

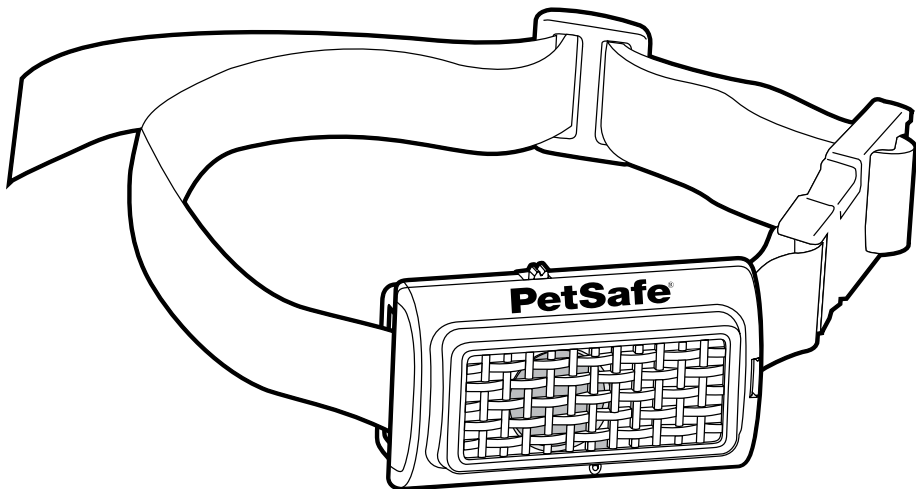


protect. teach. love.

# Ultrasonic Bark Control Collar

operating guide

Model Number  
PBC00-13925



PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

# Important Safety Information

## Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### **WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### **CAUTION**

**CAUTION**, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

### **CAUTION**

**CAUTION**, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

### **WARNING**

**Risk of explosion.** Do not short circuit, mix old and new batteries, dispose of in fire, or expose to water. When batteries are stored or disposed, they must be protected from shorting. Dispose of used batteries properly.

### **WARNING**

**Not for use with aggressive dogs.** Do not use this Product if your dog is aggressive, or if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or certified trainer.

### **CAUTION**

Humans cannot hear the ultrasonic tone, however, precautions should be taken when preparing the PetSafe® Ultrasonic Bark Control Collar for use.

- : This device is intended for use only with dogs. Never attempt to use it for any purpose not described in this manual.
- : All pets within hearing range will be affected by the ultrasonic tone.

### **CAUTION**

**Risk of skin damage.** Please read and follow the instructions in this manual.

Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.

- : Avoid leaving the collar on the dog for more than 12 hours per day.
- : When possible reposition the collar on the pet's neck every 1 to 2 hours.
- : Check the fit to prevent excessive pressure; follow the instructions in this manual.
- : Never connect a lead to the electronic collar.
- : When using a separate collar for a lead, don't put pressure on the electronic collar.
- : Wash the dog's neck area weekly with a damp cloth.
- : Examine the contact area daily for signs of a rash or a sore.
- : If a rash or sore is found, discontinue use of the collar until the skin has healed.
- : If the condition persists beyond 48 hours, see your veterinarian.
- : For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet comfortable and safe. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the neck area. If redness or sores are found, discontinue use until the skin has fully healed.

The PetSafe® Ultrasonic Bark Control Collar must be used only on healthy dogs. We recommend that you take your dog to a veterinarian before using the collar if he is not in good health.

The Bark Control Collar is not a toy. Keep it away from the reach of children. Use it only for its bark stopping purpose.

