Owner's Manual and Training Guide

Pet Fencing System Powered by Perimeter Technologies

CONGRATULATIONS

Register Your New

eXtreme Dog Fence®

Containment System within 30 Days of Purchase

to

Activate your 10 Year Warranty

You will need the following information handy to register:

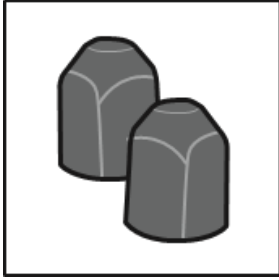1. Order #
2. Date of Purchase
3. Phone Number
4. E-Mail Address

To register, go to:

www.extremedogfence.com/register

And follow the online directions.

Thank you for your purchase, and welcome to the family.

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Owner's Guide

IMPORTANT! YOUR EXTREME DOG FENCE® SYSTEM COMES WITH RUBBER TIPS FOR YOUR PET'S COMFORT CONTACTS. THE COMFORT CONTACT TIPS WILL LOSE CONDUCTIVITY OVER TIME AND NEED TO BE CHANGED TO MAINTAIN THE PERFORMANCE OF YOUR FENCE COLLAR. IF USING THE RUBBER COMFORT CONTACTS, PLEASE CHANGE RUBBER TIPS WITH EACH COLLAR BATTERY CHANGE. ADDITIONAL RUBBER TIPS CAN BE PURCHASED AT **WWW.EXTREMEDOGFENCE.COM**

- Any tight collar giving consistent pressure on the skin can cause a condition known as Pressure Necrosis (bed sores) ,which if left untreated can be severe. To help reduce the likelihood of pressure necrosis, please do the following:

    Remove the pet's training collar every 12 hours. Look for any skin irritation and discontinue product use until healed. Wash pet's neck and collar frequently with warm soap and water. Do not attempt to wash your pet's training collar in a washing machine or dishwasher.

- No containment method is full-proof and your eXtreme Dog Fence® is not a substitute for responsible pet ownership and close supervision of your pet. Do not use this product when away from home.

- Never use this product if you believe your pet poses any danger to people, other animals, or itself.

- Keep your dog safely contained and on a leash during the training process.

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 particular installation. If this 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 the receiver

- Connect equipment to an outlet or a circuit different from that to which the receiver is connected

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

Caution: Changes or modifications to any component, not expressly approved by eXtreme Dog Fence® could void the user's authority to operate this equipment.

Congratulations! You have purchased the most comfortable and reliable pet fencing system for your cherished family pet. eXtreme Dog Fence® Comfort Contact system was designed by the industry's most experienced team to provide years of worry-free freedom for both you and your pet. Simply follow the steps outlined in this user's guide and your fence will be operational in no time.

Should you have any difficulty along the way, help is available both by calling the Customer Care Center at **1-800-305-6116**, or by sending an E-mail message to **support@extremedogfence.com.**

Table of Contents

Your new Pet Fencing System
AT A GLANCE

1. Have your property's underground utility lines marked

Before planning your layout, you will need to know where any existing wires are buried. You can call 811 and have your local utility companies come out and mark the location of your underground lines within 2-3 days.

2. Planning Your Fence Layout

The eXtreme Dog Fence® kits can be customized to nearly any shape of property and can be installed in a layout that prevents your pets from entering "off-limits" areas within your yard (such as gardens or swimming pools). (See page 4 for samples)

3. Selecting A Transmitter Location

The wall mount transmitter is your pet fence control center. It sends out a digitally encoded radio signal through the fence wire. The transmitter needs to be located in a dry, indoor area with an 110VAC power outlet (such as a garage or utility room).

4. Layout Your Wire and Make Connections

It is highly recommended to layout your fence wire, before burying it or securing it in place, to test and ensure that your fence is performing properly. This could save you frustration if there is a problem you need to troubleshoot.

Your new Pet Fencing System
AT A GLANCE

5. Testing Your Fence Operation

Set the desired width of the signal field emitted from the wire and set your collar to the training (beep only) level. If there is a neighboring fence system that is running on the same frequency, you can change your frequency to help avoid any interference.

6. Securing Your Fence Wire

If your eXtreme Dog Fence® is a Pro Grade package, you can either bury your wire as deep as 18", secure it above ground using 6" landscape staples, or attach it to an existing physical fence (depending on the material of the fence).

If your eXtreme Dog Fence® is a Standard Grade package, you should bury your wire from 1" to 3" deep.

