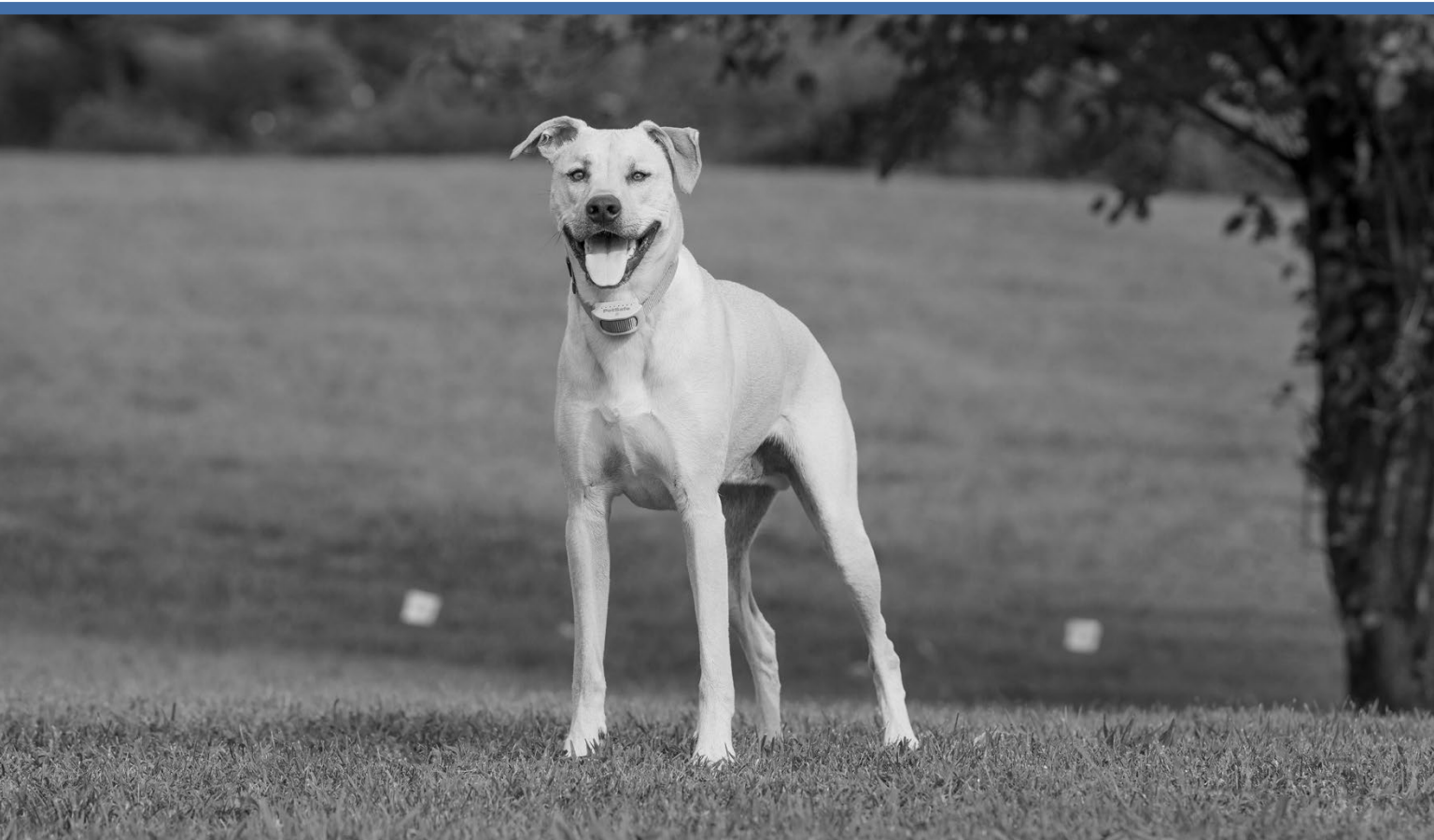
PetSafe®

# User Guide



# Classic In-Ground Fence™ 2 Dog

## Before we begin

As you install and use your new fence system, remember these important tips:

### Take time to plan your layout.

It can take up to two days to properly plan and install the Classic In-Ground Fence™ 2 Dog system. Choose a weekend with good weather and consider asking a friend to help.

Follow the instructions in this guide to design and test your fence layout before burying the boundary wire. If you need additional setup help, please visit support.petsafe.net or call our friendly Customer Care team.

### Fit the receiver collar carefully.

Proper fit is essential to the effectiveness of the receiver collar and the safety of your pet. A receiver collar worn too loosely won't correct your dog, but a receiver collar worn too tightly (or too long) may irritate your dog's skin.

Always remove the receiver collar from your dog when the system is not in use. Avoid leaving the receiver collar on your dog for more than 12 hours a day, and never attach a leash to it — use a separate collar for that.

Please read this guide and the **Let us help!** guide (provided with your product) thoroughly for important safety information about how to fit and use the receiver collar. The receiver collar may be too large for pets under 5 pounds.

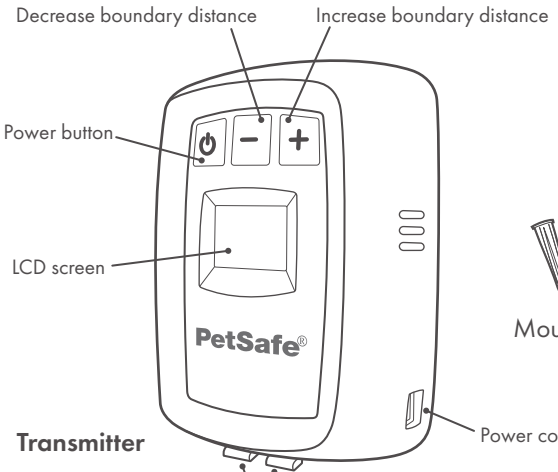
### Train your dog for success.

Successful use of the fence system requires that you spend time training your dog to understand and respect the boundary. Your pet should be old enough to recognize basic obedience commands such as "sit" and "stay" (approximately 6 months or older).

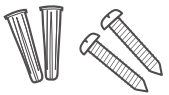
The online training guide will lead you through our recommended training method step by step. Since every dog is unique, training time will vary from pet to pet.

**Important:** We do not recommend the fence system for pets with a history of aggressive behavior.

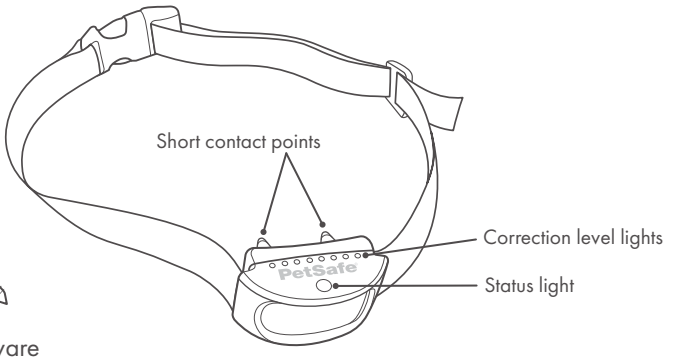
# What you have



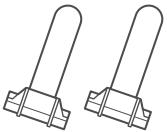

**Transmitter**



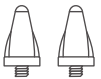
Mounting hardware




**Receiver collars (2)**



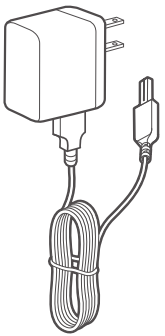
Gel-filled capsules



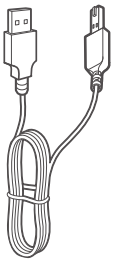
Long contact points



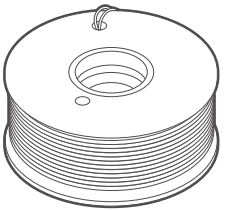
Wire connectors



Transmitter power adaptor



Receiver collar charging cable



Boundary wire (500 feet)



Flags

# What you need

To install your fence and fit the receiver collar, you will need:

- Drill
- Tape measure
- Small Phillips screwdriver
- Pliers
- Wire-stripping pliers
- Lawn edger, lawn trencher or shovel
- Wooden paint stick
- Scissors
- Lighter
- Non-metallic collar and leash for training
- Optional but recommended — PetSafe® Surge Protector LP-4100-1

  Unlike the standard surge protector you can purchase from an office supply store, our surge protector will help shield your fence transmitter from voltage spikes or current surges coming through your home wiring or through your boundary wire. This is especially important if you live in an area where lightning storms are common. You can purchase the PetSafe® Surge Protector at petsafe.com or by contacting our Customer Care team. Please see the **Let us help!** guide for important safety information.

**Want to save time?** Renting a small trenching tool or lawn edging tool from a hardware store can make installing the boundary wire much quicker and easier.

