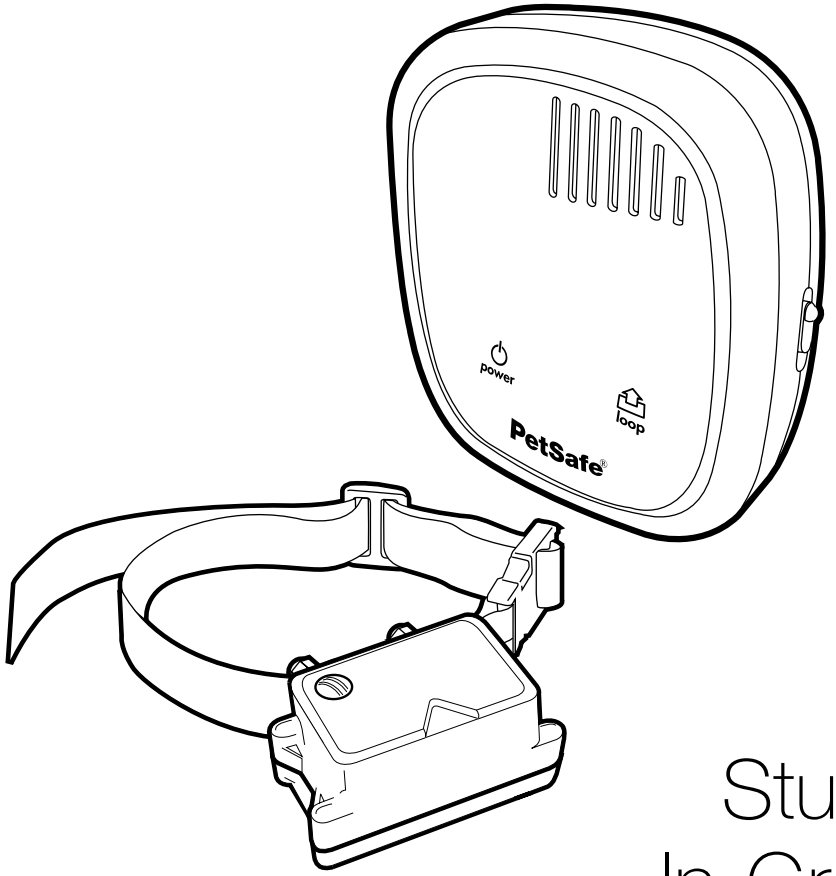



# Stubborn Dog In-Ground Fence™

ZIG00-14658

**Product Manual**

Please read this entire Product Manual before beginning.

# Welcome

You and your pet were made for each other. Our aim is to help you have the best companionship and the most memorable moments together. Your PetSafe® Stubborn Dog In-Ground Fence™ system is designed to give your pet more freedom while keeping him safe.

We know that safe pets make happy owners. Before getting started, take a moment to read through the important safety information. If you have any questions, please don't hesitate to contact us.

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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."

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# 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**

- This PetSafe® In-Ground Fence™ 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.
- 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.
- Underground cables can carry high voltage. Have all underground cables marked before you dig to bury your wire. In most areas this is a free service. Avoid these cables when you dig.
- Follow all safety instructions for your power tools. Be sure to always wear your safety goggles.
- 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.
- Risk of electric shock. Use the Fence Transmitter and Surge Protector indoors in dry location only.
- 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.
- Do not attempt to cut into or pry open the battery. Be sure to discard any used battery properly.
- There is a risk of explosion if a battery is replaced by an incorrect type. Do not short circuit, mix old and new batteries, dispose of in fire or expose to water. When batteries are stored or disposed, they must be protected from shorting.

**⚠CAUTION**

- Risk of injury. Wire on top of the ground may be a trip hazard; Use care in how you place your wires.
- This product is not a toy. Keep it away from 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 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 secure 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.

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.

- The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.
- The Boundary Width of the system must be tested whenever an adjustment is made to the containment field to prevent unintended corrections to your pet.
- If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.
- Always remove your dog's Receiver Collar before performing any Transmitter testing.
- If possible, DO NOT use an AC circuit protected with a Ground Fault Circuit Interrupter (GFCI) or Residual Current Device (RCD). In rare cases, nearby lightning strikes may cause the GFCI or RCD to trip. Without power your dog may be vulnerable to escape. You will have to reset the GFCI or RCD to restore power to the system.
- Do not install the Surge Protector if there is not at least 30 feet (10 meters) or more of wire between the electrical outlet and electrical service panel.
- 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.

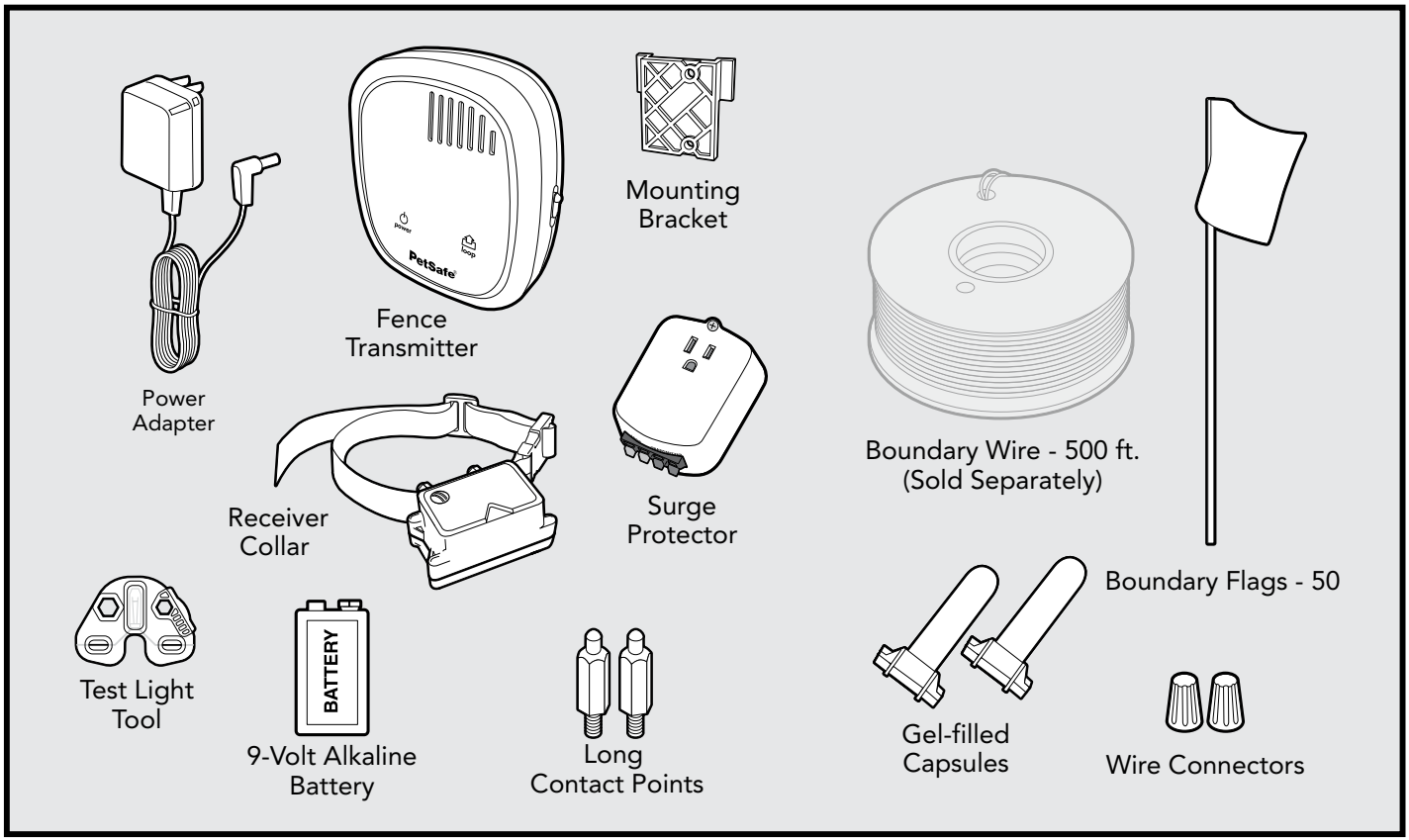
***NOTICE***

- 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.
- Use care when mowing or trimming your grass not to cut the loop wire.
- 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.
- For added protection, when unused for long periods of time or prior to thunderstorms, unplug from the wall outlet and disconnect the loop boundary wires. This will prevent damage to the transmitter due to surges.

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# Components




# Other Items You May Need

- Additional wire and flags (Part #PIG00-13769)
- Tape measure
- Small Phillips screwdriver
- Drill & mounting hardware
- Shovel or lawn edger
- Pliers
- Wire stripping pliers
- Scissors
- Lighter
- Electrical tape
- Gel-filled Capsules
- Additional wire capsules
- Waterproofing compound (e.g. silicone caulk)
- PVC pipe or water hose
- Circular saw with masonry blade
- Staple gun
- Non-metallic collar and leash

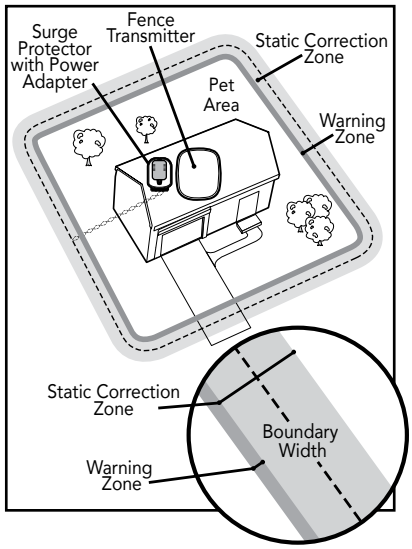
**Fence installation and training help: www.petsafe.com**

# How the System Works

A radio signal travels from the Fence Transmitter through a buried wire, marking the boundaries you wish to set for your dog. Your dog wears a Receiver Collar that detects the signal at the Static Correction Zone. As your dog approaches the Static Correction Zone, the receiver issues a warning tone and vibrates. If he proceeds further, he receives a safe but startling Static Correction. While harmless, the correction will persuade him to stay in the containment area you've established. Boundary Flags are a temporary visual aid for your pet; remove them after training. This PetSafe® Stubborn Dog In-Ground Fence™ system has been proven safe, comfortable, and effective for pets over 8 lb.