7. Training Your Dog(s)

Training your pet will typically take 1-3 weeks, and consist of 1-2 training sessions per day. Each training session should be limited to 10-15 minutes each. Otherwise, your pet may become bored or lose interest. (See the training regimen on page 15)

Before planning your layout and installing your fence system, it is HIGHLY recommended that you call 811 and schedule your local utility companies to come out and mark the locations where any underground facilities are at. This is the best way to prevent any interference from these sources when you DO install your eXtreme Dog Fence®.

STEP 1

Planning your fence layout

- When designing your wire layout, it's important to remember that your fence boundary is one continuous loop of wire starting at your transmitter, forming a boundary loop around your selected area and returning back to the transmitter.

- You should allow room in your plan for 3' to 5' of signal area from the boundary wire.

- Do not run the boundary wire within 4' parallel with utility lines. Utility lines can create interference. Make sure you have had utility lines marked prior to fence wire installation.

- To maintain a consistent signal field, use a gradual radius when running the wire around corners. Avoid sharp 90 degree angles, as these could create neutral areas for your dog to escape through with no correction.

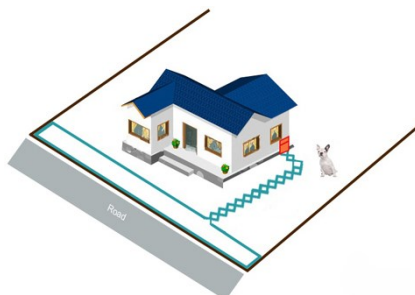### Sample Wire Layout Designs

Back and Front

Double Loop

Pinch

Hourglass
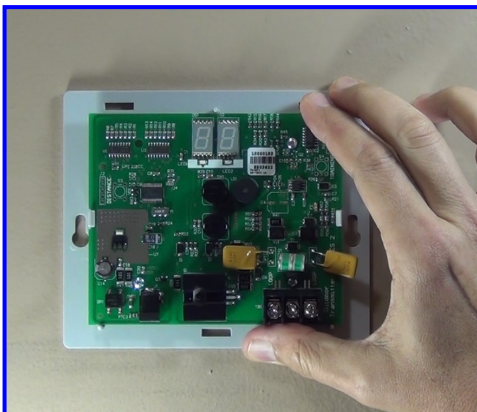
Single Side

Existing Fence

STEP 2
Selecting A Transmitter Location

- Your transmitter should be located indoors, in a dry area with access to a standard 110VAC electrical outlet. If you purchased a Pro Grade fence kit, or if you purchased an electric dog fence surge protector separately, your surge protector will plug into the electrical outlet, and your transmitter's power supply will plug directly into your surge protector.

- When selecting a location for the transmitter, keep in mind that your fence wire will run from the transmitter to your boundary loop outside, around your containment area, and back to the transmitter. This can be done through the window, or by drilling a small hole by the base of the wall. After your wire is installed, you can seal the hole with a foam or caulk.

- Do not run the boundary wire within 4' parallel with utility lines. Utility lines can create interference. Make sure you have had utility lines marked prior to fence wire installation.

- To maintain a consistent signal field, use a gradual radius when running the wire around corners. Avoid sharp 90 degree angles, as these could create neutral areas for your dog to escape through with no correction.

To Install:

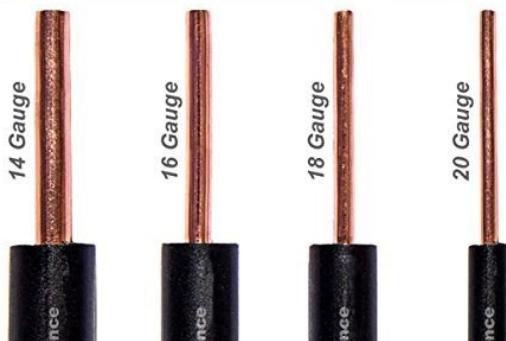☐ **Remove the transmitter housing cover by pressing your thumb on the bottom of the cover and lifting it off.**

☐ **Hold the base of the transmitter against the wall at the chosen location and mark the location of the screw holes with a pencil.**

☐ **Use the supplied mounting hardware to hang the transmitter on the wall.**

☐ **Replace the transmitter cover until you're ready to connect the fence wire.**

STEP 3
Layout Your Fence Wire and Make Connections

- It's important that you layout your fence wire and test your system before you bury or secure your wire in place. This step seems counterproductive if you wish to use a trencher to bury your wire, but it could save you from frustration if you need to troubleshoot your installation.

