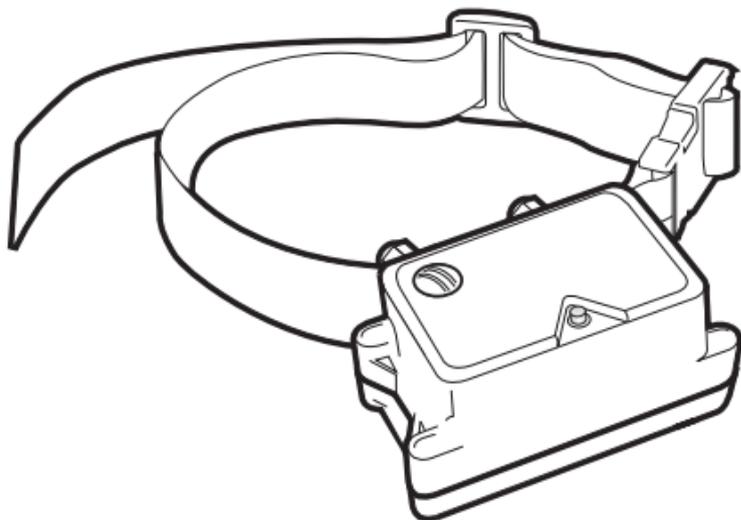


# **PetSafe® Stubborn Dog Receiver Collar Operating Guide**

**Please read this entire guide before beginning.**



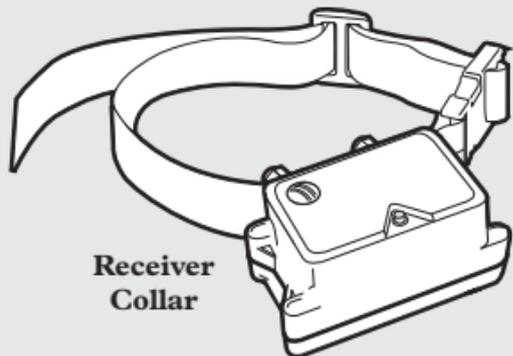
Thank you for choosing PetSafe®, the best selling brand of electronic training solutions in the world. Our mission is to be the most trusted brand in the pet ownership experience. We want to ensure your pet's safety by providing you with the tools and techniques to successfully train your pet. If you have any questions, please contact the Customer Care Center at 1-800-732-2677 or visit our website at [www.petsafe.net](http://www.petsafe.net).

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



**Receiver  
Collar**



**Test Light  
Tool**



**Operating Guide**

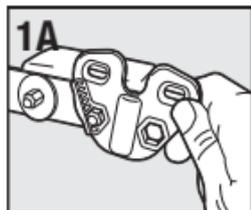
# How the System Works

The system works by producing a radio signal from the Fence Transmitter through up to 2800 feet of Boundary Wire. The Boundary Wire is buried or attached to a fixed object to enclose the Pet Area. You temporarily define this Pet Area with Boundary Flags for a visual aid in training your pet. Your pet wears a Receiver Collar with Contact Points that touch his neck, and, once trained, is allowed to roam freely in the Pet Area. When your pet reaches the Warning Zone, the Receiver Collar gives a warning beep and vibrates. If your pet continues into the Static Correction Zone, a safe Static Correction will be delivered through the Contact Points to get his attention until he returns to the Pet Area. This PetSafe® In-Ground Fence™ has been proven safe, comfortable, and effective for pets over 8 pounds.

# Operating Guide

## Prepare the Receiver Collar

Your Receiver Collar comes with Contact Points installed. Tighten the Contact Points using the Test Light Tool to one-half turn beyond finger tight (1A). Check the tightness weekly.

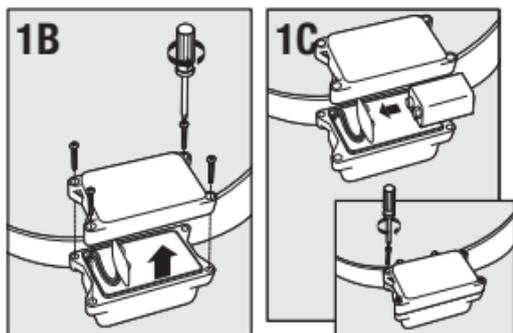


## To Insert and Remove the Battery

*Note: Do not install the battery while the Collar Receiver is on your pet.*

1. Remove the screws with a Phillips screwdriver.
2. Remove the Battery Lid (1B).
3. Install a 9-volt alkaline battery (1C).
4. Replace the Battery Lid (1C).
5. Reinstall the screws.

