FAQs

- Can I attach a leash to the containment receiver collar?

  No. This can result in pulling the contact points too tightly against your pets neck. Attach a leash to a separate, non-metallic collar positioned above the receiver collar.

- Can I use more than one receiver collar on the system?

  Yes. There is no limit to the number of pets you can contain with the containment system. It's as simple as purchasing an additional compatible receiver collar for each pet.

  You can purchase additional receiver collars online or contact our Customer Care Center.

- Can I use the containment system on a cat?

  Yes, the system can be used as long as the cat can comfortably wear the receiver collar. We also offer a special in-ground receiver collar just for cats (not compatible with wireless systems).

- Can I use the system on an aggressive dog?

  We do not recommend any of our products to be used on aggressive dogs. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.

- Can the receiver collar be placed on my pet's present collar?

  Yes, the receiver can be place on any non-metallic strap. However, you must be able and willing to "punch" two holes in your pet's current collar so that the contact points can be properly inserted. Be advised; do not attach a leash to a collar that has a receiver on it. This can cause additional pressure on your pets neck through the contact points in the collar.

- How long can my pet wear the receiver collar?

  Never leave the receiver collar on your pet for more than 12 consecutive hours and remove the receiver collar from your pet when indoors for the comfort of your pet.

  Millions of pets are comfortable while they wear stainless steel contacts. Here are some important steps for the health and comfort of your pet:

- 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.
- When possible reposition the collar on the pet's neck every few hours.
- Check the fit to prevent excessive pressure.
- Always follow the instructions in your product manual.
- Never connect a lead/leash to the electronic collar; it will cause excessive pressure on the contact points within the collar.
- Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.
- You may need to trim your pet's hair in the area of the contact points for your system to function properly. However, never shave the dog's neck; this may lead to a rash or infection.
- Some pets have sensitivity to the contact points in the collar, a condition similar to bed sores in humans. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions.

If a rash or sore is found on your pet:

- Discontinue use of the collar until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.

- How old should my pet be before I start training?

  For best results, your pet should be 4 to 6 months old and know basic commands such as sit and stay.

- Is there a hand-held remote transmitter that will work with the system?

  No. You would need to purchase a separate remote training system. Please browse our site or contact our Customer Care Center for more information.

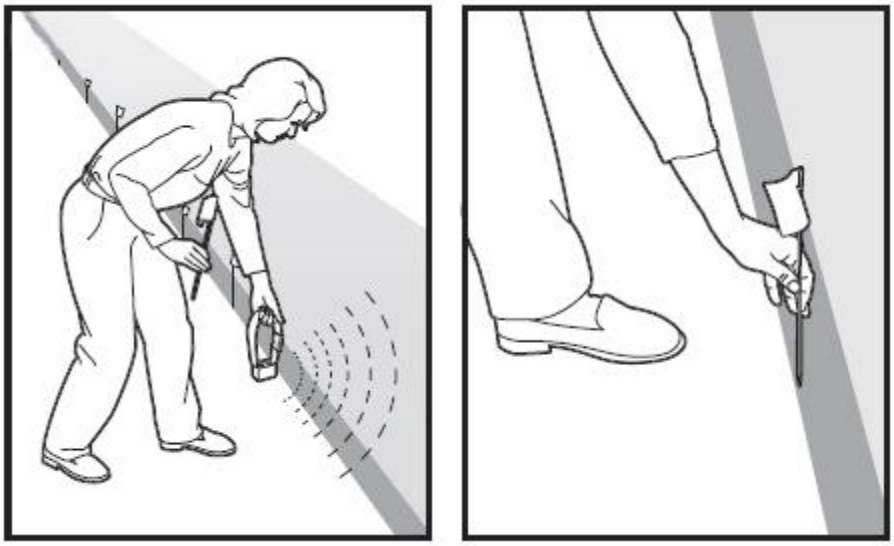
- Where do I put my boundary flags?

  The Boundary Flags are visual reminders for your pet of where the Boundary Zone is located. The Receiver Collar will activate within 2 to 3 feet of the Boundary Flags. The flags should go just inside the boundary zone along the wire. To locate the wire:

  1. Remove the receiver collar from your pet and ensure it is on.
  2. Hold the test light to the receiver collar contacts at your pet's neck height and walk out into your yard.
  3. Hold the collar and test light at the level of your pet's height.
  4. Walk towards the warning zone until the receiver collar beeps and the test light tool illuminates.
  5. Place a boundary flag in the ground at the location where you hear the beep and see the light of the test light tool flash.
  6. Walk back into the pet area until the beeping stops.

7. Repeat this process around your yard, placing flags every 10 feet until the containment yard is fully marked with flags.

Note: the higher the level of correction of the receiver collar, the brighter the light with flash. If you cannot see the light flash, increase the level of correction of the collar.



- Will static correction harm my pet?

  The static correction is safe and harmless. It is effective enough to get your pet's attention. The correction produces less energy than that produced by a static shock from carpeting.

- Can I make my boundary larger?

  Yes. You can use an additional wireless transmitter to create overlapping circular containment areas. The transmitters will automatically function together to create the larger field and your pet will have greater freedom. The two signals from the transmitters will need to overlap by at least 5 – 10 feet (similar to the Master Card logo). You can adjust this area based on where you place the transmitters and the range you have the units set on. Additional transmitters are available for purchase on our website or by contacting our Customer Care Center.

- If my pet leaves the boundary zone, how long will he or she be corrected?

  If your pet leaves the containment area and stays out, your pet will receive static correction as long as he or she is outside the pet area, for up to 30 seconds. The receiver collar has a safety time-out to stop correction and beeping after 30 seconds until the pet is returned to the pet area.

- Is there a smaller receiver collar or another compatible receiver that I can use?

Absolutely, the Stay+Play Wireless Fence Receiver Collar PIF00-12918 is a great choice for smaller dogs. This collar works best on dogs that weigh at least 5 pounds and have a neck size as little as 6 inches. Contact our Customer Care Center or purchase online.

- Where do I place my wireless transmitter?

  The wireless transmitter creates a circular containment area for your pet. The transmitter is at the center of the circle.

