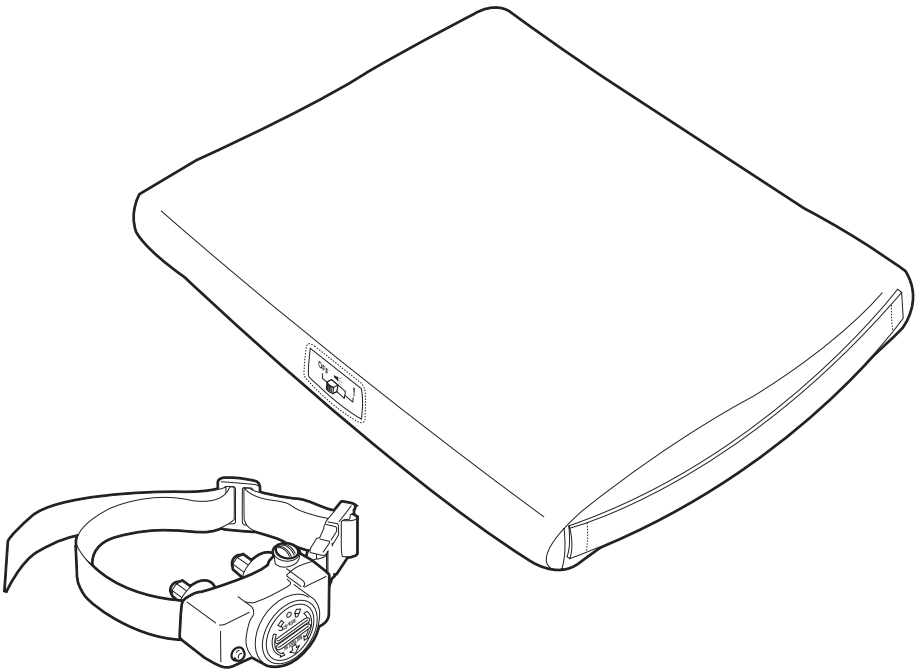


# PetSafe<sup>®</sup> Wireless Crate<sup>™</sup> Operating and Training Guide

Please read this entire guide before beginning



Thank you for choosing PetSafe®, the best selling brand of electronic training solutions in the world. Our mission is to be the most trusted brand in the pet ownership experience. We want to ensure your pet’s happiness and safety by providing you with the tools and techniques to successfully train your pet. If you have any questions whatsoever, please contact the Customer Care Center at 1-800-732-2677 or visit our website at [www.petsafe.net](http://www.petsafe.net). We will be there to help you, and we promise your call will be a pleasant experience.

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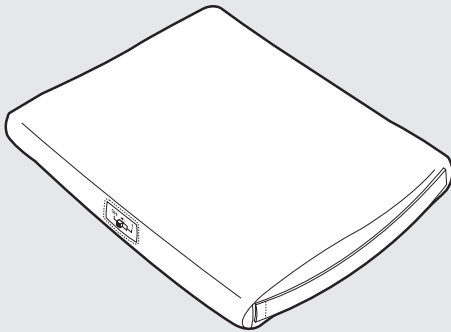
# Introduction

The Wireless Crate offers unsurpassed freedom and daily enjoyment for you and your dog. With the Wireless Crate, there are no cage wires or plastic walls to obstruct you and your dog's view, as would be the case with a traditional crate. So you and your dog can enjoy each other's company, without your dog begging at the dinner table or storming the door when guests arrive.

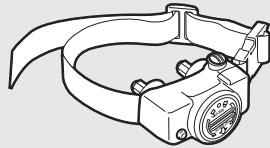
The Wireless Crate is portable and enables you to spend time with your dog in places that are customarily off-limits with traditional crates. Imagine the freedom of taking your dog with you to the park, a sporting event, or a friend's home without the worries of having your dog running off.

## Components

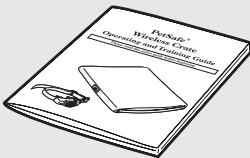
Please take a moment to familiarize yourself with the contents of the kit. You should have received the items shown below. If you find anything missing or in less than optimal condition please call our Customer Care Center at 1-800-732-2677.



