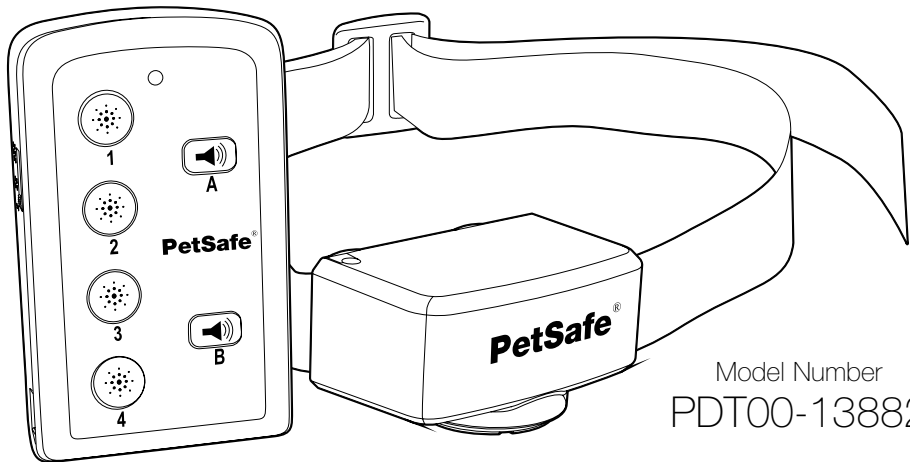




protect. teach. love.

# Basic Remote Trainer

operating and training guide




Model Number  
PDT00-13882

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

# Important Safety Information

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

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

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

**CAUTION** CAUTION, used 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.

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**WARNING** **Risk of explosion.** 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. Dispose of used batteries properly.

**WARNING** **Not for use with aggressive dogs.** Do not use this Product if your dog is aggressive, or if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or certified trainer.

**CAUTION** **Safety during on-leash training.** It is vitally important that you and your dog remain safe while learning during on-leash training. Your dog should be on a strong leash, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other unsafe area. You must also be physically strong enough to restrain your dog when he tries to chase.

**CAUTION** **Risk of skin damage.** 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 safe 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.

PetSafe® Remote Trainers must be used only on healthy dogs. We recommend that you take your dog to a veterinarian before using the collar if he is not in good health.

Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love—essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

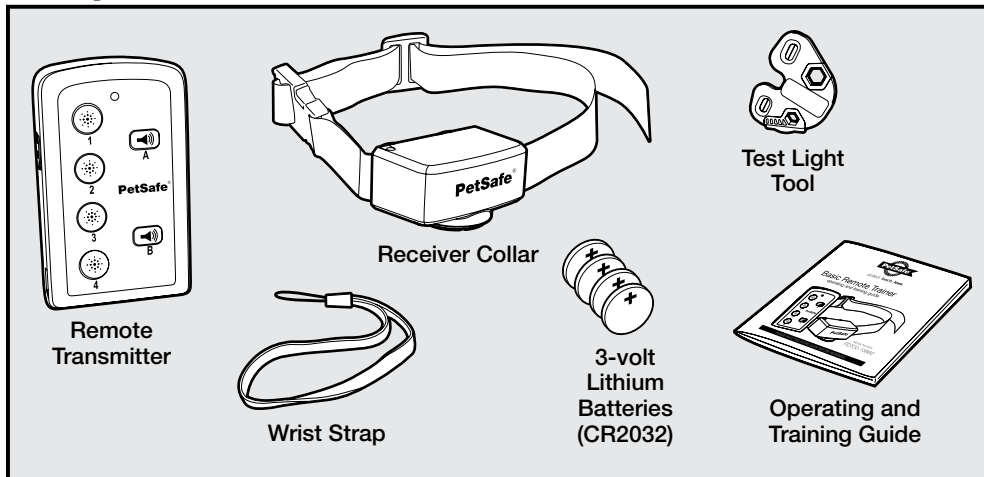
To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to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

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# Components



## Other Items You May Need

- : Scissors
- : Lighter
- : Non-metallic collar and long leash

## How the System Works

Now you can experience the difference a Remote Trainer can make. Spend less time training and more time enjoying your dog. The PetSafe® Basic Remote Trainer is comfortable for your pet and easy to use.

