Let us help!

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401-092/1

Questions?

United States: +1 (800) 732-2677

Australia: 1800 786 608

New Zealand: 0800 543 054

petsafe.com

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

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

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

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

⚠WARNING

⚠CAUTION

CAUTION

NOTICE

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).

Warranty - Australia and New Zealand

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

three (3) years 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 labour and parts for the first three years of ownership; after the first three years, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferable 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 unauthorised 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 3442, Australia Fair, QLD 4215, Australia
Australia Residents: 1800 786 608
New Zealand Residents: 0800 543 054
Email: aus-info@petsafe.net

Welcome!

PetSafe brand is devoted to making sure you and your pet have what you need to live your best life together. Before getting started, please take a moment to read through the important safety information. If you have any questions or need extra support, visit our website or give us a call!

Hereinafter Radio Systems Corporation, Radio Systems PetSafe Europe Ltd., Radio Systems Australia PTY Ltd. and any other affiliate or brand of Radio Systems Corporation may be referred to collectively as "We" or "Us."

Warranty - United States

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 petsafe.com and/or are available by contacting your local Customer Care Center.

United States
Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

All Containment Products

⚠WARNING

- Do not use this product if your pet is aggressive or is prone to aggressive behavior. Aggressive pets can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your pet, please consult your veterinarian or a certified trainer.
- This system is NOT a solid barrier. It is designed to act as a deterrent to remind pets to remain within the established boundary by use of static correction. 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 boundary, you should NOT rely solely upon this system 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.
- To avoid electric shock, use transmitters and surge protectors indoors in dry locations only.
- Button or Coin Cell Battery inside. Swallowed Lithium Batteries can cause internal chemical burns quickly (within 2 hours) and can lead to death. Dispose of spent batteries immediately. Keep ALL batteries away from children. If swallowed, seek immediate medical attention. Do not short circuit, mix old and new batteries, dispose of in fire or expose to water. DO NOT attempt to cut into or pry open the battery.
- For devices with rechargeable Lithium-Ion (Li-Ion) batteries; never incinerate, puncture, deform, short-circuit, or charge with an inappropriate charger. Fire, explosion, property damage, or bodily harm may occur if this warning is not followed.

⚠CAUTION

- This product is not a toy. Keep it out of the reach of children.

CAUTION

- 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 a pet for more than 12 hours per day.
- When possible, reposition the collar on the pet's neck every 1 to 2 hours.
- Regularly recheck the fit to prevent excessive pressure; follow the instructions in this manual.
- You may need to trim the hair in the area of the contact points. However, never shave the dog's neck; this may lead to a rash or infection.
- Never connect a leash to a collar with contact points. It will cause excessive pressure on the contact points.
- When connecting a leash to a separate collar, do not allow it to put pressure on the receiver collar.
- Wash the dog's neck area and the contact points 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 using this product 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.
- Proper training of your pet is essential to successfully using the system. During the first 2 weeks of training, do not use the system without direct supervision of your pet.
- Always remove your pet's receiver collar before performing any transmitter testing or adjustments. This will prevent unintended corrections.
- To prevent an unintended stimulation, remove the receiver collar from your pet when indoors
- The boundary zone must be tested whenever an adjustment is made to the fence transmitter settings to prevent unintended corrections to your pet.
- 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 use an outlet protected with a residual current device (RCD) or ground fault circuit interrupter (GFCI). The fence system will function properly, but in rare cases, nearby lightning strikes may cause the RCD or GFCI to trip. Without system power, your pet may escape. You will have to reset the RCD or GFCI to restore power to the system.

NOTICE

- If the collar is rechargeable, you should expect hundreds of recharge cycles from your battery. However, do not charge your collar every night. Charging too often can reduce battery life.

For non-Lithium Batteries:

- Do not mix old and new batteries.
- Do not mix standard, alkaline or rechargeable batteries.
- Do not use rechargeable batteries.

In-ground Containment Products

⚠WARNING

- Underground cables can carry high voltage. Have all underground cables marked before you dig to bury the boundary wire. In most areas, this is a free service. Do not install, connect or remove your system during a lightning storm. If the storm is close enough for you to hear thunder, it is close enough to create hazardous surges.
- To avoid risk of severe injury, follow all safety instructions for your power tools, and wear safety goggles during use.
- Turn off power to outlet before you install or remove your Surge Protector.
- Risk of electrical shock or fire. Use the Surge Protector only with a duplex outlet with center screw. Attach the unit with long screw supplied.
- If it is rechargeable, the battery should be charged in areas with temperatures ranging from 32°F to 113°F / 0°C to 45°C. Recharging the battery outside of this temperature range can cause the battery to overheat, explode or catch fire.