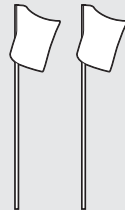
**Wireless Crate**



**Receiver Collar**



**Operating and  
Training Guide**



**Boundary Flags - 2**

# How the Wireless Crate™ Works

The Wireless Crate is designed to work with existing Radio Systems PetSafe Receiver Collars. If you have a Radio System PetSafe In-Ground Fence, your collar will also work with the Wireless Crate, eliminating the need for separate collars.

The Wireless Crate functions by detecting the dog on the crate and signaling the dog through a choice of tone or mild static stimulation if the dog exits the crate without your permission. If the dog leaves the crate without permission while the unit is turned on, the collar will produce either a toned beep to signal your dog or warning beeps accompanied with a mild static stimulation. The correction type depends on the setting you choose. Once the dog returns into the crate, the toned beep or static stimulation ceases.

Preparation and training is required for optimal and safe results. Please continue reading this manual before attempting to use this product with your pet.

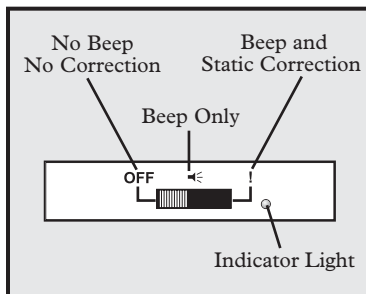
## Operating Guide

### Familiarization and Preparation

Please take a moment to familiarize yourself with the Wireless Crate™ and its controls before using this product with your pet.

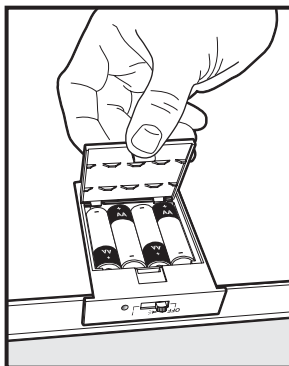
#### Switch

The Wireless Crate™ has a three-way sliding switch that allows you to turn on the unit and control the type of correction.



#### Battery Installation

Make sure the switch is in the "OFF" position. Remove the fabric covering the Wireless Crate™. Open the battery door and install 4 AA batteries (batteries are not included) as shown below. Replace the battery door and fabric cover.



## Indicator Light

The Indicator Light blinks green to indicate the bed is on and ready for use. If the light is red, the crate is not operating properly. Check the batteries. If the batteries are good and the light is still red, please contact our Customer Care Center at 1-800-732-2677.

## Training Flags

Place the training flags in the small sleeves provided in the fabric cover. Once your dog is trained to the Wireless Crate™, you may remove the flags.

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# Initial Set-Up & Test Instructions

1. Set the Wireless Crate™ on a firm, flat, dry surface. The Wireless Crate™ is designed to be used for supervised outdoor application, but is not waterproof.
2. Move the switch to Beep Only (🔊). The Indicator Light should blink green every 2 seconds.
3. Place your hand on the Wireless Crate™ and hold of the Receiver Collar over the crate.
4. Press moderately on the Wireless Crate™ for approximately 8 seconds to simulate the presence of your dog. Continue to press on the Wireless Crate™ until the Indicator Light blinks green once every 5 seconds. *Note: The Wireless Crate™ detects the presence of the dog by weight, not by the presence of the Receiver Collar.*
5. Remove your hand from the crate and the Receiver Collar from the Wireless Crate™ at the same time. Your Receiver Collar should beep once your hand and the Receiver Collar are removed from the Wireless Crate™. This is the warning beep indicating the pet has left the Wireless Crate™.
6. Once the warning beep has occurred, return your hand onto the Wireless Crate™ and hold the Receiver Collar over the crate. Once you apply pressure on the Wireless Crate™, the beeping on the Receiver Collar should stop and the green light on the crate should start blinking every 5 seconds. This indicates the pet has returned into the Wireless Crate™.
7. The test is now complete.
8. Turn the crate off. *Note: It will be necessary to turn the crate off each time you place your pet on the Wireless Crate™ or when you call your pet off the Wireless Crate™. If you do not turn the crate off, your pet will receive a beep or static correction for exiting or entering the Wireless Crate™. If this is not followed, your pet will be confused and training will be difficult.*

