

wireless
mapping fence
receiver collar
operating guide

Model Number
PIF00-13652



protect. teach. love.™

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

Thank you for choosing PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love — essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at 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. 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.

Important Safety Information

Explanation of Attention Words and Symbols used in this guide



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

⚠ WARNING

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

⚠ CAUTION

CAUTION, used with the safety alert symbol, indicates a hazardous situation, which, if not avoided could result in minor or moderate injury.

CAUTION

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

NOTICE

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

⚠ WARNING

- Not for use with aggressive dogs. Do not use this product if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury or death to their owners and others. If you are not sure that this product is right for your dog, please talk to your veterinarian or a certified trainer.
- Risk of electric shock. Use the Fence Transmitter indoors in dry location only.

⚠ CAUTION

Allowing your pet to wear the Receiver Collar indoors may result in accidental activation of the Receiver Collar.

While physically close to the outside door:

PET LEAVING THE HOUSE:

1. **Place Receiver Collar on your pet and fit it correctly with the PetSafe logo upright facing towards your dog's chin, and facing away from your dog's body as shown in Figure 6B on page 22.**
2. Turn ON the Receiver Collar by holding the MODE button down until a 2 beep tone sounds and a green LED comes ON. Release the button. The Receiver Collar is now ON. The green light should flash every 4 seconds.
3. Allow your pet to go outside in the Pet Area.
4. Do not allow your pet to roam inside the house with the Receiver Collar turned ON.

As close as possible to the outside door:

PET ENTERING THE HOUSE:

1. Remove the Receiver Collar or
2. Turn OFF the Receiver Collar by pressing and holding down the MODE button for 5 seconds. The Red LED will be on during this time. The Red LED will then turn OFF with a 2 beep sound. All Receiver LED's will stay OFF indicating that the Receiver is OFF.

CAUTION

- This PetSafe® Wireless Mapping Fence is NOT a solid barrier. The system is designed to act as a deterrent to remind pets by Static Correction to remain in the boundary established. It is important that you reinforce training with your pet on a regular basis. Since the tolerance level to Static Correction varies from pet to pet, Radio Systems® Corporation CANNOT guarantee that the system will, in all cases, keep a pet within the established boundary. Not all pets can be trained to avoid crossing the boundary! Therefore, if you have reason to believe that your pet may pose a danger to others or harm himself if he is not kept from crossing the boundaries, you should NOT rely solely upon the PetSafe® Wireless Mapping Fence to confine your pet. Radio Systems® Corporation shall NOT be liable for any property damage, economic loss or any consequential damages, sustained as a result of any animal crossing the boundary.
- Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.
 - Avoid leaving the collar on the dog for more than 12 hours per day.
 - When possible reposition the collar on the pet's neck every 1 to 2 hours.
 - Check the fit to prevent excessive pressure; follow the instructions in this manual.
 - Never connect a lead to the electronic collar; it will cause excessive pressure on the contacts.
 - When using a separate collar for a lead, don't put pressure on the electronic collar.
 - Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.
 - Examine the contact area daily for signs of a rash or a sore.
 - If a rash or sore is found, discontinue use of the collar until the skin has healed.
 - If the condition persists beyond 48 hours, see your veterinarian.
 - For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet protected and comfortable. Millions of pets are comfortable while they wear stainless steel contacts. Some pets are sensitive to contact pressure. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the contact area. If redness or sores are found, discontinue use until the skin has fully healed.

CAUTION

- You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.
- Always remove your dog's Receiver Collar before performing any Transmitter testing.
- Turn off power before changing Mode Selection Switch setting on Transmitter.
- The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.
- To prevent unintended corrections to your pet, test the system whenever making any adjustments to the distance of your Warning Zone.
- If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.
- Never remove power from the system when the collar is on the pet. This may activate the Receiver Collar.
- Radio Systems® Corporation recommends the use of an Uninterruptible Power Supply (UPS) for use with your wireless fence. Should the power go out at your home, your pet will be unprotected. Power outages can be unpredictable, and the use of a UPS will provide you with some time to properly restrain your pet.

NOTICE

- To prevent an unintended correction, after the Boundary Flags have been placed, be sure to set the static correction on the Receiver Collar back to level 1 tone only.
- Do not charge your Receiver Collar every night. Charging too often can reduce battery life. Charge your Receiver Collar when the Receiver Indicator Light blinks red/green; or when the light blinks red.

