



protect. teach. love.™

Model Number  
ZND-1000

pawz away®  
extra indoor  
pet barrier  
operating guide



PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

# Important Safety Information

## Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### **⚠ WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### **CAUTION**

**CAUTION**, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

### **NOTICE**

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

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### **⚠ WARNING**

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

## **CAUTION**

This System is NOT a solid barrier. The system is designed to act as a deterrent, using Static Correction to condition pets to remain outside of the established barrier area. It is important that you reinforce training with your pet on a regular basis. Since the tolerance level to Static Correction varies from pet to pet, Radio Systems® Corporation CANNOT guarantee that the system will in all cases keep a pet outside of the established barrier area. Not all pets can be trained to avoid entering the barrier area. Therefore, if you have reason to believe that your pet may harm himself or pose a danger to others if he is not kept from entering the barrier area, you should NOT rely solely upon this system to restrict your pet. Radio Systems® Corporation shall NOT be liable for any personal injuries, property damage, injury to or death of your pet, economic loss or any consequential damages sustained as a result of any animal entering the barrier area.

To prevent an unintended correction, do not perform set up procedures while the Receiver Collar is on your pet.

- If you are using a collar and leash for training, be sure the extra collar does not put pressure on the Contact Points of the Receiver Collar.

**NOTICE**

To avoid damage to the transmitter do not use on wet surfaces, in damp or wet locations or around swimming pools. This product is designed for indoor use only. Do not expose to rain or snow.

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Thank you for choosing PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products provide you with the tools and technologies to successfully train your pet. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, we will never give or sell your valuable information to anyone.

Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

# How the System Works

The PetSafe® Pawz Away® Indoor Pet Barrier keeps your pet away from a certain room, away from trash, off of furniture, etc. Just place the Barrier Transmitter near the area your pet should avoid. The Barrier Transmitter sends a spherical radio signal, reaching up to 12 feet in diameter or a 6 foot radius. Your pet wears a Receiver Collar (not included) with Contact Points that touch his neck. When your pet enters the Barrier Area, he'll hear a series of audible tones from the Receiver Collar and he will feel a safe Progressive Static Correction, delivered through the Contact Points on his neck. The Progressive Static Correction will get his attention, but will not cause harm. The Progressive Static Correction will get his attention, but will not cause harm. The correction continues until your pet leaves the Barrier Area. If your pet doesn't leave, the collar will continue to correct at the maximum level from 3 seconds until the 15 second time-out. The PetSafe® Pawz Away® Indoor Pet Barrier has been proven safe, comfortable, and effective for pets at least 6 months old and over 5 pounds.

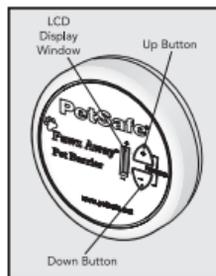
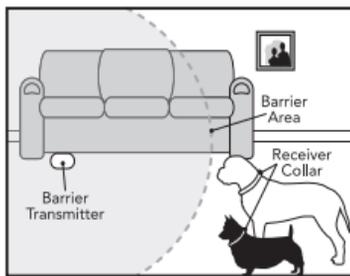
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## Key Definitions

### **Barrier Transmitter:**

Transmits the wireless radio signal.

**Barrier Area:** Area that you want to prevent your pet from gaining access to.



# Operating Guide

## Step 1 Install the Barrier Transmitter

The Barrier Transmitter emits a radio signal from all sides in a spherical pattern. The signal may transmit through a wall or the ceiling/floor. The Barrier Transmitter can be placed laying flat on a surface or hung on a wall. If you choose to hang the Barrier Transmitter, note that the signal becomes very directional—the signal will be strongest directly in front of and behind the unit. The signal is weakest to the side of the unit.

Do not:

- Hang unit on a metal wall
- Place Barrier Transmitter on metal surfaces
- Place Barrier Transmitter near large metal objects such as refrigerators, washers, etc.
- Place Barrier Transmitter near audio speakers

To keep the Barrier Transmitter in place on smooth surfaces, place the four grip pads to the bottom of the unit.

**NOTICE**

To avoid damage to the transmitter do not use on wet surfaces, in damp or wet locations or around swimming pools. This product is designed for indoor use only. Do not expose to rain or snow.

## Step 2 Set Up the Barrier Transmitter

### CAUTION

To prevent an unintended correction, never perform set-up procedures while your pet is wearing the Receiver Collar.

