

Premier SpraySense Anti-Bark Collar Troubleshooting Guide

Step 1: Determine the issue

- A. Device “clicks”, but does not spray
- B. Device does not spray and there is no “click”
- C. Sprays continuously or leaks
- D. Sprays intermittently
- E. Sprays when tested, but not while on the dog
- F. Sprays when dog barks, but dog is not deterred from barking

Step 2: Solutions

Water exposure

Ask if the device has been submerged in water or exposed to prolonged water spray. The device is not waterproof, but is water resistant. If the device stopped working after a prolonged exposure to water, any warranty is voided.

- A. **Device clicks, but does not spray** This generally means the reservoir is empty. The click indicates that the battery is good, but there is no citronella in the reservoir to spray.
 - a. **Refill device with citronella** Fill device for at least 15 seconds.
(Make sure the can of spray being used has spray in it. If you do not feel or hear liquid in the can when you shake it, the refill can is empty and needs to be replaced.)
 - b. **Test the device** Hold the device approximately 2-3 inches away from your mouth and blow into the microphone like you’re blowing out a candle; the device should activate. Even if the device does not activate, try on your dog.

If the device does not spray after trying the steps above and continues to click, but not spray, it may be defective and will need to be replaced, if under warranty.

- B. **Device does not spray and no click**
 - a. **Replace battery** Requires a 6 volt alkaline or lithium battery
 - b. **Refill device with citronella** Fill device for at least 15 seconds
 - c. Turn device On – slide the On/Off switch to the left (or in the direction of the arrow)
 - d. **Test the device** Hold the device approximately 2-3 inches away from your mouth and blow into the microphone like you’re blowing out a candle; the device should activate. Even if the device does not activate, try on your dog.

If the device does not work after trying these steps, it is mostly likely defective and will need to be replaced, if under warranty.

- C. **Sprays Continuously** Replace. There's nothing that can be done to correct this issues and replacement is needed.
- D. **Sprays Intermittently** Intermittently means that the device activates sometimes when the dog barks, but not every time. This is commonly due to a low battery or possibly an air bubble in the reservoir.

Low battery

- a. **Replace battery** Requires a 6 volt alkaline or lithium battery
- b. **Refill device with citronella** Fill device for at least 15 seconds
- c. **Turn device On** Slide the On/Off switch to the left (or in the direction of the arrow)
- d. **Test the device** Hold the device approximately 2-3 inches away from your mouth and blow into the microphone like you're blowing out a candle; the device should activate. Test the device several times in a row to ensure that the device activates each time. If device activates each time, try the collar on your dog.

If the device continues to activate intermittently, the device may be defective and will need to be replaced, if under warranty.

Air bubble in reservoir

- a. **Release citronella from the reservoir** With a ballpoint pen, depress the fill port. Continue to release all contents until it appears to be empty.

Caution! The liquid in the reservoir will be cold. It is recommended that you keep a paper towel close by to clean up the liquid and to protect your skin.

- b. **Refill the device** Fill for at least 15 seconds
- c. **Test the device** Hold the device approximately 2-3 inches away from your mouth and blow into the microphone like you're blowing out a candle; the device should activate. Test the device several times in a row to ensure that the device activates each time. If device activates each time, try the collar on your dog.

If the device continues to activate intermittently, the device may be defective and will need to be replaced, if under warranty.

- E. **Sprays when tested, but not while on the dog**

- a. **Check the fit** A collar strap that is fit too snug will not allow the sound waves to be picked up by the microphone. A strap that is fit too loosely may be too far from your dog's mouth to pick up the sound. Gravity should keep the spray device centered near your dog's Adam's apple. In other words, make sure the collar strap is not too loose or too tight.
- b. **Hair** If your dog has long or thick hair, it may be preventing the sounds waves from reaching the microphone.
 - i. Try tying a bandana around the dog's neck and placing the spray device on top of the bandana. This could prevent hair from blocking the microphone.
 - ii. Trim the hair, on the neck area, shorter.
 - iii. Use hair bands to hold hair away fro the microphone.
- c. **High pitch bark** On occasion, a dog's bark will be too high pitched and the microphone is unable to pick up on the sound waves and therefore will not activate.

If the device continues to activate when tested, but not while on the dog, it may not be the appropriate training tool for this particular dog. A replacement will not help and refund or exchange for other product, based on retailers return policy, is suggested.

- F. **Sprays when dog barks, but dog is not deterred from barking** We would recommend consulting with your veterinarian and/or finding a local trainer, as this collar may not be the best solution for this particular dog.