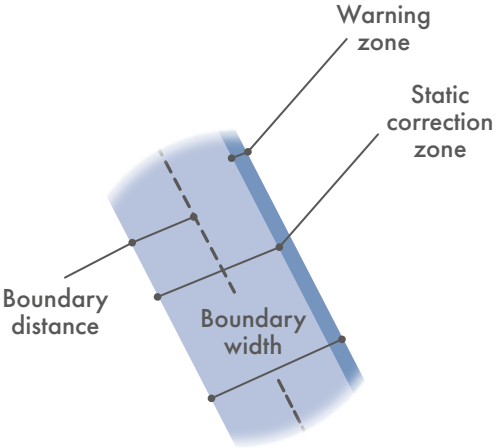
Depending on your fence installation, you may also need:

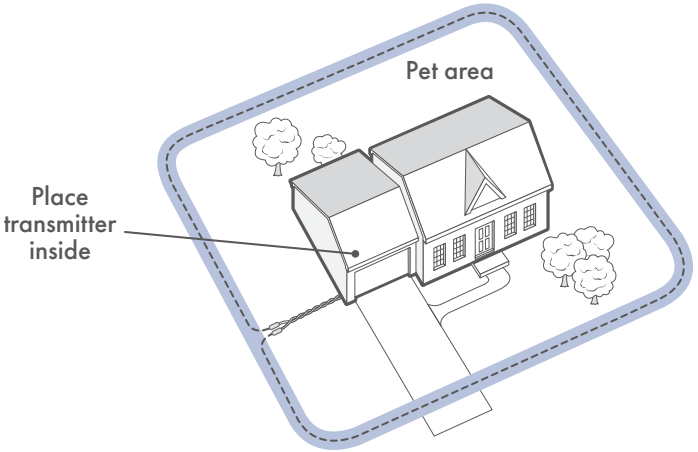
- Additional wire, flags, wire connectors, and gel-filled capsules (PIG00-13769) — for yards larger than 1/3-acre, or complex layouts
- Circular saw with masonry blade — if the boundary wire will cross a paved surface without expansion joints
- Waterproofing compound (such as silicone caulk) — if the boundary wire will cross a paved surface
- PVC pipe or hose pipe — if the boundary wire will cross a gravel surface
- Staple gun — if attaching boundary wire to an existing wooden fence
- Additional receiver collars (PIG00-17441) — if needed for multiple pets

# How the system works

The Classic In-Ground Fence™ 2 Dog system works by sending a radio signal through a buried boundary wire (up to 2,000 feet). Your pet wears a receiver collar that picks up the signal. When your pet nears the boundary, the receiver collar will tone and vibrate to alert your pet that they have entered the warning zone. If they continue to venture out, the receiver collar will issue a brief, attention-getting correction, similar to the static you feel if you drag your feet across a carpet and then touch a door handle.

Different pets respond to different levels of correction. The receiver collar has 7 levels of static correction plus a tone and vibration setting, allowing you to easily adjust the correction level to your pet's temperament.




The following safety features are active whenever the receiver collar is set to static correction:

**Anti-linger prevention**

To discourage your pet from lingering in the warning zone and draining the receiver collar's rechargeable battery, the system will deliver a static correction to your dog any time they fail to return to the pet area within 2 seconds of receiving a tone and vibration warning from the receiver collar. The static correction will continue until your pet returns to the pet area or until the over-correction protection feature is activated.

**Run-through prevention**

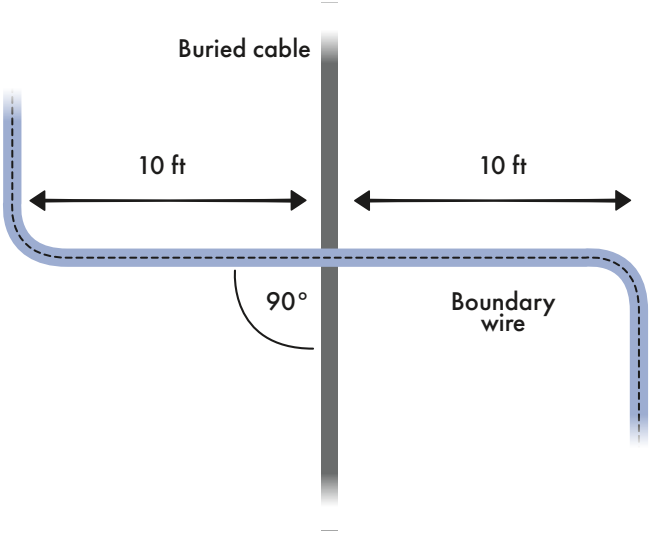
To deter your pet from running through the boundary, the system automatically increases the static correction (from the anti-linger level to the selected static correction level) when your pet travels more than 20% of the way through the boundary distance. For example, if the receiver collar detects the fence signal 10 feet from the boundary wire, the run-through prevention feature will activate when your pet is approximately 8 feet from the boundary wire.

**Over-correction protection**

To help protect pets from being over-corrected in the unlikely event they "freeze" in the static correction zone or warning zone, static correction duration is limited to a maximum of 15 seconds. Once the over-correction protection feature is activated, the receiver collar will remain locked out until your pet leaves the static correction zone or warning zone.

# Set up your fence

## 1 Have your utilities marked



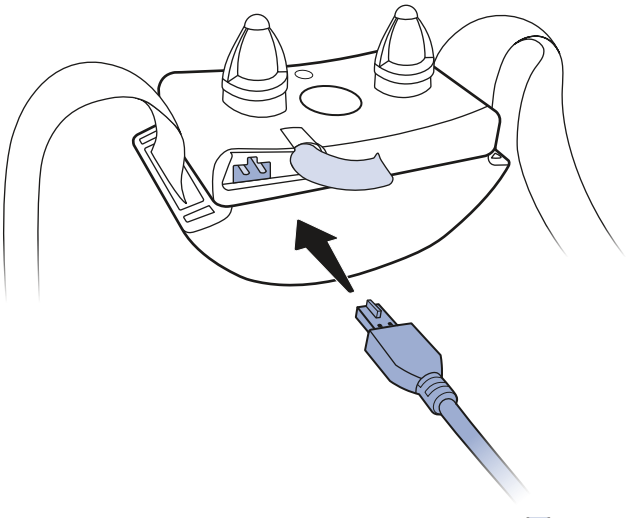

1. Call your utility company to have your utility lines marked. In most areas, this is a free service. Avoid these lines when you dig.

   Underground cables and metal plumbing can magnify or cancel your fence's radio signal if they are too close to the buried boundary wire. Make sure to place your boundary wire at least 10 feet away from any utility lines; if the boundary needs to cross a utility line, do so at a 90-degree angle.

2. If your neighbors use an in-ground pet containment system or robotic lawn mower, ask them where their boundary is located. You will need to place your wire at least 10 feet away from their boundary.

3. Identify any large metal objects (such as metal sheds, awnings, or carports) and decide how you will work around them. Large metal objects and wires can cause interference in unpredictable ways.

## 2 Charge the receiver collar



1. Locate the charging jack on the bottom of the receiver collar, covered by a rubber plug. Lift the plug and insert the small end of the receiver collar charging cable into the charging jack.

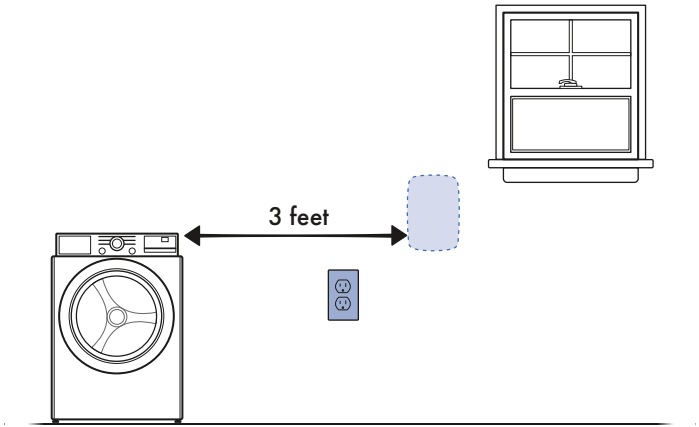
2. Connect the other end of the charging cable to a USB charging port.

   The status light will blink green when the receiver collar is charging and will glow solid green once charging is complete (within 2-3 hours).

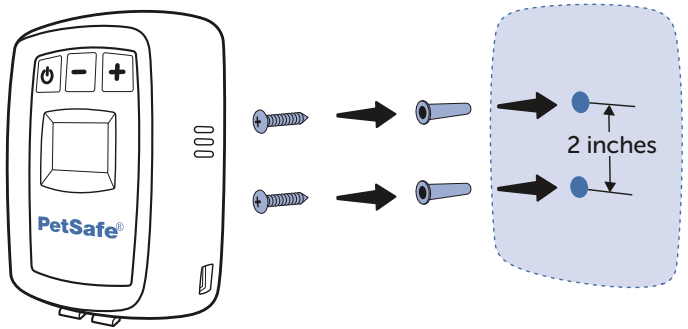
3. When the receiver collar is fully charged, unplug the charging cable and replace the rubber plug.