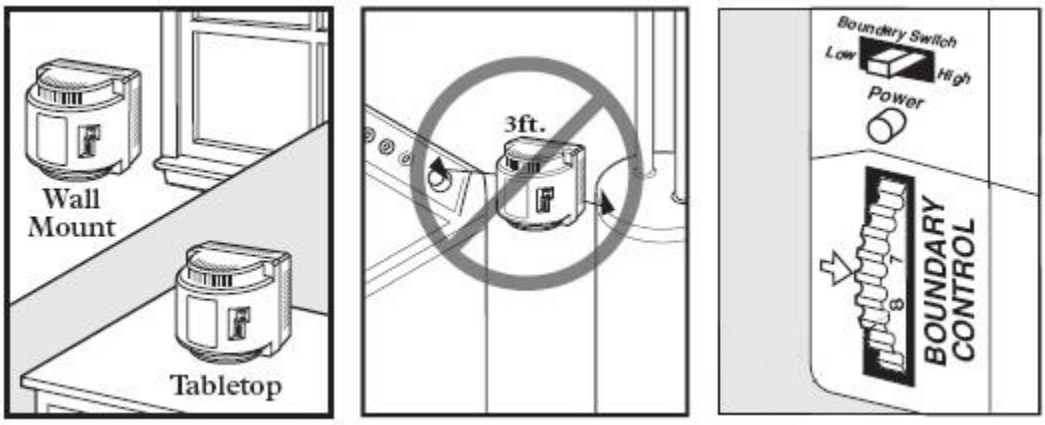
  Choose a location for your transmitter that meets the following criteria:

  - 2-4 feet above the floor located on the ground floor of your home.
  - Dry, well ventilated, protected area where temperatures do not drop below freezing.
  - At least 3 feet away from large metal objects.
  - Near a standard wall outlet.
  - You may also choose to place your transmitter on a non-metal table or mount the unit on a wall. We recommend that you do not mount the transmitter until you have confirmed that you are pleased with the containment area the transmitter creates for your pet. This is just in case you need to move or adjust the transmitter.

  After you have chosen the location for your transmitter, next:

  - Plug your transmitter into a standard wall outlet.
  - Turn the transmitter on.
  - Adjust the boundary control knob to 8 and the boundary switch to high.
  - Make sure the receiver collar battery is properly installed, the static correction level is set at 2 or greater, and the test light tool contacts are touching the contact points of the collar.
  - Hold the receiver collar down low and in front of you and walk out into your yard.
  - When you hear the collar beep and the test light tool illuminates, this represents the boundary of the containment area.

  At this point, you may wish to install the boundary flags included with your system to help you get a visual of the boundary area. You will need the flags to begin training your dog as well.
  If you wish to adjust the boundary area, you can either adjust the size of the area by adjusting the boundary dial up or down or you can adjust the location of the boundary area by moving the transmitter within your home.



- Will buildings, weather, or landscape features (trees, shrubs, etc.) affect the performance of the wireless system?

  Trees and shrubs will not affect the system. Neither will bad weather.

  However, placing the transmitter inside a metal building can reduce the maximum range of the wireless system.

  Parking a vehicle within the pet area, can reduce the range of the system and cause your pet to receive a static correction where it otherwise would not if the vehicle was not there.

  Fixed large metal objects such as metal sheds can affect the signal by reducing the maximum range of the system at the location of the object. As a result, your pet may receive a static correction.

  If you have a great deal of metal in your yard that you feel my impact your system, you may want to consider an in-ground wired containment system for you and your pet instead. Call Customer Care to ask about your options.

- Will the wireless system work on my sloped yard?

  The system will work on a mildly sloped yard. The transmitter signal extends 90/105 feet in all directions. A sloping yard or a yard with hills can cause the pet area to appear less or more than expected. Consider repositioning the transmitter to maximize your pet area.

- Which fences work with which pet proofing barriers?

  If you already have a PetSafe in-ground fence, you can use the same collar with our pet proofing barriers. Purchase an extra barrier and place it in an area you don't want your pet to access. Choose from indoor and outdoor barriers.

  Wireless fences aren't compatible with our pet proofing barriers.

	These fence systems	work with these receiver collars	and these barriers
Wireless	○ Stay+Play Wireless Fence® (PIF00-12917) ○ Wireless Containment System™ (PIF-300, XWF15-11801)	○ Stay+Play Wireless Fence® Receiver Collar (PIF00-12918, PIF00-14288) ○ Stubborn Dog Stay + Play Wireless Fence® Receiver Collar (PIF00-13672) ○ Extra Wireless Fence Receiver (PIF-275-19, XWF15-11802)	
Wireless Mapping	Wireless Mapping Fence (PIF00-13651)	Wireless Mapping Fence Add-A-Dog Receiver Collar (PIF00-13652)	

In-Ground	○ In-Ground Fence (PRF-3004W, PIG00-13661) ○ Little Dog In-Ground Fence™ (PIG00-10773) ○ Stubborn Dog In-Ground Fence (PIG00-10777) ○ In-Ground Cat Fence System (PIG00-11007) ○ In-Ground Fence (PRF-304W) ○ Comfort Fit In-Ground Fence (PIG00-10773, PIG00-10674) ○ Basic In-Ground Fence™(PIG00-14582) ○ Rechargeable In-Ground Fence™	○ In-Ground UltraLight Collar (PUL-250) ○ In-Ground UltraLight™ Collar (PUL-275) ○ In-Ground Little Dog Collar (PIG00-10778) ○ Stubborn Dog In-Ground Collar (PRF-275-19) ○ In-Ground Cat Fence Collar (PIG00-11006) ○ Rechargeable In-Ground Fence™ Collar (PIG00-13737) ○ Ultralight Collar	Indoor Pet Barrier Transmitter (PIRF-100)

	(PIG00-14673)	(RFA-345) ○ Comfort Fit Collar (PIG00-10680, PIG00-10679, 300-458)	
UltraSmart®	○ UltraSmart® In-Ground Fence™ (PIG00-13619) ○ UltraSmart® Contain N Train In-Ground Fence (IUC-5100)	○ UltraSmart® In-Ground Fence™ Collar (PIG00-13620, RFA-427) ○ UltraSmart® Contain N Train Collar (IUC-5225, IUC-4225)	All Pawz Away® pet barriers: ○ Indoor Barrier (ZND-1000, ZND-1200) ○ Outdoor Barrier (RFA-378, PWF00-11923) ○ Mini Barrier (PWF00-14040, PWF00-

			13665) ○ Threshold Barrier (RFA-514, PWF00-14406)
YardMax®	YardMax® Rechargeable In-Ground Fence™ (PIG00-11115)	YardMax® Rechargeable In-Ground Fence™ Collar (PIG00-11116)	All Pawz Away® pet barriers: ○ Indoor Barrier (ZND-1000, ZND-1200) ○ Outdoor Barrier (RFA-378, PWF00-11923) ○ Mini Barrier (PWF00-14040,

			PWF00-13665) ○ Threshold Barrier (RFA-514, PWF00-14406)

- I have a very small dog. Will the collar be too heavy for my dog?

