking, damage, or excessive wear. Replace immediately to prevent breakage or swallowing risk.
7. Never submerge the PetTag in water. While it is IP65-rated for splash and dust resistance, it is not intended for full water immersion.
8. Never attach the PetTag to a leash, tether, or any tension-bearing accessory.
9. Never allow small children or pets to play with or chew on the PetTag, collar, or QR code label.
10. Never force a cat to wear a collar or PetTag if they show signs of distress, aggression, or injury. Follow gradual introduction guidelines.
11. Always monitor your cat during the initial wear period to ensure comfort and safety.
12. Always clean the PetTag using a soft cloth or wipe — avoid using harsh chemicals or soaking in water.

Table of contents

Important safety instructions	2
Product overview	4
Setting up your Whisker PetTag.....	6
Collar compatibility.....	6
Installing your PetTag on a Cat Collar	6
Onboarding your PetTag via Whisker App	7
Introducing your cat to a Whisker PetTag and Collar	8
Common reactions & how to handle them.....	9
How Whisker PetTag works.....	10
Compatible products	10
Lost Pet mode.....	10
Personalized insights.....	10
No battery needed	11
Water-Resistant	11
Manage Tags in the Whisker App	11
Optional accessory	12
Cat Collar	12
Use and care.....	13
Frequently asked questions.....	13
In-home trial and warranty.....	16



Front view

Product overview

Component:	1x RFID PetTag (battery-free)
Dimensions:	1.2" W x 0.8" H x 0.3" D
Material (Tag Housing):	Thermoplastic Elastomer (TPE)
Net Weight:	6 g



Back view



Side view

Setting up your Whisker PetTag

Collar Compatibility

The PetTag is designed to fit standard cat collars that are 0.35" to 0.5" (9–13 mm) wide, including buckle, breakaway, and adjustable collars. Please ensure you use a Whisker Cat Collar or a cat collar that fits into the designed compatible width.

Installing your PetTag on a Cat Collar

No tools or clips needed — just a secure, snug fit once the collar is threaded through.

- Locate the side slots on both ends of the PetTag housing (as shown in the images).



- Tilt the collar and thread it through the slits on each end of the tag.



- Position the tag flat against the collar with the QR code facing outward.



Tips for Optimal Positioning

For best performance and visibility, make sure:

The collar is snug but not tight — you should be able to fit two fingers between the collar and your cat's neck.

- The PetTag faces outward and downward, resting near the front of your cat's neck when worn.
- The QR code remains unobstructed, so it can be easily scanned if needed.

Proper positioning ensures better RFID detection by compatible Whisker robots and allows quick access to Lost Pet Mode if your cat ever goes missing.

Onboarding your PetTag via Whisker App

1. Open the Whisker app or download the Whisker app from the App Store or Google Play.



(Scan to download Whisker App)

2. Tap "Add Device" in the app, then select "PetTag".
3. Follow the prompts to onboard your PetTag and assign the tag to a pet profile.

Introducing your cat to a Whisker PetTag and Collar

Helping your cat get used to a PetTag or a new collar can take time and patience. Follow the steps below to ensure a safe, comfortable, and positive experience.

1. Ensure Proper Fit

If your cat is wearing a collar for the first time—or trying out a new one—start by making sure it fits properly.

- 1) You should be able to fit two fingers side by side between the collar and your cat's neck.
- 2) A proper fit helps your cat get used to the collar and prevents discomfort or chewing.

Tip: Avoid a collar that's too loose. A loose collar can lead to chewing, scratching, or your cat getting their chin or mouth caught.

2. Gradual Introduction

Before putting the collar on your cat, place it (with the PetTag attached) in your cat's environment for a few hours.

- 1) Let your cat explore it on their own — sniffing, pawing, or rubbing against it.
- 2) This helps them build familiarity with the tag without pressure.

Note: Don't rush to put the collar on right away, especially if your cat has never worn one. Doing so could cause:

- 1) Fear or stress
- 2) Shaking or pawing to remove the collar
- 3) Avoidance of the collar in the future

3. Build Positive Associations

- 1) Offer treats, praise, or affection when your cat interacts with the collar or PetTag.
- 2) Try introducing the collar during a positive moment, such as feeding or playtime.

4. Start with Short Wear Sessions

- 1) Begin by gently guiding your cat's head through the collar using treats.
- 2) Let them wear it for 5–10 minutes at a time for the first few days.
- 3) Gradually increase the duration each day based on their comfort level.