   Each charge can last up to 3 weeks depending on frequency of use.

# 3 Install the transmitter




1. Select a location for the transmitter. It must be:
   - Near an electrical outlet.
   - Indoors, in a dry, ventilated, and protected area, where temperatures will not fall below -4°F/-20°C or above 104°F/40°C.
   - Near a window or on a wall you can drill through, since the boundary wire will run from the transmitter and exit the building.
   - At least 3 feet from any large metal objects or appliances, as these items may interfere with signal consistency.
   - In a location where you can hear and access the transmitter, in case of any system alarms.




2. Mount the transmitter. **Important:** Use both screws and anchors for installation in drywall; otherwise, use screws only. Mount the transmitter no more than 6.5 feet high.
   a. Install a screw in the desired mounting location. Leave the screw head sticking out slightly (about 0.25 inch).
   b. Measure 2 inches straight down and install a second screw. Use a level to make sure the two screws are vertically aligned.
   c. Once the screws are in place, fit the holes on the back of the transmitter onto the screws.
   d. Slide the transmitter down to secure it.
3. If you purchased a PetSafe® Surge Protector (LP-4100-1), follow the instructions provided with the surge protector to install it in the electrical outlet.

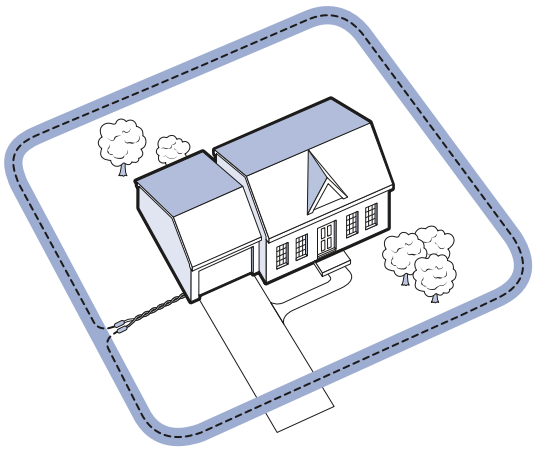
   Don't plug in the transmitter or connect any wires yet; we'll do this in a later step.

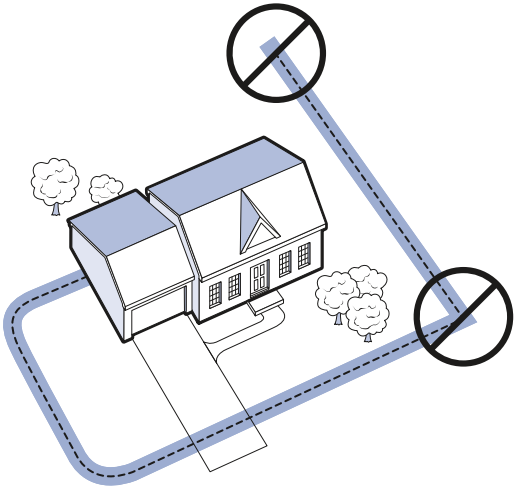
# 4 Plan your fence layout

The table at the right indicates the approximate length of boundary wire needed for a square, single loop layout. The length needed will vary depending on the complexity of your layout and the amount of twisted wire used.

| Acres | 1/4 | 1/3 | 1/2 | 1 | 2 | 5 |
|---|---|---|---|---|---|---|
| Feet of wire required | 415 | 480 | 590 | 835 | 1180 | 1870 |

## Fence planning basics





The boundary wire must start at the fence transmitter and make a continuous loop back.

- Always use rounded corners with a minimum 3-foot radius. Making sharp turns with the boundary wire will cause gaps in the boundary.
- The recommended boundary width is approximately 12-20 feet (6-10 feet on each side of the wire). Keep this in mind as you plan your layout to avoid making pathways too narrow for your pet to move through freely (for example, along the sides of a house).

- The fence signal may activate the receiver collar inside your house if the boundary wire runs along the outside wall. If this occurs, remove your pet's receiver collar before bringing them inside, decrease the boundary distance, or consider an alternate layout.
- To create a section of boundary wire your pet can cross over without being corrected (such as the section between your transmitter and the outer edge of your boundary), twist the outgoing and incoming boundary wires together 10 to 12 times per foot. This cancels the signal of the two wires in that area.
- Leave at least 10 feet between the boundary wire and any danger zones (like roadways).

## Single or double loop layouts

You can create a boundary around the entire property (single loop layout) or in one section of your property (double loop layout):

### Single loop boundaries

Use a single loop layout to create a single containment area for your entire property, or make exclusion areas around flower gardens, landscaping or pools.

In a single loop layout, the boundary wire starts at the fence transmitter, advances out to the yard, continues all the way around the perimeter of the property and then connects back to the fence transmitter. This forms a boundary zone with a single wire. (See Single loop layout examples.)

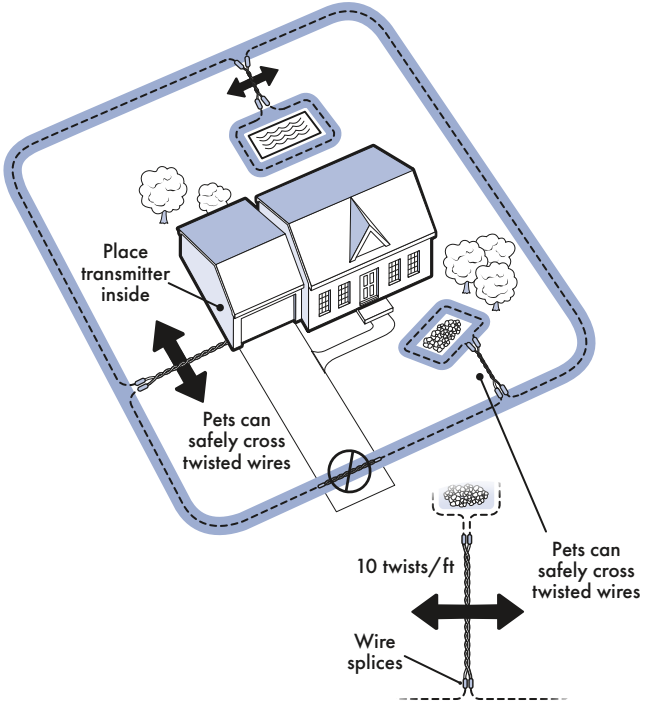
### Double loop boundaries

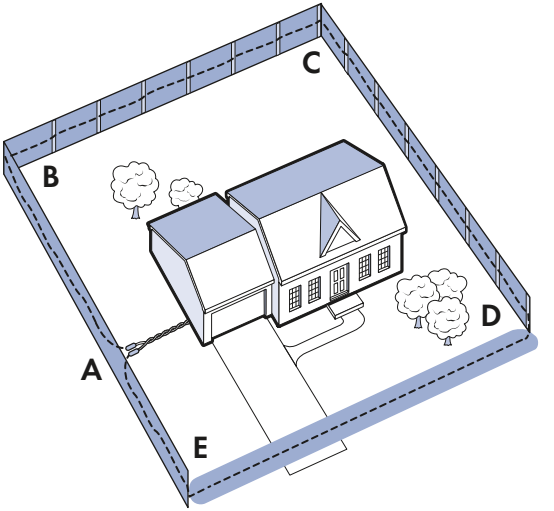
Use a double loop layout to section off one boundary area or section of your property (front or back yard only, or waterfront property). When designing a double loop layout, keep in mind:

- The two parallel sections of the double boundary wire must be at least 5 feet from one another to avoid cancelling out the fence signal and provide an adequate boundary width.
- Double loop layouts require twice as much wire as a single loop layout.

In this layout, the boundary wire starts at the fence transmitter, advances out to the yard and continues to form a boundary in one section of your property. Then the wire makes a U-turn back along the same path and connects back to the fence transmitter. This forms a boundary with a double wire. (See Double loop layout examples.)

## Single loop layout examples




### Perimeter loop

The perimeter loop is the most common layout. This will allow your pet to roam your entire property freely and safely. It can also help protect flower gardens, pools and landscaping.

