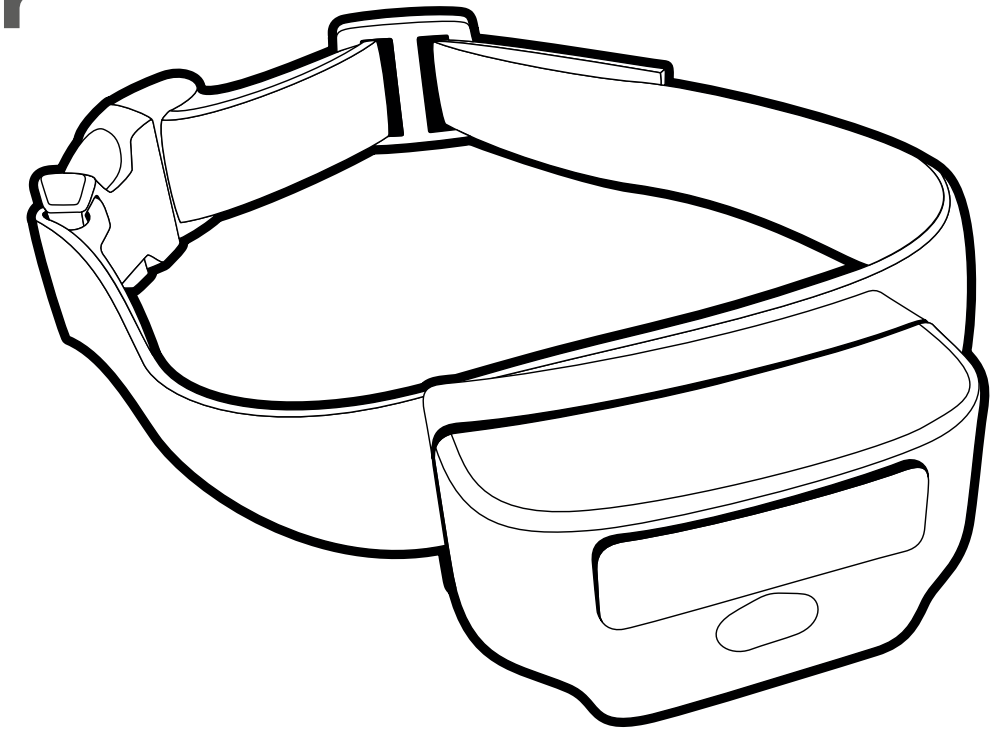
PetSafe®

Product Manual

PIG00-13737

Rechargeable In-Ground Fence™ Receiver Collar



Please read this entire product manual 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 Rechargeable In-Ground Fence™ receiver collar is designed to give your pet maximum freedom while keeping him safe. We know that safe pets make happy owners. Before getting started, please have your utilities marked, and 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.

NOTICE NOTICE is used to address safe use practices not related to personal injury.

⚠WARNING

- Not for use with aggressive dogs. Do not use this product if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury or death to their owners and others. If you are not sure that this product is right for your dog, please talk to your veterinarian or a certified trainer.
- This PetSafe® In-Ground Fence™ system 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™ system 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.

⚠CAUTION

- This product is not a toy. Keep it out of the reach of children.

CAUTION

- 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; it will cause excessive pressure on the contacts.
  - When using a separate collar for a lead, don't put pressure on the electronic 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.

These steps will help keep your pet secure and comfortable. Millions of pets are comfortable while they wear stainless steel contacts. Some pets are sensitive to contact pressure. 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 contact area. If redness or sores are found, discontinue use until the skin has fully healed.

- You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.
- The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.
- The Boundary Width of the system must be tested whenever an adjustment is made to the containment field to prevent unintended corrections to your pet.
- If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.

CAUTION

- If possible, DO NOT use an AC circuit protected with a Ground Fault Circuit Interrupter(GFCI) or Residual Current Device (RCD). In rare cases, nearby lightning strikes may cause the GFCI or RCD to trip. Without power, your dog may be vulnerable to escape. You will have to reset the GFCI or RCD to restore power to the system.
- To prevent an unintended correction, after the Boundary Flags have been placed, be sure to set the static correction on the Receiver Collar back to level 1 tone only.