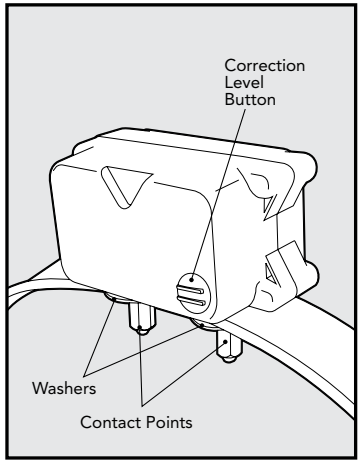
# Key Definitions

**Fence Transmitter:** Transmits the radio signal through the Boundary Wire.
**Pet Area:** Area within the Warning Zone where your pet can roam freely.
**Warning Zone:** Outer edge of the Pet Area where your pet's Receiver Collar begins to beep and vibrates for 2 seconds, warning him not to go into the Static Correction Zone.
**Static Correction Zone:** Zone beyond the Warning Zone where your pet's Receiver Collar will emit a Static Correction, signaling him to return to the Pet Area.
**Boundary Width:** Combination of the Warning Zone and the Static Correction Zone.
**Surge Protector:** Installed with the Fence Transmitter to protect it from lightning strikes and power surges (USA and Canada only).
**Receiver Collar:** Receives the radio signal from the Boundary Wire.
**Correction Level Button:** Adjusts the level of Static Correction your pet receives in the Static Correction Zone.
**Receiver Indicator Light:** Indicates the level of correction at which the Receiver Collar is set. This light also serves as a low battery indicator.
**Contact Points:** Delivers the safe Static Correction when your pet moves into the Static Correction Zone.
**Power Jack:** Where the Power Adapter plugs into the Fence Transmitter.

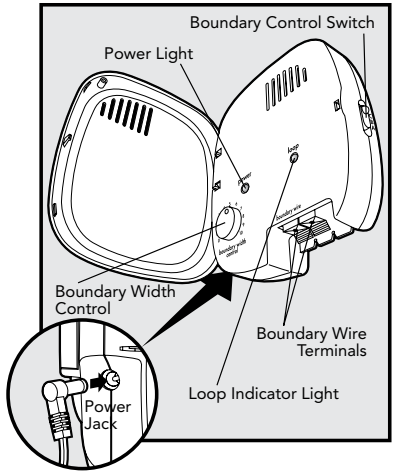



**Boundary Control Switch:** Switch located on the Fence Transmitter to adjust according to the length of Boundary Wire used.
**Boundary Wire Terminals:** Where the Boundary Wires connect to the Fence Transmitter in order to complete a continuous loop.
**Loop Indicator Light:** Indicates that the Boundary Wire makes a complete loop, enabling the signal to be transmitted.
**Boundary Width Control:** Adjusts the width of the Warning and Static Correction Zones. *Note: Adjusting the knob does not change the level of Static Correction on the Receiver Collar.*

**Receiver Collar**




**Fence Transmitter**



# Operating Guide

Step 1

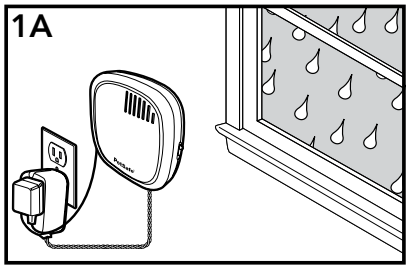
## Locate the Fence Transmitter

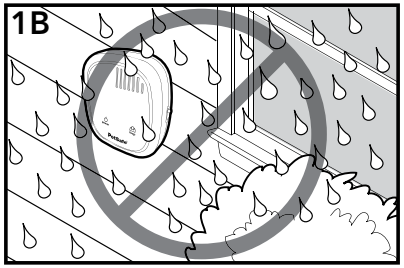
Place the Fence Transmitter:

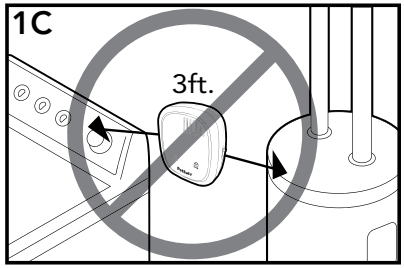
- In a dry, well ventilated, protected area (**1A, 1B**).
- In an area where temperatures do not fall below -10°F/-23°C or above 104°F/40°C (e.g., garage, basement, shed, closet).
- Secured to a stationary surface using the mounting hardware. A mounting template is included in the back of this guide.
- At least 3 feet from large metal objects or appliances as these items may interfere with the signal consistency (**1C**).

To mount the Fence Transmitter, screw the mounting bracket onto a stationary surface such as a wall, and slide the Fence Transmitter onto the bracket. Once you have mounted the Fence Transmitter, the Boundary Wire must exit the building. This can be accomplished via a window or through a hole drilled through the wall. Ensure the drill path is clear of any utilities. Make sure the Boundary Wire is not cut off or pinched by a window, door, or garage door, as this can damage it over time.

To prevent fires and electrical hazards, install the Fence Transmitter in buildings that are in accordance with state and local electrical codes.



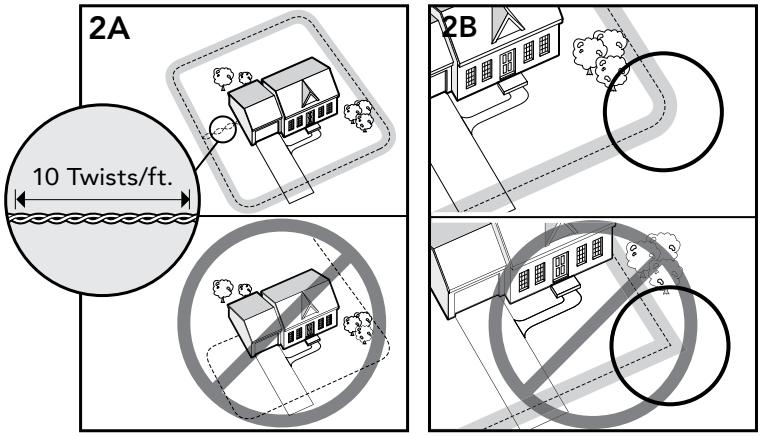
Step 2

# Lay Out the System

## Basic Planning Tips

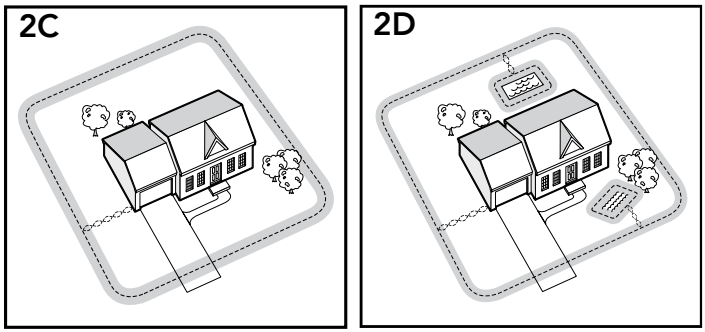
**⚠WARNING** Underground cables can carry high voltage. Have all underground cables marked before you dig to bury your wire. In most areas this is a free service. Avoid these cables when you dig.

**For information regarding how these underground wires can affect your system's operation, see Step 3 Position the Boundary Wire.**

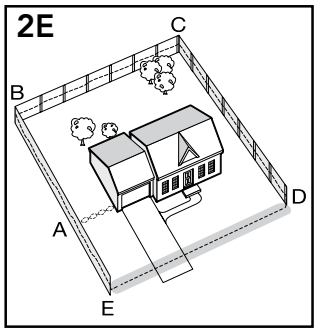



- The Boundary Wire **MUST** start at the Fence Transmitter and make a continuous loop back (**2A**).
- Twisting the Boundary Wire cancels the signal and allows your pet to cross over that area without correction. Plastic or metal piping will not cancel the signal. Twist the Boundary Wire 10 to 12 times per foot to cancel the signal (**2A**).
- Design a layout that is suitable for your yard. Sample layouts are provided in this section, and a grid for designing your layout is provided in the back of this guide.
- Always use gradual turns at the corners with a minimum of 3 foot radius to produce a more consistent boundary (**2B**). Do not use sharp turns, as this will cause gaps in your boundary.
- To properly contain your pet, we recommend setting a Boundary Width for the Warning and Static Correction Zones to approximately 12-20 feet (6 to 10 feet on each side of the wire).
- Avoid making passageways too narrow for your pet to move about freely (e.g., along the sides of a house).
- The Receiver Collar can be activated inside the house if the Boundary Wire runs along the outside wall of the house. If this occurs, remove your pet's Receiver Collar before bringing him inside, decrease the range using the Boundary Width Control knob or consider an alternate layout.

## Sample Layouts




**Sample 1: Perimeter Loop (Single Loop)** The Perimeter Loop is the most common layout. This will allow your pet to freely and safely roam your entire property (**2C**). It can also protect gardens, pools and landscaping (**2D**).

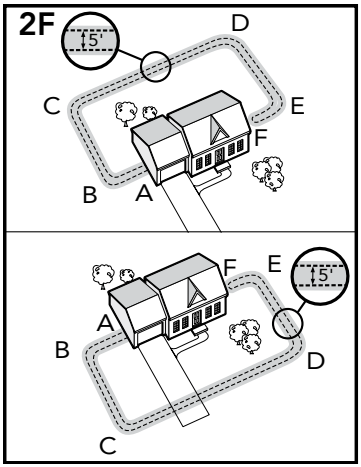



**Sample 2 (2E): Perimeter Loop Using Existing Fence (Single Loop)** This layout allows you to include your existing fence as part of your layout and keep your pet from jumping out or digging under your existing fence. It reduces the amount of wire which will need to be buried. From the Fence Transmitter, run the wire to **A**, **A** to **B**, **B** to **C**, **C** to **D**, **D** to **E**, **E** to **A**, twist the wires from **A** back to the Fence Transmitter. See the "Install the Boundary Wire" section for more information on attaching the wire to a fence.

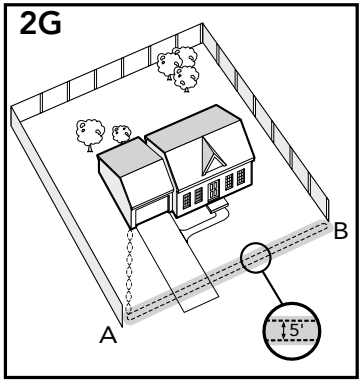
## Double Loop

A Double Loop must be used when you are not establishing the boundary on all sides of your property.