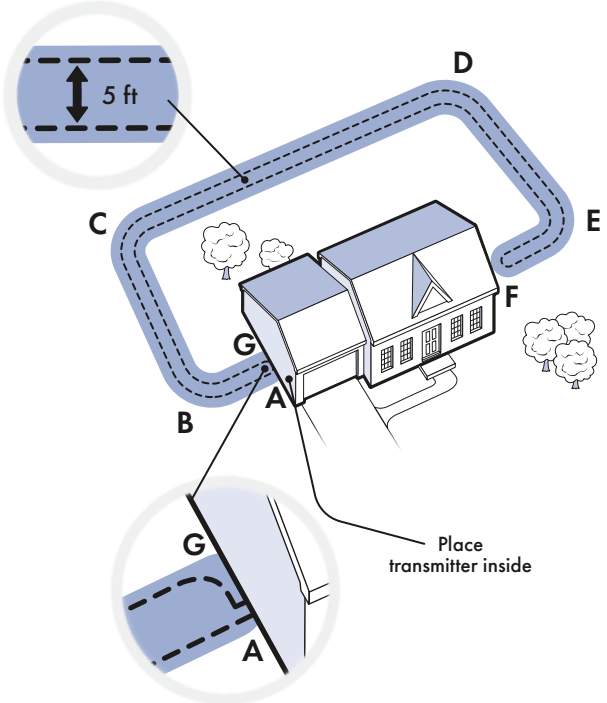
When twisting wire to allow your pet to cross over, the twisted section must be within the boundary, not along the perimeter. We recommend that you create separate sections of twisted wire and splice them into the main boundary; but remember that each wire must be spliced to only one other wire.

### Full perimeter loop using existing fence

This layout allows you to include your existing fence as part of your layout and help keep your pet from jumping out or digging under your existing fence. This layout also greatly reduces the installation time, since most of the wire will not need to be buried.

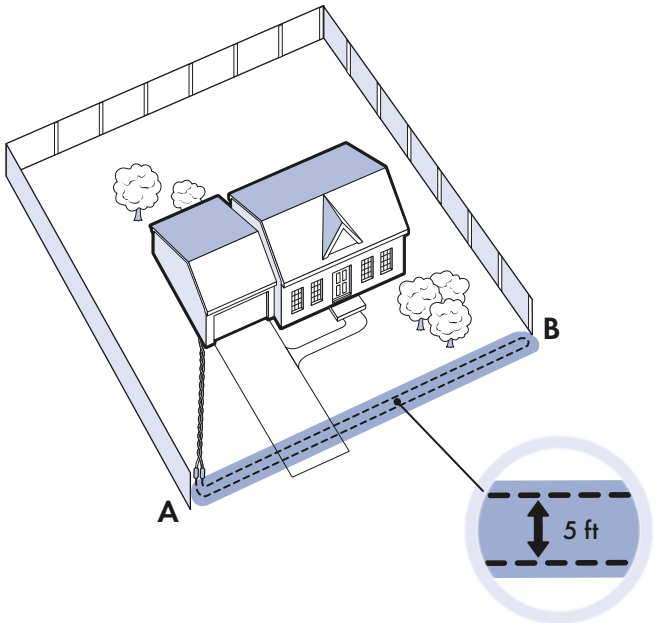
Run the wire from the fence transmitter to point **A**, then to point **B** and so on (**B** to **C** to **D** to **E**) all the way around the entire property until back to point **A** again. Twist the wires from point **A** and connect them back to the fence transmitter inside your home.

## Double loop layout examples



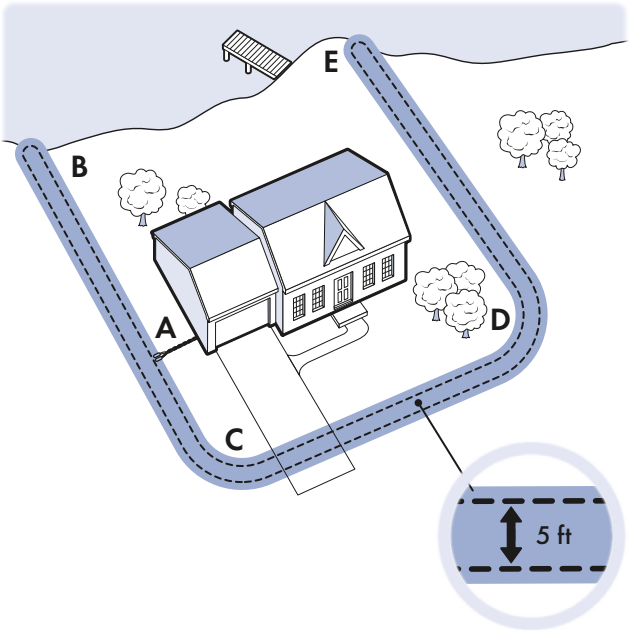

### Front or back property only

From the fence transmitter, run the wire to point **A**, then to point **B** and so on (**B** to **C** to **D** to **E** to **F**). Next, make a U-turn and follow your path all the way back to point **G**, keeping the wire separated by at least 5 feet. When you get back to the house (**G**), make a sharp turn along the side of the house back to point **A**. Finally, twist the wires from point **A** and connect them back to the fence transmitter.



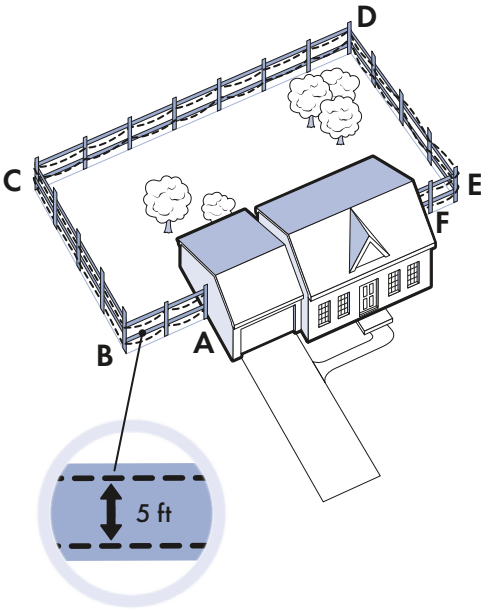

### Front boundary only

From the fence transmitter, run the wire to point **A**, then to point **B**. Make a U-turn and follow your path back to point **A**, keeping the wire separated by at least 5 feet. Then twist the wires from point **A** and connect them back to the fence transmitter.




## Waterfront property

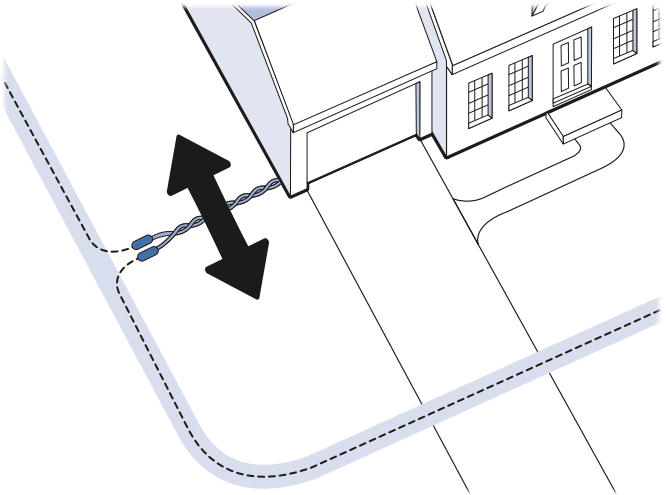
From the fence transmitter, run the wire to point **A**, then to point **B**. Make a U-turn and follow your path to **C**, then to **D**, then to **E**. Next, make another U-turn and follow the same path all the way back to point **A**, keeping the wire separated by at least 5 feet. Finally, twist the wires from point **A** and connect them back to the fence transmitter.

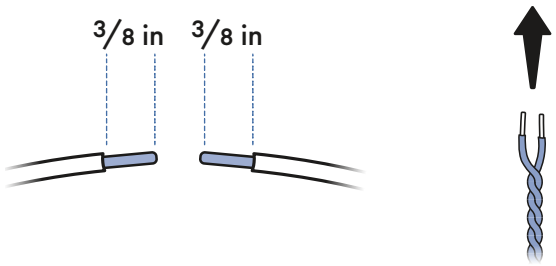



## Wire loop attached to existing fence

This layout allows you to include your existing fence as part of your layout and keep your pet from jumping out or digging under your existing fence. From the fence transmitter, run the wire to point **A**, then to point **B** and so on (**B** to **C** to **D** to **E** to **F**). Next, make a U-turn and follow your path all the way back to point **A**, keeping the wire separated by at least 5 feet. Finally, twist the wires from point **A** back to the fence transmitter.

# 5 Position, twist and splice the boundary wire






1. Create a section of twisted wire to connect the fence transmitter to the boundary:
   a. Measure the distance the wire will travel between your transmitter and the nearest edge of the planned boundary. Add 2 1/2 feet to this measurement to account for shortening of wire due to twisting.
   b. Cut two lengths of boundary wire to the length determined in step a.
   c. Twist the two wires together 10-12 times per foot. Twisting the two wires together cancels the fence signal, allowing your pet to cross over without receiving a correction.