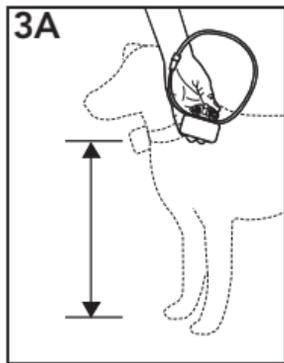
1. Turn over the Barrier Transmitter and slide open the battery door. Install three AA alkaline batteries and replace the battery door.
2. Turn the Barrier Transmitter right side up and press the UP (+) arrow button once to turn ON the Barrier Transmitter. A black bar in the upper right hand corner of the LCD display indicates that the Barrier Transmitter is set to mode A\* (2A). A second black bar in the bottom of the LCD display indicates the range is set to one segment.
3. Each segment represents approximately two feet of diameter. You can create a Barrier Area of 2 feet in diameter up to 12 feet in diameter. Using the UP (+) and DOWN (-) arrow buttons, adjust the range to fit the desired pet Barrier Area.



\*All Indoor Barriers and Receiver Collars are preset to mode A. The A and B mode feature is designed to be used in multiple pet households where you may want one pet to be able to access an area while preventing access by another pet. For single pet households, you will not need to operate the Barrier Transmitter in any mode other than A. Please see the Additional Feature section of this operating and training guide (page 9) for instructions on how to utilize mode A and B.

## Step 3 Test the Barrier Area

1. Place the Test Light Tool that came with your system on the Receiver Collar Contact Points. Hold the Receiver Collar at the approximate height of your dog's neck (3A). Start outside of the range and walk slowly toward the Barrier Transmitter. As you reach the Barrier Area, the Receiver Collar emits a series of high-pitched tones. For each tone you hear, you should notice the Test Light flashing which indicates that a Progressive Static Correction is being delivered. The Receiver Collar's tone is easily heard by dogs but may be at a volume level difficult for some humans to hear.
2. Check the range of the Barrier Area from multiple angles to ensure you are getting the desired coverage.



**Important:** Should you find that you are not getting the desired range at the maximum setting, move the Barrier Transmitter a few feet, or change from its standing-on-end position to laying flat. Metal objects can alter the magnetic field and change the transmitting signal range. The effect on the range depends on the size and shape of the objects. Signal range can be reduced if the Barrier Transmitter is placed on a concrete floor, due to steel reinforcement in the concrete. For best range results, place the Barrier Transmitter on a nonconductive surface, i.e., wood floor or table. Placing the Barrier Transmitter beneath sofas and beds can reduce the range due to the metal springs altering the magnetic field.

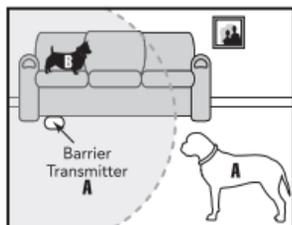
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## **Additional Feature**

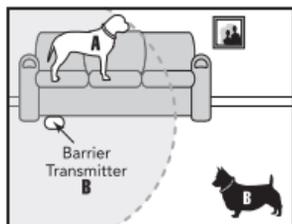
### **Mode A, B, and AB Feature**

For multiple pet households, additional PetSafe® Pawz Away® Receiver Collars can be purchased to work with one or more PetSafe® Pawz Away® Indoor Barrier Transmitters. You can set up an unlimited number of Barrier Transmitters in your home and an unlimited number of Receiver Collars can be used with one or more Barrier Transmitters. If you have multiple pets, you may want to allow one pet access to an area while denying access to another pet. With the purchase of additional Receiver Collars and Barrier Transmitters, you can accomplish this by using the Mode A and Mode B functions.

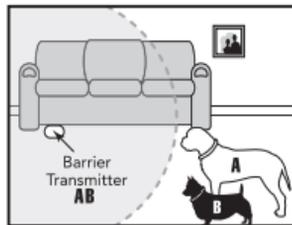
All PetSafe® Pawz Away® Indoor Barrier Transmitters and Receiver Collars come preset to mode A. Each Receiver Collar can operate in one of two different modes—A or B. Each Barrier Transmitter may be set to either A, B or AB mode to allow for multiple configurations.



When the Barrier Transmitter and Receiver Collar are set to mode A, the Barrier Transmitter denies access to pets wearing a Receiver Collar programmed to mode A. Receiver Collars set to mode B will not pick up the signal from a Barrier Transmitter set to mode A.



When the Barrier Transmitter and Receiver Collar are set to mode B, the Barrier Transmitter denies access to pets wearing a Receiver Collar programmed to mode B. Receiver Collars set to mode A will not pick up the signal from a Barrier Transmitter set to mode B.



When the Barrier Transmitter is set to mode AB, the Barrier Transmitter denies access to all pets wearing the Receiver Collar, no matter which mode the receiver is programmed to.