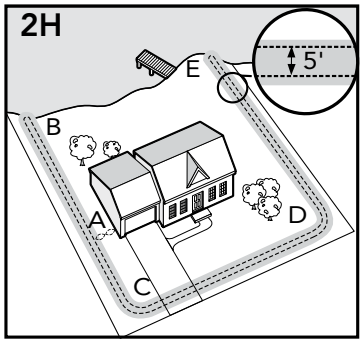
When using a Double Loop, the Boundary Wire must be separated by a minimum of **5 FEET** to avoid canceling the signal. Remember that a Double Loop will require twice as much wire.




**Sample 3 (2F): Front or Back Yard Only (Double Loop)** From the Fence Transmitter, run the wire to **A**, **A** to **B**, **B** to **C**, **C** to **D**, **D** to **E**, **E** to **F**, make a U-turn and follow your path all the way back to **A,** keeping the wire separated **at least 5 feet**. Twist the wire from **A** back to the Fence Transmitter.

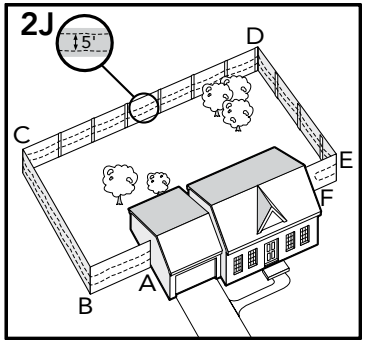



**Sample 4 (2G): Front Boundary Only (Double Loop)** From the Fence Transmitter, run the wire to **A**, **A** to **B**, **B** back to **A** keeping the wire separated **at least 5** feet. Twist the wire from **A** back to the Fence Transmitter.




**Sample 5 (2H): Lake Access (Double Loop)** From the Fence Transmitter, run the wire to **A**, **A** to **B**, make a U-turn and go to **C**, **C** to **D**, **D** to **E,** make a U-turn and follow your path all the way back to **A** keeping wire separated **at least 5 feet**. Twist the wire from **A** back to the Fence Transmitter.

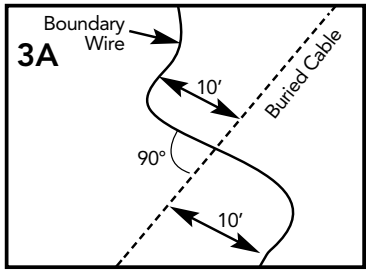
**Sample 6 (2J): Wire Loop Attached to Existing Fence (Double Loop)** This layout allows you to include your existing fence as part of your layout and keep your pet from jumping out or digging under your existing fence. It reduces the amount of wire which will need to be buried. Run the wire from the Fence Transmitter to **A**, **A** to **B**, **B** to **C**, **C** to **D**, **D** to **E**, **E** to **F,** make a U-turn and follow your path all the way back to **A,** keeping the wire separated **at least 5 feet**. Twist the wire from **A** back to the Fence Transmitter. See the "Install the Boundary Wire" section for more information on attaching the wire to a fence.



Step 3

# Position the Boundary Wire

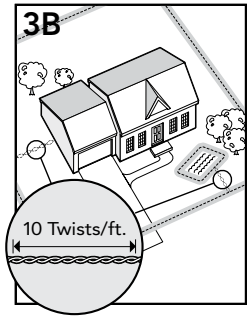
**Lay out the Boundary Wire using your planned boundary and test the system BEFORE burying the wire or attaching it to an existing fence. This will make any layout changes easier. Work carefully. A nick in the wire insulation can diminish the signal strength and create a weak area where your pet can escape.**




Running the Boundary Wire parallel to and within 10 feet of electrical wires, neighboring containment systems, telephone wires, television or antenna cables, or satellite dishes may cause an inconsistent signal. If you must cross any of these, do so at 90-degree angles (perpendicularly) (**3A**).

If separating the wire by at least 10 feet from a neighboring containment system's wire does not reduce the inconsistent signal, contact the Customer Care Center.

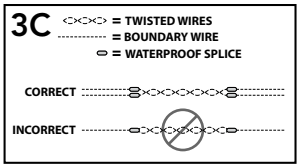
## To Twist the Boundary Wire




Twisting the Boundary Wire cancels the signal and allows your pet to cross over that area safely (**3B**). The signal cannot be cancelled by running the wire through plastic or metal piping. Using shielded cable in place of the Boundary Wire will also not cancel the signal. Refer to figure (**3C**) for the correct method of twisting the wire. You can twist your own wire by cutting two equal lengths of Boundary Wire supplied and twisting them together. Anchor one end of the wires to something secure and insert the other end in a power drill. Pull the wire taut. The drill enables you to twist the wire quickly. Twist the Boundary Wire 10 to 12 times per foot to cancel the signal. Once you have completed your boundary layout, insert the twisted wire into the transmitter.

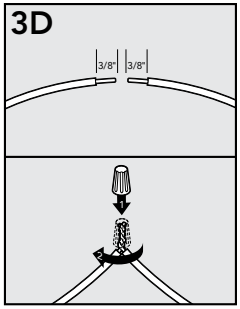
## To Splice or Repair the Boundary Wire

If you need additional Boundary Wire to expand your wire loop, you will need to splice the wires together. Note the locations of all splices for future reference.



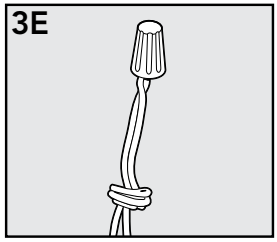

Strip approximately ⅜ inch of insulation off the ends of the Boundary Wires to be spliced (**3D**). Make sure the copper Boundary Wire is not corroded. If the Boundary Wire is corroded, cut it back to expose clean copper wire.

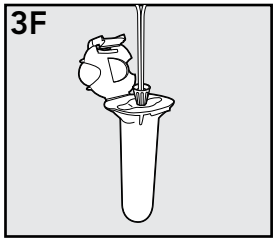
Insert the stripped ends into the wire connector and twist the wire connector around the wires. Ensure that there is no copper exposed beyond the end of the wire connector. Tie a knot 3 to 4 inches from the wire connector (**3E**). Ensure that the wire connector is secure on the wire splice.

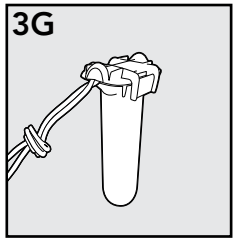



Once you have securely spliced the wires together, open the lid of the gel-filled splice capsule and insert the wire connector as deeply as possible into the waterproof gel inside the capsule (**3F**). Snap the lid of the capsule shut (**3G**). For proper system performance, the splice connection must be waterproof.

If your splice pulls loose, the entire system will fail. Make sure your splice is secure. Additional gel-filled splice capsules and wire connectors are available through the Customer Care Center.



## Additional Boundary Wire

Extra direct burial Boundary Wire can be purchased in 500 foot spools at the store where you purchased the kit or through the Customer Care Center.

*Note: When adding Boundary Wire, it must act as a continuous loop.*

The table at right indicates the approximate length of Boundary Wire needed for a square, Single Loop layout. Length will vary due to the amount of twisted wire and layout used.

| Acres | Feet of Wire Needed |
|---|---|
| 1/4 | 415 |
| 1/3 | 480 |
| 1/2 | 590 |
| 1 | 835 |
| 2 | 1180 |
| 5 | 1870 |
| 10 | 2800 |
| 25 | 4500 |

Step 4

# Connect the Wires to the Surge Protector and Fence Transmitter (USA and Canada)

## Surge Protection

Lightning strikes that occur even several miles away from your installation can create power surges or spikes which may damage your unprotected electronic pet containment system. The Surge Protector included with this system is designed to protect your In-Ground Fence™ system from surges or spikes that can reach it via your AC power connection and/or your buried Boundary Wire.

## Install the Surge Protector & Connect the Wires(4A)

**⚠WARNING**

- 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.
- Turn off power to outlet before you install or remove your Surge Protector.
- Risk of electrical shock or fire. Use Surge Protector only with a duplex outlet with center screw. Attach unit with long screw supplied.
- Risk of electric shock. Use the Fence Transmitter and Surge Protector indoors in dry location only.

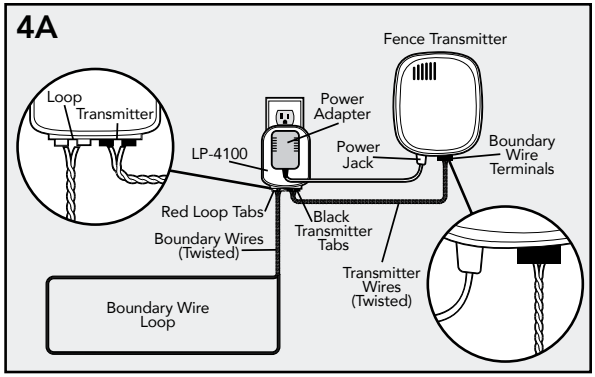
**CAUTION**

- Do not install the Surge Protector if there is not at least 30 feet (10 meters) or more of wire between the electrical outlet and electrical service panel.
- If possible, DO NOT use an AC circuit protected with a GFCI (ground fault circuit interrupter). In rare cases, nearby lightning strikes may cause the GFCI to trip. Without power your dog may be vulnerable to escape. You will have to reset the GFCI to restore power to the system.

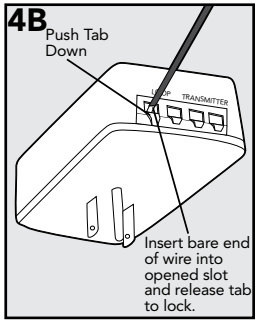
***NOTICE***

- 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.

1. Turn the power OFF to the outlet that the Surge Protector and Fence Transmitter will be plugged into.
2. We recommend that, if possible, use the outlet center screw that holds the cover plate in place to secure the Surge Protector to the outlet. To do this, tape the top of the cover plate to the wall, then remove the cover plate center screw. Plug the Surge Protector into the lower outlet and then secure the cover plate using the longer screw included with the protector. The screw is for mechanical attachment only and does not ground the protector. Remove the tape and turn ON the power to the outlet.
3. Run the Boundary Wire through a window, under a door, through a crawl space vent, or any other appropriate available access. You can also drill a hole through your wall.