  The Little Dog In-Ground Fence™ was designed just for little dogs to wear comfortably, and the In-Ground Cat Fence™, designed just for cats, comes with our lightest collar.

  While we recommend your pet be at least 5 or 8 pounds to wear our wireless or in-ground collars, many smaller dogs and even cats can wear collars from other fences. That means you can add your new small dog to your existing system, or you can purchase a wireless fence and collars for each pet.

  Our office dogs have personally tested these collars to make sure they will work for your pets.

  Wireless Fence Collars

  Bao, a tiny Yorkshire Terrier who weighs 4 pounds after a big meal, is wearing the Stay+Play Wireless Fence® Rechargeable Receiver Collar. The collar weighs about 3 ounces.

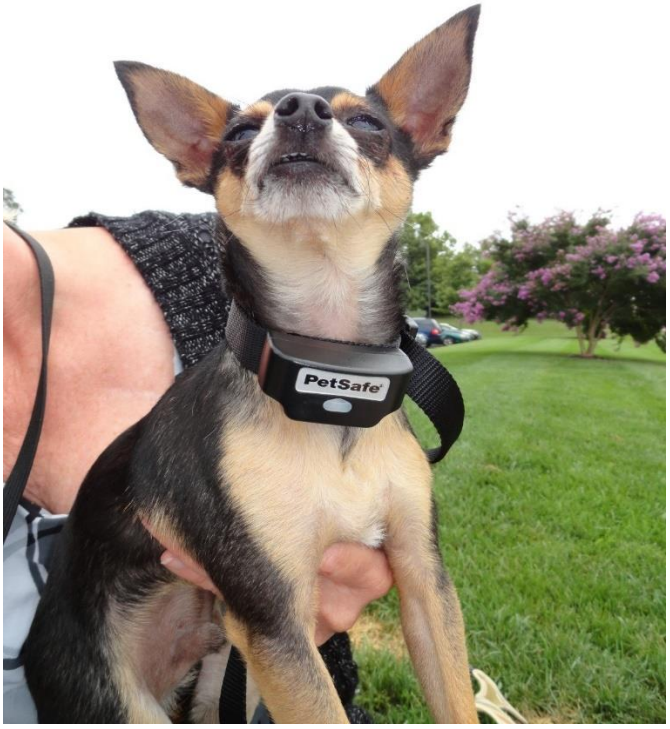


Oliver, a 4-pound Chihuahua, can easily fit the Wireless Fence Receiver Collar for our original Wireless Pet Containment System™. The collar weighs 2.5 ounces.



In-Ground Fence Collars

Oliver the 4-pound Chihuahua loves showing off his In-Ground UltraLight™ Receiver Collar, which weighs 2.64 ounces. This is the standard collar that comes with the Basic In-Ground Fence™ and In-Ground Fence™.



4-pound Yorkie Bao has no trouble wearing the YardMax® Rechargeable In-Ground Fence™ Receiver Collar either. This collar weighs only 1.5 ounces.



Which Collar Will Work with My System?

If you're purchasing an extra collar, check the Fence Collar Compatibility Chart to make sure the collar will work with your existing system.

- Once my pet is trained to respect the yard boundaries, how do I bring my pet into and out of the yard?

  Once your pet learns the Boundary Zone, he will be reluctant to cross it for walks or car rides. You may need to convince your pet to leave the Pet Area with treats and praise.

  Before you take your pet across the Boundary Zone, remove the Receiver Collar. Make sure your pet is wearing his standard collar and attach a leash to the collar.

  There are 3 ways to take your pet outside the Boundary Zone.

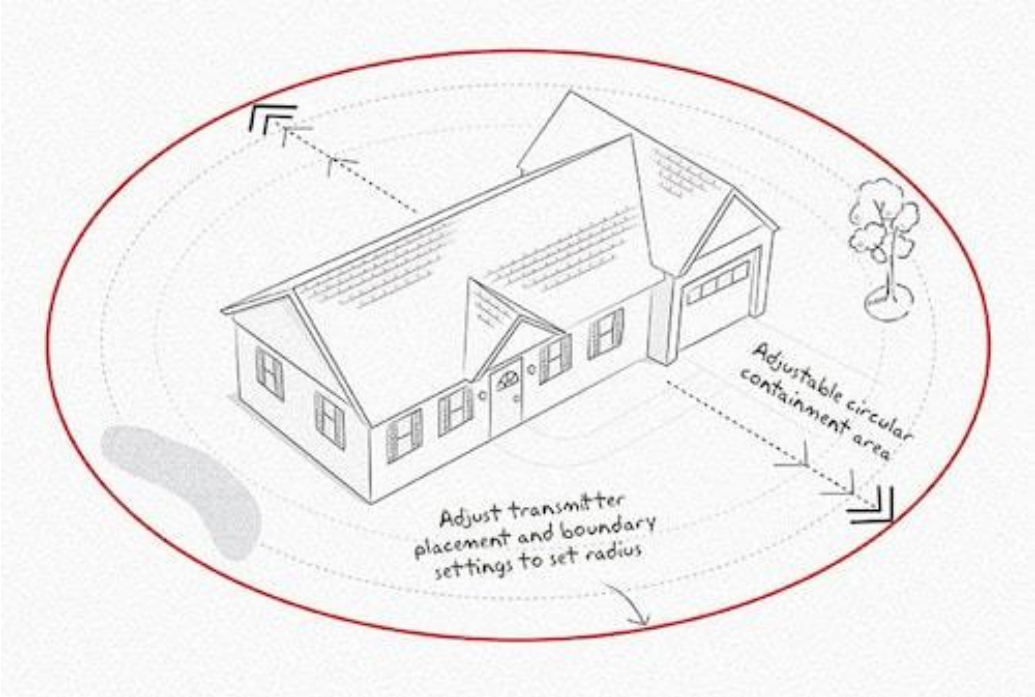
  0. If you're going for a drive together and your car is in the Pet Area, you can put your pet in the car and drive him out of the Pet Area.
  1. You can also walk your pet out of the Pet Area. Give a command such as “OK” at a specific place of the Boundary Zone, such as the end of your driveway or sidewalk. 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.
  2. You may also carry your pet out of the Pet Area.

Installation & Setup

- How do I lay out my system?