NOTICE

- Do not charge your Receiver Collar every night. Charging too often can reduce battery life. Charge your Receiver Collar when the Receiver Indicator Light blinks yellow; or when the light blinks red.

How the System Works

A radio signal travels from the Fence Transmitter through a buried wire, marking the boundaries you wish to set for your dog. Your dog wears a Receiver Collar that detects the signal at the boundary. As your dog approaches the boundary, the receiver issues a warning tone. If he proceeds further, he receives a safe but startling Static Correction. While harmless, the correction will persuade him to stay in the containment area you've established. Boundary flags are a temporary visual aid for your pet; remove them after training.

This Receiver Collar has been proven safe, comfortable and effective for pets over 5 pounds.

Key Definitions

Receiver Collar: Receives the radio signal from the Transmitter.

Mode Button: Turns Receiver on/off and adjusts the level of Static Correction your pet receives outside the Pet Area.

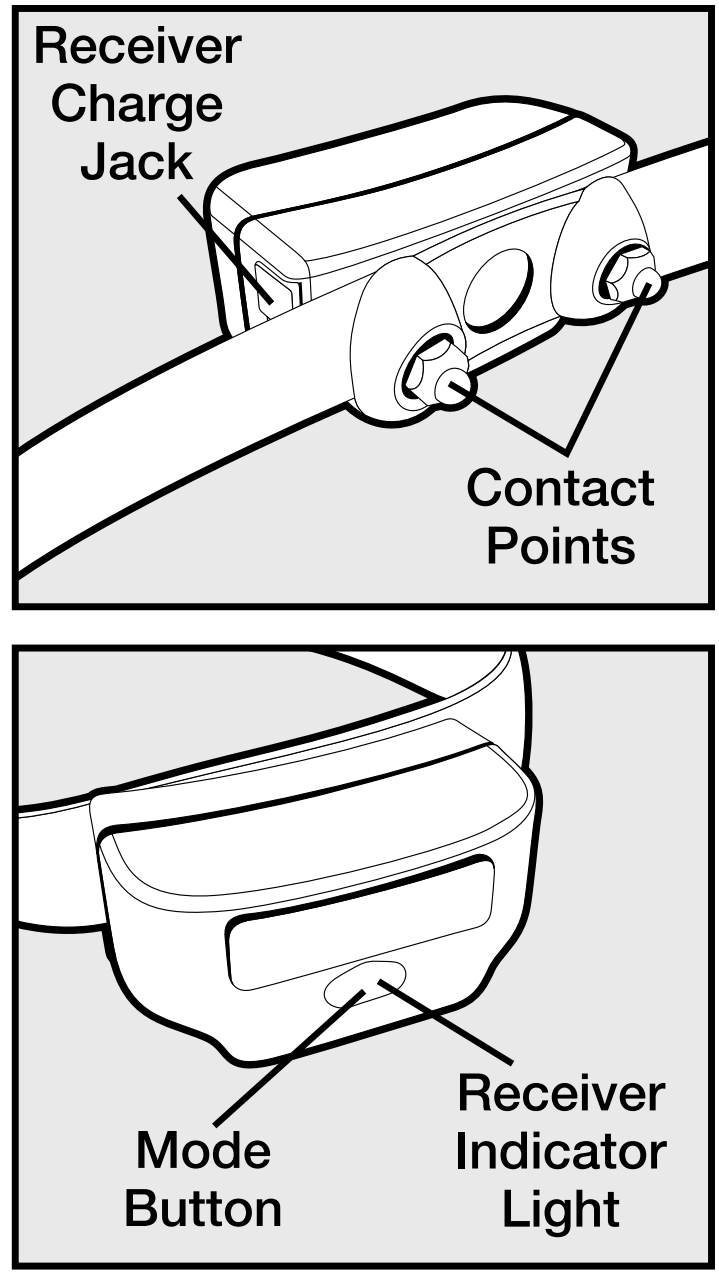
Receiver Indicator Light: Indicates the level of correction at which the Receiver Collar is set. This light also indicates battery status.