How the System Works

The Wireless Mapping Fence allows you to set custom boundaries for your dog by programming the shape and location of the Pet Area. After positioning Boundary Flags to define the Pet Area, the Boundary Programming Unit (BPU) is used to collect boundary data and program the Receiver Collar. The Receiver Collar offers 5 levels of correction plus tone-only, adjustable to your dog's temperament. If you have multiple dogs, you can easily download boundary data into multiple Receiver Collars.

The Fence Transmitter is centrally located and transmits a radio signal up to 90 feet in all directions. The Receiver Collar monitors your dog's location and issues a warning tone if your dog approaches the Warning Zone. If your dog continues into the Static Correction Area, the Receiver Collar issues a harmless but startling correction through the Contact Points until your dog returns to the Pet Area.

The Wireless Mapping Fence may be used with a privacy fence if you have problems with your dog digging under the fence.

The PetSafe® Wireless Mapping Fence has been proven safe, comfortable, and effective for pets over 15 pounds.

Key Definitions

Receiver Collar: Detects the radio signal from the Fence Transmitter, monitors your dog's location issuing warning or correction as necessary. Fits neck sizes 8-28 inches.

Boundary Programming Unit (BPU): Device that defines boundary data and programs the Receiver Collar.

Contact Points: Deliver the correction when your dog moves into the Static Correction Area.

Mode Button: Turns Receiver Collar on/off and adjusts Static Correction Level.

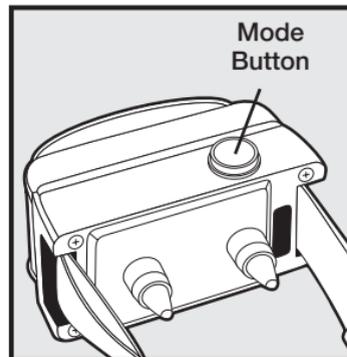
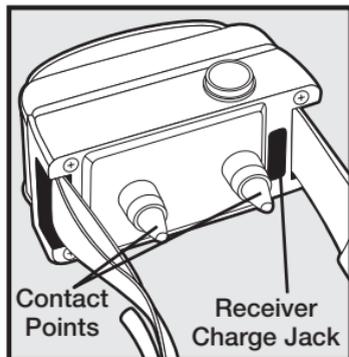
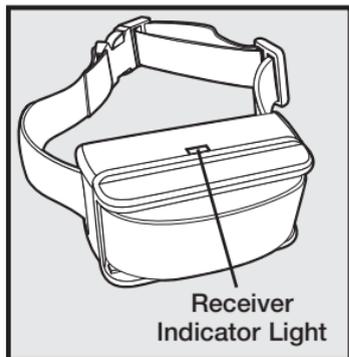
Receiver Charger: Charges the battery inside the Receiver Collar.

Receiver Charge Jack: Connection point for charging Receiver battery.

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

Reference Point: A specific point in your yard that can easily be remembered such as the corner of a sidewalk or driveway. **The Reference Point must be located between 20 and 80 feet from the Fence Transmitter.** This Reference Point location is used to add multiple receivers to the system.

Receiver Collar



Operating Guide

Step

1

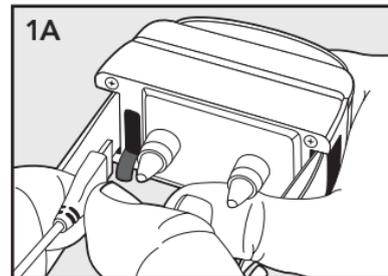
Charge the Receiver Collar

NOTICE

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

To Charge the Receiver Collar

1. Lift the rubber cover protecting the Receiver Charging Jack.
2. Connect the Receiver Collar Charger connector to the Receiver Charging Jack. Note: The connector only fits one way, do not force it into the charging jack.
3. Plug the Receiver Collar Charger into a standard AC wall outlet. The Receiver Collar light will glow red when the charger is properly seated and charging.
4. Charge the Receiver Collar for 2-3 hours. The light will turn green when charging is complete. A built in safety circuit prevents the Receiver Collar from overcharging.
5. After charging, replace the rubber cover to protect the Receiving Charging Jack. The Receiver Collar must be fully charged prior to programming a Boundary. Each charge can last from approximately 10 to 14 days depending upon frequency of use.