View sample yard layouts to help you plan your pet's boundaries

Back & Front Yard Back Yard Only Add Transmitters RV Camping



The wireless transmitter sends a circular signal around your yard. Smaller yards can easily be contained with one transmitter. Yard shown is 230 x 230 feet.

- Where do I place my wireless transmitter?

  The wireless transmitter creates a circular containment area for your pet. The transmitter is at the center of the circle.

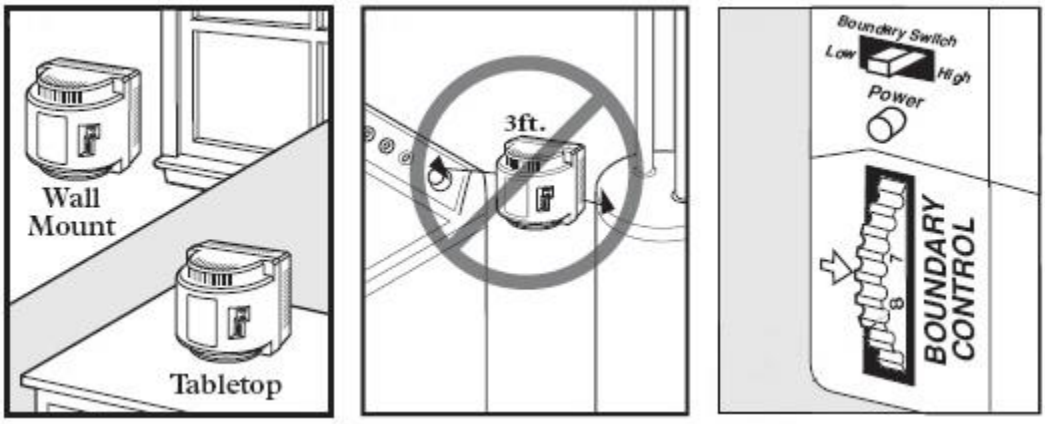
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  - 2-4 feet above the floor located on the ground floor of your home.
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  - At least 3 feet away from large metal objects.
  - Near a standard wall outlet.
  - You may also choose to place your transmitter on a non-metal table or mount the unit on a wall. We recommend that you do not mount the transmitter until you have confirmed that you are pleased with the containment area the transmitter creates for your pet. This is just in case you need to move or adjust the transmitter.

  After you have chosen the location for your transmitter, next:

- Plug your transmitter into a standard wall outlet.
- Turn the transmitter on.
- Adjust the boundary control knob to 8 and the boundary switch to high.
- Make sure the receiver collar battery is properly installed, the static correction level is set at 2 or greater, and the test light tool contacts are touching the contact points of the collar.
- Hold the receiver collar down low and in front of you and walk out into your yard.
- When you hear the collar beep and the test light tool illuminates, this represents the boundary of the containment area.

At this point, you may wish to install the boundary flags included with your system to help you get a visual of the boundary area. You will need the flags to begin training your dog as well.
If you wish to adjust the boundary area, you can either adjust the size of the area by adjusting the boundary dial up or down or you can adjust the location of the boundary area by moving the transmitter within your home.



- Preparing the collar

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 3 weeks depending upon frequency of use. To extend the time between charging the Receiver Collar, consider turning OFF the Receiver Collar when it is not in use.

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 and slide the Receiver Collar strap away from the front of the unit. 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.

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 Contact Point Wrench. Check tightness weekly.

Turning the Receiver Collar ON

Press and hold the Mode Button continuously for 5 seconds. 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. 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.

Setting the Correction Level

The Static Correction levels increase in strength from 1 to 6. Pushing the Correction Level Button while the Receiver Collar is on level 6 will cause the Receiver Collar to revert to level 1.

1. Press the Mode Button and release 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.

Indicator Light Response	**Static Correction Level**	**Receiver Collar Function**	**Pet Temperament**
1 Red Flash	1	No Static Correction, Tone Only	Initial Training Mode
2 Red Flashes	2	Low Static Correction	Timid

3 Red Flashes	3	Medium-Low Static Correction	Timid or Average Energy
4 Red Flashes	4	Medium Static Correction	Average Energy
5 Red Flashes	5	Medium-High Static Correction	Average or High Energy
6 Red Flashes	6	High Static Correction	High Energy

Over Correction Protection

If your pet enters the Boundary Zone or continues anywhere beyond the Pet Area, this feature limits the Static Correction duration to 15 seconds. While the system locks out further Static Correction, the green light will remain on for 10 seconds.

In the unlikely event that your pet leaves the Pet Area, he will not receive a Static Correction upon return to the Pet Area.

- Adjusting the pet area

Consider the layout of your yard, its size, and the area that you want to create for your pet to enjoy. The wireless fence creates a circular containment area, with the transmitter in the center of the circle. Make sure the entire pet area lies within your property boundaries. If the boundary zone will be less than 45 feet from the transmitter, place the boundary switch on low. If the boundary zone will be greater than 45 feet place the boundary switch on high. Remember that you may also move the transmitter within your home to adjust the location of the containment area as needed.

To maximize your Pet Area, make sure the Boundary Switch is on High and the Boundary Control Dial is set to 8. Plug Power Adapter into Power Jack and standard 120-volt outlet.

Testing the Boundary

0. Make sure the Receiver Collar Battery is good. Set the Correction Level to 2 or above.
1. Hold the Test Light Contacts to the Contact Points.
2. Walk toward the Boundary Zone holding the Receiver Collar at your pet’s neck level until the Test Light flashes.
3. Save Test Light for future testing.

Adjusting the Boundary

You can use one of two methods to set up and check your boundary area.

Two-Person Method

One person should hold the receiver collar at your pet's neck height with logo side facing away from the transmitter. This person with the collar should walk out into the yard to the edge of the desired containment area. Facing away from the transmitter, hold the receiver collar at the edge of the desired pet area.

The second person should be at the transmitter. Begin with the boundary control dial set to 8, the person at the transmitter should turn the dial down SLOWLY. When the receiver collar starts to beeps, tell the person at the transmitter to stop turning the boundary control dial. Using cell phones to communicate with each other may help to make this process easier. Now your boundary is set. Note the boundary setting on the transmitter for future reference

One-Person Method

Measure the shortest distance from the desired boundary zone to the transmitter. Find the distance on the transmitter range chart below and set the boundary switch and boundary control dial. Take the receiver collar to the boundary zone with the receiver collar at your pets neck height with logo side facing away from the transmitter. Determine where the receiver collar begins to beep.