4. Strip ⅜ inch of insulation from the ends of the Boundary Wire. Insert the stripped ends into the 2 left red connector holes on the bottom of the Surge Protector labeled "Loop" (**4B**). There should be 1 wire in each connector hole. Press the plastic tab, insert the wires and release the tab. Make sure the wires do not touch each other at the terminals.




| **NOTICE** | 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. |
|---|---|

5. Determine the length of wire needed to pass from the Surge Protector to the Fence Transmitter. Measure and cut 2 lengths of wire, then strip ⅜ inch of insulation at both ends. Twist the 2 lengths together, with at least 10-12 twists per foot, so the wires will not send out a signal.
6. Insert the ends of the the twisted transmitter wires into the right 2 black connectors at the bottom of the Surge Protector labeled "Transmitter".
7. Press the red plastic tabs on the Fence Transmitter and insert the opposite ends of the twisted wire into the Boundary Wire Terminals.
8. Turn the Boundary Width Control knob to 10. This will set the Boundary Width at the maximum width.
9. Plug in the transmitter power adapter to the outlet on the front of the Surge Protector.
10. The Power Light and Loop Indicator Lights should come on. If this does not happen, see the "Troubleshooting" section.

| **NOTICE** | For added protection, when unused for long periods of time or prior to thunderstorms, unplug from the wall outlet and disconnect the loop boundary wires. This will prevent damage to the transmitter due to surges. |
|---|---|

# Transmitter Set-up (Australia and New Zealand)

1. Run the Boundary Wire through a window, under a door, through a crawl space vent, or any other appropriate available access. you can also drill a hole through your wall.
2. Strip ⅜ inch of insulation from the ends of the Boundary Wire.
3. Press the red tabs on the Fence Transmitter and insert the twisted wire into the Boundary Wire Terminals. Make sure wires do not touch each other at the terminals.
4. Turn the Boundary Width Control Knob to 10. This will set the Boundary Width at the maximum width.
5. Plug Power Adapter into Power Jack and AC Power Outlet.
6. The Power Light and Loop Indicator Lights should come on. If this does not happen see the "Troubleshooting" section.

**⚠WARNING**

- 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.
- Risk of electric shock. Use the Fence Transmitter indoors in dry location only.

**CAUTION**

If possible, DO NOT use an AC circuit protected with a Ground Fault Circuit Interrupter (GFCI) or Residual Current Device (RCD). In rare cases, nearby lightning strikes may cause the GFCI or RCD to trip. Without power your dog may be vulnerable to escape. You will have to reset the GFCI or RCD to restore power to the system.

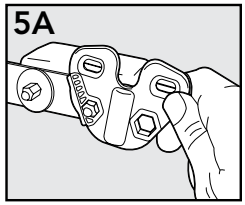
***NOTICE***

For added protection, when unused for long periods of time or prior to thunderstorms, unplug from the wall outlet and disconnect the loop boundary wires. This will prevent damage to the transmitter due to surges.

Step 5

# Prepare the Receiver Collar

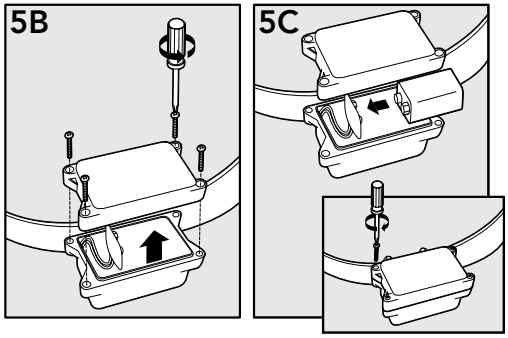
Your Receiver Collar comes with short Contact Points installed. Use the Long Contact Points for pets with long or thick hair. Tighten the Contact Points using Test Light Tool (**5A**) one-half turn beyond finger tight. Check the tightness weekly.




## To Insert and Remove the Battery

*Note: Do not install the battery while the Receiver Collar is on your pet.*

1. Remove the screws with a Phillips screwdriver.
2. Remove the Battery Lid (**5B**).
3. Install a 9-volt alkaline battery (**5C**).
4. Replace the Battery Lid (**5C**).
5. Reinstall the screws. Do not over-tighten the screws.



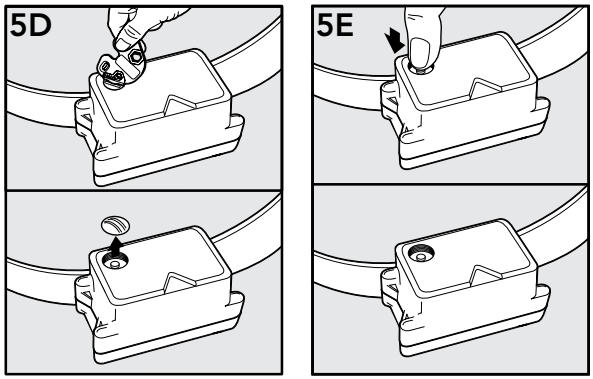

If the Receiver Indicator Light is flashing every 4 to 5 seconds, battery replacement is required. Remove the old battery from the Receiver Collar. Discharge all power by holding the correction level button down until the light is no longer illuminated. Replace with a new battery.

A replacement PetSafe® 9-volt alkaline battery (PAC11-12067) can be found at many retailers. Contact the Customer Care Center or visit our web site to locate a retailer near you.

## To Set the Static Correction Level

Read all steps before attempting to set the Static Correction Level.

1. Remove the clear plastic cover with the Test Light Tool to expose the Correction Level Button (**5D**).
2. With the battery installed, press the Correction Level Button and release when the Receiver Indicator Light lights up (**5E**).
3. The Receiver Indicator Light will emit a series of flashes representing the Static Correction Level.
4. Increase the Static Correction Level by pressing and releasing the Correction Level Button within 5 seconds of the previous series of flashes.
5. After setting the Static Correction Level, replace the cover to protect the Correction Level Button.




The Static Correction levels increase in strength from 1 to 5. Pushing the Correction Level Button while the Receiver Collar is on level 5 will cause the Receiver Collar to revert to Level 1. Refer to the Function and Response Table to choose the Static Correction level that best fits your pet.

The Receiver Collar will emit a Warning Tone and vibrate whenever your pet enters the Warning Zone, no matter what correction level the Receiver Collar is set to. If your pet continues into the Correction Zone, and the Receiver Collar is set to level 2 or above, he will receive a Static Correction. The Receiver Collar is equipped to automatically increase the level of Static Correction the longer your pet remains in the Static Correction Zone if the collar is set at level 2 or above.

The Receiver Indicator Light acts as a low battery indicator, flashing every 4 to 5 seconds when battery replacement is required. Test your Receiver Collar at least once a month to verify that it is functioning properly and that it activates at the Boundary Wire.

## 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 warning tone when he reaches the Warning Zone. If your dog does not return to the Pet Area after two seconds, he will receive a continuous Static Correction until he returns to the Pet Area.

## 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 more than 20% of the way through the pet fencing Boundary Width. For example, if the signal is detected 10 feet from the wire and your dog enters the Static Correction Zone, this feature is activated when he is approximately 8 feet from the Boundary Wire. Your dog will then receive a Static Correction that is at an increased level corresponding to the Static Correction level setting on the Receiver Collar. The Receiver Collar is equipped to automatically increase the level of Static Correction the longer your pet remains in the Static Correction Zone if the collar is set at level 2 or above. The Run Through Prevention sound is an intermittent tone.

## Over Correction Protection

In the unlikely event that your pet "freezes" in the Static Correction Zone, this feature limits the Static Correction duration to a maximum of 30 seconds. While the system locks out further Static Correction, the warning tone will continue until the pet leaves the Static Correction Zone.

## Function and Response Table

| Indicator Light Response | Static Correction Level | Receiver Collar Function |
|---|---|---|
| 1 Flash | 1 | No Static Correction, Tone Plus Vibration |
| 2 Flashes | 2 | Low Static Correction |
| 3 Flashes | 3 | Medium Static Correction |
| 4 Flashes | 4 | Medium High Static Correction |
| 5 Flashes | 5 | High Static Correction |
| Flashes once every 4 to 5 seconds | | Indicates Low Battery |

Step 6

# Set the Boundary Width and Test the Receiver Collar

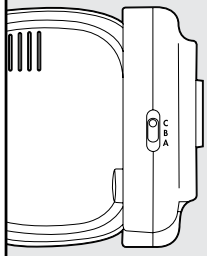
With the Boundary Wire in place and properly connected, it is time to set the containment field and test the system.

**CAUTION** The Receiver Collar should NOT be on your dog when the system is tested.

*Note: The Receiver Collar is waterproof, which can make the tone hard to hear.*

The flashing Test Light when held to the Contact Points indicates the Receiver Collar is delivering Static Correction. To best utilize the automatic Run-Through Prevention feature, the containment Boundary Width should extend at least 6 to 10 feet on each side of the Boundary Wire (total Boundary Width of 12 to 20 feet).

6A



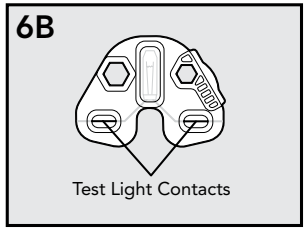
1. Apply Power to the Fence Transmitter with the supplied Power Adapter.
2. Set the Boundary Width Control Switch (located on the side of the Fence Transmitter) (**6A**) to the A, B, or C setting based on the total length of Boundary Wire used. Setting B is used for most properties. The following table will indicate the proper setting.

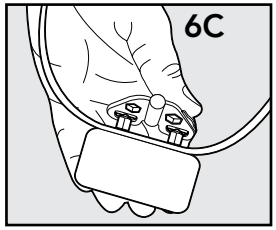
| Amount of Wire | Setting |
|---|---|
| Greater than 2400 feet | A |
| Up to 1300 feet | B |
| 1300 to 2400 feet | C |

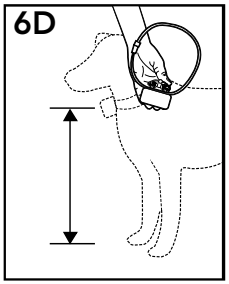
3. The width of the containment field is adjusted using the transmitter's Boundary Width Control knob. Turn the knob counter clockwise until the alarm sounds and the Loop Indicator Light is no longer lit. Turn the knob clockwise and increase by 2 numbers. The alarm should turn OFF and the light should turn ON.