The Remote Trainer assists you in controlling your pet without a leash in a range of up to 75 yards. At the push of a button, your remote sends a signal activating your dog's Receiver Collar. He receives a safe but annoying stimulation. He'll quickly learn the association between his behavior and your correction; in no time, you'll have a better-behaved pet. The PetSafe® Basic Remote Trainer has been proven safe, comfortable, and effective for both small and large dog breeds.

Using the Remote Trainer consistently and correctly, any basic obedience commands can be taught and many misbehaviors that your pet exhibits can be corrected.

**Important:** The Basic Remote Trainer has a range of up to 75 yards. Hold the Remote Transmitter in a horizontal position away from your body to achieve optimum range. Terrain, weather, vegetation, transmission from other radio devices, and other factors will affect the maximum range.



## Features

- : 75 yard range
- : 12 levels of static stimulation (4 low, 4 medium, and 4 high)
- : Two tone buttons
- : Water-resistant Remote Transmitter and Receiver Collar

## Key Definitions

**Remote Transmitter:** Transmits the signal to the Receiver Collar.

**Stimulation Range Switch:** Adjusts the stimulation range to I-low, II-medium, or III-high.

**Stimulation Level Buttons (4 Yellow):** Delivers stimulation through the Contact Points on the Receiver Collar.

**Tone A (Low Tone) Button:** Sends an audible tone A to the collar. No stimulation is delivered.

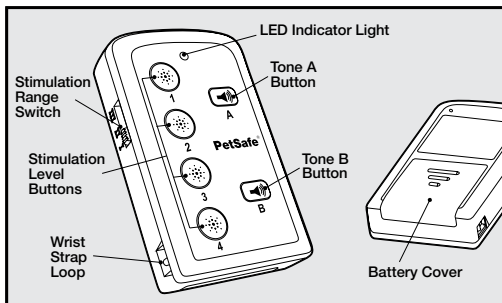
**Tone B (High Tone) Button:** Sends an audible tone B to the collar. No stimulation is delivered.

*Note: When a stimulation or tone button is held for 10 seconds or more, the Remote Transmitter will “time-out.” The button will need to be released for 5 seconds and pressed again before additional stimulation or tone can be delivered.*

**Transmitter LED Indicator Light:** Indicates tone or stimulation is being transmitted. Also indicates pairing mode. See Prepare the Remote Transmitter section for more details.

**Battery Cover:** Encloses batteries.

**Wrist Strap Loop:** Where Wrist Strap attaches for easier carrying.

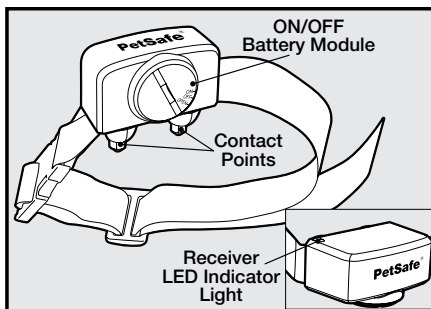


**Receiver Collar:** Delivers stimulation or tone on a signal from the Remote Transmitter.

**Contact Points:** Deliver stimulation to your pet from the Remote Transmitter.

**Receiver LED Indicator Light:** Indicates that a stimulation or tone button is pressed and also serves as a low-battery indicator. Also indicates when pairing mode is complete.

**On/Off Battery Module:** Turns the Receiver Collar on and off and houses batteries. See Prepare the Receiver Collar section for more details.



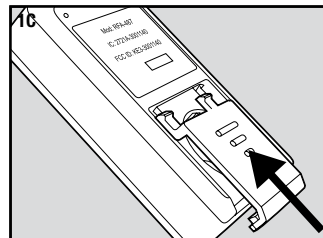
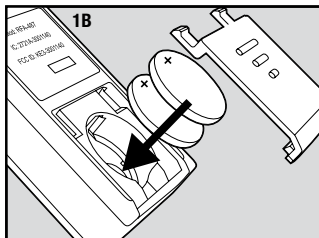
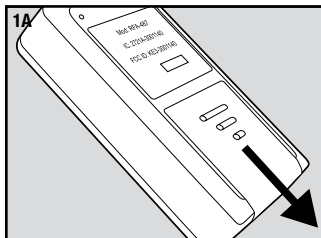
# Operating Guide

## Step 1

### Prepare the Remote Transmitter

#### To Insert and Remove the Batteries

1. Slide off the battery cover (1A).
2. Install two (2), 3-volt (CR2032) batteries positive (+) side up (1B).
3. Slide the battery cover back in place (1C).