Do not over-tighten the screws.



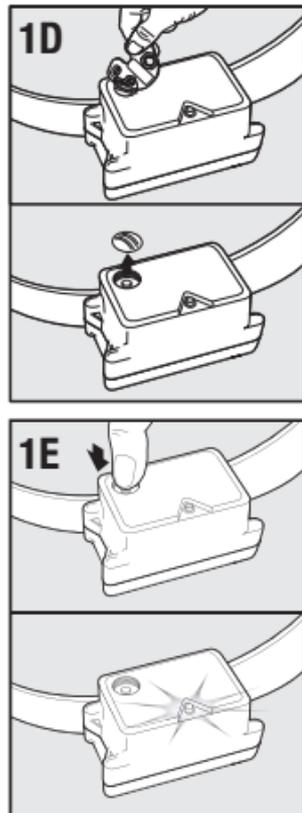
Replacement 9-volt alkaline batteries can be found at many retailers.

## To Set the Correction Level

Read all steps before attempting to set the Correction Level.

1. Remove the clear plastic cover with the edge of the Test Light Tool to expose the Correction Level Button (1D).
2. With the battery installed, press the Correction Level Button and release when the Receiver Indicator Light lights up (1E).
3. The Receiver Indicator Light will emit a series of flashes representing the Correction Level.
4. Increase the Correction Level by pressing and releasing the Correction Level Button within 5 seconds of the previous series of flashes.
5. After setting the Correction Level, replace the cover to protect the Correction Level Button.

The Correction Levels increase in strength from 1 to 5. Pushing the Correction Level Button while the Receiver Collar is on level 5 will cause the Receiver Collar to revert to level 1. Refer to the Function and Response Table to choose the Correction Level that best fits your pet.



The Receiver Collar will emit a Warning Tone and vibrate whenever your pet enters the Warning Zone, no matter what correction level the Receiver is set to. If your pet continues into the Correction Zone, and the Receiver Collar is set to level 2 or above, he will receive a Static Correction. The Receiver Collar is equipped to automatically increase the level of Static Correction the longer your pet remains in the Static Correction Zone if the Receiver is set at level 2 or above.

The Receiver Indicator Light acts as a low battery indicator, flashing every 5 seconds when battery replacement is required. Test your Receiver Collar at least once a month to verify that it is functioning properly and that it activates at the Boundary Wire.

### **Over Correction Protection**

In the unlikely event that your pet “freezes” in the Static Correction Zone, this feature limits the static correction duration to a maximum of 30 seconds. While the system locks out further static correction, the warning tone will continue until the pet leaves the Static Correction Zone.

# Function and Response Table

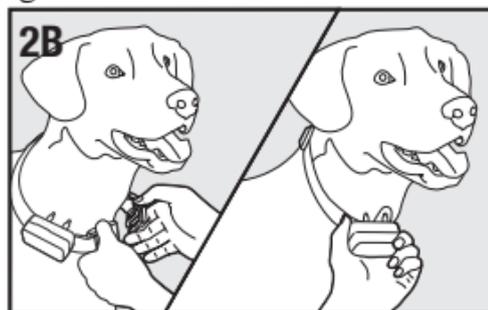
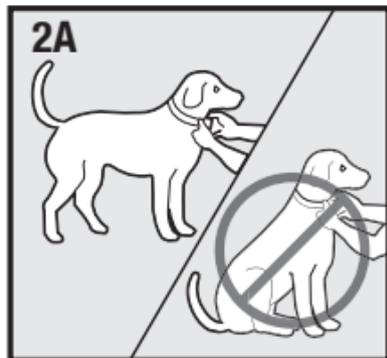
<b>Indicator Light Response</b>	<b>Correction Level</b>	<b>Collar Receiver Function</b>	<b>Temperament of Pet</b>
1 Flash	1	Tone and Vibrate (No Static Correction)	Initial Training Mode
2 Flashes	2	Low Static Correction	Timid
3 Flashes	3	Medium Static Correction	Timid or Average
4 Flashes	4	Medium High Static Correction	Average or High Energy
5 Flashes	5	High Static Correction	High Energy
Flashes once every 5 seconds		Low Battery	

# Fit the Receiver Collar

**Important:** The proper fit and placement of your Receiver Collar is important for effective training. The Contact Points must have direct contact with your pet's skin on the underside of his neck.

