

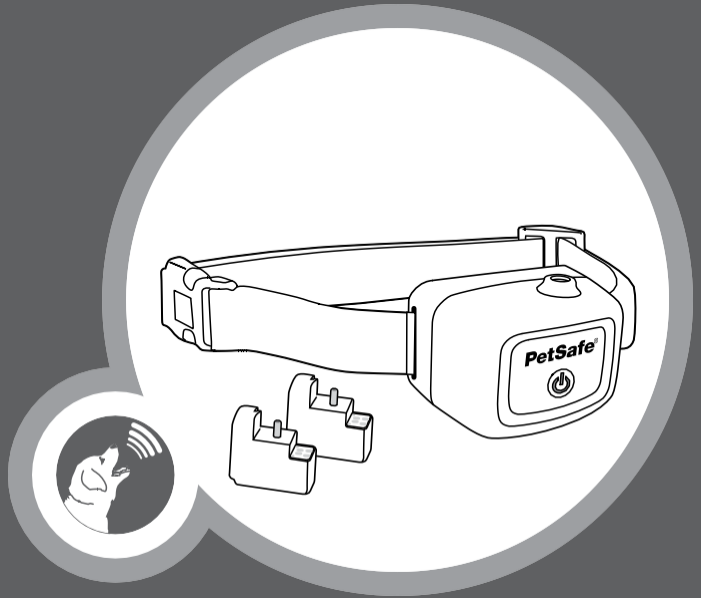


Product Manual

protect. teach. love.™

## PBC19-16370

Spray Bark Collar



## Welcome

You and your pet were made for each other. Our aim is to help you have the best companionship and the most memorable moments together. Your PetSafe® Spray Bark Collar is designed to safely eliminate nuisance barking.

We know that safe pets make happy owners. Before getting started, please take a moment to read through the important safety information. If you have any questions, please do not hesitate to contact us.

Hereinafter Radio Systems Corporation and any other affiliate or Brand of Radio Systems Corporation may be referred to collectively as “We” or “Us”.

## IMPORTANT SAFETY INFORMATION

### Explanation of Attention Words and Symbols used in this Product Manual



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**

**Not for use with aggressive dogs.** Do not use this product if your dog is aggressive, or if your dog is prone to aggressive behaviour. 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.

Do not puncture or incinerate the collar or the refill cartridge. Do not expose to extreme heat or store at temperatures above 45 °C.

**Lithium Rechargeable Batteries** This device contains Lithium-Ion (Li-Ion) batteries; never incinerate, puncture, deform, short-circuit, or charge with an inappropriate charger. Fire, explosion, property damage, or bodily harm may occur if this warning is not followed.

Do not expose the device to freezing temperatures (0 °C) or to conditions warmer than 45 °C. Do not leave the device in direct sunlight. Never leave the device in a car where the device can heat up to high temperatures (45 °C).

- Contains gas under pressure; may explode if heated.
- Wear protective gloves/ eye protection/ face protection.
- Do not breathe dust/ fume/ gas/ mist/ vapours/ spray.
- In case of inadequate ventilation, wear respiratory protection.
- If exposed or concerned: Get medical advice/attention.
- Protect from sunlight. Store in a well-ventilated place. Do not puncture. Do not burn.
- Keep out of reach of children.

## FIRST AID TREATMENT:

If inhaled, get medical attention if you feel unwell. After skin contact, rinse affected area with soap and water. After eye contact, rinse/flush eyes gently using water for 15-20 minutes.

## ⚠ CAUTION

This product is not a toy. Keep it away from the reach of children. Use it only for its bark stopping purpose.

## 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, do not put pressure on the electronic collar.
- Wash the dog's neck area and the contact area of the collar 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.

The PetSafe® Spray Bark 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.

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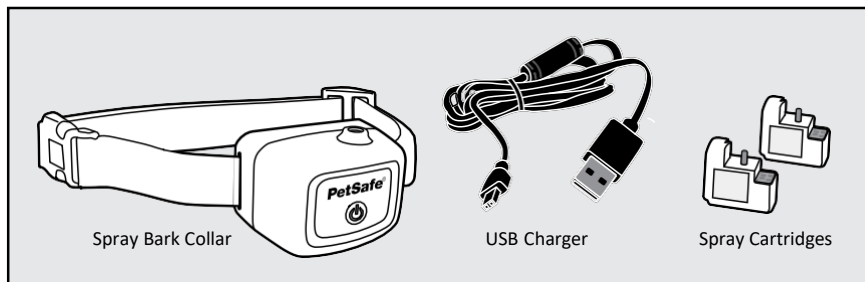
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## In the Box



## How it Works

The PetSafe® Spray Bark Collar effectively deters nuisance barking when it is worn. The sound and vibration of your dog's bark triggers the sensor probe, which emits a burst of spray.