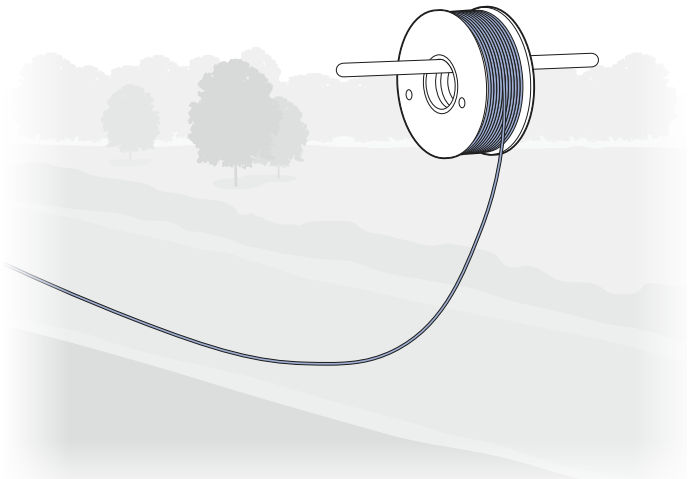
   The fastest way to twist two wires is to anchor one end of the two wires to something secure (or have a partner hold them), then insert the other end of the two wires into a power drill, pull the wire tight and use the drill to slowly twist the wire.

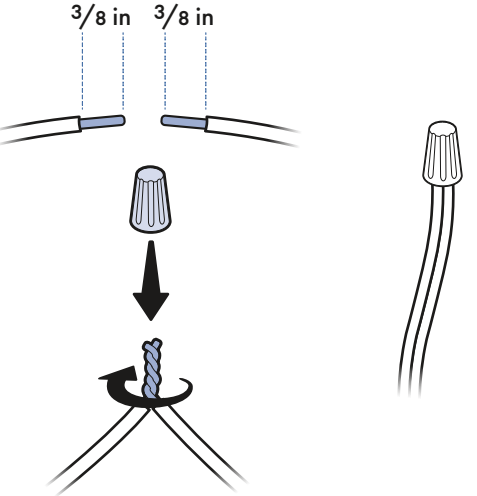
2. Connect one end of the twisted wire section to the transmitter:

   **Important:** If you are using a PetSafe® Surge Protector (LP-4100-1), skip steps a and b below and instead follow the instructions provided with the surge protector to connect the boundary wire to the transmitter and surge protector.

   a. Strip 3/8 inch of insulation from each wire.
   b. Insert the stripped ends of the wire into the boundary wire terminals on the bottom of the fence transmitter. To insert each wire, press the red plastic tab, insert the wire into the terminal, and then release the tab.

   There should be one wire in each terminal. Make sure the wires do not touch each other at the terminals. Do not plug in the transmitter yet.
3. Route the other end of the twisted wire out to the edge of the boundary as planned.






4. Starting at the twisted wire, run the boundary wire all the way around your planned layout and back to the twisted wire. To avoid kinks in the wire, insert an object such as a pencil or screwdriver through the center of the wire spool and let the wire unwind naturally.

   When running the wire across a driveway or sidewalk, it is easiest to position the wire in an expansion joint. For more information, see Cross hard surfaces.

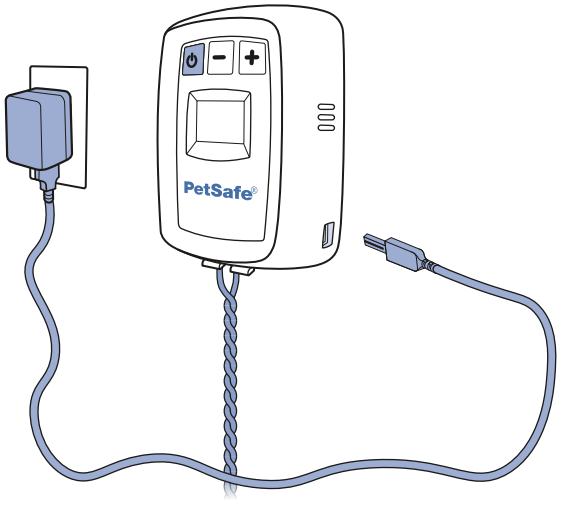
5. Splice each end of the boundary wire to one of the wires in the twisted wire pair.

   a. Strip approximately 3/8 inch of insulation off the ends of the wires to be spliced.

   b. Insert the stripped ends into a wire connector and twist the wire connector around the wires. Make sure there is no bare wire exposed beyond the end of the wire connector, and that the wire connector is secure on the wire splice.

   When you are done, you should have two wire splices, each consisting of two wires and a wire connector.

# 6 Prepare the transmitter







**Important:** If you are using a PetSafe® Surge Protector (LP-4100-1), skip step 1 below and instead follow the instructions provided with the surge protector to connect the adaptor to the surge protector.

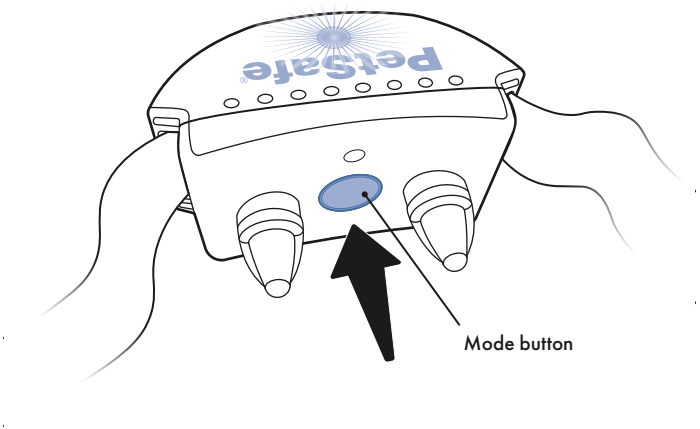
1. Plug the transmitter power adaptor into the outlet and connect it to the transmitter.
2. Press the power button on the transmitter to turn it on.

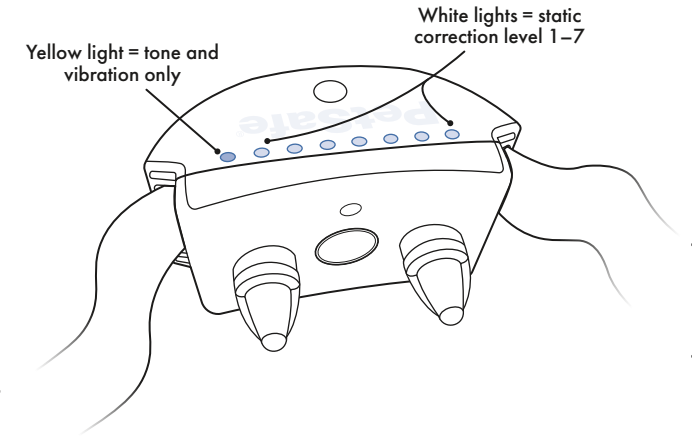
   The LCD screen on the transmitter will turn on and display the boundary distance.

   If you hear an audible alarm and the transmitter LCD screen is flashing and displaying the wire break warning icon ⚠, it means the transmitter is unable to detect a continuous loop of boundary wire. (See Troubleshooting.)
3. Set the boundary distance to 10 feet:
   - To decrease the boundary distance, press the - button.
   - To increase the boundary distance, press the + button.

   The boundary distance is the distance the radio signal travels from the boundary wire; it is adjustable from 5-15 feet. The boundary width is twice the boundary distance.

# 7 Prepare the receiver collar




1. Turn the receiver collar on by pressing and holding the mode button for 1 second.

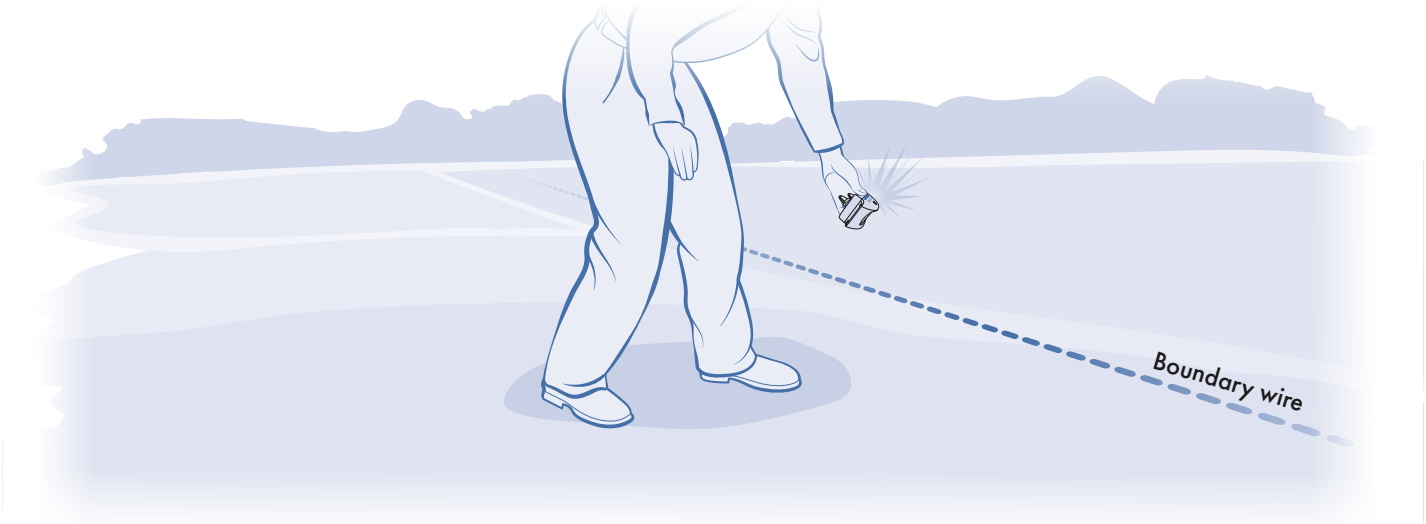
   The receiver collar will beep low to high and the status light will flash green. The status light will flash every 5 seconds (green, yellow, or red) to indicate battery charge.