Step 2

Prepare the Receiver Collar

To Turn On the Receiver Collar

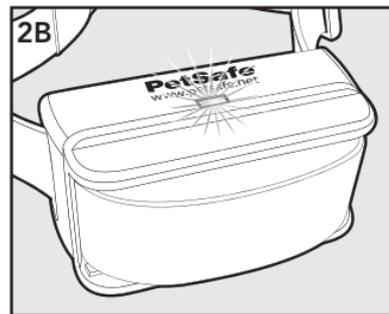
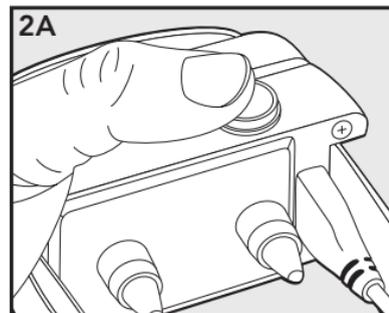
Press and hold the Mode Button for 2 seconds (2A). The green light will light up briefly and you will hear two tones chime (2B). When the Receiver Collar is turned ON without a programmed boundary, the Receiver Collar will perform the ReadyTest® sequence, two chimes and then shut down.

To Turn Off the Receiver Collar

Press and hold the Mode Button for 5 seconds (2A). 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. You will also hear a two tone chime indicating the unit has been turned OFF. To extend the time between charging the Receiver Collar, consider turning OFF the Receiver Collar when it is not in use.

ReadyTest® Feature

ReadyTest® gives you added confidence that the Receiver Collar is working and ready to use. When you remove the Receiver Collar from the charger, the receiver's internal diagnostics will check that the battery charge is full and that all circuits are working correctly.



Receiver Collar Status Indicators

The Receiver Collar uses colored LEDs and an Alarm Tone to indicate the functional and operational status of the receiver. Refer to the table below to understand the operation of the lights and tones for the Receiver Collar.

Receiver Collar Status Indicators		
Status Light	Alarm Tone	Condition
While Charging		
Solid red	No tone	Charge in progress
Solid green	No tone	Charge complete
No light		Charge failure, contact Customer Care Center
After Removing from Charger ReadyTest®		
Either red or green for 3 seconds Off for 1 second	No tone	Unit is reporting battery charger status: Red = battery charge is not complete Green = battery charge is complete
Red/green for 3 seconds OFF for 1 second	No tone	Unit is performing internal self test
Solid green or red/green or red (5 second duration)	No tone	Battery charge indicator: Green = 100%-60% Red/green = 60%-20% Red = 20% or less
Red flash occurring from 1 to 6 times	2 note chime immediately after red flashing	Unit is reporting Static Correction level from 1 to 6 then turns off
After Removing from BPU		
No light	2 note chime	Unit is turned off

Operating Battery Status		
Slow blinking green (every 4-5 seconds)	No tone	Collar battery charge 100%-60%
Slow blinking red/green (every 4-5 seconds)	No tone	Collar battery charge 60%-20%
Slow blinking red (every 4-5 seconds)	No tone	Collar battery charge 20% or less, charge immediately
Receiver Activation Status		
Fast pulsating green (3 flashes per second)	Low frequency warning tone	Receiver collar in Warning Zone area
Fast pulsating red (3 flashes per second)	Mid frequency warning tone	Anti-linger static correction being delivered with the Receiver Collar in the Warning Zone area
Fast pulsating red (3 flashes per second)	High frequency warning tone	Run through static correction being delivered with the Receiver Collar beyond the mapped boundary point area

Set the Static Correction Level

The Static Correction Level can be changed by two methods.

Set Static Correction Level Using Receiver Collar

1. Press the Receiver Collar Mode Button briefly when the unit is turned ON. The indicator light will light red when the button is pressed.
2. Release the Mode button. The Receiver Collar will flash the red indicating the Correction Level by the number of times the indicator flashes (See Function and Response Table below).
3. To change the Static Correction Level, press and release the Mode button within 5 seconds of the last red flash. The Static Correction Level will then increase one level and report the new level by flashing the number of times again. Note: set the Static Correction Level to Level 1 (tone only) for the first day of training.
4. Repeat pressing the Mode button until the desired static correction level is achieved.

Set Static Correction Level Using BPU

1. Connect the Receiver Collar to the BPU.
2. Power on the Boundary Programming Unit.
3. From the Main Menu, use the arrow keys to navigate to System Setting | Receiver Settings.
4. Under Correction Level, choose the desired static correction level. Note: set the Static Correction Level to Level 1 (tone only) for the first day of training.

