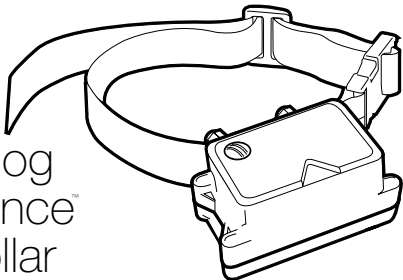




protect. **teach.** **love.**

Model Number  
PRF-275-19

stubborn dog  
in-ground fence  
receiver collar  
operating guide



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 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**

- 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™ is not a solid barrier. This system is designed to act as a deterrent to remind pets by Static Correction to remain in the boundary established. It is important that you reinforce training with your pet on a regular basis. 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.

## CAUTION

- 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.

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.

Thank you for choosing 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).

**Fence installation and training help: [www.petsafe.net](http://www.petsafe.net).**

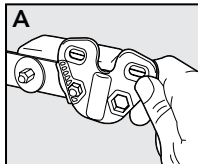
## How the System Works

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™ has been proven safe, comfortable, and effective for pets over 8 pounds.

# Operating Guide

## Prepare the Receiver Collar

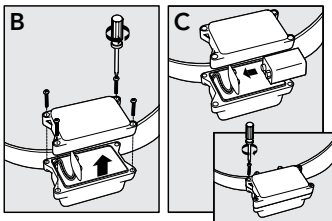
Your Receiver Collar comes with short Contact Points. Long Contact Points for pets with long or thick hair are available through our Customer Care Center. Tighten the Contact Points using Test Light Tool (A) one-half turn beyond finger tight. Check the tightness weekly.



## 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 (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.

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.

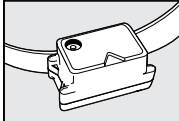
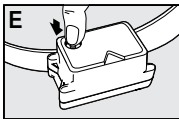
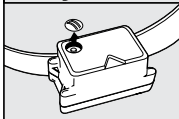
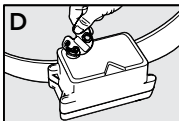
A replacement 9-volt alkaline battery (PAC11-12067) can be found at many retailers. Contact the Customer Care Center or visit our web site at [www.petsafe.net](http://www.petsafe.net) to locate a retailer near you.

## 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 (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

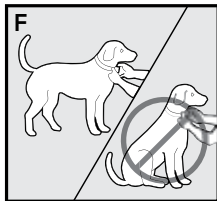
Indicator Light Response	Static Correction Level	Receiver Collar Function	Temperament of Pet
1 Flash	1	No Static Correction, Tone Plus Vibration	Initial Training Mode
2 Flashes	2	Low Static Correction	Timid
3 Flashes	3	Medium Static Correction	Timid or Average
4 Flashes	4	Medium High Static Correction	Average or High Energy
5 Flashes	5	High Static Correction	High Energy
Flashes once every 4 to 5 seconds		Indicates Low Battery	

## Fit the Receiver Collar

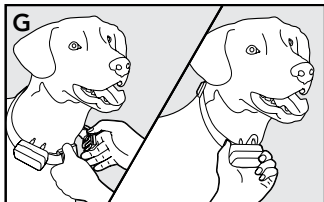
**Important:** The proper fit and placement of your Receiver Collar is important for effective training. The Contact Points must have direct contact with your pet's skin on the underside of his neck. See important safety information on pages 3-5.

To assure a proper fit, please follow these steps:

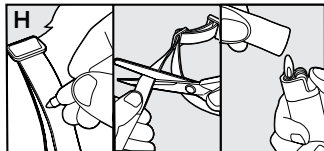
1. Make sure that the battery is not installed in the Receiver Collar.
2. Start with your pet standing comfortably (F).
3. Place the Receiver Collar on your pet so that the "PetSafe" logo is facing your pet's chin. Center the Contact Points underneath your pet's neck, touching the skin.



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.