#### To verify the batteries are inserted correctly

1. Press any button on the Remote Transmitter.
2. The Transmitter LED should flash to indicate a button has been pressed.
3. If the Transmitter LED doesn't flash, you may have inserted the batteries backwards. Try taking them out and turning them over, ensuring that the (+) side is up.
4. If the Transmitter LED still does not flash, contact the Customer Care Center.

#### **WARNING**

Risk of explosion if batteries are 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. Dispose of used batteries properly.

#### Remote Transmitter LED - Function and Response

Transmitter Function	LED Response
Any button pressed	On for length of button press
Low battery condition	LED flashes 3 times every 5 seconds



*Note: When a stimulation or tone button is held for 10 seconds or more, the Remote Transmitter will “time-out.” The button will need to be released for 5 seconds and pressed again before additional stimulation or tone can be delivered.*

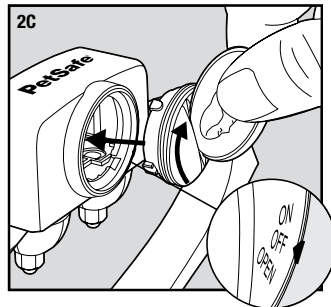
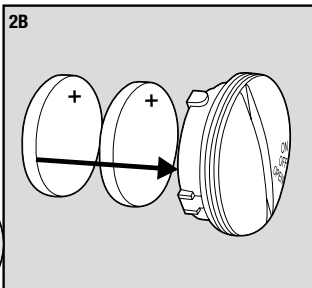
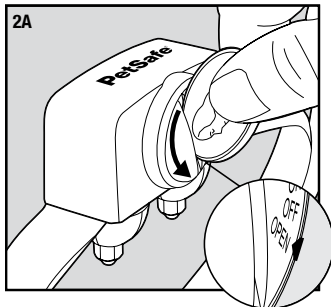
*Note: The Remote Transmitter goes into sleep mode after 30 seconds with no buttons pressed. Pressing any button while in sleep mode wakes the Remote Transmitter up without sending a tone or stimulation.*

## Step 2

### Prepare the Receiver Collar

#### To Insert and Remove the Batteries

1. Use the Test Light Tool or a coin and turn the battery module counter-clockwise until the word “OPEN” aligns with the “triangle” symbol on the Receiver Collar. **(2A)**.
2. Remove the battery module.
3. Install two (2), 3-volt batteries positive (+) side up into the battery module **(2B)**.
4. Replace the battery module aligning “OPEN” with the “triangle” symbol on the Receiver Collar. Lock the battery module in place by turning it clockwise with the Test Light Tool or a coin until the word “OFF” aligns with the “triangle” symbol on the Receiver Collar **(2C)**.



Replacement batteries (3-volt, CR2032) can be found at many retailers. Contact the Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net) for a list of common retailers.

#### **⚠ WARNING**

Risk of explosion if batteries are 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. Dispose of used batteries properly.

## To Turn the Receiver Collar On and Off

Use the Test Light Tool or a coin and turn the battery module until the word “ON” or “OFF” aligns with the “triangle” symbol on the Receiver Collar. *Note: To extend the life of the batteries, turn the Receiver Collar off when it is not in use.*

**Important: If the Receiver Collar is left on continuously, the maximum battery life will be 10 days.**

## Receiver Collar LED – Function and Response

Receiver Collar Function	LED Response
Turn unit on	LED flashes 1 time and beeps
Any Transmitter button pressed	On for length of button press
Low battery condition	LED flashes 3 times every 5 seconds
Turn unit off	LED flashes 2 times and beeps

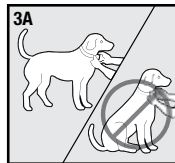
### Step 3

## Fit the Receiver Collar

**Important: The proper fit and placement of your Receiver Collar is important for effective operation. The Contact Points must have direct contact with your dog’s skin on the underside of his neck.**

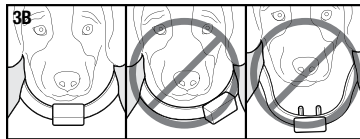
To assure a proper fit, please follow these steps:

1. Make sure that the Receiver Collar is turned off.
2. Start with your dog standing comfortably (3A).
3. Place the Receiver Collar on your dog’s neck close to the ears. Center the Contact Points underneath your dog’s neck, touching the skin (3B). *Note: It is sometimes necessary to trim the hair around the Contact Points to make sure that contact is consistent.*

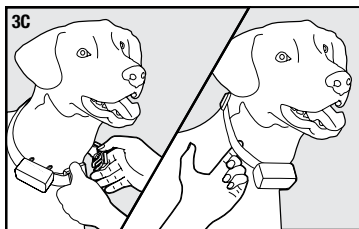


### **CAUTION**

Do not shave the pet’s neck as this may increase the risk of skin irritation.



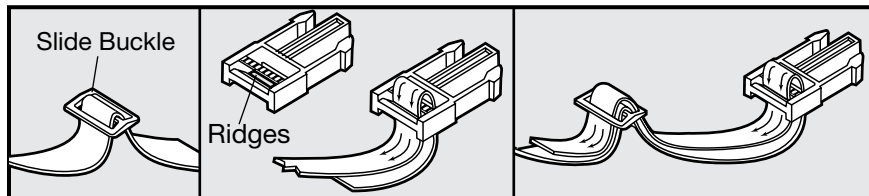
4. Check the tightness of the Receiver Collar by inserting one finger between the collar and your dog's neck (3C). The fit should be snug but not constricting.
5. Allow your dog to wear the Receiver Collar for several minutes then recheck the fit. Check the fit again as your dog becomes more comfortable with the Receiver Collar.



### CAUTION

The Receiver Collar should not be worn for more than 12 hours out of every 24-hour period. Leaving the collar on too long could lead to skin irritation. Please refer to page 2 for additional information.

## 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.

## Step 4

## To Pair the Receiver Collar and the Remote Transmitter

If your Receiver Collar does not beep when the Tone button of the Remote Transmitter is pressed, or if the Receiver Collar is not responding to the Remote Transmitter, follow these steps:

1. With the Receiver Collar off your pet, turn the Receiver Collar off.
2. Turn on the Receiver Collar.
3. Press and hold the Tone A, Tone B and Stimulation 4 buttons at the same time (the LED should be lit) until the collar flashes and beeps, indicating it has learned the Transmitter ID.
4. Press the Tone A or Tone B Button. The Receiver Collar should emit a tone, verifying that it is paired with the Transmitter.
5. If the Receiver Collar does not respond, please contact the Customer Care Center.

# Training Guide

## General Tips

- : Eliminate one misbehavior or teach one obedience command at a time. If you move too fast with training, your pet may become confused.
- : Be consistent. Correct your pet every time he misbehaves.
- : Unless you can supervise him, it is recommended that you restrict your pet from situations in which he has a history of misbehaving. However, setting up a situation as a training session can dramatically improve your chances of success.
- : If your pet reacts to the tones by hiding or acting fearful, redirect his attention to a simple and appropriate behavior, such as the “sit” command.
- : Pets should be at least 6 months old before using the Trainer.
- : Only let responsible family members use the Trainer. It is not a toy!
- : Other pets in hearing range will be affected by the training tones. Therefore, training sessions should be conducted out of hearing range of other pets.

### **⚠ WARNING**

Never use the Remote Trainer to correct or eliminate any form of aggressive behavior. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.

## Teaching Your Pet Tone A (Low Tone)

Before using the Trainer to correct your pet, spend 10 to 15 minutes per day for 2 or 3 days helping him create the association of the tone with reward and praise. To accomplish this:

1. Push the Tone A button for 2 consecutive seconds.
2. Release the button and immediately reward your pet with verbal praise, petting, or a small food reward. Spend 3 to 5 seconds on your rewarding.
3. Wait a few minutes and repeat holding the Tone A button for 2 seconds following with praise.

Vary the reward to prevent your pet from anticipating a specific type. This stage of training is complete when your pet obviously anticipates a reward when he hears the low tone.

## Using Tone B (High Tone)

As soon as your pet begins the earliest sign of misbehavior, press the Tone B button. For example, if you want to teach your dog to stay off the couch, press the Tone B button as soon as he puts one paw on it. Do not wait until he is completely on the couch.