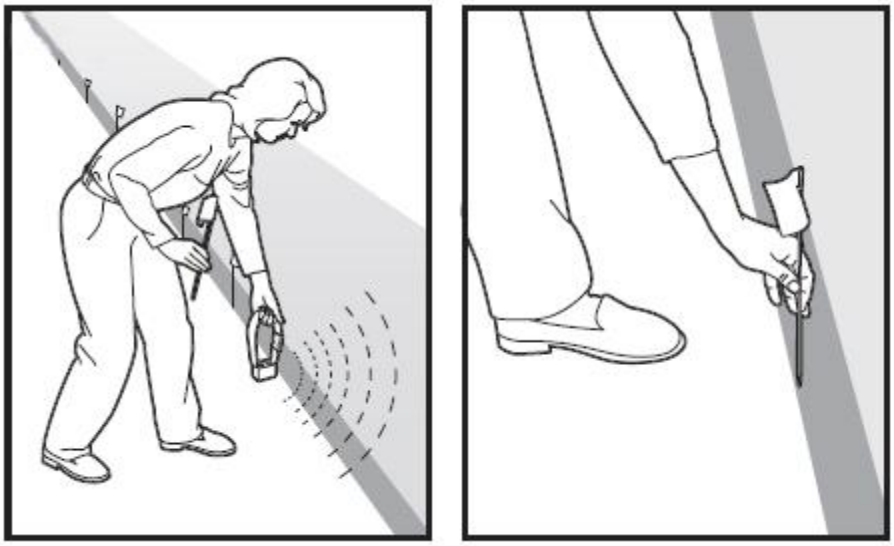
If the receiver collar beeps before or after the desired boundary zone, return to the transmitter and adjust the boundary control dial. Repeat this process until the receiver collar is beeping at the desired location. Record your settings below for future reference.

- Where do I put my boundary flags?

The Boundary Flags are visual reminders for your pet of where the Boundary Zone is located. The Receiver Collar will activate within 2 to 3 feet of the Boundary Flags. The flags should go just inside the boundary zone along the wire. To locate the wire:

0. Remove the receiver collar from your pet and ensure it is on.
1. Hold the test light to the receiver collar contacts at your pet's neck height and walk out into your yard.
2. Hold the collar and test light at the level of your pet's height.
3. Walk towards the warning zone until the receiver collar beeps and the test light tool illuminates.
4. Place a boundary flag in the ground at the location where you hear the beep and see the light of the test light tool flash.
5. Walk back into the pet area until the beeping stops.
6. Repeat this process around your yard, placing flags every 10 feet until the containment yard is fully marked with flags.

Note: the higher the level of correction of the receiver collar, the brighter the light with flash. If you cannot see the light flash, increase the level of correction of the collar.



- Fitting the receiver collar

  The proper fit and placement of your receiver collar is important for effective training. The contact points must have direct contact with your pets skin on the underside of their neck.

  0. Make sure the receiver collar is turned off.
  1. Start with your pet standing comfortably.
  2. Center the contact points underneath your pets neck, touching the skin. If your pet has a long or thick coat, consider using the long contact points to reach through the fur. These can be purchased online or from our Customer Care Center. Note: It is sometimes necessary to trim the hair around the contact points to make sure that contact is consistent.
  3. Check the tightness of the receiver collar by inserting one finger between the end of a contact point and your pets neck. The fit should be snug but not constricting.
  4. 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.
  5. If you'd like to to trim the collar strap, mark the desired length of the receiver collar with a pen. Allow for growth if your pet is young or grows a thick winter coat. Remove the receiver collar from your pet and cut off the excess. If your receiver has a nylon strap, seal the edge of the cut collar by applying a flame along the frayed edge.

  If your collar is a QuickFit collar, it is designed so you can quickly attach and remove the Receiver Collar from your pet while maintaining the desired fit.

  6. With the Snap Buckle fastened, thread the collar through the Metal Buckle .
  7. Slide the excess collar through the “C” Loop on top of the Snap Buckle. This will hold the excess collar in place.

8. Once the collar fit is determined, use the Snap Buckle to remove and replace the collar.

Replacing the Receiver on a New Collar Strap

9. Slide the receiver off the old strap.
10. Slide the receiver on the new strap.
11. Adjust the slide buckle so the collar won't become loose around your pet's neck.
12. Make sure the ridges are facing up or the collar may slip.

- Setting Up a PetSafe Wireless Fence



Installation and troubleshooting tips for the PetSafe wireless fence system. Tips, tools and some important things to know as you install your new PetSafe wireless pet containment system.

- 4:44Watch Now

Training

- Fitting the receiver collar

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- How long can my pet wear the receiver collar?

Never leave the receiver collar on your pet for more than 12 consecutive hours and remove the receiver collar from your pet when indoors for the comfort of your pet.

Millions of pets are comfortable while they wear stainless steel contacts. Here are some important steps for the health and comfort of your pet:

- 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.
- When possible reposition the collar on the pet’s neck every few hours.
- Check the fit to prevent excessive pressure.
- Always follow the instructions in your product manual.

- Never connect a lead/leash to the electronic collar; it will cause excessive pressure on the contact points within the collar.
- Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.
- You may need to trim your pet's hair in the area of the contact points for your system to function properly. However, never shave the dog's neck; this may lead to a rash or infection.
- Some pets have sensitivity to the contact points in the collar, a condition similar to bed sores in humans. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions.

If a rash or sore is found on your pet:

- Discontinue use of the collar until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.

- How old should my pet be before I start training?

  For best results, your pet should be 4 to 6 months old and know basic commands such as sit and stay.

- My pet reacts strongly to the static correction and has become fearful.

  This can happen if the static correction level is too high. It is best to start on the lowest level of correction and increase the levels gradually. To solve your immediate issue, lower the static correction level and reassure your pet and offer praise.

  Make sure you are in control of the situation when your pet receives his/her first static corrections (have him/her on a leash attached to a separate, non-metallic collar) and lead him into the pet area and praise him/her. If your pet remains fearful, suspend training and start again the next day. Make sure to end all training sessions on a positive note with lots of praise and play.

- Training your pet to a containment system: Step 1: Flag Recognition

  All pets are different, so it's important to be patient with yourself and your pet. Some pets may understand the training quickly, and others may take more time. Paying attention to your pet while you are going through the training and having patience will ensure you both enjoy years of freedom and safety.

  Goal:
  The goal of phase 1 training is to familiarize your pet with the boundary flags, boundary, tone, and correction. You will introduce your pet to the tone and the static correction and teach your pet where it happens.