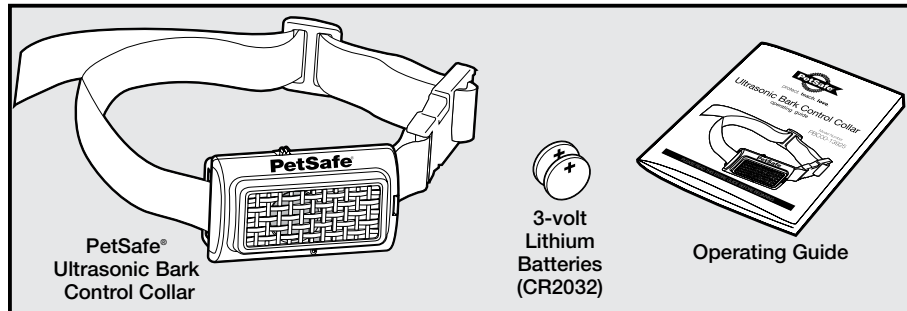
Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love—essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe® will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

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## Components



## Features

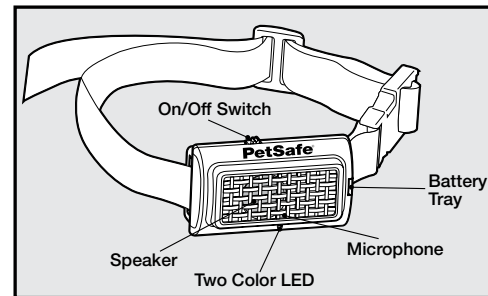
- : Uses ultrasonic sound to deter nuisance barking
- : Low battery indicator
- : Light weight and comfortable

## How the PetSafe® Ultrasonic Bark Control Collar Works

The PetSafe® Ultrasonic Bark Control Collar effectively deters barking when it is worn. When the microphone picks up the sound of your dog's bark, the unit emits an ultrasonic tone that can be heard by your dog, but is silent to most humans. Startled by the high-pitched tone, the dog should stop barking, as it will associate its bark with this unpleasant noise.

## Key Definitions

- Microphone:** Detects barking.
- Two Color LED:** Lights whenever Ultrasonic Bark Control is activated. Also blinks to show low battery status.
- Speaker:** Produces the ultrasonic tone.
- Battery Tray:** Used to hold the two 3-volt batteries (CR2032).
- ON/OFF Switch:** Turns the Ultrasonic Bark Control Collar on (I) and off (O).

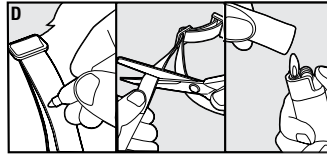
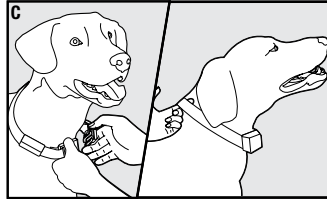
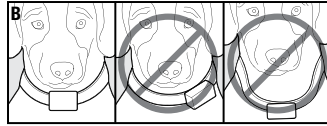
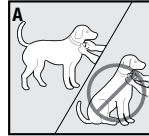


## Fit the Bark Control Collar

**Important: The proper fit and placement of your Bark Control Collar is important for effective operation.**

To assure a proper fit, please follow these steps:

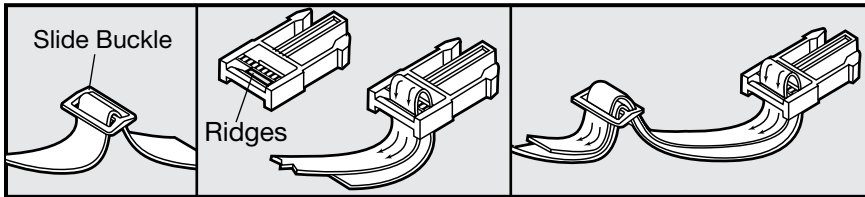
1. Make sure that the Bark Control Collar is turned off.
2. Start with your dog standing comfortably (A).
3. Place the Bark Control Collar on your dog's neck close to the ears. Center the Ultrasonic Bark Control Collar underneath your dog's neck with the On/Off Switch facing upward (B).
4. Check the tightness of the Bark Control Collar by inserting one finger between the collar and the back of the dog's neck (C). The fit should be snug but not constricting.
5. Allow your dog to wear the collar for several minutes, then recheck the fit. Check the fit again as your dog becomes more comfortable with the Bark Control Collar.
6. Trim the collar as follows: (D)
  - a. Mark the desired length of the collar with a pen. Allow for growth if your dog is young or grows a thick winter coat.
  - b. Remove the Bark Control Collar from your dog and cut off excess.
  - c. Before placing the Bark Control Collar back onto your dog, seal the edge of the cut collar by applying a flame along the frayed edge.



