



protect. teach. **love.**™

## Operating Guide for PD17-16118

300 m

### Standard Remote Trainer



Please read this entire guide before beginning

## 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 remote trainer is designed to give your pet more freedom while keeping him safe.

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 don't hesitate to contact us.

Hereinafter Radio Systems Corporation, Radio Systems PetSafe Europe Ltd., Radio Systems Australia Pty Ltd. 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 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.

#### **⚠ WARN NG**

- Do not use this product 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 a certified trainer.

#### **⚠ CAUTION**

- It is vitally important that you and your pet remain safe while learning during on-lead training. Your pet should be on a strong lead, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other hazard. You must also be physically strong enough to restrain your pet when he tries to chase.
- This pet training device is not a toy, keep away from children.

#### **CAU ION**

- 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.
- Regularly recheck the fit to prevent excessive pressure; follow the instructions in this Operating Guide.
- You may need to trim the hair in the area of the contact points. However, never shave the dog's neck; this may lead to a rash or infection.
- Never connect a lead to a collar with contact points. It will cause excessive pressure on the contact points.
- When connecting a lead to a separate collar, do not allow it to put pressure on the training collar.
- Wash the dog's neck area and the contacts 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](#).

This product is only for use with healthy pets. If you're not certain that your pet is in good health, we recommend that you take your pet to a veterinarian before using this product.

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## In the Box



**300 Metre  
Remote Trainer**



**Charging Adaptor  
(300 m)**

**Test Light Tool**



**Long Contact Points**



## You May Also Need

- Scissors
- Lighter

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## How it Works

Using the PetSafe® Remote Trainer you can easily improve the communication with you and your dog. When you press a button on the remote, it sends a signal to your dog's collar. With three training options - tone, vibration and static stimulation - you can ensure you will have a well-trained dog in a short amount of time.

The trainer can be used for off-lead walks in range of 300 metres. Also included is an easy to read digital backlit display on the remote and a lightweight, waterproof and rechargeable training collar.

## Charge the Training Collar and Remote

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

1. Plug in and fully charge the remote and the training collar. This can take up to 5 hours.
2. When fully charged, the green LED on the collar will turn off, and the battery meter on the remote will stop cycling and appear full.
3. When the collar and remote are charged, replace their rubber covers.

### To Turn the Training Collar On

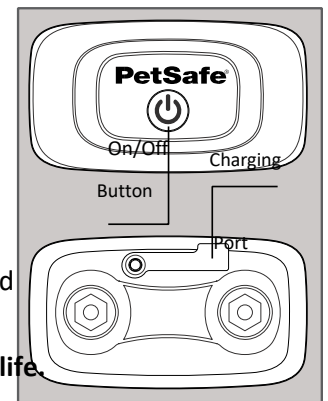
Press and hold the on/off button until you hear a low to high beep and the green LED appears, and then release.

*Note: The remote is always on, and the display will appear when any button is pressed.*

### To Turn the Training 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.

**Quick Tip: When you're not using the collar, you should turn it off to preserve the battery life. When storing the collar for long periods, recharge every 4 to 6 weeks.**



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## Test the Remote Trainer

We recommend you experience firsthand how the static stimulation functions. Always begin at the lowest level, and increase the intensity up to your personal comfort level.

1. Place one finger over both contact points of the training collar.
2. Hold your remote approximately 0.5 m from the training collar. Starting at level 0, press the vibration button continuously for 1 to 2 seconds. You should feel continuous vibration. There is one level of vibration.
3. Increase the level to 1 for static stimulation. At this level you may not feel the stimulation. *Note: Continuous stimulation will transmit for no more than 10 continuous seconds. To reactivate, release and repress the button.*
4. Increase the level on the static level adjuster until the sensation begins to feel uncomfortable.