1. Hold the Tone B button for up to 2 seconds at a time, releasing the button as soon as your pet stops the misbehavior.

2. If your pet has not stopped the misbehavior after two seconds of correction, release the Tone B button, then press it again for up to two consecutive seconds.
  3. Continue this sequence until the misbehavior has stopped.
  4. Once the misbehavior has stopped, count out two seconds and then push the Tone A Button for two consecutive seconds.
  5. Reward your pet after pushing the Tone A Button approximately once every 3 to 5 times, to help your pet maintain the association of the low tone with reward.
- 

## **Find the Best Stimulation Level for Your Pet**

**Important: Always start at the lowest level and work your way up.**

The Basic Remote Trainer has 12 different Stimulation Levels. This allows you to choose the stimulation that is best for your pet.

Once you have placed the Receiver Collar on your pet, it is time to find the Stimulation Level that is best for him. This is called the Recognition Level.

A slight change in your pet's behavior, such as looking around in curiosity, scratching at his collar, or flicking his ears, indicates the Recognition Level that is best for him.

Follow the steps below to find your pet's Recognition Level:

1. Starting at Low ( I ) on the Stimulation Range Switch, press the Stimulation 1 button continuously for 1 to 2 seconds.
2. If your pet shows no reaction, repeat the stimulation level several times before moving up to Low Stimulation Levels 2, 3, and 4.
3. If your pet shows no reaction to Low Stimulation Levels 1, 2, 3, or 4 move the Stimulation Range Switch to Medium ( II ), press the Stimulation 1 button continuously for 1 to 2 seconds.
4. If your pet shows no reaction, repeat the stimulation level several time before moving up to Medium Stimulation Levels 2, 3, and 4.
5. **YOUR PET SHOULD NOT VOCALIZE OR PANIC WHEN RECEIVING STIMULATION. IF THIS HAPPENS, THE STIMULATION LEVEL IS TOO HIGH AND YOU NEED TO GO BACK TO THE PREVIOUS LEVEL AND REPEAT THE PROCESS.**
6. Move up through the stimulation levels until your pet reliably responds to the stimulation.
7. If you have moved the Stimulation Range Switch to High ( III ) and your pet continues to show no response, check the fit of the Receiver. Then go back to #1 and repeat the process. If this still does not yield any results, your pet's hair will need to be trimmed around the Contact Points.

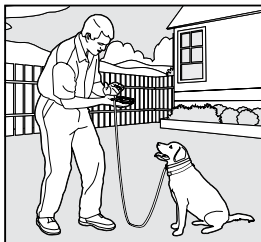
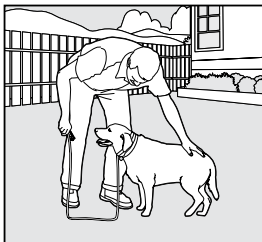
If all of these steps have been done and your pet continues to show no reaction to the stimulation, see the "Test Light Instructions" section.

If after completing all of these steps your dog still does not indicate he is feeling the stimulation, please contact Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net).

# Teaching Basic Obedience

## The “Sit” Command

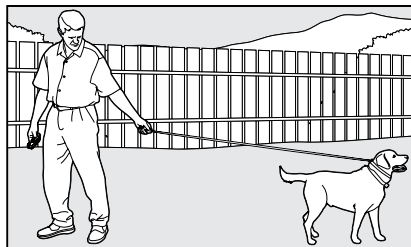
1. Put a separate, non-metallic collar on your pet’s neck ABOVE the Receiver Collar, and attach a long leash. *Note: Be sure the extra collar does not put pressure on the Contact Points.*
2. Hold the leash and the Remote Transmitter in one hand. Keep your other hand free to guide your pet into a “Sit” position.
3. Using the Recognition Level for your pet, press and hold the Stimulation button.
4. Immediately give the “Sit” command while continuing to hold the Stimulation button.
5. Release the Stimulation button as soon as your pet is in position, and praise him.
6. Release your pet from the “Sit” command and play.
7. Repeat Steps 2 through 6.