Illustration showing hand pressing down on crate while holding the collar over the crate

Illustration showing hand off the crate while holding the collar NOT over the crate

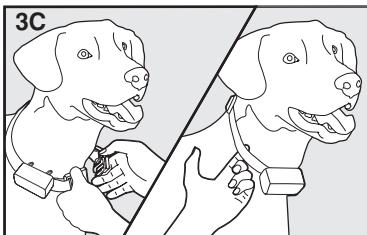
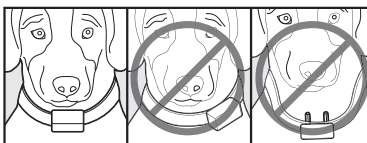
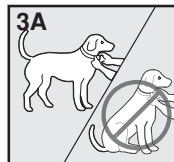
# Training Guide

## Fit the Receiver Collar Tips

**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 high 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.*
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.



## Care and Cleaning

To ensure the effectiveness of this product and the comfort and safety of your dog, check the fit of his collar frequently. This Guide describes proper collar fitting. If you notice that your dog is experiencing skin irritation, discontinue use of the collar for a few days. If the condition persists beyond 48 hours, see your veterinarian.

## To prevent skin irritation from occurring:

- The Receiver Collar should not be worn for more than 8 hours out of every 24-hour period.
- Your dog's neck and the Contact Points must be washed weekly with a washcloth and mild hand soap, then rinsed thoroughly.
- Be sure that your pet's neck is thoroughly dry before placing the Receiver Collar back on his neck.

# Find the Best Stimulation Level for Your Pet

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

The PUL-275BM has 5 different Stimulation Levels. This allows you to choose the Stimulation that is best for your dog.

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

A slight change in your dog'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.

Refer to the PUL-275 Receiver Collar manual on instructions to change correction levels.

1. Start at Level 1.
2. If your dog shows no reaction, repeat the Stimulation level several times before moving up to the next level.
3. **YOUR Dog 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.**
4. Move up through the Stimulation levels until your dog reliably responds to the Stimulation.
5. If your dog continues to show no response at Level 8, check the fit of the Receiver Collar. If your dog has long or thick hair, replace the Contact Points with the longer set. Then go back to #1 and repeat the process. If this still does not yield any results, your dog's hair will need to be trimmed around the Contact Points.

If all of these steps have been done and your dog 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.dogsafe.net](http://www.dogsafe.net).

## General Tips

- Eliminate one misbehavior or teach one obedience command at a time. If you move too fast with training, your dog may become confused.
- Be consistent. Correct your dog every time he misbehaves.
- Unless you can supervise him, it is recommended that you restrict your dog 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 dog reacts to the tones by hiding or acting fearful, redirect his attention to a simple and appropriate behavior, such as the "sit" command.
- Dogs should know basic obedience commands like sit before using the Wireless Crate™.
- Only let responsible family members use the Wireless Crate™. It is not a toy!
- Other dogs in hearing range will be affected by the training tones. Therefore, training sessions should be conducted out of hearing range of other dogs.
- For best results, place the Wireless Crate™ against the wall, in a corner, or at the end of a hallway for the initial training session. You may move it later, after the dog is trained to use the crate.
- Attach a short leash to your pet's regular collar. Never attach a leash to the PetSafe Receiver Collar.
- Keep some of your pet's favorite treats nearby to reward him during training.
- Make it fun! Keep your voice and actions light and friendly. Your dog should enjoy using and staying on the Wireless Crate™.

# DAY 1, First Session

This session will take about 30-45 minutes.