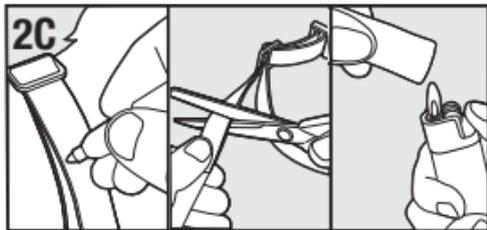
To assure a proper fit, please follow these steps:

1. Make sure that the battery is not installed in the Receiver Collar.
2. Start with your pet standing comfortably (2A).
3. Place the Receiver Collar on your pet so that the "PetSafe®" logo is facing your pet's chin. Center the Contact Points underneath your pet's neck, touching the skin. *Note: It is sometimes necessary to trim the hair around the Contact Points to make sure that contact is consistent.*
4. Check the tightness of the Receiver Collar by inserting one finger between the end of a Contact Point and your pet's neck. The fit should be snug but not constricting (2B).
5. Allow your pet to wear the collar for several minutes then recheck the fit. Check the fit again as your pet becomes more comfortable with the Receiver Collar.



6. Once you are satisfied with the fit of the Receiver Collar then you may trim any excess collar strap as follows (2C):

- Mark the desired length of the Receiver Collar with a pen. Allow for growth if your pet is young or grows a thick winter coat.
- Remove the Receiver Collar from your pet and cut off the excess.
- Before placing the Receiver Collar back onto your pet, seal the edge of the cut collar by applying a flame along the frayed edge.



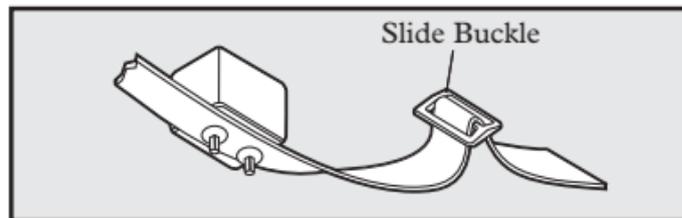
**Important: For comfort, safety and effectiveness of product, please ensure the following:**

- **During the first 2 weeks of training, do not use the training device on your pet without direct supervision.**
- **Check the fit to prevent excessive pressure. You should be able to insert one finger between the Contact Point and your pet's skin.**
- **Never leave the Receiver Collar on your pet for more than 12 consecutive hours.**
- **Your pet must be carefully examined daily for any signs of a rash or sore.**
- **If a rash or sore is observed, discontinue the use of the Receiver Collar for a few days.**

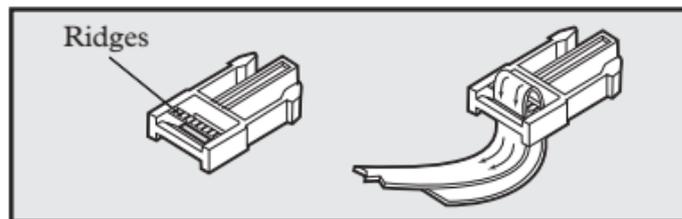
- **If the condition persists beyond 48 hours, see your veterinarian.**
- **Your dog's neck and the Contact Points must be washed weekly with a wash cloth and mild hand soap, then rinsed thoroughly.**

**A condition called Pressure Necrosis, which is a devitalization of the skin due to excessive and prolonged contact against the Contact Points, may occur if the steps above are not followed.**

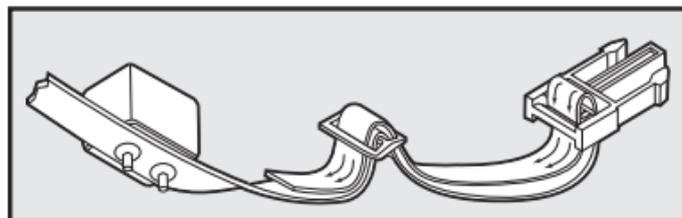
## To Re-Thread the Collar



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.