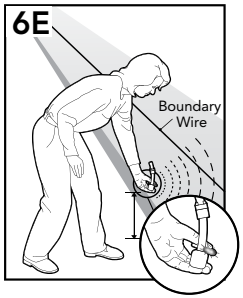
**CAUTION** The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.

4. Place battery in Receiver Collar. To identify the Warning and Static Correction Zones make sure the Receiver Collar is set at level 5 (see Step 5).
5. Test the Boundary Width of the system by selecting a section of straight Boundary Wire that is at least 50 feet long. Start inside the center of the containment field.
6. Place the Test Light Tool Contacts on the Contact Points on the Receiver Collar (**6B,6C**). Hold the Receiver Collar at your dog's neck height with the Contact Points pointing up (**6D**) and the Correction Level Button facing the Boundary Wire. Slowly walk toward the Boundary Wire until you hear the warning tone (**6E**). When you hear the warning tone, you have identified the Boundary Width distance (Static Correction Zone). Two seconds after the warning tone, the test light will begin to flash. This flashing light can aid you in identifying the Boundary Width should you have difficulty hearing the tone. To avoid having the Receiver Collar go into Over Correction Protection mode, walk back into the Pet Area until the toning stops. If the Receiver Collar does not tone at the desired range, adjust the Boundary Width Control knob to obtain the desired range. Turning the Boundary Width Control knob clockwise increases the Boundary Width while turning it counterclockwise decreases it (**6F**). Repeat this activity as needed until the Receiver Collar tones between 6 to 10 feet from the Boundary Wire. If using a Double Loop layout, you may need to increase the separation of the Boundary Wire and/or increase the size of the Boundary Width to achieve the desired range.

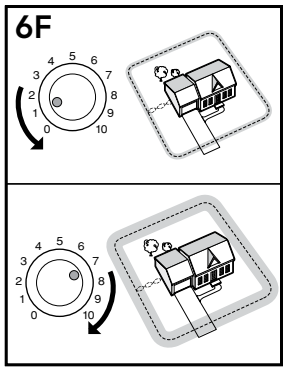


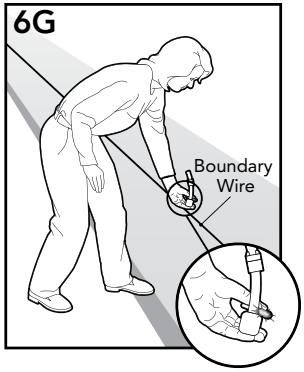




7. Test in a number of different locations around the containment area until you are satisfied that the system is functioning properly.
8. Next, walk all around the Pet Area to ensure there are no areas where the Receiver Collar may activate from signals coupled onto buried wires or cables. Test the collar in and around the inside of the house as well. As mentioned, cable and wires from cable TV, electrical or telephone lines may conduct pet fencing signals inside and outside the house that can activate the dog's collar accidentally. While rare, if this occurs your Boundary Wire is probably too close to these outside lines and should be moved or modified as shown in Figure (**3A**).



9. To test the run-through prevention feature, walk towards the Boundary Wire. The Receiver Collar should tone and the Test Light should flash brighter as you enter the run-through area (**6G**). If you are satisfied that your system is functioning properly, you are ready to start burying the Boundary Wire. If the Receiver Collar did not tone or the Test Light did not flash, see the "Troubleshooting" section.




Step 7

# Install the Boundary Wire

**NOTICE** Before you begin installing the Boundary Wire, unplug the Fence Transmitter power adapter from the outlet.

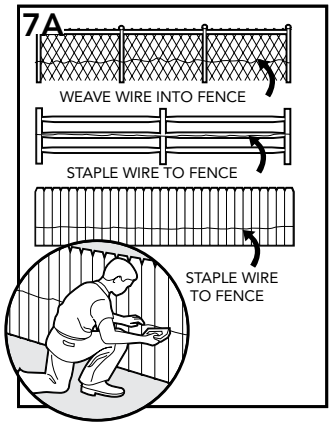
## To Bury the Boundary Wire

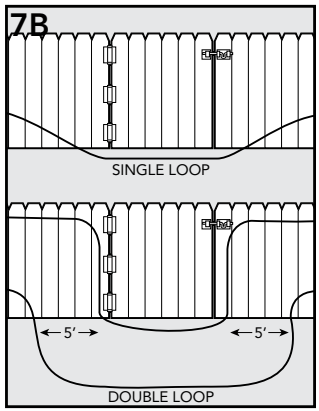
Burying the Boundary Wire is recommended to protect it and prevent disabling the system.

1. Cut a trench **1-3 inches** deep along your planned boundary.
2. Place the Boundary Wire into the trench maintaining some slack to allow it to expand and contract with temperature variations.
3. Use a blunt tool such as a wooden paint stick to push the Boundary Wire into the trench. Be careful not to damage the Boundary Wire insulation.

## To Attach the Boundary Wire to an Existing Fence

The Boundary Wire of the PetSafe® Stubborn Dog In-Ground Fence™ system can be attached to a chain link fence, split rail fence, or a wooden privacy fence. The Boundary Wire can be attached as high as needed. However, make sure the Boundary Width is set at a high enough range for the pet to receive the signal. If using a Double Loop with an existing fence at least five feet tall, run the Boundary Wire on top of the fence and return it on the bottom of the fence to get the five foot separation needed.



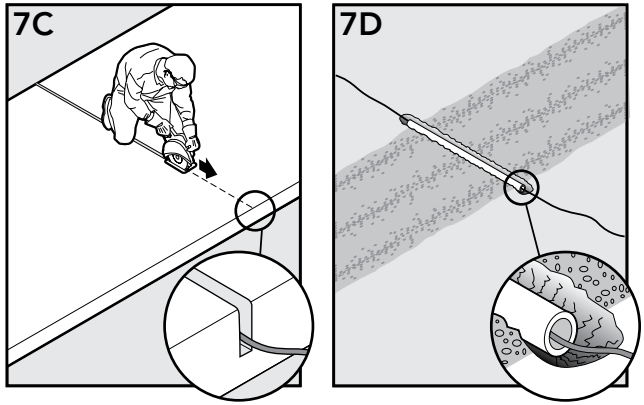




- **Chain Link Fence (7A)**: Weave Boundary Wire through the links or use plastic quick ties.
- **Wooden Split Rail or Privacy Fence (7A):** Use staples to attach Boundary Wire. Avoid puncturing the insulation of the Boundary Wire.
- **Double Loop with an Existing Fence:** Run the Boundary Wire on top of the fence and return it on the bottom of the fence to get the five foot separation needed.
- **Gate (Single Loop) (7B) :** Bury the Boundary Wire in the ground across the gate opening. *Note: The signal is still active across the gate. Your pet cannot pass through an open gate.*
- **Gate (Double Loop) (7B):** Bury both Boundary Wires across the gate opening while keeping them at least 5 feet apart.

## To Cross Hard Surfaces (driveways, sidewalks, etc.)

**⚠WARNING** Follow all safety instructions for your power tools. Be sure to always wear your safety goggles.

- **Concrete Driveway or Sidewalk (7C):** Place the Boundary Wire in a convenient expansion joint or create a groove using a circular saw and masonry blade. Place the Boundary Wire in the groove and cover with an appropriate waterproofing compound. For best results, brush away dirt or other debris before patching.
- **Gravel or Dirt Driveway (7D):** Place the Boundary Wire in a PVC pipe or water hose to protect the Boundary Wire before burying.



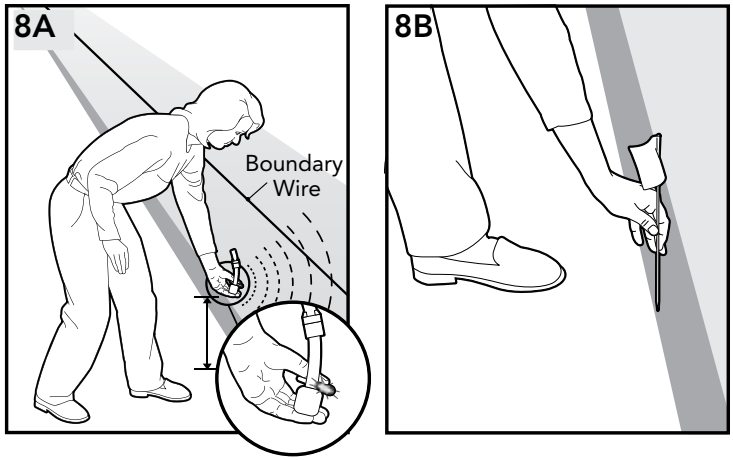

Step 8

# Place the Boundary Flags

The Boundary Flags are visual reminders for your pet of where the Warning Zone is located.

1. Place the Test Light contacts on the contact points and hold the Receiver Collar at your pet's neck height.
2. Walk towards the Warning Zone until the Receiver Collar beeps (**8A**).
3. Place a Boundary Flag in the ground (**8B**).
4. Walk back into the Pet Area until the beeping stops.
5. Repeat this process around the Warning Zone until it is marked with Boundary Flags every 10 feet.

*Note: If you cannot hear the beep, see the Test Light Instructions in Step 6.*




**CAUTION** 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.

Step 9

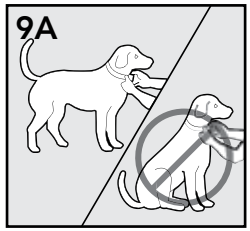
# Fit the Receiver Collar

**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.**

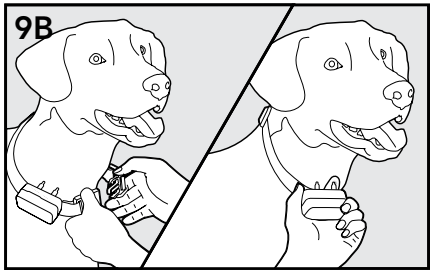
**CAUTION** Please read and follow the instructions in this manual. Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.

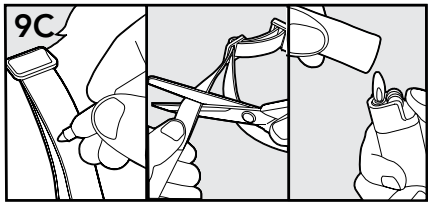
- Avoid leaving the collar on the dog for more than 12 hours per day.
- When possible reposition the collar on the pet's neck every 1 to 2 hours.
- Check the fit to prevent excessive pressure; follow the instructions in this manual.
- Never connect a lead to the electronic collar; it will cause excessive 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 comfortable and secure. 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. 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.