## Teaching Your Pet the Place Command

### Step 1

1. The Wireless Crate switch should be in “off” position.
2. Use a leash to guide the dog into the Wireless Crate. Say “Place”, praise your dog and give him a treat. The “Place” command indicates to the dog that he should move into the designated area and stay. Initially, you should use body language to help the dog understand that this word refers to the Wireless Crate.
3. Allow the dog to exit the crate.

### Step 2

1. If another person is present, let them help you by holding your dog outside of the crate.
2. With your dog watching, place a couple of treats on the Wireless Crate.
3. Pick up the lead and guide your dog near the Wireless Crate. Say “Place”.
4. If needed, use the leash to encourage your dog to hop onto the Wireless Crate.
5. Let your dog move around at will, still wearing the collar and leash.
6. Use the leash and guide your dog back off the crate.
7. Play with and praise your dog.

Illustration showing dog on leash leading onto the crate

### Step 3

1. Lead your dog onto the Wireless Crate. Say “Place”. While your dog is on the crate, give him a treat and some praise.
2. If your dog stays in place for a few seconds, give him another treat and more praise. If he steps off the crate, calmly use the leash to guide him back onto the crate and say “Place”.
3. When your dog gets back on the crate, give him another treat and more praise.
4. Repeat this step until your dog sits on the crate independently. At this point, he should be familiar with the “Place” command.

Illustration showing dog on crate and giving him a treat

### Step 4

1. While your dog is on the Wireless Crate, say “Place” while holding the leash and lightly restrain him on the Wireless Crate.
2. Take one step away from the crate. If your dog remains on the crate, take a step to each side, backward, and forward. Keep holding the leash and softly repeat the “Place” command.
3. If your dog stays in place in for a few seconds, praise him and give him a treat.
4. Use the leash to encourage your dog to hop off. Let him move around freely while still wearing the collar and leash. Play with and praise your dog.
5. After about 10 minutes, repeat steps 1-4.

Illustration showing distance from person and dog



## Teaching Your Pet using the Audible Beep Tone

### Step 5

1. Instruct your dog to “Place” on the Wireless Crate.
2. While your dog is on the Wireless Crate, change the Wireless Crate to the Beep Only mode (🔊). Each time he steps off the crate, the collar will beep. Calmly pick up the leash and guide him back onto the Wireless Crate. The beeping will cease when he steps back on the crate. It is important to praise your dog and give him a treat after each successful attempt.
3. Repeat steps 1-4 with the collar set to Beep Only. *Note: You may continue training in the Beep Only mode (🔊). Training in beep only mode will take longer, so you’ll need to adjust your training accordingly.*

## Teaching Your Pet using the Static Correction Mode

### Step 6

1. Instruct your dog to “Place” on the crate.
2. Turn the crate on to the Beep and Static Correction mode (!). At this point, each time your dog steps off the crate and the collar begins to beep, he will also receive a static correction. The beeping and correction will cease when your dog steps back onto the crate.
3. Repeat Steps 1-4. It is important at the beginning that you minimize the duration of the static correction. For the first few times your dog receives a correction, gently lead him back to the Wireless Crate within a few seconds.

This ends the first day’s session. Turn off the crate, remove the receiver collar, and praise and play with your dog freely.

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## DAY 2, Second Session

1. Repeat Step 5 and Step 6 from the first day’s session. At this point, most dogs will now stay in the Wireless Crate for a prolonged period of time.
2. To test your dog’s training, leave the room and see if your dog will stay in the Wireless Crate. If you hear the receiver beep after you leave the room, then your dog has stepped out of the Wireless Crate.
3. Calmly walk back into the room.
4. Pick up the leash and say the “Place” command while leading your dog to back onto the Wireless Crate. Be sure to give your dog a treat and plenty of praise when he enters onto the Wireless Crate.
5. After a successful twenty-minute stay in the Wireless Crate, go over and praise your dog. Turn the crate off and call your dog out of the crate. Give your dog a treat and allow him to play freely.