Contact Points: Deliver the safe Static Correction when your pet moves into the Static Correction Zone.

Receiver Charger: Charges the batteries inside the Receiver Collar

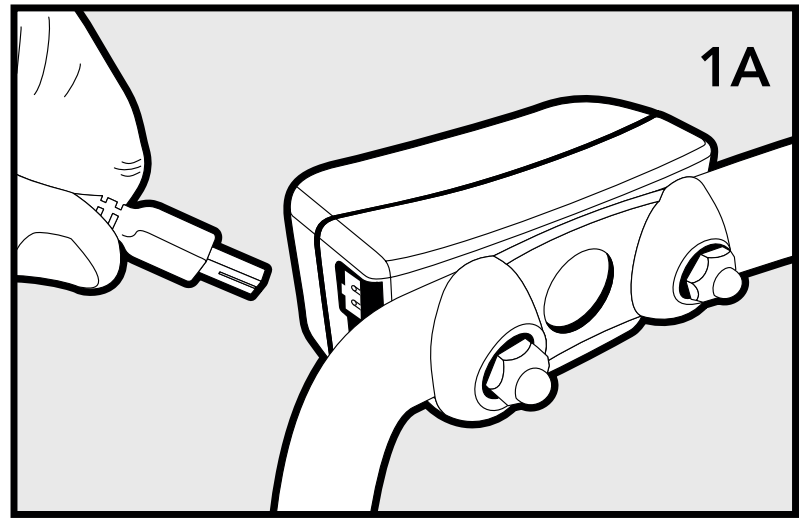
Receiver Charge Jack: Connection point for charging Receiver battery.

Receiver Collar



Step 1

Charge the Receiver Collar



The Receiver Collar Charger is designed to plug into a standard AC wall outlet. The Receiver Collar light will glow red when the Receiver Charger is properly seated into the Receiver Charge Jack. The light will turn green when charging is complete. A built in safety circuit prevents the Receiver Collar from overcharging.

The Receiver Collar will achieve a full charge in 2-3 hours. Each charge can last up to 2 months depending upon frequency of use.

NOTICE

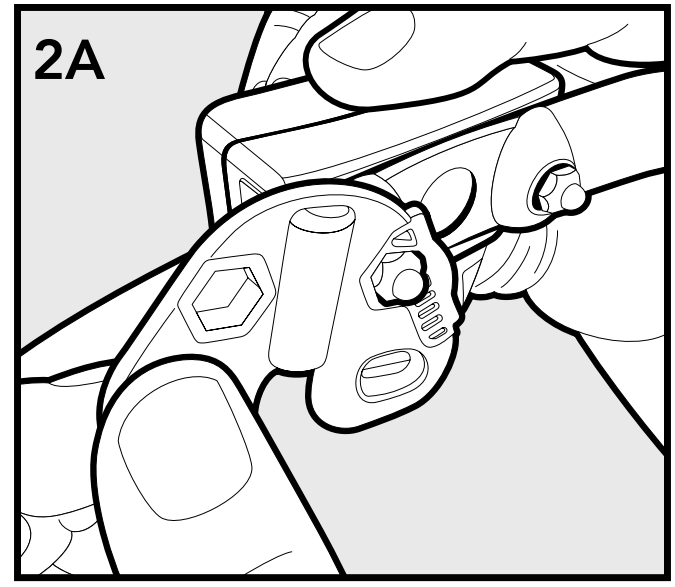
- Do not charge your Receiver Collar every night. Frequent charging can have a negative effect on the battery. We recommend that the Receiver Collar be used until the Receiver Indicator Light blinks yellow or red.

To charge the Receiver Collar, lift the rubber plug to allow access to the Receiver Charge Jack. The rubber plug needs to remain attached to the Receiver Collar. Plug the Receiver Charger into the Receiver Charge Jack on the Receiver Collar. The Receiver Charge Jack and Receiver Charger are keyed to fit one way. Do not force it in backwards.