*Note: If your pet breaks the “Sit” command, repeat steps 3 through 6. Keep your pet close to you while teaching the “Sit” command.*

## The “Recall” Command

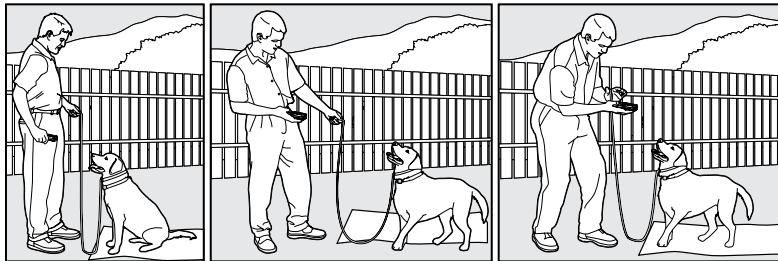
1. Put a separate, non-metallic collar on your pet’s neck ABOVE the Receiver Collar, and attach a long leash. *Note: Be sure the extra collar does not put pressure on the Contact Points.*
2. Hold your leash in one hand and the Remote Transmitter in the other.
3. Wait for your pet to walk away from you. Using the Recognition Level for your pet, press and hold the Stimulation button on your Remote Transmitter.
4. Immediately give the command “Recall” while continuing to hold the Stimulation button.



- Using the leash, gently guide your pet toward you until he begins to come in your direction.
- Immediately release the Stimulation button as soon as your pet steps towards you, and praise him enthusiastically.
- Quickly move backwards as your pet begins to come back to you, praising him the entire time.
- Praise your pet when he returns to you.
- Repeat Steps 3 through 8.
- Once your pet responds readily to the “Recall” command several times, back away from him without giving a command. When your pet turns toward you, give the command “Recall” (WITHOUT STIMULATION) and praise him while you continue to back up. Praise your pet when he returns to you.
- Use your leash to prevent your pet from running past you. If your pet manages to run past you, repeat Steps 3 through 8.

## The “Stay” Command

- Put a separate, non-metallic collar on your pet’s neck ABOVE the Receiver Collar, and attach a long leash. *Note: Be sure the extra collar does not put pressure on the Contact Points.*
- Visibly identify a designated area where you want your pet to sit by placing his bed or a large piece of cloth on the ground.
- After identifying a place, put your pet in that area. Hold your leash in one hand and the Remote Transmitter in the other.
- Staying within approximately 3 feet, walk around the perimeter of the designated area. Do not say anything to your pet.
- If your pet tries to leave that area, press and hold the Stimulation button while saying “Stay”, and if necessary, use the leash to guide your pet onto the designated area.
- Immediately release the Stimulation button as soon as your pet returns to the area and praise him enthusiastically.
- Once your pet has settled for a few seconds, release him and play calmly.
- Repeat steps 1 through 6 several times adding some different types of distractions.



# Eliminating Unwanted Behavior

## Jumping Up

Pets typically jump up to get attention. If you do not want your pet to jump on you, then friends or members of the family should not encourage this behavior. That means every time your pet jumps on someone, he should be reprimanded or redirected to an alternate and acceptable behavior, for which he can receive praise. *Note: It is best if your pet first understands the “Sit” command.*

1. Choose the Intensity Level one step higher than your pet’s Recognition Level.
2. As soon as your pet lifts his paws off the ground to jump on you, press the Stimulation button and give the command “Sit.”
3. Release the Stimulation button immediately once your pet is sitting, and verbally praise him.
4. If your pet ignores the stimulation, increase the Intensity Level by 1.
5. Practice this exercise in several different areas and use different people for distractions.



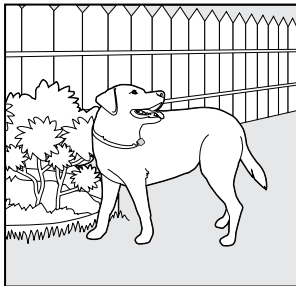
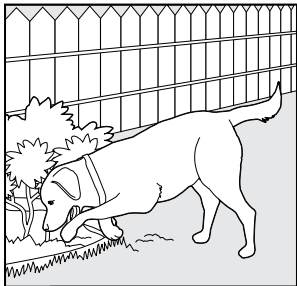
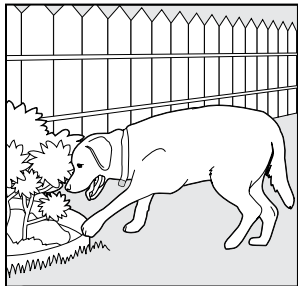


## Digging

It is important to first understand why your pet is digging. Many dogs, such as terriers, were bred to flush out prey, and digging is very innate to them. Other pets may be digging to find a cool spot to lie down, or simply out of boredom. Your pet may no longer have the desire to dig if he is provided with the following:

- : A cool, shaded area in which to lie down, and plenty of water.
- : An alternate activity, such as a favorite toy.
- : Plenty of play, exercise, and attention.
- : A yard free from rodents or prey that he may be trying to flush out.