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## DAYS 3, 4, and 5, Successive Sessions

1. Repeat Steps 1-5 from Day 2’s session each day.
2. Slowly build your dog’s time of stay in the crate, distance from you, and tolerance to a number of distractions. For example, you may sit on the sofa with the Wireless Crate right next to you and encourage your dog to lay for an hour or so with a chew toy. If your dog gets up, simply retrieve the leash and let the mild static stimulation occur for a second or two. Lead your dog back to the Wireless Crate and say “Place”. Praise and treat your dog while leading him back onto the Wireless Crate.
3. Train with distraction by arranging family, close friends, or other pets into the room as you give the “Place” command. Training with distractions can be difficult for some dogs at the beginning, so stay close enough to your dog that you can guide him back to the Wireless Crate.
4. Repeat these steps daily for at least two weeks, even if your dog is responding well. Consistency and repetition are the keys to good training. Reinforcement is paramount even with the smartest dogs. Remember, dogs are like humans, and learn at different rates. So be calm and patient and do not rush the learning process. And don’t forget to make it fun!

# 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 Wireless Crate™</b>	Your pet should be able to learn basic obedience commands such as “Sit” or “Here”. The Receiver Collar may be too large for dogs under 8 lb.
<b>Once my pet is trained 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>Is the Receiver Collar waterproof?</b>	Yes.
<b>Can I use the Wireless Crate™ with more than one pet?</b>	No. The Wireless Crate™ can only be used with one pet at a time. Other pets wearing a compatible Receiver Collar or using a second Wireless Crate™ should be kept at least 10 ft. away.
<b>Can I use the Wireless Crate™ 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>What is the range of the Wireless Crate™?</b>	The range you get with your Wireless Crate™ will vary according to the battery life cycle as well as transmission from other radio devices. The product will provide stimulation for a minimum 3 ft. and a maximum 10 ft. range.
<b>How long will the Receiver Collar deliver stimulation to my pet?</b>	The maximum duration of stimulation is a function of the Receiver Collar. The maximum duration of stimulation for any PetSafe Receiver Collar is 30 seconds. Consult documentation that came with your Receiver Collar for more specific information about your model of collar.
<b>What do I do if my pet’s neck becomes red and irritated?</b>	This condition is due to the Contact Points irritating the skin. Discontinue use of the Receiver Collar for a few days. If the condition persists beyond 48 hours, see your veterinarian. Once the skin returns to normal, replace Receiver Collar, and monitor the skin condition closely.
<b>The Wireless Crate™ operates as described but the dog is not affected by the stimulation. What do I do?</b>	First make sure the Receiver Collar is fitted properly and is on as described in the users manual. If the dog is still not responding please call our Customer Care Center.
<b>What will the reaction of my dog be to the Stimulation?</b>	Each dog reacts differently to the stimulation. Most dogs will only receive a few stimulations and those will be during the training period.

# Troubleshooting

<b>Indicator Light never lights or blinks when the switch is moved to the (⏪) or (!) Position</b>	<ul style="list-style-type: none"><li>• Check that the switch is securely in the (⏪) mode by moving it back and forth.</li><li>• Remove the batteries and replace checking orientation.</li><li>• Replace the batteries with a set of fresh batteries again checking the orientation.</li></ul>
<b>Indicator Light is red or blinking red</b>	If the light display is red, the crate is not operating properly. You should check the batteries then, contact our Customer Care Center.
<b>Green light blinks as described but collar does not beep when dog gets off the Wireless Crate™</b>	Check the batteries in your Receiver Collar. If fresh batteries are in place please call our Customer Care Center.

## 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.

# FCC Compliance

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 particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by PetSafe could void the user's authority to operate the equipment.

# CE Compliance

This equipment has been tested and found to comply with relevant EU Electromagnetic Compatibility, Low Voltage and R&TTE Directives. Before using this equipment outside the EU countries, check with the relevant local R&TTE authority. Unauthorized changes or modifications to the equipment that are not approved by Radio Systems Corporation are in violation of EU R&TTE regulations, could void the user's authority to operate the equipment, and void the warranty

Radio Systems Corporation  
10427 Electric Ave.  
Knoxville, TN 37932  
1-800-732-2677  
[www.petsafe.net](http://www.petsafe.net)  
400-752