# Taking Your Pet Out of the Pet Area

**Important: Remove the Receiver Collar and leave it in the Pet Area.**

Once your pet learns the Boundary Zone, he will be reluctant to cross it for walks or car rides.

**Option 1:** Replace the Receiver Collar with a regular collar. Put your pet in a car that is within the Pet Area and drive him out of the Pet Area.

**Option 2:** Replace the Receiver Collar with a regular collar and leash. Walk your pet out of the Pet Area while giving a command such as “OK” at a specific place of the Boundary Zone (the end of your driveway, sidewalk, etc.). Always leave the Pet Area with a

leash at this place and your pet will associate leaving the Pet Area only on a leash, only at this place, and only with a person. You may initially need to convince your pet to leave the Pet Area with a food treat and lots of praise.

*Note: You may also carry your pet out of the Pet Area.*



# Troubleshooting

## **Receiver Collar is not beeping or correcting.**

- Check battery to make sure it is installed properly.
- Check that both lights are lit on the Fence Transmitter. If not, perform the “Short Loop Test” (page 18).

## **The Receiver Collar is beeping, but the pet is not responding to the Static Correction.**

- Make sure the Static Correction Level is set to level 2, 3, 4 or 5.
- Test the Receiver Collar with the Test Light walking toward the Boundary Wire.
- If the Test Light flashes, check the fit of the Receiver Collar.
- Trim your pet’s fur where the Contact Points touch the neck and/or purchase long Contact Points through the Customer Care Center at 1-800-732-2677.
- Increase the Static Correction Level.
- Repeat training steps to reinforce training.

**The Receiver Collar has to be held on top of the Boundary Wire to activate.**

- Replace battery.
- Adjust Boundary Width Control knob clockwise to increase the distance from the Boundary Wire that the Receiver Collar activates. You can also adjust the Boundary Control Switch to another setting.
- If using a Double Loop, make sure Boundary Wires are separated 3 to 5 feet.
- If the Receiver Collar still has to be held on top of the Boundary Wire, perform the “Short Loop Test” (page 18).

## **Additional Information**

- The system should only be used with healthy pets. Contact your veterinarian if you have concerns about the medical condition of your pet (medication, pregnant, heart conditions, etc.).
- This system is not for vicious or aggressive pets. If your pet may pose a threat to others, **DO NOT USE THIS SYSTEM**. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.
- The Static Correction will get your pet’s attention, but will not cause harm. It is designed to startle, not to punish.

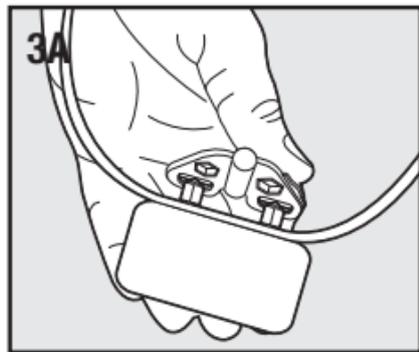
- Test the Receiver Collar at least once a month to verify that it is functioning properly and that it activates at the Boundary Wire. The typical battery life is 3 to 6 months. Battery life depends upon how often the Receiver Collar is activated.
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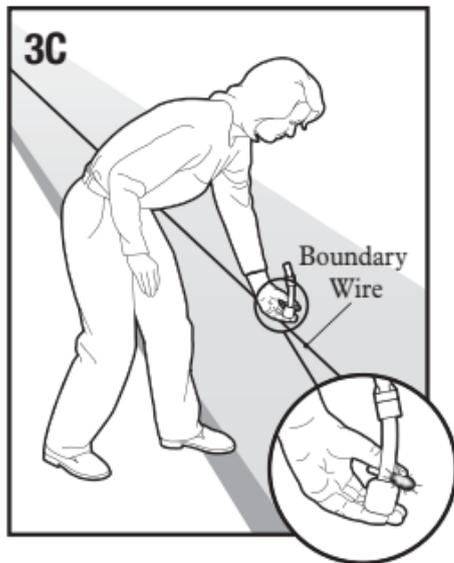
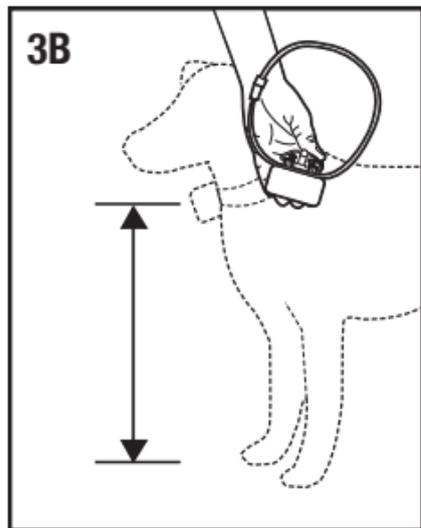
## Test Light Instructions