## Programming the Mode Settings

All programming is done through the Barrier Transmitter and the programming is synchronized with the Receiver Collar. The Receiver Collar cannot be programmed separately from the Barrier Transmitter.

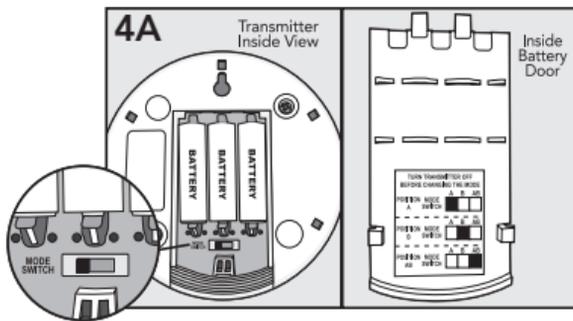
You may synchronize multiple Receiver Collars to a single Barrier Transmitter at one time. However, make sure any Receiver Collar you do not wish to synchronize is turned OFF during the programming procedure. Any collar that is within 5 feet of the Barrier Transmitter and turned ON may be reprogrammed. Familiarize yourself with the steps outlined below before attempting to program the Barrier Transmitter and Receiver Collar.

**CAUTION**

To prevent an unintended correction, do not perform set up procedures while the Receiver Collar is on your pet.

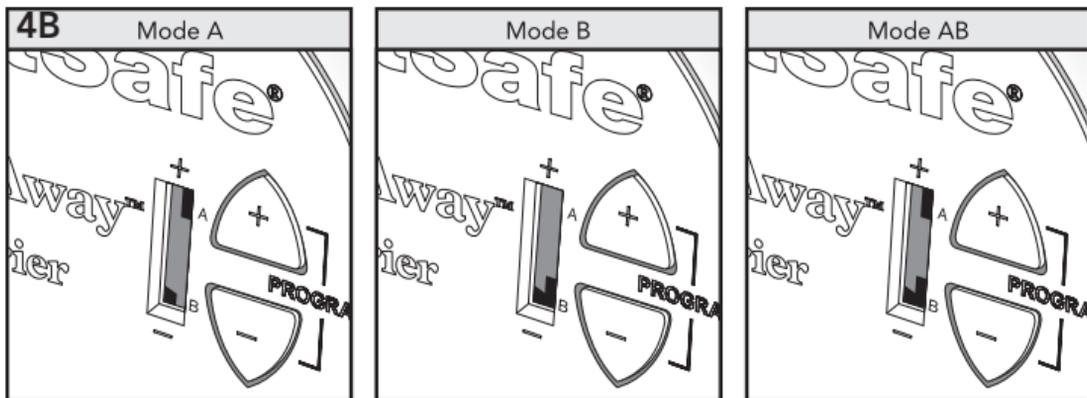
1. Gather the Receiver Collar(s) you wish to synchronize with the Barrier Transmitter. Turn the Receiver Collar(s) ON and place less than one foot from the Barrier Transmitter.
2. Turn the Barrier Transmitter OFF by pressing the DOWN (-) arrow button until there are no bars displayed in the LCD window. Remove the battery door.

3. The mode switch is located inside the transmitter and is preset to mode A. Move the switch to the center position for mode B or to the right position for mode AB (4A). Once you have selected the desired mode, replace the battery door.



*Note: If you have selected mode AB you do not need to proceed with programming the receiver in the next steps. Receiver Collars set to mode A or mode B will each receive the radio signal from a Barrier Transmitter set to mode AB.*

4. To program the Receiver Collar to either mode A or mode B, press and hold the DOWN (-) arrow button and then press the UP (+) arrow button for approximately 5 seconds. Programming is complete when you hear a series of three beeps from the Receiver Collar.
5. Once the Receiver Collar has been programmed, press the UP (+) arrow button to turn the Barrier Transmitter ON. Check to make sure the black bar(s) appear on the LCD screen indicating the mode you have selected (4B) and reset the Barrier Transmitter to the desired range.



## Training Guide

The PetSafe® Pawz Away® Indoor Pet Barrier operates on the principle of positive and negative reinforcement. Your pet will learn to avoid the Barrier Areas you have set after receiving a Progressive Static Correction (negative reinforcement) and your pet will learn that he is more comfortable when he avoids the Barrier Areas (positive reinforcement).

In some cases, it may not be necessary to train your pet. You can let your pet wander freely to determine the new boundaries. **Monitor your pet during his first session.** Pets learn at different rates and it may take several times for your pet to successfully understand and honor the Barrier Areas.

