

Stubborn Dog  
In-Ground Fence™  
Receiver Collar

PRF-275-19

**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, please have your utilities marked, and 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.

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### **▲WARNING**

- Not for use with aggressive dogs. Do not use this product if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury or death to their owners and others. If you are not sure that this product is right for your dog, please talk to your veterinarian or a certified trainer.

**⚠ CAUTION**

- This PetSafe® Stubborn Dog 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.
- This product is not a toy. Keep it away from the reach of children.

**CAUTION**

Proper fit of the receiver collar is important. A receiver 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 receiver collar on the pet for more than 12 hours per day.**
- When possible reposition the receiver collar on the pet's neck every 1 to 2 hours.
- Regularly recheck the fit to prevent excessive pressure; follow the instructions in this manual.
- You may need to trim the hair in the area of the contact points. However, never shave the dog's neck; this may lead to a rash or infection.
- Never connect a leash to a collar with contact points. It will cause excessive pressure on the contact points.
- When connecting a leash to a separate collar, do not allow it to put pressure on the receiver collar.
- Wash the dog's neck area and the contact points of the collar weekly with a damp cloth.
- Examine the contact area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue using this product until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.

**CAUTION**

- For additional information on bed sores and pressure necrosis, please visit our website.
- Proper training of your pet is essential to successfully using the system. During the first 2 weeks of training, do not use the system without direct supervision of your pet.
- Always remove your pet's receiver collar before performing any transmitter testing or adjustments. This will prevent unintended corrections.
- The boundary width of the system must be tested whenever an adjustment is made to the pet area to prevent unintended corrections to your pet. Do not use an outlet protected with a residual current device (RCD) or ground fault circuit interrupter (GFCI). The fence system will function properly, but in rare cases, nearby lightning strikes may cause the RCD or GFCI to trip. Without system power, your pet may escape. You will have to reset the RCD or GFCI to restore power to the system.

**NOTICE**

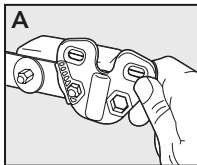
Please see the product manual for your In-Ground Fence™ system for other important safety messages.

## 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 boundary. As your dog approaches the boundary, 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.

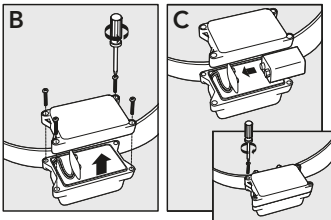
## Prepare the Receiver Collar

Your receiver collar comes with short contact points installed. The long contact points should be used on dogs with long hair. Tighten the contact points using the test light Tool (A) one-half turn beyond finger tight. Check the tightness weekly.



## Insert/Remove the Battery

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



### CAUTION

Do not install the battery while the receiver collar is on your pet.

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. Be sure to discard the used battery properly.

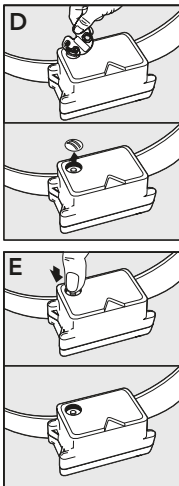
A replacement 9-volt alkaline battery (PAC11-12067) can be found at many retailers. Contact the Customer Care Center or visit our web site to locate a retailer near you.

## 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 (D).
2. With the battery installed, press the correction level button and release when the receiver indicator light lights up (E).
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 the 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 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.

## 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

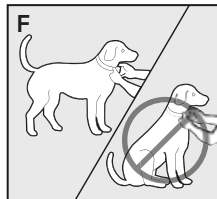
Indicator Light Response	Static Correction Level	Receiver Collar Function
1 Flash	1	No static correction, tone plus vibration
2 Flashes	2	Low static correction
3 Flashes	3	Medium static correction
4 Flashes	4	Medium High static correction
5 Flashes	5	High static correction
Flashes once every 4 to 5 seconds		Indicates low battery

## Fit the Receiver Collar

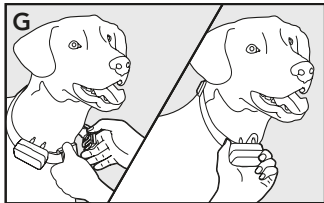
**Important:** The proper fit and placement of your receiver collar is important for effective training. The contact points must have direct contact with your pet's skin on the underside of his neck. See important safety information on pages 3-6.

To assure a proper fit, please follow these steps:

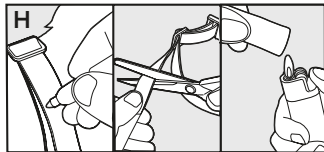
1. Make sure that the battery is not installed in the receiver collar.
2. Start with your pet standing comfortably (F).
3. Place the receiver collar on your pet so that the "PetSafe" logo is facing your pet's chin. Center the contact points underneath your pet's neck, touching the skin.