**Tone Symbol:** Delivers a tone with non-adjustable volume to the collar.



**Vibration Symbol:** Sends 1 non-adjustable level of vibration stimulation to the collar. Level 0 is vibration.



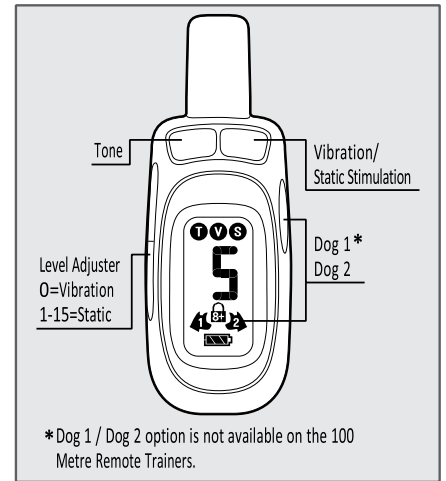
**Static Symbol:** Delivers up to 15 levels of static stimulation to the collar that can be adjusted with the level adjuster button. Levels 1-15 are static stimulation.



**Lock Symbol:** Indicates static stimulation levels 8-15 are locked.



**Dog 1 / Dog 2:** Indicates which training collar is active.

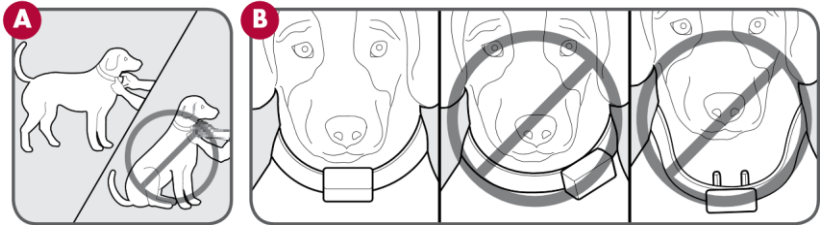


**Battery Indicator:** Indicates the amount of battery remaining in the remote.

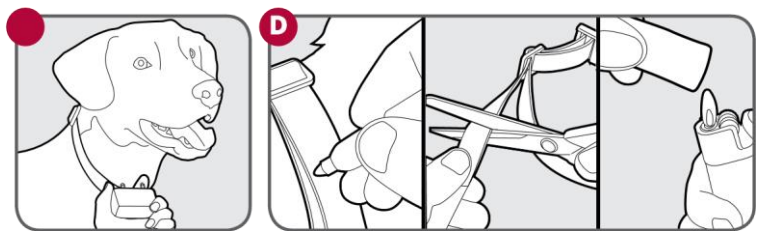
## Fit the Training Collar

**Important: The proper fit and placement of your training collar is important for effective operation. The contact points must have direct contact with your dog's skin on the underside of his neck.**

1. Start with the collar turned off and your dog standing comfortably, not sitting (A).
2. Place the training collar on your pet so that the PetSafe® logo is right side up and the training collar is directly under your dog's chin. Center the contact points underneath your dog's neck, touching the skin (B). *Note:*



*It's sometimes necessary to trim the hair around the contact points to make sure that contact is consistent. We've also included longer contact points.*



### CAUTION

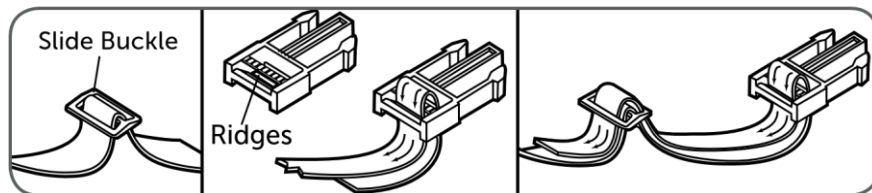
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ie pet's neck as this may increase the risk of skin irritation. The training collar should not be worn ours out of every 24-hour period. Leaving the training collar on too long could lead to skin ve the collar when you're not training your dog.