| Status light color | Meaning |
|---|---|
| Green | Battery is sufficiently charged. |
| Yellow | Battery charge is below 40%. |
| Red | Battery charge is below 20%; charge immediately. |

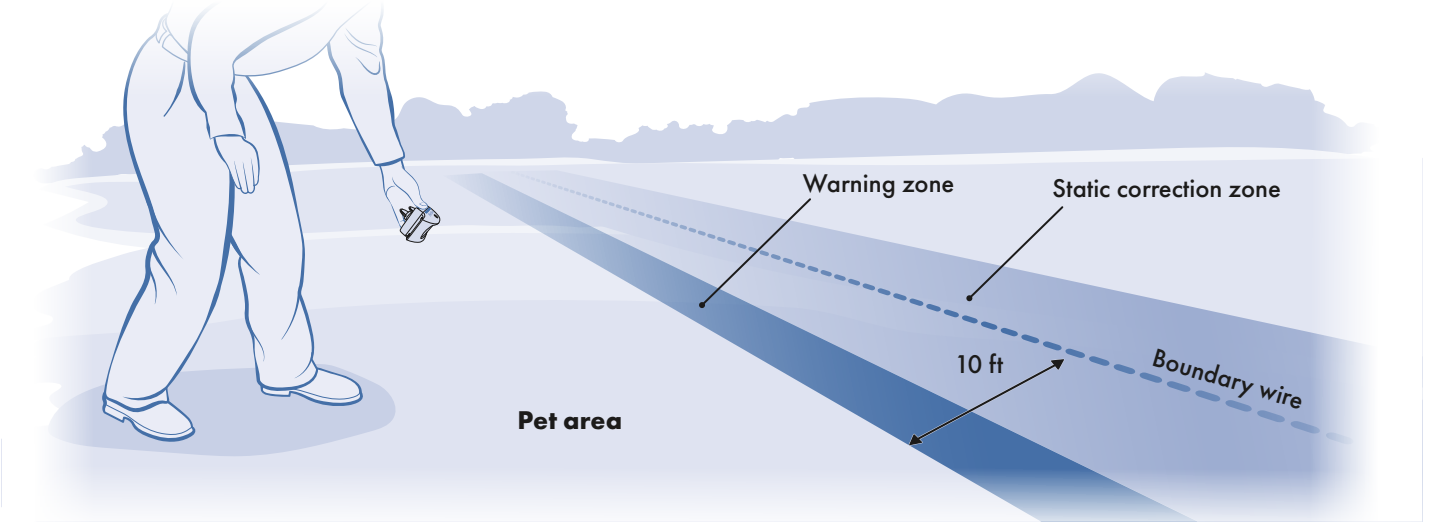
2. To determine the current correction level, press the mode button once and observe the row of correction level lights on the top of the receiver collar.
   - If the yellow light is illuminated, the receiver collar is set to tone and vibration.
   - If one or more white lights are illuminated, the receiver collar is set to static correction. The number of white lights illuminated indicates the current static correction level (one white light = level 1 static correction, two white lights = level 2 static correction, and so on).
3. To increase the correction level, press the mode button once to view the current correction level, then press it again within 8 seconds. Each time you press the mode button within 8 seconds of the previous press, the correction level increases by one. The levels increase up through level 7 static correction and then start over at tone and vibration.

# 8 Set the boundary distance and test the receiver collar

With the boundary wire in place and properly connected, it's time to set the boundary distance and test the system.




1. First, make sure the:
   - Transmitter is on and the boundary distance is set to 10 feet.
   - Receiver collar is on and set to tone and vibration only.
2. Hold the receiver collar at your pet's neck height, angled as it will be when it is worn by your dog (with the front of the collar facing the boundary wire and the contact points angled upward toward you).
3. Starting inside the pet area, approach a straight section of your boundary wire that is at least 50 feet long. The collar will tone and vibrate and the correction level lights will flash. Walk back into the pet area until the beeping stops.




4. Adjust the boundary distance setting to establish the warning zone. We recommend setting it so that the warning zone begins at least 10 feet before the boundary wire.

   When adjusting the boundary distance, consider the size of your yard and the height and temperament of your pet. A wide boundary distance may work well for a tall, high-energy dog in a spacious yard, but may be unnecessarily restrictive for a short, timid pet or a limited yard. If using a double loop layout, you may need to increase the separation of the boundary wire and/or increase the boundary distance to achieve the desired range.

5. Repeat this test at different places along the boundary wire to verify that it is working properly everywhere.

6. Next, walk throughout the pet area to ensure there are no areas where the receiver collar may activate from signals coupled onto buried wires, cables or metal plumbing. Test the receiver collar in and around the inside of the house as well.

   Metal plumbing or cable and wires from cable TV, electrical or telephone lines may conduct pet fencing signals inside and outside the house that can activate the receiver collar accidentally. While rare, if this occurs, it means you need to adjust the boundary wire where it crosses a cable or electrical wire or where it approaches a metallic object. After the adjustment, retest the system.

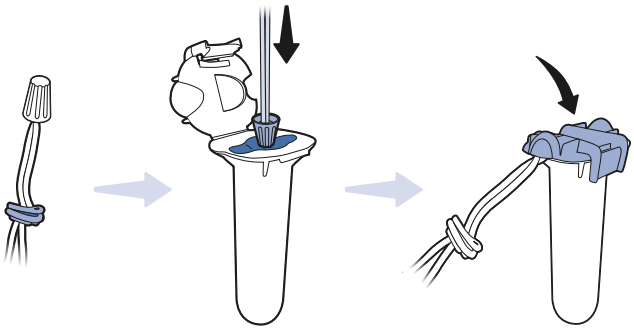
7. Once you are satisfied that your system is functioning properly, you are ready to start burying the boundary wire.

# 9 Bury the boundary wire

**Important:** Always test your fence system to make sure it is operating properly before burying the boundary wire.

1. Unplug the fence transmitter.
2. To ensure reliable fence operation over time, waterproof each wire splice along your boundary:
   a. Tie a knot 3 to 4 inches from the wire connector.
   b. Open the lid of a gel-filled capsule and insert the wire connector as deeply as possible into the waterproof gel inside the capsule.
   c. Snap the lid of the capsule shut.

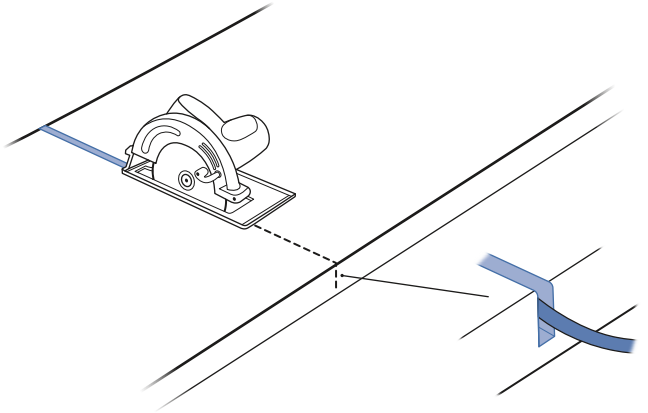
   Your system comes with two gel-filled splice capsules. Additional splice capsules are available for purchase at www.petsafe.com or by contacting our Customer Care team.



3. Cut a trench 1 to 3 inches deep along your planned boundary. The trench only needs to be as wide as the wire. Avoid all underground cables as you dig.

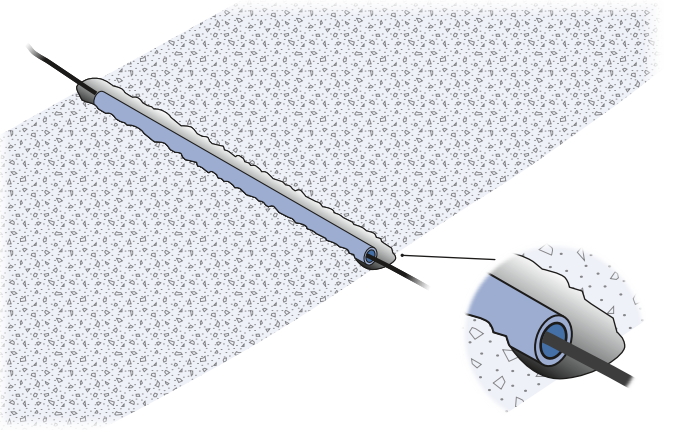
   Lawn trenchers, which you can often rent from a local hardware store, work well, and make for a quick job. You can also use a flat shovel, like a trenching shovel.
4. Place the boundary wire into the trench, leaving some slack to allow it to expand and contract with temperature variations.
5. Use a blunt tool, such as a wooden paint stick, to push the boundary wire into the trench. Be careful not to damage the boundary wire insulation.
6. Make sure the boundary wire is not cut off or pinched by a window, door, or garage door, as this can damage it over time.
7. Once you have buried all the wire, plug the fence transmitter back in.

