



## Instructions



**My Special Aflac Duck™ was designed hand-in-hand with more than 100 children, families, medical professionals, and experts to share moments of joyful play with those you love. We hope it will help bring comfort and joy to a child you love.**

Hi,

Today is special. Today, I get to introduce you to one of my best feathered friends: My Special Aflac Duck™. I hope my friend will become one of your family's best friends, too.

My Special Aflac Duck is pretty amazing. This cuddly duck loves music, singing, playing, and exploring. If you have a smartphone or tablet, you can use an app\* to blast off in a spaceship and visit this duck's special world.

But My Special Aflac Duck doesn't always feel so good. You can help by caring for your new friend just like your family and doctors care for you. With the app, you can give your duck food, baths, and medicine. Sometimes, your duck just wants someone to hug.

Tap an emoji card to your duck's chest, and your duck will act out that feeling. That can help you show the people around you how you feel, too. My Special Aflac Duck loves to listen.

Right now, My Special Aflac Duck is asleep, happily dreaming of being best friends with a special kid just like you, and with your family. When you wake up your duck, you will make those dreams come true. What a lucky duck!



Your friend,

The Aflac Duck

## What's inside



**My Special  
Aflac Duck™**



**Totepack**



**Accessory  
Backpack**



**7 Feeling Cards**



**Soundscape™  
Spaceship**



**Medical  
Accessories**



**Port-a-cath  
Accessory**



**My Special Aflac  
Duck App\***

## Setting up your duck

### 1. Power On

Simply slide the switch to turn on the duck and start playing!  
The duck also has a “Mute” mode for quiet play/nighttime.

### 2. Download the App

Search for *My Special Aflac Duck App* in the app stores!



Within the app, patients can bathe the duck, feed special foods, give chemo, and visit faraway planets to listen to soothing Soundscapes. If you don't have a mobile device, the duck is still fully functional without the app!

### 3. Connect

Connect the duck via Bluetooth by tapping the duck icon on the top right corner of the screen.

\*Coming soon in the UK

## How to play



### Responds to Touch

Pet your duck and it will respond! Can you feel your duck's heartbeat or find a few tickle spots?



### Share Feelings

Tell your duck how you're feeling. Your duck might feel the same way. Tap a feeling card to the lights on your duck's chest and see what happens!



### Medical Play

Your duck is designed to accompany kids during treatment, and can be used in medical play. Attach the port-a-cath accessory to give medicine to your duck.



### Feed your Friend

Feed your duck by pressing the button in its mouth, or prepare a plate of food in our app.



### Soothing Soundscapes

Designed with child life specialists and psychologists, Soundscapes let you listen to the sounds of a forest, ocean, farm, or amusement park.



### Reacts to What's Around

If music is playing, your duck may sing. Or, if lights are low, your duck can sense that it's quiet time and stay calm.

## Use Cases

Families use My Special Aflac Duck™ in many ways. Here is what early testers said is useful:



### Share Feelings

Sometimes children have a difficult time saying how they feel - but their duck doesn't. Play therapists use the duck's feeling cards to spark conversations. For example, you might try asking your child how their duck feels, and why.



### Calm Mode

*My Special Aflac Duck* is your friend through thick and thin, and is designed to help comfort kids through some pretty hard times. Some families have told us that they use the duck before a procedure that can be stressful for their child. They tap the spaceship accessory to the duck's chest or attach the duck's port-a-cath accessory to trigger a calm mode.

## Play

*My Special Aflac Duck* is designed to be a playful companion! Here are a few fun things you can do together:

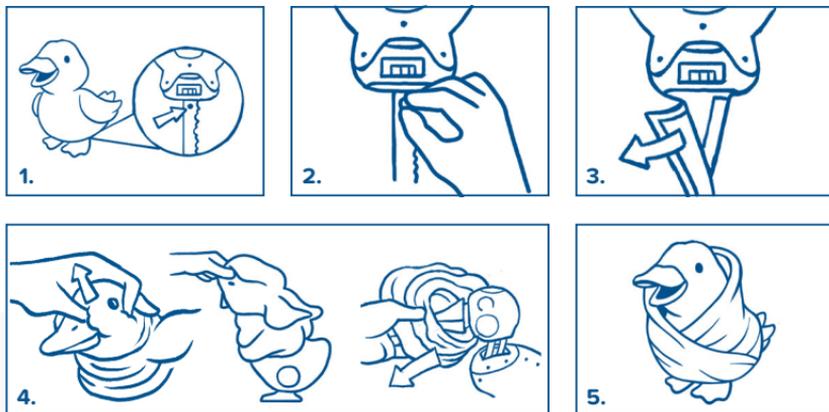
- Try hiding your friend under a blanket and see how they respond!
- Find your duck's tickle spots.
- Hold your duck upside down and see what happens when they get dizzy!
- If you meet another child who has a duck, see what happens when you introduce the ducks to each other.
- Use the silly feeling card with your duck, then play music and your duck will sing along!