The collar works well with both unscented or citronella spray. Citronella is a unique scent that most dogs do not normally encounter. Both spray options are safe and will distract your dog and interrupt the unwanted barking.

As an added safety feature, the Spray Bark Collar will automatically shut off for 3 minutes if your dog barks 15 times or more within a 50-second period.

## Charge the Spray Bark Collar

Excessive charging can shorten the battery life. Only charge your collar when the batteries are low.

1. Plug in and fully charge the collar (1A). This can take up to 6 hours.
2. When fully charged, the green LED on the collar will turn off. Replace the rubber cover after charging.

### To Turn the Collar On

Press and hold the on/off button until the collar beeps low to high, and then release (1B). The green LED will be illuminated during the button press.

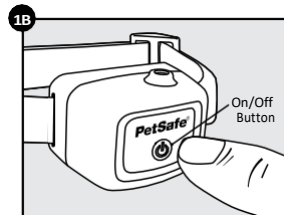
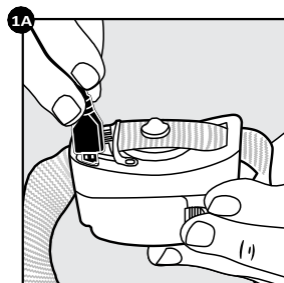
### To Turn the Collar Off

Press and hold the on/off button until the collar beeps high to low, and then release. The red LED will be illuminated during the button press and will turn off when the collar turns off.

### Battery Life

Average battery life is 40 hours, depending on how often your dog barks. However, due to greater use during your dog's training, the first week may not last as long.

Quick Tip: When not using the collar, turn it off to extend battery life.



## Add the Spray Cartridge

1. Ensure the collar is off.
2. The cartridge replacement is located on the bottom of the collar.
3. Press and slide the button and the cartridge door will open (2A).
4. Remove the cartridge and replace with a new one (inserted nozzle first). Ensure the shipping cap is removed off the cartridges before inserting into the collar (2B).
5. Close the cartridge door (2C).

### **⚠ WARNING**

Do not expose the device to freezing temperatures (0 °C) or to conditions

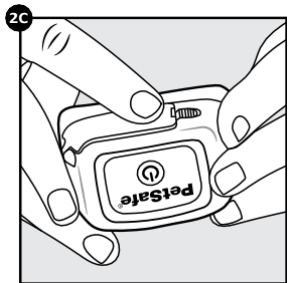
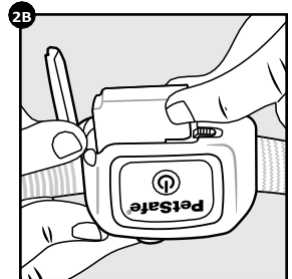
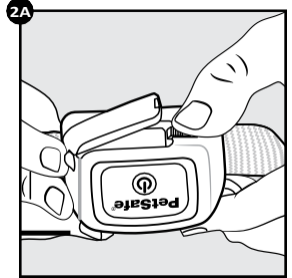
warmer than 45 °C. Do not leave the device in direct sunlight. Never leave the device in a car where the device can heat up to high temperatures (45 °C).

*NOTE: Citronella and unscented refills can be purchased from [www.petsafe.com](http://www.petsafe.com).*

### **CONTENTS UNDER PRESSURE.**

CONTAINER MAY EXPLODE IF HEATED. Do not expose to heat or store at temperatures above 45 °C. Do not puncture. Do not burn. Protect from sunlight. Store away from heat. Store in a well-ventilated place. This product is not a toy. Keep it away from the reach of children. Use it only for its bark stopping purpose.

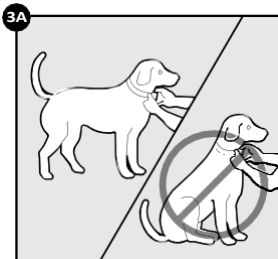
FIRST AID TREATMENT: If inhaled, get medical attention if you feel unwell. After skin contact, rinse affected area with soap and water. After eye contact, rinse/flush eyes gently using water for 15–20 minutes.



## Fit the Collar

**Important:** The proper fit and placement of the Spray Bark Collar is important for effective operation. The bark sensor must have direct contact with your dog's skin on the underside of his neck.

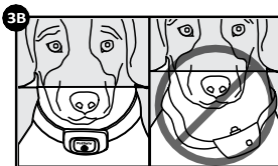
1. Be sure the collar is turned off before placing it on your pet. Then with your pet standing (3A), fit the collar snugly onto your pet's neck so that the bark sensor makes contact with your pet's skin on the underside of his or her neck. Make sure the PetSafe® logo is right-side up (3B).
2. Check the tightness of the collar by inserting one finger between the end of the bark sensor and your pet's neck (3C). The fit should be snug but not constricting.
3. Allow your pet to wear the collar for a few minutes, then check it again.