1. Choose the Intensity Level one step higher than your pet's Recognition Level.
2. Place the Receiver Collar on your pet and wait at least 10 minutes before placing him in the yard. No other people or pets should be in the yard, as you do not want your pet to associate the stimulation with anything other than his digging. Your pet must be securely fenced in or contained during training.
3. From a window or area where your pet cannot see you, wait until your pet begins to dig.
4. While your pet digs, press the Stimulation button and release it when he stops digging. Only press the button while your pet is in the act of digging, and do not say anything to him.
5. If your pet ignores the stimulation, increase the Intensity Level by 1.
6. Continue to watch your pet, as he may choose another area to dig.
7. Do not allow your pet in the yard unsupervised until he has completely stopped digging.



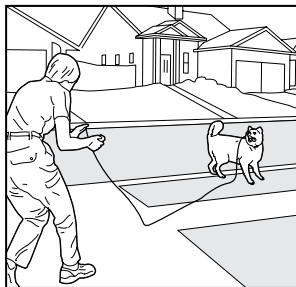
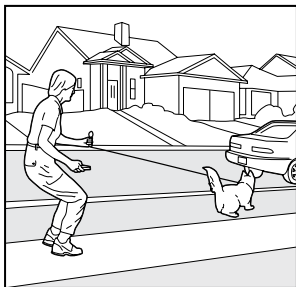
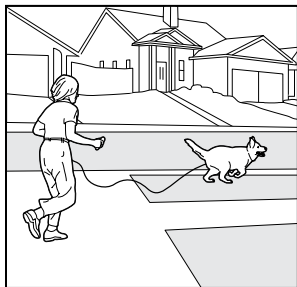
## Chasing

Chasing is an instinctive behavior stimulated by moving objects. Some dogs have a particularly strong desire to chase that can put them in harm's way and leave you helpless. Never allow your dog off the leash or out of a contained area until he has learned the "Recall" command, regardless of the distraction. Be consistent and correct your dog every time he chases something.

### CAUTION

It is vitally important that you and your dog remain safe while carrying out this training. Your dog should be on a strong leash, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other unsafe area. You must also be physically strong enough to restrain your dog when he tries to chase.

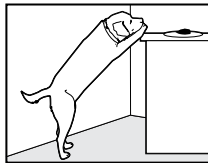
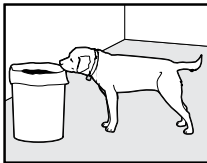
1. Choose the Intensity Level one step higher than your dog's Recognition Level.
2. Set up a scenario where your dog is enticed to chase an object. Common items could be cars, motorcycles, bicycles, etc. (do not use toys).
3. When the object passes in front of your dog, make sure to hold the leash with a firm grip. As soon as your dog begins to chase the object, give the "Recall" command and press and hold the Stimulation button until he stops. If he fails to stop, restrain him with the leash before he reaches danger.
4. When your dog stops chasing the object, immediately release the button, walk backwards and give the command "Recall." Praise your dog as he comes to you.
5. If your dog ignores the stimulation, repeat using a higher level of stimulation.
6. Repeat the process until your dog responds consistently to the "Recall" command.



## Trash Raiding

The easiest way to prevent trash raiding is to remove garbage and tempting food from your pet's environment. You can use the Remote Trainer to teach your pet to stay away from these items; however, you must be prepared to correct your pet every time he approaches them.

1. Choose the Intensity Level 1 higher than your pet's Recognition Level.
2. Pick a temptation for your pet and position yourself where he cannot see you.
3. While your pet's mouth is touching the temptation, press and hold the Stimulation button. Immediately release the button when your pet leaves the temptation.
4. Do not say anything, as you want your pet to associate the stimulation with his behavior, not you.
5. If your pet does not respond to the stimulation, increase the Intensity Level by 1 and repeat the process.
6. Repeat this process in several different locations with different temptations.