To assure a proper fit, please follow these steps:

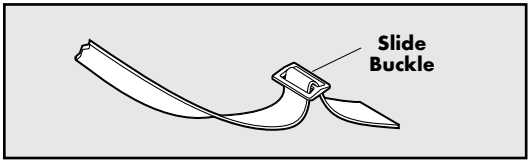



1. Make sure that the battery is not installed in the Receiver Collar.
2. Start with your pet standing comfortably (**9A**).
3. Place the Receiver Collar on your pet so that the "PetSafe®" logo is facing your pet's chin. Center the Contact Points underneath your pet's neck, touching the skin.
4. The Receiver Collar should fit snugly, yet loose enough to allow one finger to fit between a contact point and your pet's neck (**9B**). Allow your pet to wear the collar for several minutes then recheck the fit. Check the fit again as your pet becomes more comfortable with the Receiver Collar.
5. Once you are satisfied with the fit of the Receiver Collar then you may trim any excess collar strap as follows (**9C**):
   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.

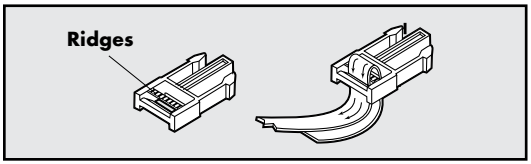


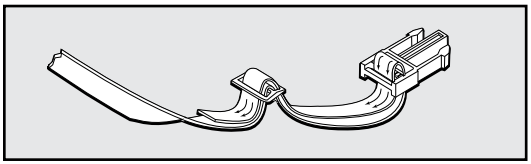
## To Re-Thread the Collar

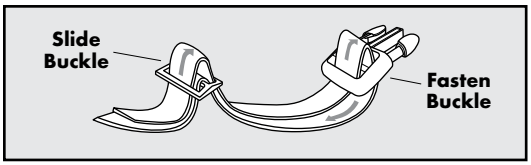



The slide buckle prevents the collar from becoming loose around your pet's neck.

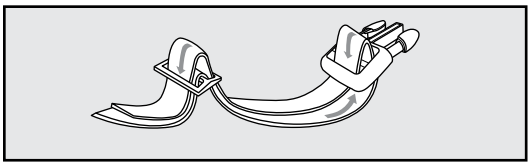



The ridges must be facing up; the collar will slip if it is not properly threaded.






**To loosen:** Slide the strap through the Slide and Fasten Buckles and pull down.



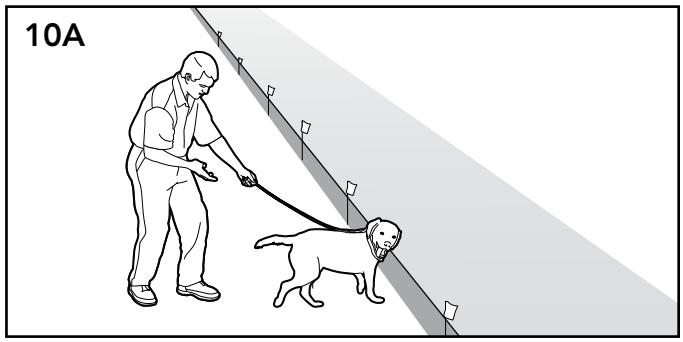
**To tighten**: Slide the strap up through the Fasten Buckle and pull through the Slide Buckle.

# Training Guide

- Remember that this system is not a solid barrier. Using it successfully requires that you spend some time training your pet.
- Finish each training session on a positive note with lots of praise and play. Remove the collar after each training session.
- While your pet is still learning the boundary, contain him by another means, such as with a pen or a leash.
- Put a separate non-metallic collar on your pet's neck and attach a leash.
- Be sure to place the collar on your dog's neck with the PetSafe® logo facing up.
- If your pet appears to be stressed, slow down the training schedule, add additional days of training or increase the amount of play time. Common stress signals include pulling on the leash toward the house, ears tucked or pulled back, tail down or tucked between legs, body lowered, nervous/frantic movement or stiffening of the pet's body, lip-licking or yawning.

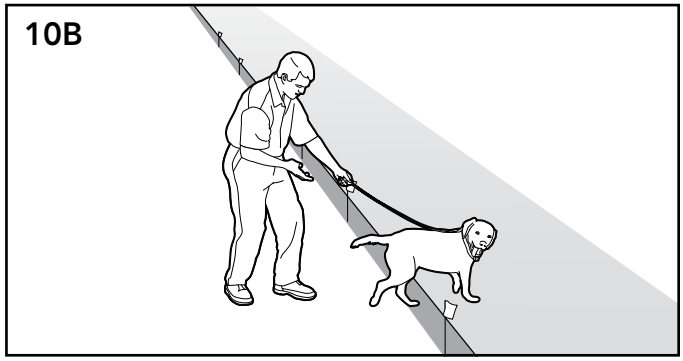
## Day 1

For the first day, start with the collar set to level 1, tone-only with vibration. With your pet on a leash and with his favorite treats on hand, allow him to explore the Pet Area (**10A**). Allow your pet to cross the boundary (**10B**) and hear the tone from the collar, then ask him to come back into the Pet Area (**10C)** and praise and reward him. Your goal is for your dog to associate being inside the Pet Area with rewarding experiences. Dogs are sensitive. Keep your mood upbeat as dogs can understand when you are happy or upset. Do 2 or 3 training sessions for about 10-15 minutes each. Do not try to do too much too quickly. More frequent short sessions are better than less frequent, longer sessions.



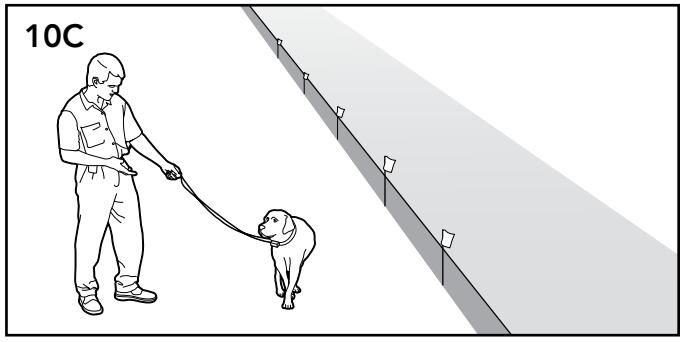

## Days 2–4

On days 2 through 4, repeat this process, but with the collar set to level 2—the mildest Static Correction Level. Closely observe your pet's behavior while he is in the Static Correction Zone (**10B**), and note whether or not your dog responds to the correction. Indicators of a response are looking around in curiosity, flicking of the ears or scratching at the collar. If he does not respond, check the fit of the collar to make sure the contact points are making contact with his skin. If the collar is fit correctly and your dog does not respond, then move up to the next correction level and repeat the process. Do 2 or 3 training sessions for about 10–15 minutes each. Your goal is for your dog to consistently choose to stay in the Pet Area. If necessary, add in more days of training before moving on to the next step.




## Days 5–8

On days 5 through 8, retain the collar settings from the last training session, but stage some distractions to test your dog's reliability. The goal is to have your pet stay within the Pet Area even with new temptations. Start with simple temptations and work your way up. Some examples are:




- Have a family member cross from inside the Pet Area and exit it.
- Place a toy outside the Pet Area.
- Have a friend or neighbor walk another pet outside the Pet Area.

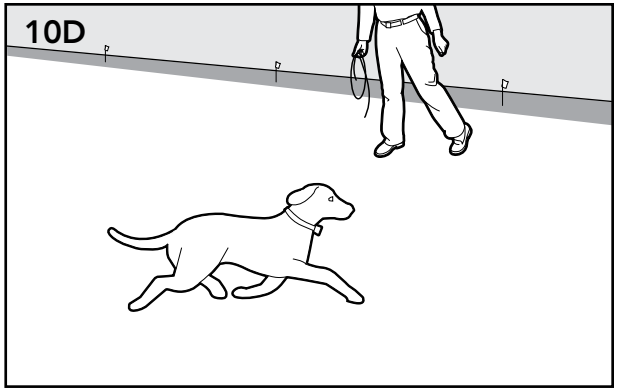
Remember to keep your pet on a leash throughout this process while he is still learning the boundary. Also, never coax your pet to leave the Pet Area.

**CAUTION** Be sure the extra collar does not put pressure on the contact points.

## Days 9–30

Once your pet consistently respects the boundary regardless of distractions or temptations, he is ready for the next step: unleashed supervision (**10D**). Stay close by with a leash at hand. Play with your pet for a while during the first few sessions. If your dog does not try to cross the boundary, occupy yourself with another task in the yard, and allow him to freely explore. Continue watching your pet. If he escapes, remove the collar and lead him back into the Pet Area. Start these sessions at about 15 minutes and gradually work up to an hour or more.

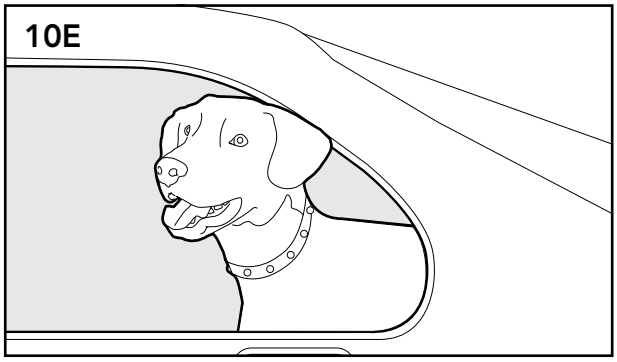
When your pet proves trustworthy, you can let him out on his own. Continue to check on him regularly. You can remove every other Boundary Flag every 4 days until all the flags are removed. Save them in case you move or need to train another pet.




## Taking Your Pet Out of the Pet Area

**Important: Remove the Receiver Collar and leave it at home.**

Once your pet learns the boundary, 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 (**10E**).

**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 along the boundary (the end of your driveway, sidewalk, etc.). Always leave the Pet Area from the same spot in your yard with a leash and your pet will associate leaving the Pet Area only on a leash, only at this spot, and only with a person. You may initially need to convince your pet to leave the Pet Area with a treat and lots of praise.

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

Congratulations! You have now completed the training program. You are both ready to enjoy more freedom. Just make sure to continue to check the tightness of the Receiver Collar and remove it when it is not in use.