## Cross hard surfaces



### Concrete driveway or sidewalk

Place the boundary wire in a convenient expansion joint or create a groove using a circular saw and masonry blade. Place the boundary wire in the groove and cover with an appropriate waterproofing compound. For best results, brush away dirt or other debris and spray out the groove with a garden hose before patching.

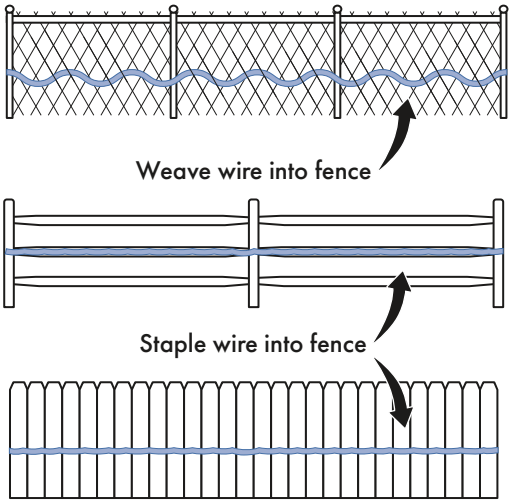


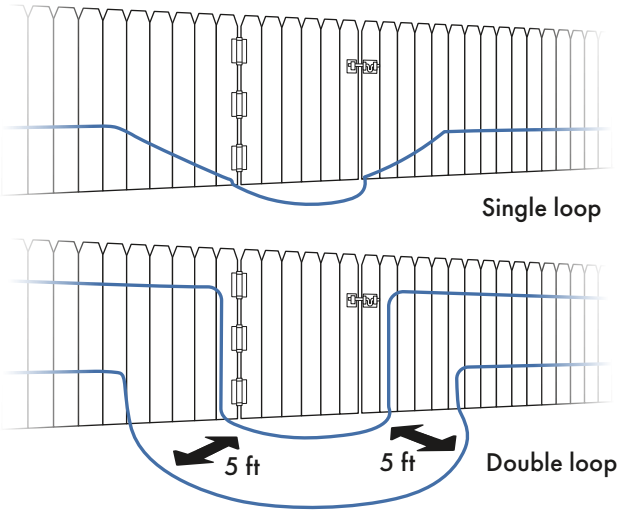
### Gravel or dirt driveway

Place the boundary wire in a PVC pipe or water hose to help protect it before burying.

## Use an existing fence

You can attach the boundary wire to a chain link fence, split rail fence or a wooden privacy fence. The boundary wire can be attached as high as needed; however, make sure to set the boundary distance at a high enough range for your pet to receive the signal.




### Chain link fence

Weave the boundary through the links or use plastic quick ties.

### Wooden split rail or privacy fence

Use staples to attach the boundary wire. Avoid puncturing the boundary wire insulation.

### Double loop with existing fence

Run the boundary wire on top of the fence and return it on the bottom of the fence to get the 5-foot separation needed.

### Gate (single loop)

Bury the boundary wire in the ground across the gate opening.

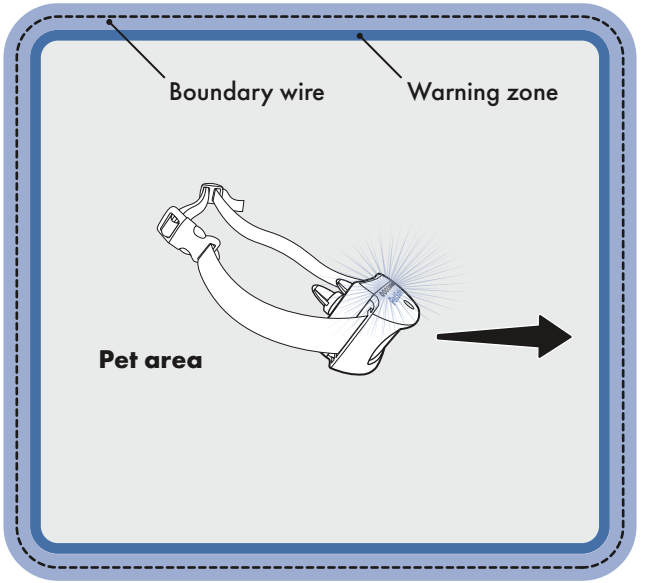
### Gate (double loop)

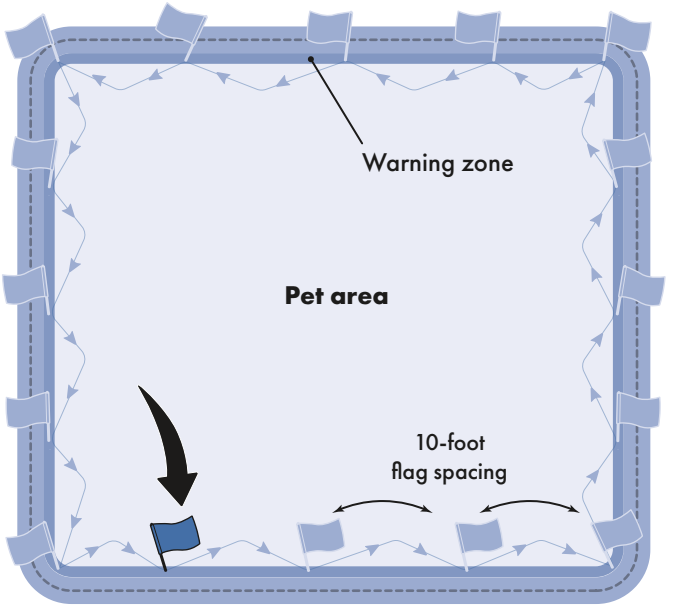
Bury both boundary wires across the gate opening while keeping them 5 feet apart.

The signal will still be active across the gate, preventing your pet from passing through the open gate.

# 10 Place the boundary flags

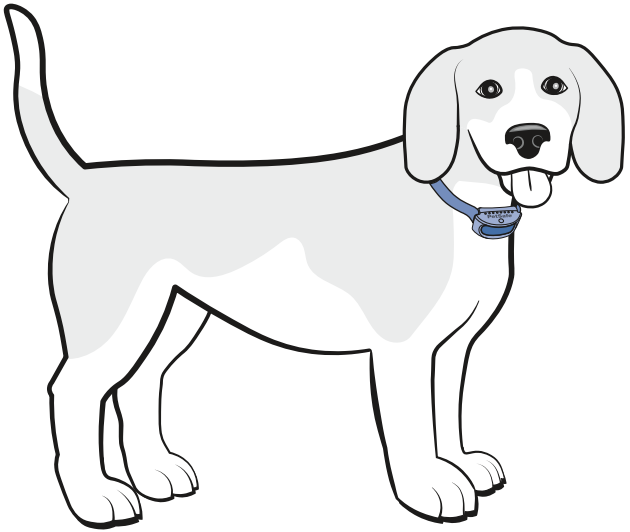
The boundary flags are a visual reminder to help you and your pet learn where the warning zone is located. To place the boundary flags:

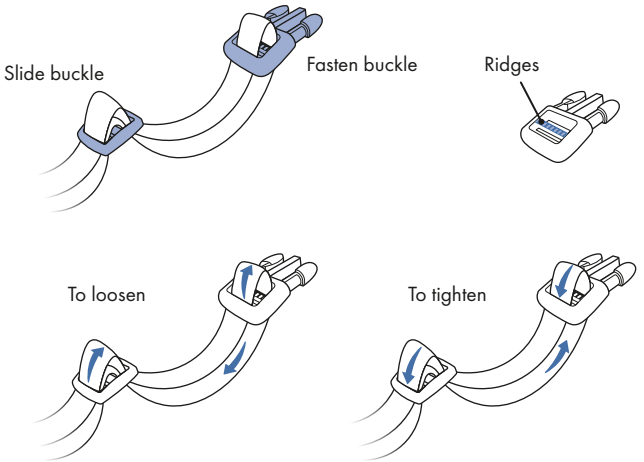



1. Hold the receiver collar at your pet's neck height, angled as it will be when it is worn by your dog. Starting inside the pet area, walk toward the boundary.
2. When the receiver collar tones and vibrates, stop and place a boundary flag in the ground.
3. Walk back into the pet area until the beeping stops.
4. Repeat this process around your boundary until the warning zone is marked with boundary flags every 10 feet.