# Frequently Asked Questions

<b>Is the stimulation safe for my pet?</b>	: While the stimulation is unpleasant, it is harmless to your pet. Electronic training devices require interaction and training from the owner to achieve desired results.
<b>How old does a pet have to be before using the Basic Remote Trainer?</b>	: Your pet should be able to learn basic obedience commands such as “Sit” or “Stay” and be at least 6 months old before using the Trainer. The Receiver Collar may be too large for dogs under 8 lbs.
<b>Once my pet is trained and has been obeying my commands, will he have to continue to wear the Receiver Collar?</b>	: Probably not. He may need to wear the Receiver Collar from time to time for reinforcement.
<b>Can I use the PetSafe® Basic Remote Trainer on aggressive pets?</b>	: We do not recommend any of our products to be used on aggressive pets. We recommend you contact your local veterinarian or professional trainer to determine if your pet might be aggressive.
<b>How long can I continuously deliver stimulation to my pet?</b>	: The maximum amount of time you can press a Stimulation Button and deliver stimulation to your pet is 10 seconds. After 10 seconds, the Remote Transmitter will time-out, and the button must be released for 5 seconds and pressed again.

# Troubleshooting

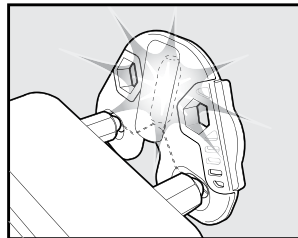
<b>My pet is not responding when I press a button.</b>	<ul style="list-style-type: none"><li>: Check to see if the Receiver Collar has been turned on.</li><li>: If your range has reduced from the first time you have used it, please check to see if the batteries are low in either the Remote Transmitter or Receiver Collar.</li><li>: You can verify the Receiver Collar is delivering stimulation to your pet by using the Test Light Tool enclosed in your kit. Please refer to the “Test Light Instructions” section for details.</li><li>: Increase the stimulation level. Refer to “Find the Best Stimulation Level For Your Pet” for more information.</li><li>: Make sure the Receiver Collar’s Contact Points are placed snugly against your pet’s skin. Refer to “Fit the Receiver Collar” for more information.</li></ul>
<b>The Receiver Collar will not turn on.</b>	<ul style="list-style-type: none"><li>: Check that the batteries have been installed properly. See “To Insert and Remove the Batteries.”</li></ul>
<b>The Receiver Collar is not responding to the Remote Transmitter.</b>	<ul style="list-style-type: none"><li>: Verify the Receiver Collar is on.</li><li>: If the Indicator Light does not come on when any button is pressed on the Transmitter, ensure that the batteries are inserted properly.</li><li>: If the first two solutions did not resolve your problem, see “To Pair the Remote Transmitter and the Receiver Collar.”</li></ul>

## Test Light Instructions

1. Turn the Receiver Collar on.
2. Hold the Test Light Contacts to the Contact Points.
3. Press a Stimulation Button on the Remote Transmitter.
4. The Test Light will flash. *Note: At higher Stimulation Levels, the Test Light will flash brighter.*
5. Turn the Receiver Collar off.

Save the Test Light for future testing.

*Note: If the Test Light does not flash, replace the batteries and re-test. If Test Light still does not flash, contact the Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net).*



**Important: The Test Light Tool can be used to tighten the Contact Points. This Receiver Collar has special Contact Points that may crack if they are over-tightened. If your Contact Points ever become loose, do not turn them any more than one-quarter turn beyond finger tight.**

# 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

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

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## Terms of Use and Limitation of Liability

### 1. Terms of Use

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

### 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this product. We recommend that you not use this product if your pet is less than 8 lb or under 6 months old, or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, certified trainer or contact our Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net).

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

### 3. No Unlawful or Prohibited Use

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

### 4. Limitation of Liability

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

### 5. Modification of Terms and Conditions

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



## 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 our Customer Care Center 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.net](http://www.petsafe.net).

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## 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.

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

**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 customer care, the dealer, or an experienced radio/TV technician for help.
- 

## Perchlorate Battery

Perchlorate Material – special handling may apply.  
See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

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