Step 2

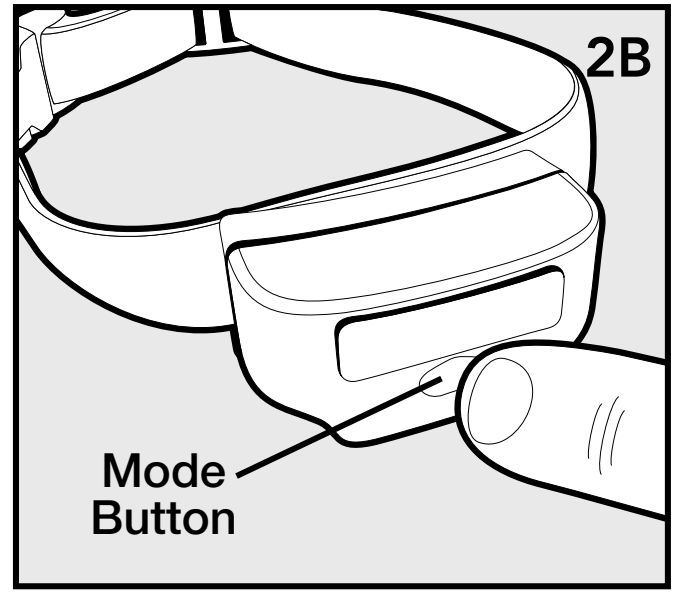
Prepare the Receiver Collar

Your Receiver Collar comes with Short Contact Points. Use the Long Contact Points for pets with long or thick hair. Tighten the Contact Points using the Test Light Tool (**2A**) one-half turn beyond finger tight. Check tightness weekly.



Turning the Receiver Collar ON

Press and hold the Mode Button continuously for 5 seconds (**2B**). The Green or Yellow or Red Receiver Indicator Light will turn ON for 5 seconds to indicate battery status, followed by the Red Receiver Indicator Light flashing the Static Correction Level Settings.



Turning the Receiver Collar OFF

Press and hold the Mode Button continuously for 5 seconds (**2B**). The Red Receiver Indicator Light will be ON during this time. The Red Receiver Indicator Light will then turn OFF and all Receiver Indicator Lights will stay OFF indicating that the unit is turned OFF.

To extend the time between charging the Receiver Collar, consider turning OFF the Receiver Collar when it is not in use.

Receiver Collar Status Indicators

The Receiver Collar Status Indicator Light along with the Receiver Collar Alarm Tone are used to determine the battery status, and the correction type. Refer to the Receiver Collar Status Indicator Table below to understand the status lights and tones for the Receiver Collar.

During normal operation, the Receiver Collar Indicator Light will flash every 4-5 seconds to indicate the battery status as shown in the table below.

Receiver Collar Status Indicator Table		
Status Light	**Alarm Tone**	**Condition**
While Plugged into Receiver Charger		
Solid red	No tone	Charge in progress
Solid green	No tone	Charge complete
No light		Charge failure, contact Customer Care Center

After Removing from Receiver Charger		
Continuous green or yellow or red (5 seconds duration)	No tone	Battery Charge Indication. Occurs immediately after unplugging the charger from the Receiver Collar
Operating Battery Status		
Slow blinking green (every 4-5 seconds)	No tone	Collar battery charge 100%-60%
Slow blinking yellow (every 4-5 seconds)	No tone	Collar battery charge 60%-20%
Slow blinking red (every 4-5 seconds)	No tone	Collar battery charge 20% or less, charge immediately

Receiver Activation Status		
Fast pulsating green (3 flashes per second)	Warning tone	Warning tone
Fast pulsating red (3 flashes per second)	Tone for duration of Static Correction	Static Correction being delivered up to 15 seconds
Continuous green (10 seconds)	No tone	Over Correction Protection; collar locked for 10 seconds

To Set the Static Correction Level

Read all steps before attempting to set the Static Correction Level.

1. Press the Mode Button and release (**2B**) when the Receiver Indicator Light illuminates Red.
2. The Receiver Indicator Light will emit a series of Red flashes representing the Static Correction Level.
3. Increase the Static Correction Level by pressing and releasing the Mode Button within 5 seconds of the previous series of flashes.