# 11 Fit the receiver collar






1. Turn the receiver collar off by pressing and holding the mode button for 5 seconds. The receiver collar will beep high to low and the status light turn off.
2. With your pet standing comfortably, place the receiver collar around your dog's neck. The PetSafe® logo should be right side up, and the contact points should be centered directly under your dog's chin, touching the skin.

   If your dog has long hair, it may be necessary to switch to the long contact points provided or trim (not shave) the hair around the contact points.
3. **Important:** Check the tightness of the receiver collar by inserting one finger between the end of a contact point and your dog's neck. The fit should be snug but not constricting.
4. Adjust the fit of the receiver collar as needed. Make sure the ridges on the fasten buckle are facing up and the strap is threaded through the slide buckle to prevent it from becoming loose around your pet's neck.
5. Once you are satisfied with the fit of the receiver collar, remove it from your pet and trim it (making sure to allow room for growth or a thicker winter coat). Seal the edge of the cut collar by applying a flame along the frayed edge.

## Start training!

You have successfully installed your Classic In-Ground Fence™ 2 Dog system. Now it's time to train your pet—see the online training guide for detailed step-by-step instructions. We know you and your pet are going to love the freedom provided by your new fence system.

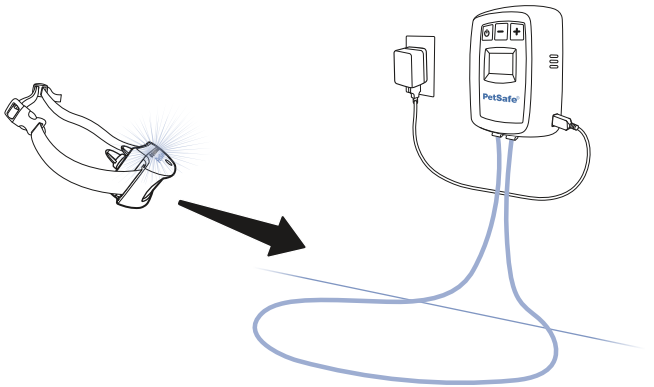
# System test

The system test can help you determine whether a system problem is caused by your transmitter, receiver collar or boundary wire.

**Important:** If you are using a PetSafe® Surge Protector (LP-4100-1) the system test procedure will vary. Instead of following the steps in this section, please visit our support site at support.petsafe.net and search for "test your wired fence system."

1. Make note of your boundary distance setting and receiver collar setting.
2. Cut a piece of boundary wire greater than 15 feet long and strip 3/8 inch of insulation from each end.
3. Remove the receiver collar from your pet and make sure it is fully charged.
4. Set the receiver collar to tone and vibration only.
5. Disconnect the twisted boundary wire from the boundary wire terminals on the transmitter by pressing the red plastic tabs and pulling the wires free.

   You will hear an audible alarm and the transmitter LCD screen will flash and display the wire break warning icon ⚠.
6. Insert the two ends of the test wire into the boundary wire terminals on the transmitter.




7. Once the wires are correctly inserted, check the transmitter LCD. If the wire break warning alarm stops once the wires are correctly inserted, the transmitter is working properly. Proceed to the following step to test the receiver collar.

   If the wire break warning alarm continues, there is a problem with the transmitter. Contact our Customer Care team.
8. Test the receiver collar:
   a. Use the + and - buttons to adjust the boundary distance to 5.
   b. While holding the receiver collar, approach the wire from the outside loop 2 inches off the ground. Notice how far the receiver collar is from the boundary wire when it activates.
   c. Press the + button to adjust the boundary distance to 10 and repeat the previous step. The receiver collar should now activate further from the boundary wire.

   If the receiver collar activates properly at different distances from the test wire, the receiver collar is functioning as intended and the original problem with your system is likely in the containment boundary wire. Perform the Wire break location test.

   If the receiver collar does not activate near the test wire, the receiver collar is not working. Contact our Customer Care team for assistance.
9. When testing is complete, remove the test wire from the boundary wire terminals on the transmitter and reconnect the twisted boundary wire.
10. Press the + and - buttons to return the boundary distance to its original setting.
11. Repeat the boundary width testing to verify the desired boundary width between 12 and 20 feet.
12. Return the receiver collar to the noted setting.

# Wire break location test

There are two types of wire breaks: full and partial. In a full break, the boundary wire is completely broken or cut. In a partial break, the boundary wire is intact, but the insulation surrounding the wire is damaged and radio signal is being lost.

To find a wire break, first check the most common wire break locations:

- At the wire exit point of the house
- Where the wire enters the ground from the house (usually caused by string trimmers)
- Where the wires cross sidewalks or driveways (usually caused by edging and string trimmers)
- Around landscaping and flower beds (usually caused by digging or working up the soil)
- In aerated lawns
- At wire splices where gel-filled capsules have not been installed
- At wire splices without reinforcement knots

If you do not find a wire break in one of the above locations, there are two options for locating it:

**Option 1 (recommended):** Contact our Customer Care team to purchase a Wire Break Locator kit. This kit detects full breaks, not partial breaks.

**Option 2**: Follow the procedure below:

1. Unplug the fence transmitter.
2. Connect both ends of your twisted boundary wire to one terminal on the transmitter.
3. Measure and cut a test wire half the length of your total boundary wire footage.
4. Connect one end of the test wire to the other terminal on the transmitter.
5. Locate the halfway point of your boundary and cut the boundary wire.
6. Splice the other end of the test wire to either side of your boundary wire where you cut it in half.
7. Plug in the fence transmitter. If a wire break warning alarm does not occur you can assume the break is in the other half of the boundary wire.
8. If a wire break warning alarm does occur, you can assume there is a break in this portion of the boundary wire. However, there is a small chance there is more than one break in your system. Be sure to check both halves of your loop.
9. Replace the damaged boundary wire with new boundary wire.
10. Reconnect the boundary wire to the transmitter.
11. If the wire break warning alarm has been resolved, test the system with the receiver collar.

# Troubleshooting

**The receiver collar is not beeping or correcting.**

- Charge the receiver collar.
- Make sure the transmitter LCD screen is on and that the wire break warning alarm is not sounding. If the wire break warning alarm is sounding, perform the System test.

**The receiver collar is beeping, but my pet is not responding to the static correction.**

- Test the receiver collar by walking toward the boundary wire. If the receiver collar beeps or the correction level lights flash, adjust 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. The contact points must be in contact with pet's skin.
- Increase the static correction level.
- Repeat the training steps to reinforce training.

**The receiver collar has to be held on top of the boundary wire to activate.**

- Charge the receiver collar.
- Increase the boundary distance setting to increase the distance from the boundary wire that the receiver collar activates.
- If using a double loop layout, make sure the boundary wires are at least 5 feet apart.
- If none of the above steps are effective, perform the System test.

**The receiver collar activates inside the house.**

- Make sure the transmitter is still set to the boundary distance you established when you tested the fence system.
- Make sure the boundary wire crosses any underground wiring and cables at a 90-degree angle.
- Make sure the boundary wire is not running within 15 feet of the house. The signal can transmit through the walls of the house.
- Make sure the boundary wires are twisted between the boundary and the transmitter.

**I have an inconsistent signal.**

- Make sure the fence transmitter is at least 3 feet from large metal objects or appliances.
- Make sure the boundary wire corners are rounded with a minimum 3-foot radius.
- Make sure your boundary wire is not running parallel to or within 10 feet of electrical wires, telephone wires, television or antenna cables, or satellite dishes.
- Make sure your boundary wire is not within 10 feet of a neighboring boundary for a containment system or robotic lawn mower. If a neighboring boundary may be causing an inconsistent signal, move your boundary wire farther away.

**The transmitter will not turn on.**

- Make sure the transmitter is connected to the power adaptor.
- Check that the power adaptor is plugged in properly.
- If the system is plugged into an RCD or GFCI outlet, check to see if the circuit has been tripped. Reset the RCD or GFCI circuit if required.
- Verify that the outlet is working properly by plugging in a known working item such as a lamp.
- Try plugging the fence transmitter into another AC outlet.
- If the transmitter still does not come on, the transmitter and/or power adaptor needs to be replaced. Contact our Customer Care team.

**The transmitter is on and the wire break warning alarm is sounding.**

- Check the boundary wire connections at the fence transmitter for proper connection.
- Check for broken or damaged boundary wires at the outside entry to the house.
- Perform the System test to determine if the fence transmitter needs to be replaced.
- If the fence transmitter is functioning properly, you have a break in your boundary wire; see Wire break location test.

# Classic

## In-Ground Fence™ 2 Dog



## We're here to help!

For questions or additional tips:
support.petsafe.com

1-Year Limited Warranty | ©2026 Radio Systems Corporation | Models: ZIG00-17510 | 400-2861
For important safety instructions, please see the **Let us help!** guide.