## Begin Your Pet's First Session

1. Move your pet away from the Barrier Area.
2. Activate the Receiver Collar by turning the battery door to the ON position. Place the Receiver Collar around your pet's neck. Be sure that the Receiver is directly under your pet's neck.
3. Allow your pet to wander freely to learn the new boundaries.

## Further Training

If your pet is confused or unsure how to avoid the Barrier Areas then you may need to teach your pet how to do so by following these easy training steps:

1. Place a second non metallic collar on your pet ABOVE the Receiver Collar and attach a long leash.

**CAUTION**

Be sure the extra collar does not put pressure on the Contact Points of the Receiver Collar.

2. Walk your pet toward the Barrier Area. As soon as you hear the tone or you see that your pet is receiving a Static Correction, gently pull him away from the Barrier Area and back into the safe zone.
3. Reward your pet with praise each time he leaves the Barrier Area.
4. Practice this technique a few times until you feel that your pet is mastering avoidance of the Barrier Areas.

**Be sure to never force or entice your pet to enter the Barrier Areas.**

## Additional Information

- The system should only be used with healthy pets. Contact your veterinarian if you have concerns about the medical condition of your pet (medication, pregnant, heart conditions, etc).
- This system is not for vicious or aggressive pets. If your pet may pose a threat to others, **DO NOT USE THIS SYSTEM**. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.

## Troubleshooting

**Barrier Transmitter does not appear to work**

- Check segment indicator on Barrier Transmitter
- Check/replace batteries in Barrier Transmitter
- Increase the Barrier Area range on the Barrier Transmitter
- Check that the Barrier Transmitter setting corresponds to the Receiver Collar setting. (i.e. Barrier Transmitter is set to mode A and Receiver Collar is synchronized to pick up mode A)—refer to Additional Feature section on page 9 for instructions

<b>Barrier Area range is too low</b>	<ul style="list-style-type: none"><li>• Check/replace batteries in Receiver Collar</li><li>• Adjust Barrier Transmitter range to increase Barrier Area size</li></ul>
<b>Barrier Area range is too high</b>	<ul style="list-style-type: none"><li>• Adjust Barrier Transmitter range to decrease Barrier Area size</li></ul>
<b>No segments on Barrier Transmitter</b>	<ul style="list-style-type: none"><li>• Press the UP (+) arrow button</li><li>• Check/replace batteries in Barrier Transmitter</li></ul>

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## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this Product implies acceptance of all such terms, conditions, and notices.

### 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this Product. We recommend that you not use this Product if your pet is less than 5 pounds or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer.

Proper use includes reviewing the entire Guide provided with your Product and any specific Caution statements.

**3. No Unlawful or Prohibited Use**

This Product is designed for use with pets only. This pet training device is not intended to harm, injure or provoke. Using this Product in a way that is not intended could result in violation of Federal, State or local laws.

**4. Limitation of Liability**

In no event shall Radio Systems Corporation® be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

**5. Modification of Terms and Conditions**

Radio Systems Corporation® reserves the right to change the terms, conditions and notices under which this Product is offered.

# Compliance

## FCC/Canada

This Class B digital apparatus complies with Canadian ICES-003. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a practical installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the interfered receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different to that to which the receiver is connected.
- Contact the Customer Care Center at 1-800-732-2677.

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

Unauthorized changes or modifications to the equipment, not approved by Radio Systems® Corporation, could result in not meeting compliance with FCC regulations and could void the user's authority to operate the equipment.

## **Australia**

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

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## **Customer Care International**

Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM – 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 7:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

This product has the benefit of a limited manufacturer's warranty. Details of the warranty applicable to this product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/or are available by sending a stamped addressed envelope to PetSafe® Ltd. Redthorn House, Unit 9, Chorley West Business Park, Ackhurst Road, Chorley, Lancashire PR7 1NL, United Kingdom.

# Warranty

## One Year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net).

**Australia/New Zealand** - In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:

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## Perchlorate Battery

Perchlorate Material – special handling may apply.

See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

# One Year Non-Transferrable Limited Warranty

What is covered: Radio Systems Australia Pty Ltd (hereinafter referred to as “Radio Systems”) warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An “original retail consumer purchaser” is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio System’s sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase Products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

## Claims Procedure:

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd  
PO Box 765, Mudgeeraba QLD 4213  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product. If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems

will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).

Radio Systems® Corporation  
10427 PetSafe Way  
Knoxville, TN 37932  
1-800-732-2677  
[www.petsafe.net](http://www.petsafe.net)

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7,117,822; 7,204,204; 7,278,376; 7,495,570; 8,342,135.  
J400-1426/1

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