After 3 days, if your cat is showing no signs of distress, try leaving the collar on for the full day. If your cat seems uncomfortable, go back to shorter sessions and gradually increase time as they adjust.

Common reactions & how to handle them

It's normal for cats to:

- Scratch or chew at the collar
- Walk stiffly or act unusually the first time they wear it
- Try to remove the collar

These are **typical adjustment behaviors**. Stay calm and supportive!

If your cat seems uncomfortable:

- **Redirect their attention** with play, food, or gentle affection
- Continue to reinforce positive behaviors with treats and praise

Over time, your cat will get used to the collar and PetTag. Patience, consistency, and lots of encouragement go a long way!

How Whisker PetTag works

The PetTag contains a passive RFID chip with a unique ID. When your pet wears the tag and approaches within 1-8 inches of a compatible Whisker robot, the tag is detected automatically via the robot's built-in reader.

Compatible Products

- Litter-Robot® 5 Pro
- Bathroom visits are logged accurately per pet.

RFID-Powered Accuracy

The Whisker PetTag uses passive RFID technology to provide highly reliable, pet-specific identification, making PawPrint(TM) Pet ID 99% accurate when used with Whisker Pro robots.

RFID delivers instant detection that isn't affected by lighting, pet color, or motion blur.

Personalized Insights

When your PetTag is assigned to a pet, your compatible Whisker robots can identify via RFID which specific pet is using them.

That means:

- Bathroom visits are logged accurately per pet.
- You'll get more consistent and reliable health and behavior insights.
- Multi-cat households can now track activity without guesswork.

Lost Pet Mode (coming soon)

Every PetTag doubles as a digital lifeline. If your pet goes missing:

- You can enable "Lost Pet Mode" in the Whisker App
- Once the mode is enabled, anyone who finds them can scan the front-facing QR code on the tag
- The scan opens a secure, Whisker-hosted profile (no app or login required)
- The finder can provide their contact information to you so you can be reunited with your pet

No GPS, no setup—just a simple and reliable way to bring pets home and give pet parents peace of mind.

Manage tags in the Whisker App

After onboarding your tag, you can manage it anytime from the PetTag Manager in the app. You can:

- View tag status (e.g., Assigned, Unassigned)
- Assign, Reassign, or Unassign the tag to a pet profile
- Delete the tag from your account if no longer in use

No battery needed

The PetTag is powered by the electromagnetic field emitted by the robot. There are no batteries to charge or replace — the tag activates only when in range of a reader, making it long-lasting, low maintenance, and safe for everyday wear.

Water-resistant (IP65)

The Whisker PetTag is rated IP65, meaning it's fully protected against dust and resistant to water splashes and light rain — perfect for both indoor cats and those who occasionally explore the outdoors. PetTag is built to withstand everyday messes without compromising performance.

Cat-first design

Thoughtfully designed for comfort and everyday wear — lightweight, water-resistant, stain-resistant, and easy to clean. Gentle enough for collar-sensitive cats, and durable enough for all-day use.

Optional accessory

Whisker Cat Collar

Whisker PetTag also offers compatible Whisker Cat Collars in different colors. The Whisker Cat Collar is designed to fit into your PetTag perfectly while being comfortable, safe, and durable for your cat to wear.



Overview

Size:	8" to 12" in circumference; 0.37" W
Cat ready:	Designed for cats 6 months or older
Material:	PVC
Net Weight:	10.5 g

Other Features

- **Quick-release:** Designed to release easily with a gentle pull to prevent choking or snagging, giving your cat extra safety during play or unexpected catches.
- **Cat-First Design:** The Whisker Cat Collar is water-resistant and stain-resistant for easy wipe-clean care. Its smooth, flexible material is lightweight and gentle on your cat's neck—perfect for all-day comfort.

Use and care

The Whisker PetTag is built to be durable, low-maintenance, and cat-friendly. Follow these guidelines to keep them in great condition:

- **Waterproof Rating:** IP65 — resistant to water splashes, rain, and dust
- **Cleaning:** Wipe the tag gently with a damp cloth or cleansing wipe as needed
- **For Cats:** Designed for cats 3+ months weighing at least 3 lbs
- **Collar Compatibility:** Fits most standard collars 0.35" to 0.5" wide

Frequently asked questions

What does the Whisker PetTag do?