Function and Response Table			
Indicator Light Response	Static Correction Level	Receiver Collar Function	Dog 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
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

Anti-Linger Prevention

The Anti-Linger Prevention feature keeps your dog from staying in the Warning Zone for long periods of time and draining the Receiver Collar battery. Your dog will hear a two second warning tone when he reaches the Warning Zone. If your dog does not return to the Pet Area after two seconds, he will start receiving a continuous Static Correction until he returns to the Pet Area. Once the Static Correction has started, the Warning Tone is disabled until your dog remains back in the Pet Area for at least 10 seconds. If he re-enters the Warning Zone prior to the 10-second reset period, your dog will receive no Warning Tone prior to receiving the Anti-Linger Correction.

Run-Through Prevention

This system includes a unique “run-through” prevention so that your dog cannot escape the Pet Area without receiving an increased level of Static Correction. The Receiver Collar automatically increases the Static Correction when your dog continues beyond the Boundary Flag Programmed points.

Over Correction Protection

If your dog leaves 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. The Static Correction will remain locked out until your pet has remained back in the Pet Area for at least 10 seconds.

Receiver Collar Settings

Within the BPU system settings are user selectable features that allow you to customize the way the system functions. This section describes each of these features and how they function.

Correction Level: Used to program the Static Correction Level into the Receiver Collar.

Warning Zone Width: Used to program the distance between the Warning Zone and the Static Correction Area. You can select three distances, Min, Average, and Max. These distances correspond to 1 foot, 3 foot and 5 foot respectively. *The default setting is the Average warning zone width.*

Max Range Correction, Enable Correction beyond maximum Fence Transmitter Range: This feature is used in conjunction with a partial boundary. Enabling this feature protects your dog from wandering away from the unprogrammed portion of the boundary. For example, if you have a partial boundary in your back yard and the dog escapes out your front door, the Receiver Collar will generate a Static Correction when the dog reaches the maximum Transmitter range if this feature is enabled. The maximum Fence Transmitter range that the Receiver will generate a Static Correction is approximately 110 feet. *The default setting is YES which enables this feature.*

Sleep Mode: Enable Sleep Mode to extend battery life. This feature is used to program whether the Receiver Collar is allowed to go into a Sleep Mode to conserve battery life when your dog is not moving. For the Receiver Collar to go into the Sleep Mode the Receiver Collar location must be at least 20 feet away from the programmed boundary, at least 12 feet away from the Transmitter, and must have remained in the same location (i.e. not more than 6 inches of movement) for at least 15 seconds. Under typical conditions the battery life with sleep mode enabled should be 10 to 14 days depending upon frequency of dog's sleeping habit when wearing the collar. With the Sleep Mode disabled, the battery life is reduced to approximately 3 to 9 days. *The default setting is YES which enables this feature.*

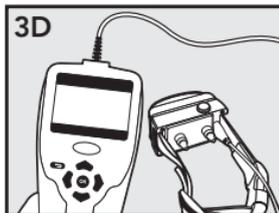
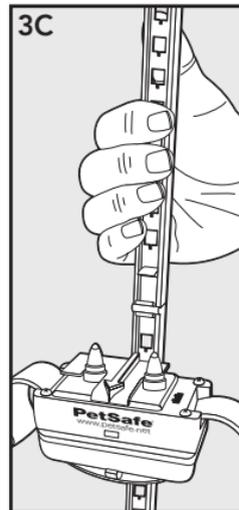
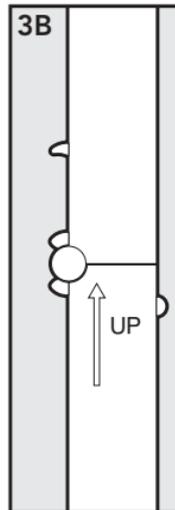
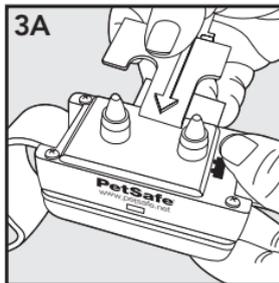
Battery Status: Used to determine the charge status of the receiver battery. Before starting to program a boundary, make sure that the Receiver Collar is fully charged.

Boundary Status: Used to verify that a valid boundary has been programmed into the Receiver Collar.