### CAUTION

The Bark Control Collar should not be worn for more than 12 hours out of every 24-hour period. Leaving the collar on too long could lead to skin irritation. Please refer to page 2 for additional information.

## To Re-Thread the Collar



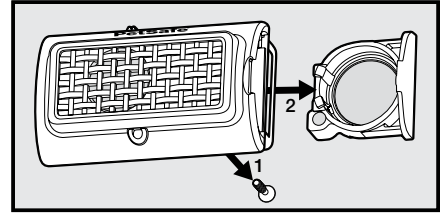
: The slide buckle prevents the collar from becoming loose around your pet's neck.

: The ridges must be facing up; the collar will slip if it is not properly threaded.

## To Insert and Remove the Batteries

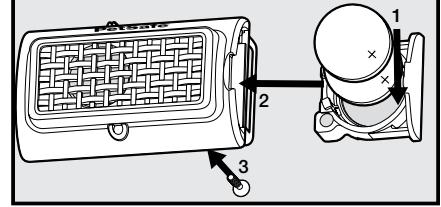
*Note: Do not install the batteries while the Bark Control Collar is on your dog.*

1. Loosen or remove the collar from the Ultrasonic Bark unit.
2. Remove the screw from the back of the unit using a small Phillips screwdriver.
3. Slide the battery tray out.
4. Install two (2), 3-volt (CR2032) batteries positive (+) side up.
5. Slide the battery tray back in place and secure with the screw on the back of the unit.



## To Verify the Batteries are Inserted Correctly

1. Slide the On/Off Switch to ON (I).
2. The LED should flash green once.
3. If the LED doesn't flash, you may have inserted the batteries backwards. Try taking them out and turning them over, ensuring that the (+) side is up.
4. If the LED still does not flash, contact the Customer Care Center.



Replacement batteries (3-volt, CR2032) can be found at many retailers. Contact the Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net) for a list of common retailers.

### ⚠ WARNING

Risk of explosion if battery is replaced by an incorrect type. Do not short circuit, mix old and new batteries, dispose of in fire, or expose to water. When batteries are stored or disposed, they must be protected from shorting. Dispose of used batteries properly.

## Battery Life

Average battery life is 1-3 months, depending on how often your dog barks. However, due to your dog's learning process, your first batteries may not last as long as replacement batteries. To conserve battery life, turn off when not in use.

## Function and Response Table

Function	LED Light Response
Unit is on	Green LED Light flashes once
Emitting ultrasonic tone	Red LED Light is on
Low battery condition	Red LED Light flashes 3 times every 5 seconds

# What to Expect During Use of the Bark Control Collar

**Important: Do not leave your dog alone the first few times he receives a correction.**

Place the Bark Control Collar properly on your dog and wait nearby until he barks. Most dogs will understand very quickly that the Bark Control Collar is disrupting their urge to bark and will relax and stop barking. Because the ultrasonic correction from the Bark Control Collar may be surprising or startling at first, some dogs may bark more at the initial correction.

On rare occasions, a dog may get into a bark-correction-bark-correction cycle. If this happens, reassure your dog with calm, soothing tones. As your dog relaxes, he will understand that if he becomes quiet, he will not receive any more ultrasonic corrections. The small minority of dogs that have this reaction will only have it the first time they wear the Bark Control Collar.

You should notice a reduction in your dog's barking within the first couple of days that he wears the Bark Control Collar. At this point, it is important to remember the learning process is still not complete. Dogs will "test" this new learning experience and will increase their attempts to bark. This usually occurs during the second week a dog wears the Bark Control Collar. If this does occur, remain consistent and do not alter your use of the Bark Control Collar. You must place the Bark Control Collar on your dog in every situation when you expect him to be quiet. If your dog is not wearing the Bark Control Collar, he may resume barking and his learning would suffer a setback.