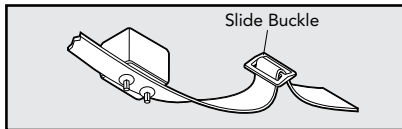


5. Once you are satisfied with the fit of the Receiver Collar then you may trim any excess collar strap as follows (**H**):

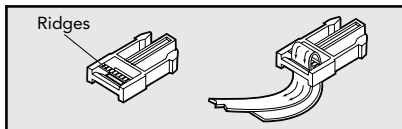


- Mark the desired length of the Receiver Collar with a pen. Allow for growth if your pet is young or grows a thick winter coat.
- Remove the Receiver Collar from your pet and cut off the excess.
- Before placing the Receiver Collar back onto your pet, seal the edge of the cut collar by applying a flame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

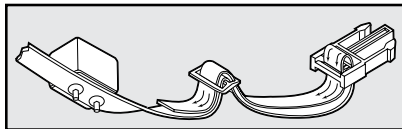
## To Re-Thread the Collar



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.



## 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™ Operating and Training Guide for a complete list of Troubleshooting or visit [www.petsafe.net](http://www.petsafe.net).

## Troubleshooting

<b>Receiver Collar is not beeping or correcting.</b>	<ul style="list-style-type: none"><li>• Check battery to make sure it is installed properly.</li><li>• Check that both lights are lit on the Fence Transmitter. Refer to Stubborn Dog In-Ground Fence™ Operating and Training Guide.</li></ul>
<b>The Receiver Collar is beeping, but the pet is not responding to the Static Correction.</b>	<ul style="list-style-type: none"><li>• Test the Receiver Collar with the Test Light walking toward the Boundary Wire.</li><li>• If the Test Light flashes, check the fit of the Receiver Collar.</li><li>• Trim your pet's fur where the Contact Points touch the neck and/or purchase longer Contact Points by contacting the Customer Care Center.</li><li>• Increase the Static Correction Level.</li><li>• Repeat training steps to reinforce training.</li></ul>

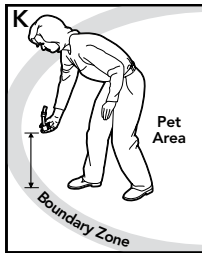
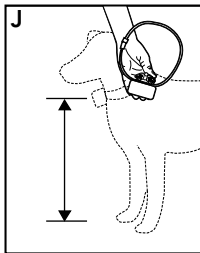
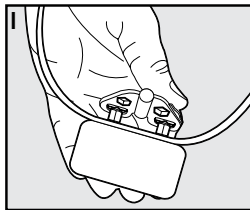
<b>The Receiver Collar has to be held on top of the Boundary Wire to activate.</b>	<ul style="list-style-type: none"> <li>• Replace battery.</li> <li>• Adjust Boundary Width Control knob clockwise to increase the distance from the Boundary Wire that the Receiver Collar activates. Verify the Boundary 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™ Operating and Training Guide.</li> </ul>
<b>The Receiver Collar activates inside the house.</b>	<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 feet of the house. The signal can transmit through the walls of your house.</li> <li>• Make sure Boundary Wires are twisted from Boundary to the Fence Transmitter.</li> </ul>
<b>The Receiver Indicator Light is flashing every 4 to 5 seconds and I have just installed a new battery.</b>	<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™ 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 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 Test Light still does not flash, contact the Customer Care Center at 1-800-732-2677.*

# 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 pounds or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer.

Proper use includes reviewing the entire 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.

# Compliance

## FCC/Canada

This Class B digital apparatus complies with Canadian ICES-003. 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 when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a practical installation. If this equipment causes 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:

- 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.



This device complies with Industry Canada Rules. 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.

Unauthorized changes or modifications to the equipment, not approved by Radio Systems® Corporation, could result in not meeting compliance with FCC regulations and could void the user's authority to operate the equipment.

## **Australia**

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

## **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.

Radio Systems® Corporation  
10427 PetSafe Way  
Knoxville, TN 37932  
1-800-732-2677  
[www.petsafe.net](http://www.petsafe.net)  
Protected by US Patent 6,538,617.  
400-1417/1

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