  Setup:

- Turn your pet's receiver collar on and set it to level 1, the tone only setting. If your collar does not have a tone only setting, do not place the collar on your pet during this phase of training.
- Place the receiver collar on your pet's neck or simply hold the collar near enough for your pet to hear the beeping of the collar during training.
- Put a separate non-metallic collar on your pet's neck ABOVE the receiver collar and attach a leash.
- Note: Be sure the extra collar does not put pressure on the contact points.

Familiarizing Your Pet With the Boundary Flags

4. Begin by having some play time with you pet, making it fun for your pet.
5. Walking your pet on a leash in the pet area.
6. Move towards the boundary flags. Allow your pet to hear the warning tone, then lead your pet back into the containment area quickly. Praise your pet when he leaves the boundary zone.
7. Repeat this process at several different boundary flags.
8. Continue the training until your pet resists going near the boundary flag. It may help to say "no" if your pet attempts to go near the flags.
9. Work with your pet in 15 minute increments. Have about 3 training sessions per day.



Introducing Your Pet to the Static Correction

10. With the collar on your pet and in the "on" position, walk your pet on a leash in the pet area.
11. Calmly praise and talk to your pet.
12. Allow your pet to move toward the boundary flags.
13. When your pet enters the warning zone, the receiver collar will activate and start beeping. As your pet continues past the flags into the static correction zone, he will receive a static correction.
14. Immediately after your pet receives a correction, lead him back into the pet area. Praise him warmly and keep very calm body language.
15. Repeat this process at several different boundary flags. Never pull or call your pet into the static correction zone.



- Training your pet to a containment system: Step 2: Distraction Phase

  Training sessions should start at 10-15 minutes, gradually increasing to over an hour. Your pet is ready for this step only when he clearly avoids the entire boundary flag line, regardless of any distractions or temptations. During this step, do not leave your pet unattended.

  Goal
  To train your pet to stay within the pet area even with distractions outside of the pet area.

  Setup

  - Put a separate non-metallic collar on your pet's neck ABOVE the receiver collar and attach a leash. Note: Be sure the extra collar does not put pressure on the contact points.
  - Create distractions to tempt your pet to enter the warning and static correction zones, such as have a family member cross from inside the pet area to outside of it, throw a ball outside of the pet area, or have a neighbor walk their pet outside of the pet area.

  Steps

  2. Put the collar on your pet and in the "on" position.
  3. Walk your pet on a leash toward the boundary flags. Use one of the distraction methods list above. If your pet follows, let him / her feel a correction and quickly lead them back into the pet area and praise them. If your pet does not follow the family member, praise him / her warmly.
  4. Have a family member or a neighbor with a dog walk outside the pet area parallel to the boundary flag line.
  5. Repeat the interaction with your pet as in step 1.
  6. With your pet on a leash, throw a ball outside the boundary flag line. Again, repeat the interaction with your dog as in previous steps.
  7. Repeat distractions at several different boundary flags.

- Training your pet to a containment system: Step 3: Unleashed Supervision & Monitoring

Goal
To give your pet free run of the pet area off the leash.

Steps

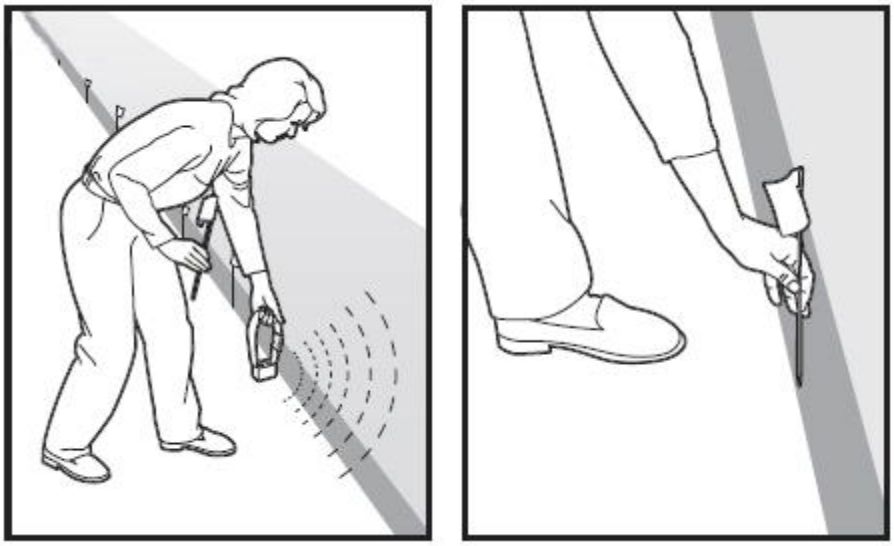
0. Walk around the yard and play with your pet, staying within the pet area at all times.
1. Preoccupy yourself with another task in the yard while watching your pet.
2. Should your pet escape, take the receiver collar off or turn the system off at the fence transmitter and lead him or her back into the pet area.
3. Now your pet is ready to run! Check in on your pet at regular intervals.
4. Note: After you are satisfied your pet's training is complete, remove every other boundary flag every 4 days until all flags are removed. Save boundary flags for future use.

- Where do I put my boundary flags?

The Boundary Flags are visual reminders for your pet of where the Boundary Zone is located. The Receiver Collar will activate within 2 to 3 feet of the Boundary Flags. The flags should go just inside the boundary zone along the wire. To locate the wire:

0. Remove the receiver collar from your pet and ensure it is on.
1. Hold the test light to the receiver collar contacts at your pet's neck height and walk out into your yard.
2. Hold the collar and test light at the level of your pet's height.
3. Walk towards the warning zone until the receiver collar beeps and the test light tool illuminates.
4. Place a boundary flag in the ground at the location where you hear the beep and see the light of the test light tool flash.
5. Walk back into the pet area until the beeping stops.
6. Repeat this process around your yard, placing flags every 10 feet until the containment yard is fully marked with flags.

Note: the higher the level of correction of the receiver collar, the brighter the light with flash. If you cannot see the light flash, increase the level of correction of the collar.



- Will static correction harm my pet?

  The static correction is safe and harmless. It is effective enough to get your pet's attention. The correction produces less energy than that produced by a static shock from carpeting.