Each PetTag lets Whisker Pro robots know exactly which cat is using them, so every pet activity is logged to the right pet profile.

Does the PetTag have a battery?

No. It's a passive RFID tag—powered for a split-second by the robot's reader—so there's nothing to charge or replace.

Why is my PetTag not being detected?

Please make sure the PetTag is within range of a compatible robot (1–8", depending on the product) during the app onboarding. If no tag appears in your app, please select "Scan QR code" and follow the prompts to complete onboarding.

Can I use multiple PetTags for multiple cats?

Yes. Give each cat their own tag and manage them all in PetTag Manager in the app.

Is the PetTag waterproof?

It's IP65 water-resistant—safe for rain, splashes, and everyday messes. Wipe it clean; avoid soaking or very hot water.

Does the PetTag come with a Whisker Cat Collar?

No. The collar is sold separately. You can slide the PetTag onto any cat collar 0.35–0.5" (9–13 mm) wide, or pick up a Whisker Cat Collar in your choice of color. All Whisker Cat Collars feature a quick-release buckle that pops open under a gentle pull to keep your cat safe from snags.

What collars are compatible with the PetTag?

Any cat collar 0.35–0.5" (9–13 mm) wide is compatible with PetTag. We recommend break-away or quick-release collars. Whisker also offers matching quick-release collars in multiple colors.

At what age/weight can my cat wear the PetTag?

PetTag is lightweight and safe for cats of all sizes—but because it attaches to a collar, the right age and fit depend on your kitten's growth. Most cats can begin safely wearing a break-away collar around 3 months old or 3 lbs, though very young kittens may be too small for a secure fit. If your kitten is under 3 months, we recommend waiting until they grow or using a specialty kitten breakaway collar designed for smaller necks.

As kittens grow quickly, always check that the collar fits properly — you should be able to slide two fingers between the collar and your cat's neck, and adjust as needed. By 6 months of age, most cats are large enough to wear standard cat collars comfortably.

For safety, always use a breakaway (quick-release) collar, and inspect regularly for wear or sizing.

Why do I need a PetTag if my Whisker robot has a camera that can identify my cats?

PetTag works without a Whisker+ subscription and provides a reliable, unique ID for each cat that works independently of the camera. While cameras use appearance (like color and shape) to identify pets, PetTag uses RFID technology to give every cat a guaranteed, consistent digital ID. This makes detection more accurate in multi-cat homes, in low light, or when cats look similar.

Is it safe for my pet?

Yes. PetTag is lightweight, pet-friendly, and designed to be worn safely with a breakaway collar. It uses passive RFID technology — meaning it has no battery, no GPS, and no radiation. It only activates when near a Whisker product's reader, making it safe for everyday use.

Can the PetTag locate my pet if they get lost?

No. PetTag is not a tracking device. It's designed only to help your Whisker products know which cat is using them. If you'd like location tracking for outdoor use, a device like a GPS collar or an Apple AirTag would be needed.

Can compatible products identify my pet by their implanted microchip?

Not at this time. Whisker robots are designed to work with PetTag for reliable and smart pet robot usage tracking and advanced pet identification. Microchips used for veterinary ID operate on similar technology, but compatibility requires specialized readers not built into Whisker products today.

Is the PetTag required for my Whisker robot to detect or identify my pet?

No. PetTag is an add-on option for your Pro robot models. Whisker robots can still detect pets through weight sensors and cameras. However, PetTag is a reliable way to ensure accurate identification — especially in multi-cat homes where cats have similar weights and appearances. Without PetTag, the robot may not always know exactly which cat is using it if there are multiple similar-looking and similar-weighting cats in the same house.

Disclaimer

RFID detection may be affected by metal tags, microchips, or other nearby RFID devices.

In-home trial

90-Day In-Home Trial

Buy with confidence knowing that your investment is backed by our 90-day in-home trial. If you or your cat is not satisfied with your Whisker PetTag, simply return it for a refund of the purchase price. You only have to pay return shipping. Visit whiskerreturns.com for more information.

If you purchased your PetTag through a source other than Whisker, you must coordinate the return with that source according to their return policy.

Whisker Customer Experience

If you have questions or need assistance, contact us! Visit whiskersupport.com to get started and to troubleshoot.

Online Troubleshooting

whiskersupport.com

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