The Static 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 Static Correction level that best fits your pet.

Function and Response Table		
Indicator Light Response	**Static Correction Level**	**Receiver Collar Function**
1 Red Flash	1	No Static Correction, Tone Only
2 Red Flashes	2	Low Static Correction
3 Red Flashes	3	Medium Static Correction
4 Red Flashes	4	Medium-High Static Correction
5 Red Flashes	5	High Static Correction

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 15 seconds. After 15 seconds, the Static Correction will stop and the Green Indicator Light will stay on for 10 seconds. The Receiver Collar must be removed from the Static Correction Zone to reactivate the Receiver Collar.

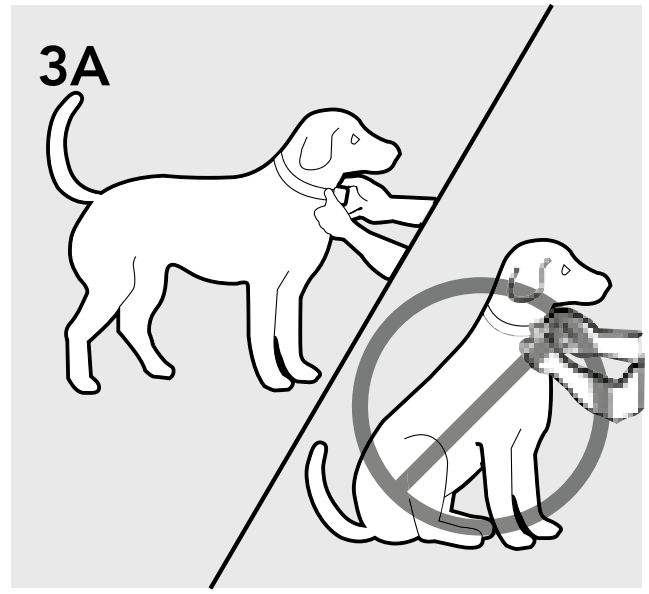
Step 3

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. See important safety information on pages 6-8.

To assure a proper fit, please follow these steps:

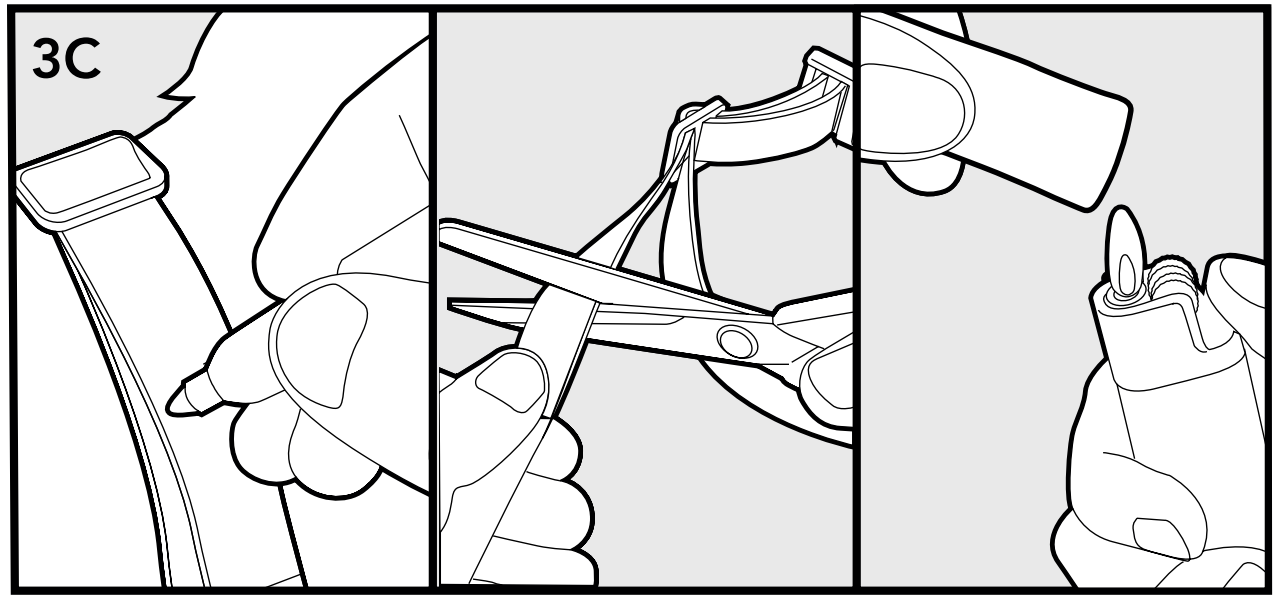
1. Make sure the receiver is turned off.
2. Start with your pet standing comfortably (**3A**).
3. Place the Receiver Collar on your pet where you can read the PetSafe® logo correctly as you face your pet.
4. Center the Contact Points underneath your pet's neck, touching the skin.