Step 3

Prepare the Receiver Collar for Programming

1. Open the Receiver Handle and snap each section into place to form a long pole.
2. Slide the Receiver Mounting Bracket on the Receiver Collar before installing the Receiver Mounting Bracket on the Receiver Handle. **The Receiver Collar must be installed with the arrow on the Receiver Mounting Bracket pointing toward the Receiver Collar PetSafe® logo (3A).**
3. Orient Receiver Handle so that the arrow on the Receiver Handle is pointing up (3B).
4. Determine the height of your dog's neck above the ground on the Receiver Handle to match the height of your dog's neck (3C). Important: If you will be programming multiple dogs, position the handle to match the height of your dog's neck using the shortest dog's measurements – closest to the ground.
5. To snap the Receiver Mounting Bracket on the Receiver Handle, place the bottom clip first at an angle. Squeeze top tabs to connect to the handle.
6. Plug the Boundary Programming Unit into the Receiver Collar (3D). The cable from the BPU plugs into the Receiver Collar charge jack (1A).
7. Turn ON the Boundary Programming Unit (BPU).
8. When connecting the Receiver Collar to the BPU, the BPU beeps twice.



Step 4

Add-A-Dog® / Programming Additional Receiver Collars

To add multiple dogs to your system, first charge the additional Receiver Collars. Attach the new Receiver Collar to the Receiver Mounting Bracket and Receiver Handle. Turn ON the BPU and plug the BPU cable into the Receiver Collar. Walk to your Reference Point in your yard. The arrow on the Receiver Collar mounting bracket must be pointing AWAY from the Transmitter. Move the BPU cursor to the ADD-A-DOG position, press OK, and follow the BPU directions. Once you receive the message that programming is complete, disconnect the Receiver Collar, turn OFF the BPU and verify that the Receiver Collar is operating properly with the Warning Zone and Static Correction Areas.

You may program an unlimited number of Receiver Collars using this same boundary. If you'd like to set-up a unique boundary for another pet you will need to refer to your PetSafe® Wireless Mapping Fence Operating and Training Guide for complete system instructions. Please keep the following in mind:

1. Once you program a second boundary, the previous boundary will no longer remain in the Boundary Programming Unit, but the previously programmed collars will retain the initial boundary. If you want to retain both boundaries, contact the Customer Care Center to purchase an additional Boundary Programming Unit.
2. You will not be able to move the Transmitter as this will affect the set-up for the previously programmed collars.
3. Follow all of the same programming guidelines as the previously programmed collars. The Boundary MUST go CLOCKWISE. The Arrow on the Receiver Collar mounting bracket must point AWAY from the Transmitter, the PetSafe® logo MUST face the dog's chin.
4. If you have multiple boundaries, you must be able to identify which pet should be wearing the appropriate Receiver Collar for their intended boundary.

Step 5

Set the Warning Zone

After programming the boundary data, you are ready to set and test the warning zone for your pet area. The Warning Zone width is adjustable using the System Settings menu in the BPU. The Warning Zone width default setting is Average. The adjustable ranges are as follows:

- **Min.:** approximately 1 foot warning distance.
 - **Average:** approximately 3 feet warning distance
 - **Max.:** approximately 5 feet warning distance
1. Connect the BPU to the Receiver Collar.
 2. On the BPU, select System Settings.
 3. Set the Warning Zone width to the Min. setting. If you have a smaller yard and would like to maximize your Pet Area. Keep in mind that your dog will have very little warning before the higher level of Run Through Prevention Static Correction is generated. This setting would also be appropriate if you have a stubborn dog.
 4. If you have a very timid dog, consider setting the Warning Zone width to Max. to allow more distance before the higher level Run-Through Prevention Static Correction is generated.

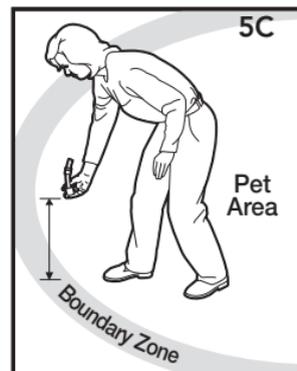
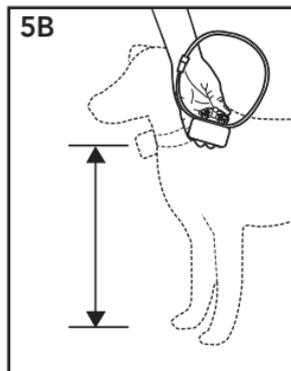
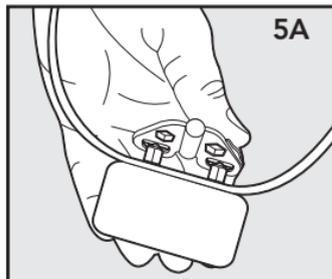
Test the Warning Zone