3. Check the tightness of the training collar by inserting one finger between the end of a contact point and your dog's neck (C). The fit should be snug but not constricting.
4. Allow your dog to wear the training collar for several minutes, then recheck the fit. Check the fit again as your dog becomes more comfortable with the training collar.

- To trim the collar, mark it allowing room for growth or a winter coat. Remove it from your dog and cut. For nylon collars, use a lighter to seal the end (D).

### 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.

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## Re-pairing the Collar or Pairing a Second Collar

**Note: A second collar is not available on the 100 Metre Remote Trainers.**

If your training collar does not respond when a button is pressed, or if you get a second collar, follow these steps:

- Use the Dog 1 / Dog 2 button on the remote to select either Dog 1 or Dog 2. With the remote turned on and the collar turned off, press and hold the on/off button on the collar.
- After about 5 seconds the LED on collar will turn off indicating that it is ready for pairing. Press either of the top 2 stimulation buttons. The collar LED will blink 5 times to indicate successful pairing.

*Note: If you own a 300 metre trainer and wish to add another training collar to the system, Add-A-Dog® collars are available from <https://www.thedogline.com.au/> or by calling our Customer Care Centre.*

## Training Tips

If you're attempting to teach your dog a behaviour, make sure your dog understands what you want before introducing static stimulation. You can do this using your dog's favourite treats. If your dog looks nervous, scared or confused after static stimulation, back up and ensure your dog understands the cue using treat-training.

**When Training Begins:** Only begin using the training collar on dogs that are at least 6 months and that weigh at least 3.6 kg. You can begin basic obedience training without the training collar as soon as you bring your puppy home.

**Stopping Unwanted Behaviour:** The level of stimulation should be enough to interrupt your dog and give you the ability to redirect your dog's attention to another behaviour. It's best if the behaviour you redirect your dog to is "incompatible" with the unwanted behaviour. For instance, if training a dog not to jump, having him sit instead is incompatible and will keep him from jumping. *Note: Using praise or treats immediately after the correct response is great for encouraging your dog to repeat the desired behaviour. This can help strengthen the communication between you and your dog.*

**Collar Conditioning:** You don't want your dog to only associate wearing the training collar with being corrected. While your dog is wearing the collar, make sure to spend ample time playing and letting your dog be a dog.

**Timing:** For static training to work properly, timing is very important. You should apply the static stimulation immediately (within 2 seconds) of an undesirable behaviour. This will help your dog make the association between the undesirable behaviour and the static stimulation. If your dog seems nervous, scared or confused after applying a static stimulation, stop using the stimulation and make sure your dog has learned an appropriate behaviour that will remove the static stimulation and/or earn him a reward. For example, your dog should learn that heeling is a behaviour that is acceptable and rewarding prior to being corrected for pulling on a lead. This will keep your dog from being confused and will give him the opportunity to better control the consequences. *Note: Check the tightness of the contact points weekly.*

**▲ WARNING**

ing collar to correct or eliminate any form of aggressive behaviour. If you are unsure if your dog is consult your veterinarian or a certified trainer.

## Find the Best Stimulation Level for Your Pet

**Important: Always start at the lowest level and work your way up.**

The Remote Trainer has 1 tone, 1 vibration, and 15 static stimulation levels. This allows you to choose the stimulation level that is best for your pet. We recommend training with tone and vibration, or the lower levels of static stimulation when needed. In most cases static levels 1–7 will be adequate for your training needs. Levels 8–15 are locked as a reminder that you are moving to higher stimulation levels.

Once you have placed the training collar on your pet, it is time to find the “recognition level”. The “recognition level” is the stimulation level that your dog begins to notice. It should not make your pet uncomfortable. YOUR PET SHOULD NOT VOCALIZE OR PANIC WHEN RECEIVING STIMULATION. IF THIS HAPPENS, THE STIMULATION IS TOO HIGH AND YOU NEED TO GO BACK TO

THE PREVIOUS LEVEL. It may also be an indication that the collar is too loose and is only making intermittent contact. Check the fit to ensure the contact points are touching your dog’s skin but that there is still room for one finger to fit between the contact point and your dog’s skin. No reaction at higher levels may indicate the collar is not fit properly and that the contact points are not touching your dog’s skin (see “[Fit the Training Collar](#)”).