⚠CAUTION

- Wire on top of the ground may be a trip hazard. Be careful when placing wires and testing the system.
- Do not install the surge protector if there is not at least 30 ft. (10 m) or more of wire between the electrical outlet and electrical service panel.

CAUTION

- Before you begin installing the Boundary Wire, turn the transmitter off.
- If using a YardMax® product, do not change the transmitter setting from Traditional mode (B) to YardMax® mode (A) without verifying that the receiver collar will still contain your pet. If the receiver collar fails the ReadyTest® startup, the receiver collar is automatically turned off. Your pet will not be contained.
- Avoid damaging the insulation of the loop wire; damage may cause areas of weak signal and lead to failure of the boundary.

NOTICE

- Plug the Surge Protector into a grounded (3-prong) outlet that is within 5 feet of the Fence Transmitter. ALWAYS use a grounded (3-prong) outlet to ensure maximum protection.
- Do not remove the ground prong from the Surge Protector plug. Do not use a 3-prong plug to 2-prong outlet converter. Doing so will make the Surge Protector ineffective against surges or spikes.
- Verify that the boundary loop and Transmitter wires connect to the proper Surge Protector terminals. Reversed connections will result in an increased risk of surge related damage.
- When mowing or trimming your grass, use care not to cut the boundary wire.
- To protect the transmitter, disconnect the boundary wire and unplug the power adapter from the outlet when the system will not be used for long periods of time or prior to thunderstorms. This will prevent power surges from damaging the transmitter.

Wireless Containment Products

CAUTION

If the system loses power, it will not contain your pet. An Uninterruptible Power Supply (UPS) is recommended for use with your wireless fence. Power outages can be unpredictable, and the use of a UPS will provide you with some time to properly restrain your pet. In rare instances, if your pet is near the boundary at the time when the power fails, it is possible that your pet will receive a correction. This correction will timeout after 30 seconds. The collar is activated by the absence of the containment signal

While results will vary depending on the UPS manufacturer's specifications the following are typical examples to guide your choice of UPS:

- Using a 400 VA UPS a consumer should expect 3 hours of backup time.
- Using a 900 VA UPS a consumer could expect 8 hours of backup time.

If settings below maximum fence size are used, additional backup time will result. At minimum fence size settings backup time may be more than two times the backup time estimated at maximum fence size.

NOTICE

- Do not place anything on the top of the Transmitter or cover any ventilation holes. This may overheat the transmitter and cause early transmit failure.
- Do not place Transmitter in a closet or any other confined, unventilated area.
- Do not place Transmitter on a metal surface.

Battery Disposal

Separate collection of spent batteries is required in many regions. Check the regulations in your area before discarding spent batteries. At the end of the product life, please contact one of our Customer Care Centers to receive instructions on proper disposal of the unit. Please do not dispose of the unit in household or municipal waste. For a listing of Customer Care Center telephone numbers in your area, visit our website at www.petsafe.com.

Perchlorate Material – special handling may apply.
See www.dtsc.ca.gov/hazardouswaste/perchlorate.

Important Recycling Advice

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. If you no longer require this equipment, do not place it in the normal municipal waste system. Please return it to where it was purchased in order that it can be placed in our recycling system. If this is not possible, please contact the Customer Care Center for further information. For a listing of Customer Care Center telephone numbers, visit our website at www.petsafe.com.

Compliance

FCC: USA

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.

NOTE: 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 in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the Customer Care Center.

CAUTION: Modification or changes to this equipment not expressly approved by Radio Systems Corporation may void the user's authority to operate the equipment.

ACMA: Australia

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

Terms of Use and Limitation of Liability

1. **Terms of Use**
   The use of this product is subject to your acceptance without modification of the terms, conditions and notices contained with this product. Use of this product implies acceptance of all such terms, conditions, and notices. If you do not wish to accept these terms, conditions, and notices, please return the product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care location together with proof of purchase for a full refund.
2. **Proper Use**
   Proper Use includes, without limitation, reviewing the entire Product Manual and any specific safety information statements. The specific temperament or size/weight of your pet may not be suitable for this product. If you are unsure whether this product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. For products used with pets where training is desired, Radio Systems Corporation recommends that these training products are not used if your pet is aggressive and accepts no liability for determining suitability in individual cases.
3. **No Unlawful or Prohibited Use**
   This product is designed for use with pets only. This product 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 or any of its associated companies be liable for (i) any direct, indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the use or misuse of this product. The Purchaser assumes all risks and liability from the use of this product to the fullest extent permissible by law.
5. **Modification of Terms and Conditions**
   Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this product from time to time. If such changes have been notified to you prior to your use of this product, they shall be binding on you as if incorporated herein.