1. With the Receiver Collar on the Receiver Handle, turn ON the Receiver Collar and verify the battery is charged.
2. Verify that the boundary programmed correctly by approaching the Boundary Flags from inside the Pet Area. Don't move the Receiver Collar back and forth like a pendulum. Do not walk or move the Receiver Collar backwards. **Always hold the Receiver Handle so that the PetSafe logo on the Receiver Collar is facing toward your direction of motion.**
3. The Receiver Collar should generate a warning tone as you approach the flag. This distance will vary slightly but should be close to the Boundary Flag location.
4. Next, continue beyond the boundary flag. One to five feet beyond the Boundary Flags location is where the Receiver activates the Run-Through stimulation level. The Receiver Collar generates three distinct Warning Tones to assist you in determining the Receiver Activation Status.
5. As you're testing the boundary, you may notice the Receiver Collar no longer responds when you cross the boundary. This is due to the Receiver Collar entering the Over Protection Correction mode as described in Step 2. After about 15 seconds of anti-linger or normal Static Correction, the Receiver Collar will enter a time-out condition, the green light will turn ON for 10 seconds, and you must allow for a full 10 seconds recovery time (and be back inside the Pet Area) before the Receiver Collar will again respond to the boundary.
6. If the Receiver Collar fails to detect the boundary, then time-out is the likely cause. Wait 10 seconds with Receiver Collar located inside Pet Area and try again.
7. Walk along the Pet Area, especially around AC power entrances, cable TV and phone line entrances into the home, and near air conditioning units. Make sure the collar does not tone in the area where your dog should be free to play. If there are problems, you will need to adjust your layout to exclude these areas or possibly move your Transmitter to a different location. *Reminder: If you move the Transmitter you will need to reprogram your Boundary.*

Test Light Instructions

If you have difficulty hearing the tone, use the test light tool. Remove from the Receiver Handle first.

1. Set the Correction Level to 2 or above.
2. Hold the Test Light Contacts to the Receiver Collar Contact Points (5A).
3. When moving, the PetSafe® logo must be pointed in the direction of forward motion. PetSafe® logo must be forward and facing the outward direction, facing away from the Transmitter.
4. Walk toward the Boundary Zone holding the Receiver Collar at your pet's neck level (5B) until the Test Light flashes (5C). Save Test Light for future testing.



Step 6

Fit the Receiver Collar

Important: The proper fit and placement of your Receiver Collar is important for effective training. The Contact Points must have direct contact with your pet's skin on the underside of his neck. See important safety information on pages 6-7.

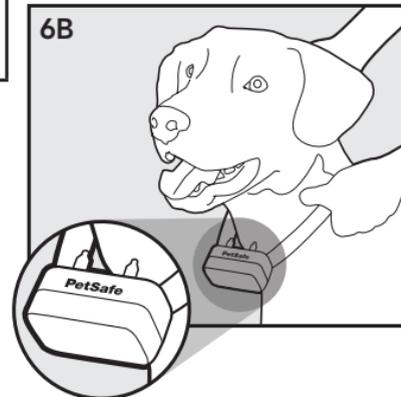
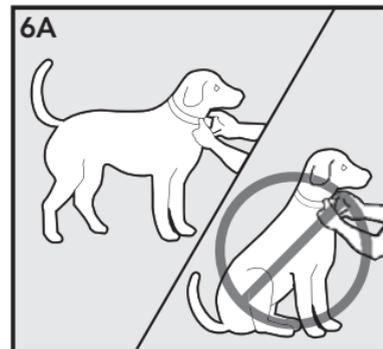
Your Receiver Collar comes with Short Contact Points installed. Use the Long Contact Points for pets with long or thick hair. Check tightness weekly.