Follow the steps below to find your pet’s recognition level:

1. Choose level 0, and press the upper right button continuously for 1 to 2 seconds. A slight change in your pet’s behaviour, such as looking around in curiosity, scratching at his collar, or flicking his ears, indicates the recognition level that is best for him.
2. If your pet shows no reaction, repeat this several times before moving to static stimulation.
3. Choose level 1 and press the upper right button continuously for 1 to 2 seconds.
4. If your pet shows no reaction, repeat this stimulation level several times before moving up to the next level.
5. Move up through the static stimulation levels until your pet reliably responds to the stimulation. *Note: The Remote Trainer is preset with levels 8-15 locked. To unlock, press and hold both the up and down buttons on the left simultaneously.*
6. If your pet continues to show no response at Level 15, check the fit of the training collar (see “[Fit the Training Collar](#)”). You might also want to test it on your hand at a lower level to ensure the collar is working.

If you have tried all of these steps and your pet continues to show no reaction to the stimulation, please contact our Customer Care Centre.

## FREQUENTLY ASKED QUESTIONS

Is the static stimulation safe for your pet. my pet?	While the stimulation is unpleasant, it is harmless to
How old does a pet have to be before using the training collar? Your pet should be able to learn basic obedience commands such as “Sit” or “Stay” and be at least 6 months old before using the trainer. The training collar may be too large for dogs under 3.6 kg.	
Once my pet is trained and has been obeying my commands, will he have to continue to wear the training collar?	Probably not. He may need to wear the training collar from time to time for reinforcement.
Are the collar and remote waterproof?	Yes.
How long should I continuously	The maximum amount of time you can deliver stimulation to your pet is 10 seconds.



### deliver stimulation to my pet?

After ten seconds, the remote will time-out, and the continuous stimulation button must be released and pressed again.

## Test Light Instructions

1. Turn the training collar on.
2. Hold the test light contacts to the contact points.
3. Press the stimulation button on your remote.
4. The test light will flash. *Note: At higher stimulation levels, the test light will flash brighter.*
5. Turn the training collar off.
6. Save the test light for future testing.

*Note: If the test light does not flash, recharge the battery and re-test. If the test light still does not flash, contact the Customer Care Centre or visit our [website](#).*

**Important: The test light tool can be used to tighten the contact points. This training collar has special waterproof contact points that will crack if they are over-tightened. If your contact points ever become loose, do not turn them any more than one-quarter turn beyond finger tight.**

## Warranty

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

**Europe** – Radio Systems PetSafe Europe Ltd., 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth, A91 YR9X Ireland

**Canada** – Radio Systems Corporation, 10427 PetSafe Way, 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 7266, Gold Coast Mail Centre QLD 9726, 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 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).

## 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 these products are in compliance with the essential requirements under article 3 of the RED (2014/53/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 RED 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/customer-care/eu\\_docs.php](http://www.petsafe.com/customer-care/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).



## 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.



## Battery Disposal

Separate collection of used batteries is required in many regions; check the regulations in your area before discarding used batteries.

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## Terms of Use and Limitation of Liability

### 1. Terms of Use

Use of this Product is subject to your acceptance without modification of the terms, conditions and notices contained herein. 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 Centre together with proof of purchase for a full refund.

### 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. 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 Training Guide and any specific safety information 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 or any of its associated companies be liable for (i) any indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the 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.

PetSafe® products are designed to enhance the relationship between you and your pet.

To learn more about our extensive product range which includes Containment Systems, Avoidance Systems, Training Systems, Bark Control, Pet Doors, Health and Wellness, Waste Management, and Play and Challenge products, please visit [www.petsafe.com](http://www.petsafe.com).



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