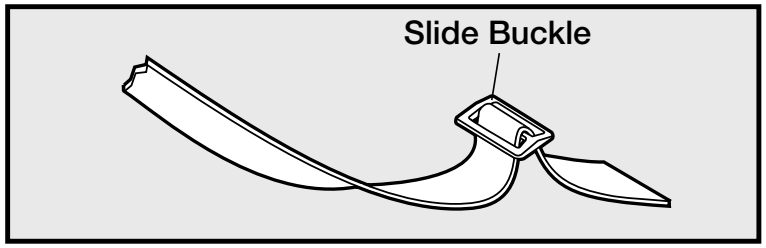
5. Check the tightness of the Receiver Collar by inserting one finger between the end of a Contact Point and your pet's neck. The fit should be snug but not constricting (**3B**).

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.

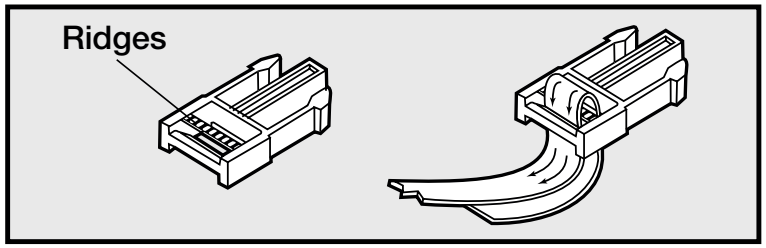
6. Trim the collar as follows (**3C**):
    a. Mark the desired length of the Receiver Collar with a pen. Allow for growth if your pet is young or grows a thick winter coat.
    b. Remove the Receiver Collar from your pet and cut off the excess.
    c. Before placing the Receiver Collar back onto your pet, seal the edge of the cut collar by applying a flame along the frayed edge.



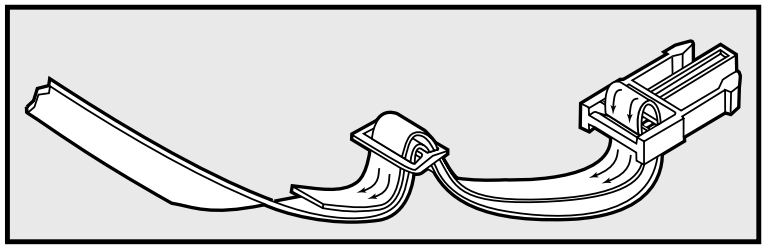
To Re-Thread the Collar

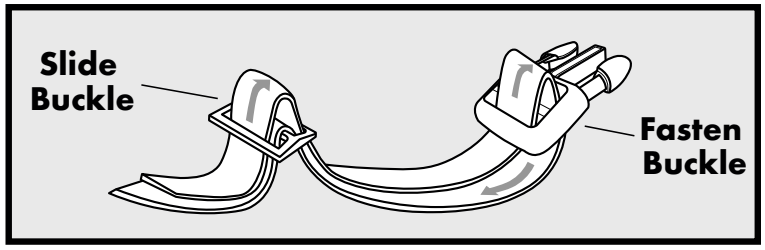


The slide buckle prevents the collar from becoming loose around your pet's neck.