# Troubleshooting

| | |
|---|---|
| **Receiver Collar is not beeping or correcting.** | • Check battery to make sure it is installed properly.<br>• Check that both lights are lit on the Fence Transmitter. If not, perform the "System Test" (page 26). |
| **The Receiver Collar is beeping, but the pet is not responding to the Static Correction.** | • Test the Receiver Collar with the Test Light walking toward the Boundary Wire.<br>• If the Test Light flashes, check the fit of the Receiver Collar.<br>• Trim your pet's fur where the Contact Points touch the neck and/or switch to the longer Contact Points.<br>• Increase the Static Correction Level.<br>• Repeat training steps to reinforce training. |
| **The Receiver Collar has to be held on top of the Boundary Wire to activate.** | • Replace battery.<br>• Adjust Boundary Width Control knob clockwise to increase the distance from the Boundary Wire that the Receiver Collar activates. Verify the Boundary Control Switch is placed at the proper setting according to the amount of Boundary Wire used. (See Step 6)<br>• If using a Double Loop, make sure Boundary Wires are separated at least 5 feet.<br>• If the Receiver Collar still has to be held on top of the Boundary Wire, perform the "System Test". |
| **The Receiver Collar activates inside the house.** | • Turn the Boundary Width Control knob counterclockwise to decrease the distance from the Boundary Wire that the Receiver Collar activates.<br>• Make sure the Boundary Wire is not running within 15 feet of the house. The signal can transmit through the walls of your house.<br>• Make sure Boundary Wires are twisted from Boundary to the Fence Transmitter. |
| **The Receiver Indicator Light is flashing every 4 to 5 seconds and I have just installed a new battery.** | • To reset the low battery indicator, remove the battery from the Receiver Collar. Discharge all power by holding the correction level button down until the light is no longer illuminated. Reinstall battery. |
| **I have an inconsistent signal.** | • Make sure Fence Transmitter is at least 3 feet from large metal objects or appliances.<br>• Make sure all Boundary Wire turns are gradual with a minimum 3 foot radius.<br>• Make sure the Boundary Wire is not running parallel to and within 10 feet of electrical wires, neighboring containment systems, telephone wires, television or antenna cables, or satellite dishes.<br>• If a neighboring containment system may be causing an inconsistent signal, move the Boundary Wire farther away from the neighboring containment system. |

| | |
|---|---|
| **The Power and Loop Indicator Lights are off.** | • Check that the Power Adapter is plugged into the Fence Transmitter.<br>• Check that the Power Adapter is plugged in properly.<br>• If the system is plugged into a GFCI or RCD outlet, check to see if the circuit has been tripped. Reset the GFCI or RCD circuit if required.<br>• Verify that the outlet is working properly by plugging in a known working item such as a lamp.<br>• Try plugging into another 120-volt outlet.<br>• If the lights still do not come on, the Fence Transmitter and/or Power Adapter needs to be replaced.<br>Contact the Customer Care Center.<br>• If a Surge Protector is installed, unplug the Surge Protector and plug the power adapter directly into the outlet. If the Transmitter operates without the Surge Protector, contact the Customer Care Center for a replacement Surge Protector. |
| **The Power Light is on, the Loop Indicator Light is off, and the Fence Transmitter loop alarm is sounding.** | • Check Boundary Wire connections at the Fence Transmitter for proper connection.<br>• Check for broken or damaged Boundary Wires at outside entry to the house.<br>• Perform the "System Test" (page 26) to determine if the Fence Transmitter or Surge Protector needs to be replaced.<br>• If the Fence Transmitter is functioning properly, you have a break in your Boundary Wire. See the "Wire Break Location Test" (page 27) section in this guide. |

# Additional Information

- Use care when using a weed eater or when digging near the Boundary Wire to prevent damage.
- 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.).
- The PetSafe® Stubborn Dog In-Ground Fence™ system is for residential use only.
- The Static Correction will get your pet's attention, but will not cause harm. It is designed to startle, not to punish.
- Test the Receiver Collar at least once a month to verify that it is functioning properly. Check that it activates at the Boundary Wire. Battery life depends upon how often the Receiver Collar is activated.
- Remove the Receiver collar from your pet when indoors for the comfort of your pet.
- Never leave the Receiver Collar on your pet for more than 12 consecutive hours.

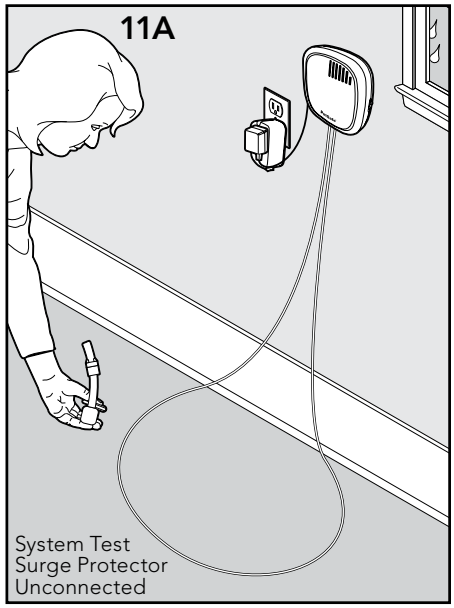
# Accessories

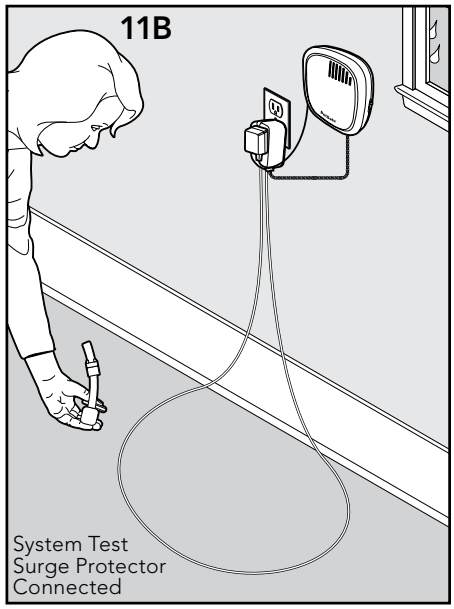
To purchase additional accessories for your PetSafe® Stubborn Dog In-Ground Fence™ system, contact the Customer Care Center or visit our website to locate a retailer near you.

# System Test

The system test is used to determine the cause of system problems that have not been addressed elsewhere in this guide. You will need a piece of Boundary Wire greater than 15 feet long with ⅜ inch of insulation removed from each end to use as a test loop wire. Make a note of your Boundary Control Switch setting, Boundary Width Control knob setting, and Receiver Collar setting before beginning the System Test. Follow the steps below to perform the system test:

1. Remove the Receiver Collar from your dog and make sure a good battery is installed in the receiver.
2. Set the Boundary Control switch to B.
3. Set the Receiver Collar Static Correction Level to 5.
4. Disconnect the twisted Boundary Wire from the Boundary Wire terminals on the Fence Transmitter by pressing the red release levers on the connector and pulling the wires free (**11A**).
5. Insert the two ends of the test loop wire into the Boundary Wire Terminals on the Transmitter.
6. Turn the Boundary Width control knob to 10 and then back to 5.
7. Place the Test Light Tool Contacts on the Contact Points of the Receiver Collar. While holding the Receiver Collar with the Test Light Tool in place, approach the wire from the outside loop 2 inches off the ground. Make a mental note of the distance where the Receiver Collar activates from the wire.
8. Turn the Boundary Width Control knob to 10 and repeat Step 7. The distance where the Receiver Collar activates should be greater than the previous result.
9. If more than one Receiver Collar is used on the system, repeat the above test on each collar.
10. Keep Boundary Width Control Knob position at 10. Set the Boundary Control Switch to A. Approach loop with Receiver Collar as in Step 7 and verify the Receiver Collar activates.
11. Keep Boundary Width Control knob position at 10. Set the Boundary Control Switch to C. Approach loop with Receiver Collar as in Step 7 and verify the Receiver Collar activates.
12. Interpreting the Results:
    a. If the Power light or the Loop indicator light are not both lit on the Fence Transmitter, or the alarm is on, for any of the above tests, there is a problem with the Transmitter. Contact the Customer Care Center.
    b. If both the Power and Loop indicator lights are on, but the Receiver Collar does not activate on the test loop wire, the Receiver Collar is not working. Contact the Customer Care Center.
    c. If the Transmitter Power and Loop indicator lights are on in each of the 3 Boundary Control Switch positions and the Receiver Collar is activating at different distances on the test loop wire, the problem is most likely in the containment Boundary Wire or Surge Protector. Reconnect the Transmitter wires to the Surge Protector and connect the Test Loop to the Surge Protector loop terminals. Repeat steps (6-11) (**11B**).



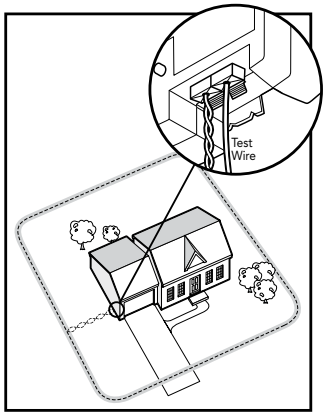
13. Interpreting the Results with the Surge Protector:
    a. If both the Power and Loop indicator lights are ON and the Receiver Collar is activating at different distances on the test loop wire, the problem is in the containment Boundary Wire. Perform the Wire Break Location Test.
    b. If the Loop indicator light is OFF with an alarm on the Fence Transmitter, there is a problem with the Surge Protector. Contact the Customer Care Center.
14. When testing is complete reconnect and verify that the Boundary Wire is plugged into the Loop Terminals on the Surge Protector and the Transmitter is connected to the Surge Protector.
15. Return the Boundary Control Switch and the Boundary Width Control knob setting to the position noted earlier.
16. Repeat the Boundary Width testing from Step 6 on Page 13 until you achieve the desired Boundary Width between 12 to 20 feet.