To assure a proper fit, please follow these steps:

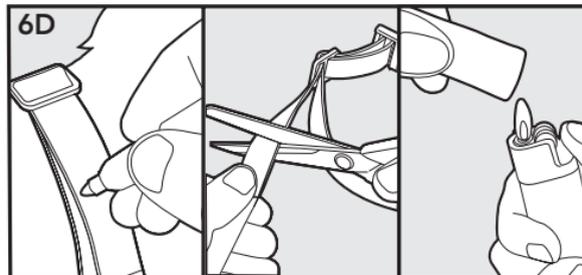
1. Make sure the Receiver Collar is turned OFF.
2. Start with your pet standing comfortably (6A).
3. **Make sure PetSafe® logo is upright, facing the dog's chin (6B).**
4. Center the Contact Points underneath your pet's neck, touching the skin. **Receiver Collar positioning is very important for this system to be effective. Do not allow Receiver Collar to slide around the pet's neck more than 45 degrees.**

CAUTION

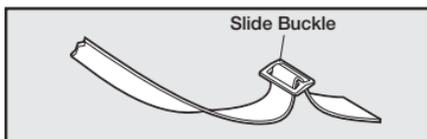
You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.



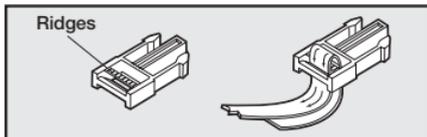
5. Check the tightness of the Receiver Collar by inserting one finger between the end of a Contact Point and your pet's neck. The fit should be snug but not constricting (6C).
6. Allow your pet to wear the collar for several minutes then recheck the fit. Check the fit again as your pet becomes more comfortable with the Receiver Collar.
7. Trim the collar as follows (6D):
 - a. Mark the desired length of the Receiver Collar with a pen. Allow for growth if your pet is young or grows a thick winter coat.
 - b. Remove the Receiver Collar from your pet and cut off the excess.
 - c. Before placing the Receiver Collar back onto your pet, seal the edge of the cut collar by applying a flame along the frayed edge.



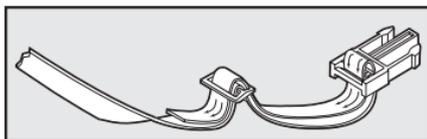
To Re-Thread the Collar



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



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



CAUTION

Always remove the Receiver Collar from your pet when indoors to avoid accidental activation of the Receiver Collar.

Taking Your Pet Out of the Pet Area

Important: Remove the Receiver Collar and leave it in the Pet Area.

Once your pet learns the Static Correction Area, he will be reluctant to cross it for walks or car rides.

Option 1: Replace the Receiver Collar with a regular collar. Put your pet in a car that is within the Pet Area and drive him out of the Pet Area.

Option 2: Replace the Receiver Collar with a regular collar and leash. Walk your pet out of the Pet Area while giving a command such as "OK" at a specific place of the Static Correction Area (the end of your driveway, sidewalk, etc.). Always leave the Pet Area with a leash at this place and your pet will associate leaving the Pet Area only on a leash, only at this place, and only with a person. You may initially need to convince your pet to leave the Pet Area with a food treat and lots of praise.

Note: You may also carry your pet out of the Pet Area.

Please refer to your PetSafe® Wireless Mapping Fence Operating and Training Guide for a complete list of Troubleshooting and Frequently Asked Questions or visit www.petsafe.net



Troubleshooting

<p>The Receiver Collar is not beeping when setting up the Warning Zone.</p>	<ul style="list-style-type: none">• Make sure Receiver Collar is turned on and Battery Status Lights are flashing every 4-5 seconds.• Charge Receiver Collar.• Be sure the Receiver's PetSafe® logo always faces the direction of motion when carried by hand.• Be sure the logo always faces toward the dog's chin when collar is on dog.• Try reconnecting to the BPU to verify if Receiver Collar still functions correctly with the BPU in Flag Test mode.• The beep may be difficult to hear in a noisy environment.• Use Test Light as explained in the "Test Light Instructions" section, and use it to determine the location of Warning Zone.
<p>The Receiver Collar is not beeping or administering a Static Correction.</p>	<ul style="list-style-type: none">• Make sure Receiver Collar is turned on and Battery Status Lights are flashing every 4-5 seconds.• Charge Receiver Collar.• Be sure the Receiver's PetSafe® logo always faces the direction of motion when carried by hand.• Be sure the logo always faces toward the dog's chin when collar is on dog.• Try reconnecting to the BPU to verify if Receiver Collar still functions correctly with the BPU in Flag Test mode.• Check that the Transmitter is plugged into a working AC outlet, the Power Light is on.
<p>The Receiver Collar is beeping inside the house.</p>	<ul style="list-style-type: none">• Remove the Receiver Collar from your pet when indoors to avoid activation of the Receiver Collar.