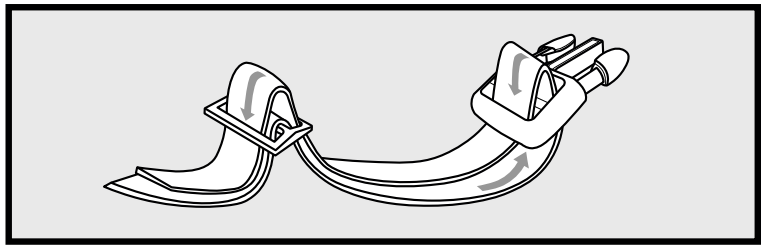


The ridges must be facing up; the collar will slip if it is not properly threaded.





To loosen: Slide the strap through the Slide and Fasten Buckles and pull down.



To tighten: Slide the strap up through the Fasten Buckle and pull through the Slide Buckle.

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.

Please refer to your PetSafe® In-Ground Fence™ product manual for a complete list of Troubleshooting or visit our website.

Troubleshooting

The Receiver Collar has to be held on top of the Boundary Wire to activate.	• Make sure Receiver Collar is turned on and Battery Status Lights are flashing every 4-5 seconds • Charge Receiver Collar • The beep may be difficult to hear in a noisy environment. • Adjust Boundary Width Control knob clockwise to increase the distance from the Boundary Wire that the Receiver Collar activates. Verify the Boundary Control Switch is placed at the proper setting according to the amount of Boundary Wire used. • If the Receiver Collar still has to be held on top of the Boundary Wire, refer to the In-Ground Fence™ product manual.

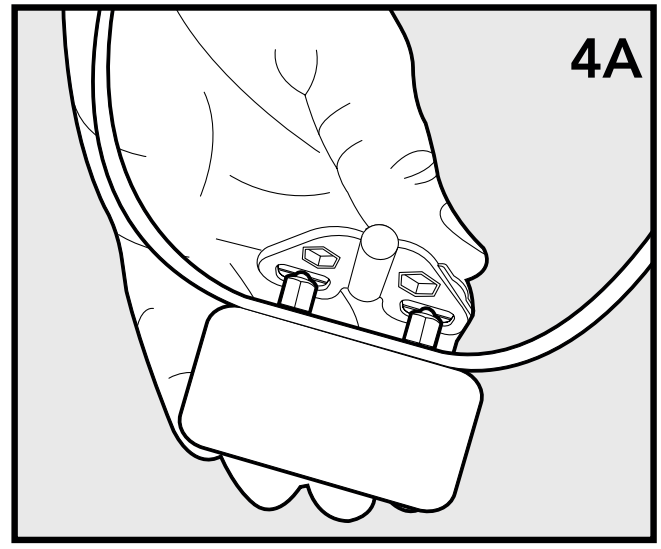
The Receiver Collar is not beeping or administering a Static Correction.	• Make sure Receiver Collar is turned on and Battery Status Lights are flashing every 4-5 seconds • Charge Receiver Collar • Check that both lights are lit on the Fence Transmitter. Refer to the In-Ground Fence™ product manual.
The Receiver Collar activates inside the house.	• Remove the Receiver Collar from your pet when indoors to avoid activation of the Receiver Collar. • Turn the Boundary Width Control knob counterclockwise to decrease the distance from the Boundary Wire that the Receiver Collar activates. • Make sure the Boundary Wire is not running within 15 feet of the house. The signal can transmit through the walls of your house. • Make sure the Boundary Wires are twisted from the Boundary to the Fence Transmitter.