## Support

Contact us at [support@sproutel.com](mailto:support@sproutel.com). For more information on the duck, visit [aflacni.com/my-special-aflac-duck](http://aflacni.com/my-special-aflac-duck)

## Removing and washing the fur

Everyone has accidents, so *My Special Aflac Duck* has removable and washable fur.



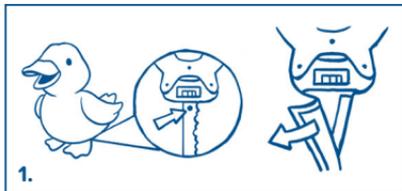
1. Turn the duck upside down. Slide the switch to “Off.”
2. Locate the button-like screw near the power switch. Loosen the screw with a coin. Then, unbutton the fur.
3. With the fur unbuttoned, undo the hook-and-loop fastener. Now, slide the fur over the tail and up the sides of the duck’s body.
4. Carefully pull the eyes loose from the head (they are attached to the fur). This should make a pop sound. Don’t worry; it won’t hurt the duck! Holding the fur between the duck’s eyes firmly, slip the entire fur forward, past the beak, and over the duck’s head.
5. Machine wash the removed duck fur and use antiseptic wipes to clean the duck’s plastic body. For fun, wrap the duck in a towel while waiting for the fur to dry. That way, your duck won’t get cold!

**⚠ Danger - to prevent electric shock, do not immerse the duck in the water!**



## Replacing the duck's batteries

If your duck moves very slowly, turns on and off intermittently, or simply cannot turn on, it is probably time to change the batteries!



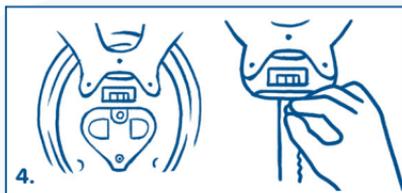
Loosen the button-like screw near the power switch and undo the hook-and-loop fastener. You should see the battery cover.



Use a Phillips/cross head screwdriver to loosen the screw in the battery cover. Remove the cover.



Replace the old batteries with three new 1.5 V "C" size alkaline batteries. Insert the batteries correctly, as noted in the duck's battery compartment.



Replace the battery cover. Tighten the screw. Button the fur around the button-like screw, and then close the hook-and-loop fastener. Tighten the button-like screw to secure the fur.

## Important Battery Information



### CAUTION:

1. SAFE HANDLING
  - a. Keep the batteries and tools well out of reach of children.
  - b. Batteries must only be inserted by an adult.
2. TO AVOID BATTERY LEAKAGE
  - a. Use only 1.5 V "C" size alkaline batteries.
  - b. Do not use rechargeable batteries
  - c. Non-rechargeable batteries are not to be recharged.
  - d. Carefully insert the batteries correctly by matching the + and – polarity markings.
  - e. Do not mix old batteries and new batteries, or standard (carbon-zinc) with alkaline batteries.
  - f. Remove exhausted or dead batteries from the product.
  - g. Remove batteries if the product will not be used for a long time.
  - h. Do not short-circuit the + and – terminals of the battery compartment.
3. Should this product cause, or be affected by, local electrical interference, move it away from other equipment. Reset (switching off and back on again or removing and re-inserting batteries) if necessary.
4. FOR PROPER BATTERY DISPOSAL:
  - a. Do not throw exhausted batteries into a fire, but dispose of them at an appropriate collection point.
  - b. Some retailers, such as Tesco, Asda, Morrisons, Sainsbury's, Dixon's, Curry's and PC World offer free battery recycling.

## Support

Contact us at [support@sproutel.com](mailto:support@sproutel.com).  
For more information on the duck, visit [aflacni.com/my-special-aflac-duck](http://aflacni.com/my-special-aflac-duck)

Privacy Policy  
Read our privacy policy at:  
[aflacni.com/my-special-aflac-duck](http://aflacni.com/my-special-aflac-duck)

## Legal Information

### 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 (2) this device must accept any interference received, including interference that may cause undesired operation.

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 and relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

 **x3 1.5V C**

### ALKALINE BATTERIES INCLUDED

Phillips head screwdriver (not included) needed to replace batteries.



### **WARNING:**

**CHOKING HAZARD**—Small parts.  
Not for children under 3 years.

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Product and colours may vary. Retain this information for future reference.

### MADE IN CHINA

REG. No. PA-18738 (CN). All New Materials. Polyester Fibers, Cotton Lining. Compliant with Standard Consumer Safety Specification for Toy Safety ASTM F963-17 Technical Specification  
Transmit Frequency: BLE 4.0 (2402 MHz - 2480 MHz)  
Maximum RF Output Power: < 10 dBm

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