# Wire Break Location Test

The following lists identify the common locations where wire breaks occur. Please inspect these areas for signs of damage.
Wire breaks in the twisted pair are commonly found:
1. At the wire exit point of the house
2. Where the twisted pair of wire enters the ground from the house, usually caused by string trimmers
3. Where the wires cross sidewalks or driveways due to edging and string trimmers
4. Around landscaping and flower beds due to digging or working up the soil

Wire breaks in the Boundary Wire are commonly found:
1. In aerated lawns
2. Where the wires cross sidewalks or driveways due to edging and string trimmers
3. Around landscaping and flower beds due to digging or working up the soil
4. At wire splices where Gel-filled capsules have not been installed
5. At wire splices without reinforcements knots (refer to Figure 3E)

If you still cannot find the break in the Boundary Wire, there are two options for locating it:
**Option 1:** It is recommended to contact the Customer Care Center to purchase a Wire Break Locator.
**Option 2:** Follow the procedure below:




1. Unplug the Fence Transmitter.
2. Connect both ends of your twisted Boundary Wire to one Loop Terminal on the Surge Protector.
3. Measure and cut a Test Wire which is half the length of your total Boundary Wire footage.
4. Connect one end of Test Wire to the other Loop Terminal on the Surge Protector.
5. Locate the halfway point of your boundary and cut the Boundary Wire.
6. Splice the other end of the Test Wire to either side of your Boundary Wire where you cut it in half.
7. Plug in the Fence Transmitter and check the Loop Indicator Light. If the Loop Indicator Light is ON, you can assume the break is in the other half of the Boundary Wire.
8. If the Loop Indicator Light did not come on, you may assume there is a break in this portion of the Boundary Wire. However, there is a small chance of having more than one break in your system. Be sure to check both halves of your entire loop.
9. Replace the damaged Boundary Wire with new Boundary Wire.
10. Reconnect the Boundary Wire to the Surge Protector.
11. Check the Loop Indicator Light. If the Loop Indicator Light is ON, test the system with the Receiver Collar.

# 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.

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# 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.

# Important Recycling Advice

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. At the end of the product life, do not place it in the normal municipal waste system. Please check the regulations in your area or return it to where it was purchased so that it can be placed in our recycling system. If these options are not possible, please contact the Customer Care Center for further information.

# Compliance

## FCC

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:

- 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.
- Consult the Customer Care Center at 1-800-732-2677.

**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

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

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# 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

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# Warranty

**One Year Non-Transferable 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 petsafe.com and/or are available by contacting your local Customer Care Center.

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

**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-Transferable 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 labour 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 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

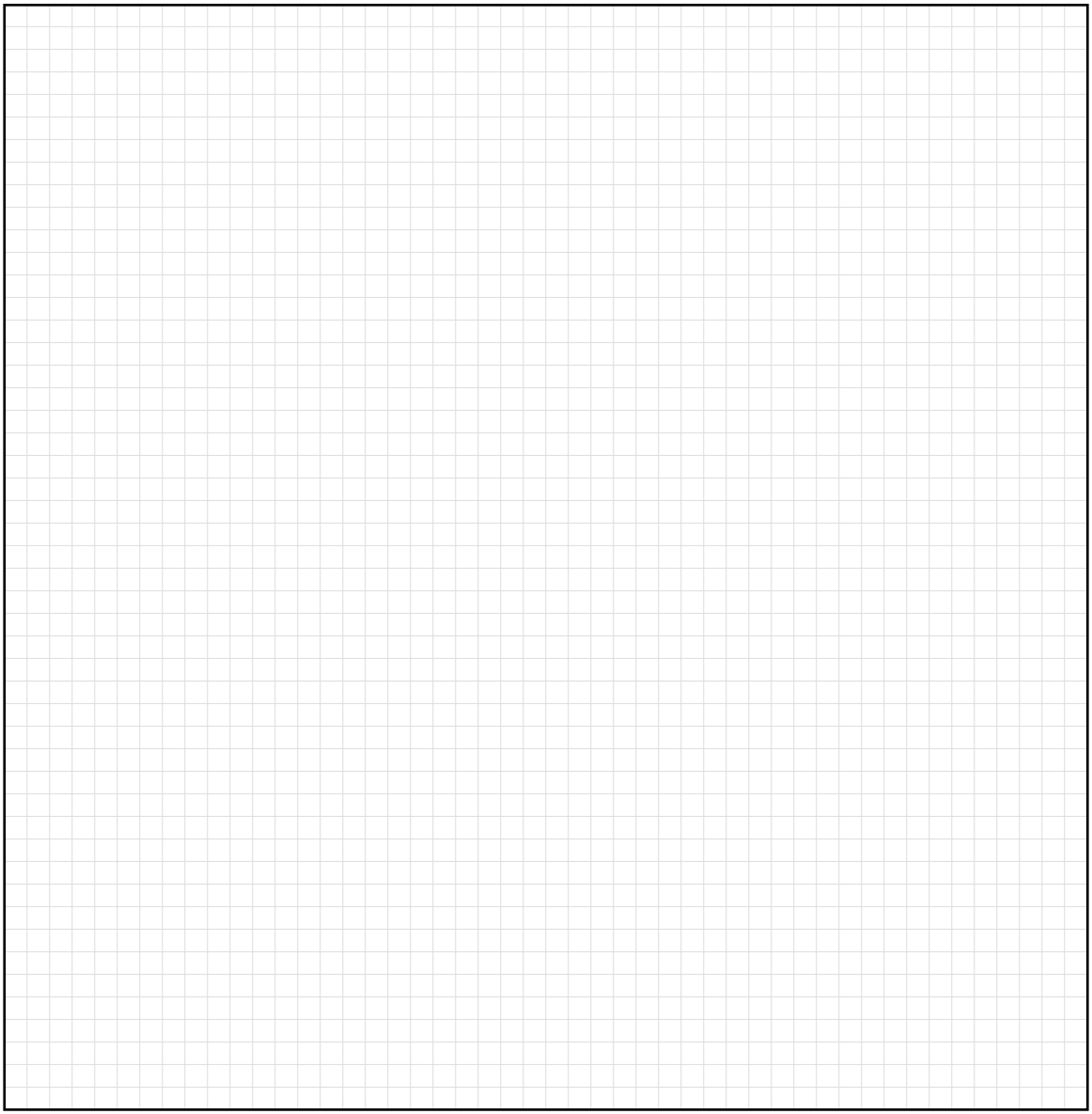
Australia Residents: 1800 786 608
New Zealand Residents: 0800 543 054
Email: aus-info@petsafe.net

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.

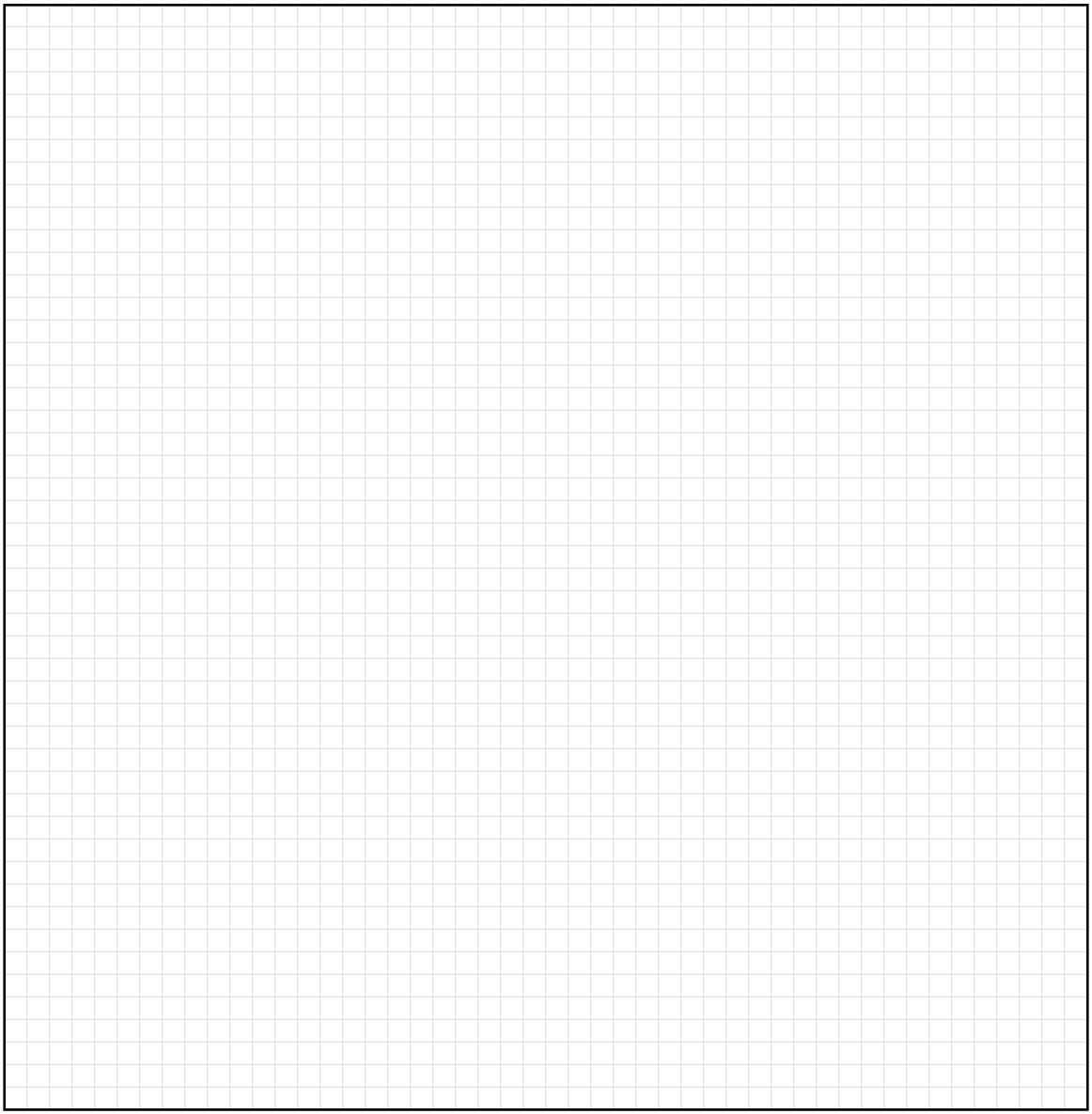
If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be 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).

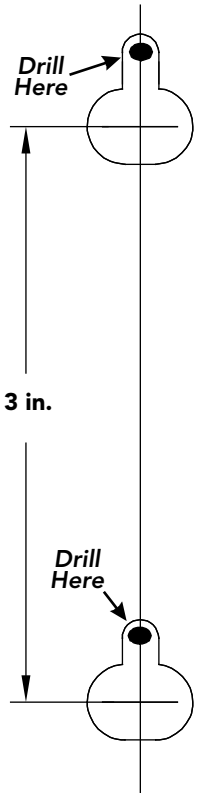
# Layout Grid



# Layout Grid



# Mounting Template




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petsafe.com

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