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 (G). 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.

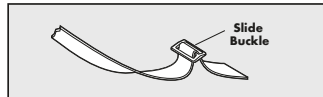


5. Once you are satisfied with the fit of the receiver collar then you may trim any excess collar strap as follows (H):

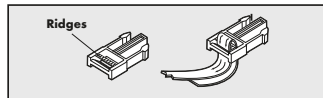


- Mark the desired length of the receiver collar with a pen. Allow for growth if your pet is young or grows a thick winter coat.
- Remove the receiver collar from your pet and cut off the excess.
- Before placing the receiver collar back onto your pet, seal the edge of the cut collar by applying a flame along the frayed edge.

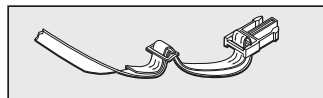
## Re-Thread the Collar



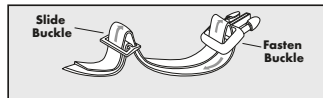
The slide buckle prevents the collar from becoming loose around your pet's neck.



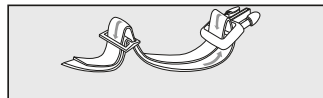
The ridges must be facing up; the collar will slip if it is not properly threaded.



To loosen: Slide the strap through the slide and fasten the buckles and pull down.



To tighten: Slide the strap up through the fasten buckle and pull through the slide buckle.





## Taking Your Pet Out of the Pet Area

**Important:** Remove the receiver collar and leave it in the pet area.

Once your pet learns the boundary zone, he will be reluctant to cross it for walks or car rides.

**Option 1:** Replace the receiver collar with a regular collar. Put your pet in a car that is within the pet area and drive him out of the pet area.

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

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



Please refer to your PetSafe® In-Ground Fence™ system product manual for a complete list of Troubleshooting or visit [petsafe.com](http://petsafe.com).

## Troubleshooting

**Receiver collar is not beeping or correcting.**

- Check battery to make sure it is installed properly.
- Check that both lights are lit on the fence transmitter. Refer to Stubborn Dog In-Ground Fence™ system product manual.

**The receiver collar is beeping, but the pet is not responding to the static correction.**

- Test the receiver collar with the test light by walking toward the boundary wire.
- If the test light flashes, check the fit of the receiver collar.
- Trim your pet's fur where the contact points touch the neck and/or switch to the longer contact points.
- Increase the static correction level.
- Repeat training steps to reinforce training.

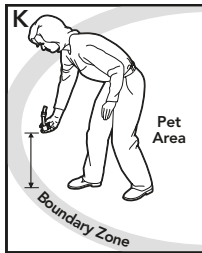
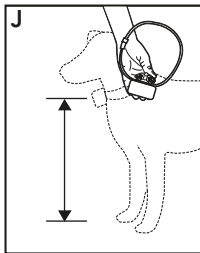
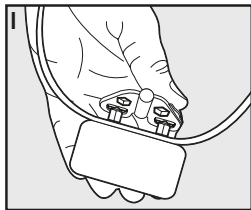
<p><b>The receiver collar has to be held on top of the boundary wire to activate.</b></p>	<ul style="list-style-type: none"> <li>• Replace battery.</li> <li>• Adjust boundary width control knob clockwise to increase the distance from the boundary wire that the receiver collar activates. Verify the boundary control switch is placed at the proper setting according to the amount of boundary wire used.</li> <li>• If the receiver collar still has to be held on top of the boundary wire, refer to Stubborn Dog In-Ground Fence™ system product manual.</li> </ul>
<p><b>The receiver collar activates inside the house.</b></p>	<ul style="list-style-type: none"> <li>• Turn the boundary width control knob counterclockwise to decrease the distance from the boundary wire that the receiver collar activates.</li> <li>• Make sure the boundary wire is not running within 15 ft. of the house. The signal can transmit through the walls of your house.</li> <li>• Make sure the boundary wires are twisted from the boundary to the fence transmitter.</li> </ul>
<p><b>The receiver indicator light is flashing every 4 to 5 seconds and I have just installed a new battery.</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Additional Information

- 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.

## Test Light Instructions

1. Make sure the receiver collar battery is properly installed. Set the correction level to 2 or above.
2. Hold the test light contacts to the contact points (I).
3. Walk toward the boundary wire with the contact points pointing up and holding the receiver collar at your pet's neck level (J) until the receiver collar tones and the test light flashes (K).



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

Save test light for future testing.

*Note: If the test light does not flash, install a new battery and re-test. If the test light still does not flash, contact the Customer Care Center.*

## **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.

## Compliance

### FCC: USA

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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.
- Contact 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.

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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



## **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.com](http://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.

## **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](http://petsafe.com) and/or are available by contacting your local Customer Care Center.

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[petsafe.com](https://petsafe.com)

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