<p>My pet is receiving a Static Correction in his metal crate.</p>	<ul style="list-style-type: none"> • The Receiver Collar activates when it loses the Transmitter signal. The metal crate may block the Transmitter signal which causes the Receiver Collar to activate. • Remove the Receiver Collar from your pet before placing him in his metal crate.
<p>The Warning Zone seems to fluctuate.</p>	<ul style="list-style-type: none"> • This is normal for the electromagnetic field of the Wireless Mapping Fence. 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 Warning Zone.
<p>The Receiver Collar activates in the middle of the yard.</p>	<ul style="list-style-type: none"> • 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 Warning 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. • Connect the BPU to the Receiver Collar and use the Scan Mode to test the areas of the yard where the Receiver Collar is activating. There may be something underground that may be causing the Transmitter signal to be distorted in that area. • Be sure the Receiver's PetSafe® logo always faces the direction of motion when carried by hand. • Be sure the logo always faces toward the dog's chin when collar is on dog. • Charge Receiver Collar if needed. • Try reconnecting to the BPU to verify if the Receiver Collar still functions correctly with the BPU in Flag Test mode. • Before calling the Customer Care Center, reconnect to the BPU and check the problem area with the BPU in Boundary Scan mode.

<p>The Receiver Collar is beeping but my pet is not responding to the Static Correction.</p>	<ul style="list-style-type: none"> • Make sure the Static Correction Level is set at 2 or above. • Test the Receiver Collar with the Test Light. • If the Test Light flashes, check the fit of the Receiver Collar. • Trim your pet's fur where the Contact Points touch the neck and/or switch to the longer Contact Points. • Contact Points must be in contact with dog's skin. • Increase the Static Correction Level. • Repeat training steps to reinforce training.
<p>My pet reacts strongly to the Static Correction and has become fearful.</p>	<ul style="list-style-type: none"> • Lower the Static Correction Level. • Make sure you are in control of the situation when your pet receives his first Static Corrections (have him on a leash attached to a separate, non-metallic collar) and lead him into the Pet Area and praise him. 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. • Make sure the Transmitter Power Switch is turned on.
<p>The Receiver Collar has injured my pet's neck.</p>	<ul style="list-style-type: none"> • Failing to follow the important safety information at the front of the Operating and Training Guide has caused pressure ulcers. Some descriptions of advanced pressure ulcers describe the sores as looking like burns on the dog's neck. Be assured that electronic collars do not use enough energy to create electrical burns. The energy in an output pulse is only a few thousandths of a Joule; it is similar in nature to the static pulse that you may feel when you touch a door knob. In some cases, pressure ulcers are described as chemical burns. The battery in your Receiver Collar is sealed, in addition, your collar's housing is also sealed. This redundant sealing makes it virtually impossible, without misuse or abuse, for your Receiver Collar battery to leak onto your pet's neck. Please review and follow the important safety information on pages 6-7, and the instructions in Step 6 under the heading "Fit the Receiver Collar" on pages 22-23.

<p>BPU displays “Receiver is not connected. Reconnect BPU to Receiver” message even after BPU is connected to the Receiver Collar.</p>	<ul style="list-style-type: none"> • Before contacting the Customer Care Center, try reconnecting to the BPU again, being sure the cable connector is firmly seated into the Receiver’s connection port. • Charge the Receiver Collar if needed.
<p>The Receiver Collar no longer properly detects the boundary like it once did.</p>	<ul style="list-style-type: none"> • Be sure the Receiver’s PetSafe® logo always faces the direction of motion when carried by hand. • Be sure the logo always faces toward the dog’s chin when collar is on dog. • Try reconnecting to the BPU to verify if Receiver Collar still functions correctly with the BPU in Flag Test mode. • Check to be sure there has been no change in the position of the Transmitter. • Try re-programming the boundary using the BPU.

Terms of Use and Limitation of Liability

1. Terms of Use

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

2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer.

3. No Unlawful or Prohibited Use

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

4. Limitation of Liability

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

5. Modification of Terms and Conditions

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

Compliance

FCC/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 from that to which the receiver is connected.
- Contact the Customer Care Center at 1-800-732-2677.

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. This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Unauthorized changes or modifications to the equipment, not approved by Radio Systems® Corporation, could result in not meeting compliance with FCC regulations and 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).

Customer Care International

USA & Canada - Tel: 800-732-2677

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

Australia - Tel: 1800 786 608

Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

Warranty

One Year Non-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.

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:

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

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
Protected by US Patent 7,656,291.

400-1631

©2013 Radio Systems Corporation