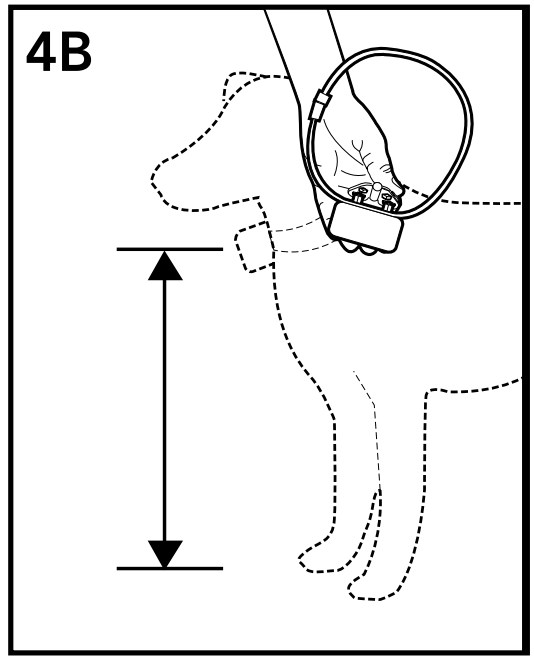
The Receiver Collar is beeping but my pet is not responding to the Static Correction.	• Make sure the Static Correction Level is set at 2 or above. • Test the Receiver Collar with the Test Light walking toward the Boundary Wire. If the Test Light flashes, check the fit of the Receiver Collar. • Trim your pet's fur where the Contact Points touch the neck and/or switch to the longer Contact Points. • Contact Points must be in contact with dog's skin. • Increase the Static Correction Level. • Repeat training steps to reinforce training.

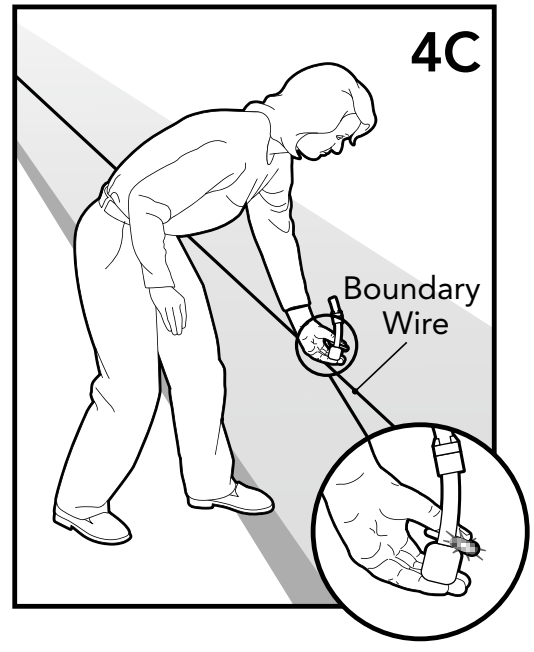
The Receiver Collar has injured my pet's neck.	• Failing to follow the important safety information at the front of the product manual has caused pressure ulcers. Some descriptions of advanced pressure ulcers describe the sores as looking like burns on the dog's neck. Be assured that electronic collars do not use enough energy to create electrical burns. The energy in an output pulse is only a few thousandths of a Joule; it is similar in nature to the static pulse that you may feel when getting out of your car. In some cases, pressure ulcers are described as chemical burns. The battery in your Receiver Collar is sealed, in addition, your collar's housing is also sealed. This redundant sealing makes it virtually impossible, without misuse or abuse, for your Receiver Collar battery to leak onto your pet's neck. Please review and follow the important safety information on pages 3-9, and the instructions in Step 3 under the heading "Fit the Receiver Collar" on pages 22-25.

Test Light Instructions

1. Make sure the Receiver Collar battery is properly charged. Set the Correction Level to 2 or above.
2. Hold the Test Light Contacts to the Contact Points (**4A**).
3. Walk toward the Boundary Wire with Contact Points pointing up and holding the Receiver Collar at your pet's neck level (**4B**) until the Receiver Collar tones and the Test Light flashes (**4C**).







Note: The Receiver Collar is waterproof, which can make the tone hard to hear.

Save Test Light for future testing.

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. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer.

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.

Compliance

FCC: USA

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received,including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur 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.

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

ACMA/Australia

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

Customer Care International

USA & Canada—Tel: 800-732-2677
Monday – Friday 8 AM – 7 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

Warranty

One 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 petsafe.com and/or are available by contacting your local Customer Care Center.

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 Center for further information.

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400-1587/2

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