*Note: All pets in hearing range will be affected by the ultrasonic tone.*

## Tips and Maintenance

- : Before playing with your dog, turn the unit off and remove the Bark Control Collar. The activity may cause your dog to bark, which could lead to him associating the play with the correction.
- : Turn OFF the device while not in use.
- : The PetSafe® Ultrasonic Bark Control Collar should only be used with pets that are over 6 months of age.
- : If your pet is injured or its mobility is otherwise impaired, contact your veterinarian or professional trainer before use.
- : Do not leave your device unattended where your dog could accidentally damage it through chewing.
- : Do not attempt to repair the device yourself. This will invalidate the warranty and make repairs more difficult.
- : Clean your dog's hair weekly with a washcloth and a mild hand soap. Rinse and dry your dog's neck thoroughly.

## Frequently Asked Questions

<b>Is the Ultrasonic Bark Control Collar effective on all dogs?</b>	: The product may not work on deaf or hearing impaired dogs.
<b>Will another dog's bark set off the Bark Control Collar?</b>	: Yes. The device can detect another dogs barking.
<b>I have more than one dog, but only one dog with a barking problem. I keep both dogs together. Will the ultrasonic correction affect the other dog?</b>	: Yes, when the dog barks the ultrasonic tone emits and can be detected up to 8 feet from the collar.
<b>Can a dog become desensitized to the ultrasonic tone?</b>	: There are some situations where dogs become desensitized. To avoid this, only use the Ultrasonic Bark Control Collar during periods of unwanted barking.
<b>Can humans hear the ultrasonic tone?</b>	: The ultrasonic tone cannot be heard by most humans. Occasionally the speaker may vibrate which can make a sound.
<b>Can I add the bark control unit to an existing collar?</b>	: Yes. A collar is included, however, it will fit on other collars up to ¾" wide.

## Troubleshooting

<b>My dog is barking but the Red LED is not on.</b>	<ul style="list-style-type: none"><li>: Ensure that the batteries are properly installed.</li><li>: Replace the batteries.</li><li>: If the Red LED light is still not on, contact the Customer Care Center.</li></ul>
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## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this product implies acceptance of all such terms, conditions, and notices.

## 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament or size/weight of your pet may not be suitable for this Product (please refer to “How the PetSafe Ultrasonic Bark Control Works” in this Operating Guide). Radio Systems Corporation recommends that this Product is not used if your pet is aggressive and accepts no liability for determining suitability in individual cases. If you are unsure whether this Product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. Proper use includes, without limitation, reviewing the entire Operating Guide and any specific Caution statements.

## 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

## 4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

## 5. Modification of Terms and Conditions

Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

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## Customer Care International

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM – 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

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## Battery Disposal

Separate collection of spent batteries is required in many regions; check the regulations in your area before discarding spent batteries. At the end of the product life, please contact our Customer Care Center to receive instructions on proper disposal of the unit. Please do not dispose of the unit in household or municipal waste. For a listing of Customer Care Center telephone numbers in your area, visit our website at [www.petsafe.net](http://www.petsafe.net).

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## Perchlorate Battery

Perchlorate Material – special handling may apply.  
See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

## Compliance



This equipment has been tested and found to comply with the EU Electromagnetic Compatibility and Low Voltage Directive. Unauthorized changes or modifications to the equipment that are not approved by Radio Systems Corporation could void the user's authority to operate the equipment, and void the warranty.

This product is in compliance with the provisions of the EMC and LV directives. The Declaration of Conformity can be found at: [www.petsafe.net/customercare/eu\\_docs.php](http://www.petsafe.net/customercare/eu_docs.php).

## IC

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.

Modifications or changes could void the user's authority to operate this equipment. This Class B digital apparatus complies with Canadian ICES-003.

## ACMA

This device complies with the applicable EMC requirements specified by the ACMA (Australian Communications and Media Authority).

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## Warranty

### One Year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net).

**Australia/New Zealand** - In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:

### One Year Non-Transferrable Limited Warranty

**What is covered:** Radio Systems Australia Pty Ltd (hereinafter referred to as “Radio Systems”) warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An “original retail consumer purchaser” is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio System's sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is

installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase Products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

### **Claims Procedure:**

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd  
PO Box 765, Mudgeeraba QLD 4213  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).

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