- How do I re-synchronize my wireless system?
  0. Remove the receiver collar from your pet.
  1. Remove the battery from the receiver collar. Discharge all power by holding the correction level button down until the LED is no longer illuminated.
  2. At the transmitter, move the boundary switch from the low to the high position.
  3. Slowly adjust the boundary control dial up to #8, down to #1 and then back to the #4 position.
  4. Standing within 5-10 feet of the transmitter, reinsert the battery into the receiver collar.
  5. Take the receiver collar, use the test light tool or listening to the collar for the beeping. As you walk away from the transmitter and approach the boundary, the test light illuminates or you'll hear the collar beep at the boundary. If this happens, the system is working.
  6. Once you are confident that the system is working, slowly reset the transmitter controls to the original setting
  7. If the problem persists, please click here for contact information to reach our Customer Care Center.
- If my pet leaves the Pet Area, how long will he be corrected?

  Your pet will receive Static Correction for up to 15 seconds as long as he is outside the Pet Area. The Receiver Collar has a safety time-out to stop correcting and toning after 15 seconds until your pet returns to the Pet Area.

Troubleshooting

- Fitting the receiver collar

  The proper fit and placement of your receiver collar is important for effective training. The contact points must have direct contact with your pets skin on the underside of their neck.

  1. Make sure the receiver collar is turned off.
  2. Start with your pet standing comfortably.
  3. Center the contact points underneath your pets neck, touching the skin. If your pet has a long or thick coat, consider using the long contact points to reach through the fur. These can be purchased online or from our Customer Care Center. Note: It is sometimes necessary to trim the hair around the contact points to make sure that contact is consistent.
  4. Check the tightness of the receiver collar by inserting one finger between the end of a contact point and your pets neck. The fit should be snug but not constricting.
  5. Allow your pet to wear the collar for several minutes then recheck the fit. Check the fit again as your pet becomes more comfortable with the receiver collar.
  6. If you'd like to to trim the collar strap, mark the desired length of the receiver collar with a pen. Allow for growth if your pet is young or grows a thick winter coat. Remove the receiver collar from your pet and cut off the excess. If your receiver has a nylon strap, seal the edge of the cut collar by applying a flame along the frayed edge.

  If your collar is a QuickFit collar, it is designed so you can quickly attach and remove the Receiver Collar from your pet while maintaining the desired fit.

  7. With the Snap Buckle fastened, thread the collar through the Metal Buckle .
  8. Slide the excess collar through the “C” Loop on top of the Snap Buckle. This will hold the excess collar in place.
  9. Once the collar fit is determined, use the Snap Buckle to remove and replace the collar.

  Replacing the Receiver on a New Collar Strap

  10. Slide the receiver off the old strap.
  11. Slide the receiver on the new strap.
  12. Adjust the slide buckle so the collar won't become loose around your pet’s neck.
  13. Make sure the ridges are facing up or the collar may slip.
- My pet reacts strongly to the static correction and has become fearful.

  This can happen if the static correction level is too high. It is best to start on the lowest level of correction and increase the levels gradually. To solve your immediate issue, lower the static correction level and reassure your pet and offer praise.

  Make sure you are in control of the situation when your pet receives his/her first static corrections (have him/her on a leash attached to a separate, non-metallic collar) and lead

him into the pet area and praise him/her. If your pet remains fearful, suspend training and start again the next day. Make sure to end all training sessions on a positive note with lots of praise and play.

- My receiver collar activates in the middle of the yard.

  The receiver collar activates when it loses the transmitter signal. This sometimes occurs if a large metal object is between the receiver collar and transmitter, if the orientation of the receiver collar changes near the boundary zone, or if the surrounding "electronic noise" interferes with the signal. If this continues to occur, consider relocating the transmitter and resetting the pet area.

  Another option is to re-synchronize the system.

  1. Remove the receiver collar from your pet.
  2. Remove the battery from the receiver collar. Discharge all power by holding the correction level button down until the LED is no longer illuminated.
  3. At the transmitter, move the boundary switch from the low to the high position.
  4. Slowly adjust the boundary control dial up to 8, down to 1 and then back to the #4 position.
  5. Standing within 5-10 feet of the transmitter, reinsert the battery into the receiver collar.
  6. Take the receiver collar, use the test light tool or listening to the collar for the beeping. As you walk away from the transmitter and approach the boundary, the test light illuminates or you'll hear the collar beep at the boundary. If this happens, the system is working.
  7. Once you are confident that the system is working, reset the transmitter controls to the original settings.
- My receiver collar is beeping but my pet is not responding to the static correction.

  Complete the following procedure to diagnosis the issue:

  1. Remove the collar from your pet.
  2. Make sure the static correction level on the receiver collar is set at 2 or above.
  3. Take the test light tool and place it on the receiver collar and walk out to the boundary of the containment system.

  If the test light flashes, your collar is working and you should try/check the following:

  4. Check the fit of the receiver collar on your pet. The collar should fit snuggly and high up on your pet's neck. If your pet has long hair or a thick coat, trim your pet's fur where the contact points touch the neck and / or you can purchase longer contact points. Please click here for contact information to reach our Customer Care Center.
  5. Increase the static correction level. Do this one level at a time, and test each level with your pet until you see your pet recognize the correction.

6. It may also be necessary to repeat the training steps to reinforce training.

If the test light tool does not flash, there is an issue with the collar. Please call our Customer Care Center.

- My receiver collar is not beeping or administering a static correction.
  - Remove the collar from your pet.
  - Make sure the static correction level on the receiver collar is set at 2 or above.
  - Take the test light tool and place it on the receiver collar and walk out to the boundary of the containment system.

  If the test light flashes, your collar is working and you should try/check the following:

  - Check the fit of the receiver collar on your pet. The collar should fit snuggly and high up on your pet's neck.
  - If your pet has long hair or a thick coat, trim your pet's fur where the contact points touch the neck and / or you can purchase longer contact points by contacting the Customer Care Center. Please click here for contact information to reach our Customer Care Center.
  - Increase the static correction level. Do this one level at a time, and test each level with your pet until you see your pet recognize the correction.
  - It may also be necessary to repeat the training steps to reinforce training.
  - If the test light tool does not flash, there is an issue with the collar. Please click here for contact information to reach our Customer Care Center for a replacement collar.

- My receiver collar is not beeping or correcting when setting up the boundary zone.

  There could be a few factors causing this issue. The beep of the collar is not very loud and may be difficult to hear in a noisy environment therefore it may be helpful to use the test light tool.

  - Remove the collar from your pet.
  - Make sure the static correction level on the receiver collar is set at 2 or above.
  - Take the test light tool and place it on the receiver collar and walk out to the boundary of the containment system.

  If the test light flashes, your collar is working and you should try/check the following:

  - Check the fit of the receiver collar on your pet. The collar should fit snuggly and high up on your pet's neck.
  - If your pet has long hair or a thick coat, trim your pet's fur where the contact points touch the neck. You can also purchase longer contact points.