1. Set the Correction Level to 2 or above.
2. Hold the Test Light Contacts to the Contact Points (3A).
3. Walk toward the Boundary Wire holding the Receiver collar at your pet's neck level (3B) until the Test Light flashes (3C).

Save the Test Light for future testing.

If the Test Light does not flash, refer to the Troubleshooting section, or call the Customer Care Center.





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## Short Loop Test

The Short Loop Test is a simple test to determine if each component (Fence Transmitter, Receiver Collar and Boundary Wire) is functioning properly.

1. Disconnect the Boundary Wire.
2. Cut approximately 10 feet of unused Boundary Wire and connect it to the Boundary Wire Terminals.

3. Spread the Boundary Wire out into a circle. Set the Boundary Control Switch to **B**.
4. Set the Boundary Width Control knob to 10.
5. If the Loop Indicator Light is not lit, then your Fence Transmitter is not functioning properly. Contact the Customer Care Center at 1-800-732-2677.
6. If the Loop Indicator Light is lit, disconnect one end of the Boundary Wire from the Boundary Wire Terminal.
7. If the loop alarm does not sound, the Fence Transmitter needs to be replaced. Contact the Customer Care Center at 1-800-732-2677.
8. If the loop alarm does sound, plug the Boundary Wire back into the Boundary Wire Terminal.
9. Hold the Test Light Contacts to the Receiver Contact Points. Hold the Receiver Collar next to the 10-foot length of Boundary Wire. The Receiver Collar should beep about one foot away from the Boundary Wire. The Test Light should then flash as you hold the Receiver Collar closer to the Boundary Wire.
10. If Receiver Collar does not beep and the Test Light does not flash, replace the battery in the Receiver Collar. If it still does not beep and the Test Light does not flash, contact the Customer Care Center at 1-800-732-2677.
11. If the Receiver Collar beeps, there may be a complete or partial break in the Boundary Wire. See the “To Locate a Break in the Boundary Wire” section.

# **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 of your pet may not work with this Product. We recommend that you not use this Product if your pet is less than 8 pounds or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer.

Proper use includes reviewing the entire Guide provided with your Product 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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## **Compliance**

### **FCC/Canada**

This Class B digital apparatus complies with Canadian ICES-003. 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 when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a practical installation. If this equipment causes 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:

- Relocate the interfered receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different to that to which the receiver is connected.
- Contact the Customer Care Center at 1-800-732-2677.

This device complies with Industry Canada Rules. 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.

Unauthorized changes or modifications to the equipment, not approved by Radio Systems® Corporation, could result in not meeting compliance with FCC regulations and could void the user's authority to operate the equipment.

## **Australia**

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

# Customer Care International

United States / Canada: 1-800-732-2677

Australia: 1800 786 608

New Zealand: 0800 543 054

## Caution

This PetSafe® In-Ground Fence™ is NOT a solid barrier. The system is designed to act as a deterrent to remind pets by Static Correction to remain in the boundary established. It is important that you reinforce training with your pet on a regular basis. Since the tolerance level to Static Correction varies from pet to pet, Radio Systems® Corporation CANNOT guarantee that the system will, in all cases, keep a pet within the established boundary. Not all pets can be trained to avoid crossing the boundary! Therefore, if you have reason to believe that your pet may pose a danger to others or harm himself if he is not kept from crossing the boundaries, you should NOT rely solely upon the PetSafe® In-Ground Fence™ to confine your pet. Radio Systems® Corporation shall NOT be liable for any property damage, economic loss or any consequential damages, sustained as a result of any animal crossing the boundary.

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400-1094/2  
Patent Pending

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