### CAUTION

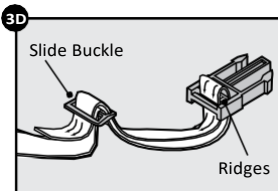
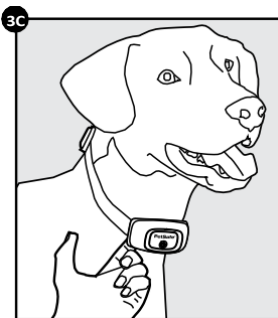
You may need to trim the hair in the area of the contact points. Never shave your pet's neck; this may lead to a rash or infection.

4. Once you are satisfied with the fit of the collar, remove it from your pet and trim it, but make sure to allow room for growth or a thicker winter coat. Use a lighter to seal the cut so that it will not fray.
5. The collar will slip if it is not properly threaded onto the strap. The slide buckle prevents the collar from becoming loose around your pet's neck and the ridges must be facing up (3D).



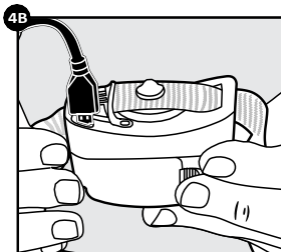
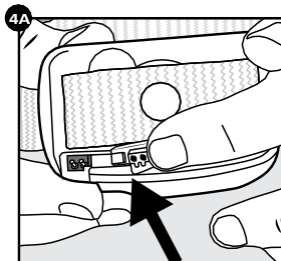
### CAUTION

The 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.



## Test the Collar

1. Plug the charger into the Spray Bark Collar (**4A**, **4B**).
2. Ensure the spray port is pointed away from your face. While the charger is plugged in, press and hold the on/off button.
3. Continue to hold the on/off button while unplugging the charger from the Spray Bark Collar. A yellow LED will appear.
4. Release the on/off button. After a **2 second delay**, the following will begin: the Spray Bark Collar will emit a tone then release spray. Then, it will sound the normal power off tone and turn itself off.
5. The test can be stopped at any time by pressing the on/off button.



## Function and Response Table

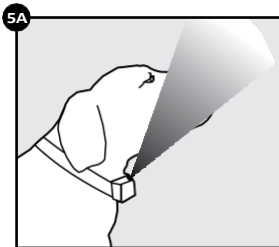
Function	LED Light Response	Beep Response
Spray collar is turned on	Green LED illuminates	Beeps low to high
Spray collar is turned off	Red LED illuminates	Beeps high to low
Spray collar is on	Green LED light flashes once every 5 seconds	None
Spray activation	None	None
Low battery condition	Red LED light flashes 3 times every 5 seconds	None
Low spray warning	Yellow LED flashes once every 5 seconds and the battery is good Yellow LED flashes 3 times every 5 seconds and the battery is low	None
Testing	Yellow LED light appears	Beeps
No cartridge	Red and green LED's alternate flashing for 5 seconds, the collar will turn off	4 beeps
Spray collar is on/ cartridge is empty (will not spray)	Yellow LED flashes once every 5 seconds and the battery is good Yellow LED flashes 3 times every 5 seconds and the battery is low	None
Turning collar on/ cartridge is empty (will not spray)	Yellow LED flashes 2 times	2 beeps



## Ensure a Proper Spray Pattern

For the PetSafe® Spray Bark Collar to perform properly, the nozzle must be positioned correctly and there must be a clear path from the spray nozzle to your dog's snout. Follow these steps:

1. Make sure the PetSafe logo on the front of the collar is upright and the spray nozzle is angled out and pointing up towards the dog's snout (5A).
2. For long-haired dogs, it may be necessary to trim the neck hairs along the path of the spray. It is important that the spray reaches the dog's snout to be effective.



Do not shave the pet's neck as this may increase the risk of skin irritation.

## What to Expect During Use

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

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

On rare occasions, a dog may begin barking at the stimulation. If this happens, reassure your dog with a calm voice. As your dog relaxes, he will understand that if he becomes quiet, he will not receive any more spray stimulations. The number of dogs that have this reaction typically will only have it the first time they wear the Spray Bark Collar.