- Increase the static correction Level. Do this one level at a time, and test each level with your pet until you see your pet recognize the correction.
- It may also be necessary to repeat the training steps to reinforce training.

If the test light tool does not flash, there is an issue with the collar. Please call our Customer Care Center for a replacement collar.

- The boundary zone seems to fluctuate.

  This is normal for the electro-magnetic field of the wireless system. The field may be affected by surrounding "electronic noise," which can cause it to fluctuate up to 5%.

  Where the receiver collar activates is influenced by the speed and orientation of the receiver collar as your pet enters the boundary zone.

  If you feel the field is fluctuating by more than 5%, contact our Customer Care Center.

- The power light is not on.
  - Make sure the transmitter on/off switch is on and the power adapter is plugged into the transmitter and a working standard 120-volt outlet.
  - Try a different outlet.
  - If the problem persists, please contact our Customer Care Center.
- The receiver collar is beeping inside the house.
  - Make sure the transmitter is on and set up according to the directions. The transmitter should be plugged into a working outlet and the power light should be on.
  - Remove the collar from your pet.
  - Ensure the entire house is within the pet area. The transmitter may need to be moved to adjust the pet area to include the entire house.
  - If relocating the transmitter, remove the receiver collar from your pet before turning the transmitter off.
- I was setting up the pet area and after I turned down the boundary control dial, the receiver collar would no longer beep or correct.

  This can happen if the dial is turned too quickly. Please follow these steps to re-synchronize the system:

  0. Remove the receiver collar from your pet.
  1. Remove the battery from the receiver collar. Discharge all power by holding the correction level button down until the LED is no longer illuminated.
  2. At the transmitter, move the boundary switch from the "low" to the "high" position.
  3. Slowly adjust the boundary control dial up to 8, down to 1 and then back to the #4 position.
  4. Standing within 5-10 feet of the transmitter, reinsert the battery into the receiver collar.

5. Walk out into your yard to test that the collar is recognizing the boundary. Use the test light tool or listen for the collar to beep.
6. Once you are confident that the system is working, reset the transmitter controls to the original setting.

If the problem persists, please call our Customer Care Center.

- Where do I place my wireless transmitter?

  The wireless transmitter creates a circular containment area for your pet. The transmitter is at the center of the circle.

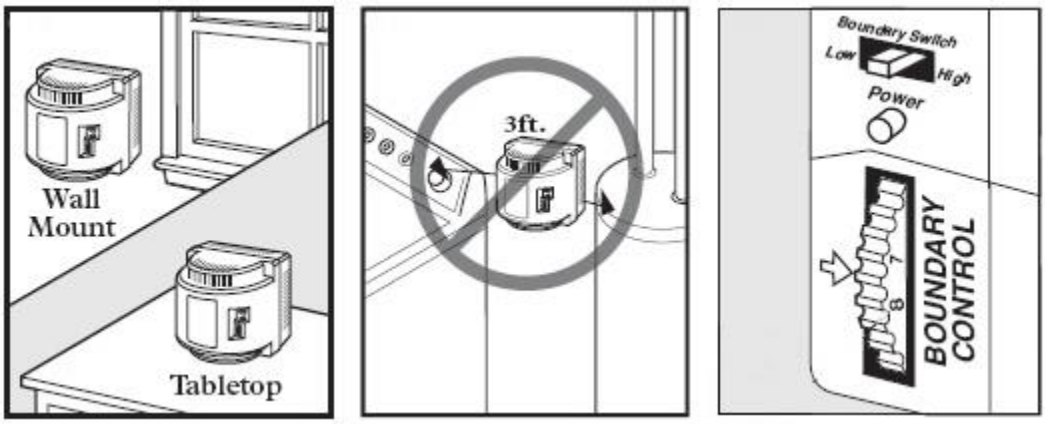
  Choose a location for your transmitter that meets the following criteria:

  - 2-4 feet above the floor located on the ground floor of your home.
  - Dry, well ventilated, protected area where temperatures do not drop below freezing.
  - At least 3 feet away from large metal objects.
  - Near a standard wall outlet.
  - You may also choose to place your transmitter on a non-metal table or mount the unit on a wall. We recommend that you do not mount the transmitter until you have confirmed that you are pleased with the containment area the transmitter creates for your pet. This is just in case you need to move or adjust the transmitter.

  After you have chosen the location for your transmitter, next:

  - Plug your transmitter into a standard wall outlet.
  - Turn the transmitter on.
  - Adjust the boundary control knob to 8 and the boundary switch to high.
  - Make sure the receiver collar battery is properly installed, the static correction level is set at 2 or greater, and the test light tool contacts are touching the contact points of the collar.
  - Hold the receiver collar down low and in front of you and walk out into your yard.
  - When you hear the collar beep and the test light tool illuminates, this represents the boundary of the containment area.

  At this point, you may wish to install the boundary flags included with your system to help you get a visual of the boundary area. You will need the flags to begin training your dog as well.
  If you wish to adjust the boundary area, you can either adjust the size of the area by adjusting the boundary dial up or down or you can adjust the location of the boundary area by moving the transmitter within your home.



- Will buildings, weather, or landscape features (trees, shrubs, etc.) affect the performance of the wireless system?

  Trees and shrubs will not affect the system. Neither will bad weather.

  However, placing the transmitter inside a metal building can reduce the maximum range of the wireless system.

  Parking a vehicle within the pet area, can reduce the range of the system and cause your pet to receive a static correction where it otherwise would not if the vehicle was not there.

  Fixed large metal objects such as metal sheds can affect the signal by reducing the maximum range of the system at the location of the object. As a result, your pet may receive a static correction.

  If you have a great deal of metal in your yard that you feel my impact your system, you may want to consider an in-ground wired containment system for you and your pet instead. Call Customer Care to ask about your options.

- Will the wireless system work on my sloped yard?

  The system will work on a mildly sloped yard. The transmitter signal extends 90/105 feet in all directions. A sloping yard or a yard with hills can cause the pet area to appear less or more than expected. Consider repositioning the transmitter to maximize your pet area.

- How do I use the Test Light Tool to test my collar?

  The Test Light Tool is used to tell if your collar is working properly. Hold the tool against the contact points and activate the collar. The tool will light up if the collar is activating. For a remote trainer, activate the correction using the transmitter. For a fence, move the collar near the boundary, holding the collar at your dog's neck height. For a bark collar, activate it by rubbing the contact points against a rough surface.