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

## Tips and Maintenance

- Before playing with your dog, remove the Spray Bark Collar. The activity may cause your dog to bark, which could lead to him associating the play with the burst of spray.
- To ensure that your dog does not make the connection between you and the spray collar, do not let him see you prepare the collar for the first try, or for subsequent use. Keep your dog away while you prepare the collar as well as when you replace the cartridge or charge the battery.
- Remove all other collars with metallic parts or tags. These could create noise that may needlessly activate the spray.
- To ensure effectiveness, avoid letting your dog wear the collar with an empty cartridge.
- Turn off the collar while not in use.
- The PetSafe® Spray Bark 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 the collar unattended where your dog could accidentally damage it through chewing.
- The spray from the bark collar may stick to the hair under your dog's snout. Clean your dog's hair weekly with a washcloth and a mild hand soap. Rinse and dry your dog's neck thoroughly.
- If the spray accumulates on the bark collar, wipe the receiver clean with a damp cloth and dry thoroughly.

## FREQUENTLY ASKED QUESTIONS

How old does a pet have to be before using the Spray Bark Collar?	– Your pet should be at least 6 months old before using the Spray Bark Collar. The collar may be too large for dogs under 3.6 kg.
Will the Spray Bark Collar work for my dog?	– The Spray Bark Collar is safe and effective for most breeds and sizes of dogs, though it may be too large for dogs under 3.6 kg to wear comfortably.
Can I attach a lead to the Spray Bark Collar?	– No. This can result in pulling the bark sensor too tightly against your dog's neck. Attach a lead to a separate, non-metallic collar or a harness, making sure the extra collar does not put pressure on the bark sensor.
How many sprays are there per spray refill cartridge?	– There are 30 to 40 sprays per spray refill cartridge.

## Terms of Use and Limitation of Liability

### 1. Terms of Use

The use of this product is subject to your acceptance without modification of the terms, conditions and notices contained with this product. Use of this product implies acceptance of all such terms, conditions, and notices. If you do not wish to accept these terms, conditions, and notices, please return the product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care location together with proof of purchase for a full refund.

### 2. Proper Use

Proper Use includes, without limitation, reviewing the entire Product Manual and any specific safety information statements. The specific temperament or size/weight of your pet may not be suitable for this product. If you are unsure whether this product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. For products used with pets where training is desired, Radio Systems Corporation recommends that these training products are not used if your pet is aggressive and accepts no liability for determining suitability in individual cases.

### 3. No Unlawful or Prohibited Use

This product is designed for use with pets only. This product 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 or any of its associated companies be liable for (i) any direct, indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the use or misuse of this product. The Purchaser assumes all risks and liability from the use of this product to the fullest extent permissible by law.

### 5. Modification of Terms and Conditions

Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this product from time to time. If such changes have been notified to you prior to your use of this product, they shall be binding on you as if incorporated herein.



## Important Recycling Advice

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. At the end of the product life, do not place it in the normal municipal waste system. Please check the regulations in your area or return it to where it was purchased so that it can be placed in our recycling system. If these options are not possible, please contact the Customer Care Centre for further information.

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## Compliance

Modification or changes to this equipment not expressly approved by Radio Systems Corporation may void the user's authority to operate the equipment.



Radio Systems Corporation declares under its own responsibility, that the following product(s) is (are) in compliance with the essential requirements under the EMC Directive 2014/30/EU, and the RoHS Directive 2011/65/EU. Unauthorised changes or modifications to the equipment that are not approved by Radio Systems Corporation may violate EU EMC regulations, could void the user's authority to operate the equipment, and will void the warranty. Hereby, Radio Systems Corporation, declares that these products are in compliance with the essential requirements and other relevant provisions. The Declaration of Conformity can be found at [www.petsafe.com/customercare/eu\\_docs.php](http://www.petsafe.com/customercare/eu_docs.php).

### IC

This device complies with Industry Canada licence-exempt RSS standard(s). 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.

### ACMA

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

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## Warranty

### Three Year Non-Transferable 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.com](http://www.petsafe.com) and/or are available by contacting your local Customer Care Centre.

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|---|---|
| • Radio Systems PetSafe Europe Ltd.<br>2nd Floor, Elgee Building, Market Square<br>Dundalk, Co. Louth, A91 YR9X Ireland | • Radio Systems Corporation<br>10427 PetSafe Way<br>Knoxville, TN 37932 USA |
|---|---|

**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: 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 three (3) years 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 labour and parts for the first three years of ownership; after the first three years, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferable 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 unauthorised 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 3442, Australia Fair  
QLD 4215, Australia

Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [aus-info@petsafe.net](mailto:aus-info@petsafe.net)

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 device 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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## THIS PRODUCT INCLUDES A "NO BARK GUARANTEE"

Some dogs may not be responsive to spray stimulation. If the PetSafe® Spray Bark Control is not meeting your needs, please contact our customer care team to find a product that works for you and your pet. For a listing of Customer Care Centre telephone numbers, visit our website at [www.petsafe.com](http://www.petsafe.com).