- Not every wire layout design is going to require the use of 'twisted wire', but some do. Twisted wire is two lengths of wire that are twisted around each other to create a neutral line from the transmitter to your boundary wire. This ensures that your dog(s) will not be blocked off from one side of the yard or the other. Twisted wire can ONLY be incorporated into your fence system where each of the 4 wire ends of the twisted wire are either connected to your transmitter or surge protector OR in a double loop boundary wire layout. This means that each splice point needs to be spliced in a one-to-one relationship. **You cannot splice two ends of twisted wire to one end of boundary wire.** This will not create a neutral area your dog can cross.

- eXtreme Dog Fence® Pro Grade kits include a spool of 16 gauge twisted wire that needs no further twisting. However, if you chose the Standard Grade kit, you would have to make your own twisted wire from two lengths of your boundary wire. *Keep in mind that the twists in the wire typically shorten the length by about 1/3*. Here is a guide on the approximate number of twists per foot you should consider when making your own twisted wire:

14 gauge wire	=	5-7 twists per foot
16 gauge wire	=	5-7 twists per foot
18 gauge wire	=	9-12 twists per foot
20 gauge wire	=	9-12 twists per foot

- Whether your layout requires the use of twisted wire or not, your wire needs to form a single length run, with both ends terminated on the two outside screws that are located under the cover of your transmitter. This closed circuit allows the transmitter to send out an AM radio signal that can follow a single path around the wire and return to the transmitter.

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- To splice your twisted wire to your boundary wire, strip away about 3/4" of the jacket to expose the copper. Twist one tip of twisted wire to the beginning of your boundary wire. Twist the orange wire nut over the two copper ends until snug. Then slide the wire nut into the protective capsule until it is completely submerged into the silicone-grease compound. Now lock the capsule over the wire and your waterproof splice point is complete. Splice the other tip of twisted wire to the end of your boundary wire run (which should be at the same location as the first splice point you made).

- The other end of your twisted wire will be inserted into the two terminals on your surge protector marked "Loop", or (*if you are not using a dog fence surge protector*) will be connected to the two outside screws located under your transmitter's cover.

  > ** If you are using a surge protector, you will now cut a length of twisted wire and connect the tips on one end to the two terminals on the surge protector marked "Transmitter". Connect the tips on the other end to the two outside screws located under your transmitter's cover.*

- Whether your layout requires the use of twisted wire or not, your wire needs to form a single length run, with both ends terminated on the two outside screws that are located under the cover of your transmitter. This closed circuit allows the transmitter to send out an AM radio signal that can follow a single path around the wire and return to the transmitter.

- If you are not using a dog fence surge protector, it's recommended that you ground your transmitter. Cut a length of your boundary wire and connect one end to the center (ground) screw under your transmitter's cover. Connect the other end to either an external grounding rod, an existing grounding point (where an electric garage door may be grounded, for example), or the screw that holds your electrical receptacle's plate in place (outlet must be grounded for this method to be effective).

STEP 4
Testing Your Fence Operation

- It's important to test that your system is functioning properly before securing your wire into its permanent location. You want to ensure that your collar is activated consistently at the same distance from your wire, in various locations in your containment zone. As well, you want to be certain that your fence collar(s) do not activate in unwanted or random areas within your yard. (*Random corrections would be caused by some source of interference. See troubleshooting section on page 22.*)

To Test the Fence:

- **Install battery in the collar:** Unscrew the battery cap on the collar. Insert the battery with the positive side positioned closest to the outside. Replace the battery cap. (*Note that the collar light will not come on unless the battery is running low, or you are programming it at the transmitter*)

- **Power up your transmitter:** Connect the power supply to the transmitter and plug it into your surge protector, or (if you do not have a surge protector) directly into your 110VAC electrical outlet.

- **Test the collar in your signal field:** While holding your collar by the nylon strap, approach your fence wire, at different locations, and be sure that your collar emits a warning beep at the same distance from the wire each time. Next, stand inside the correction field and be sure that your collar beeps for approximately 15 seconds and then stops. (This is a safety feature built into the system to ensure that your pet does not get corrected indefinitely).

- **Test the collar over the twisted wire:** While holding your collar by the nylon strap, walk over any twisted wire runs that you have connected to your boundary wire and ensure that your fence collar is not activated.

- **Test the collar in safe areas:** While holding your collar by the nylon strap, walk around inside your containment area and be sure that your collar is not being activated where it should not be.

- If everything tests successfully, you're all set to finalize your fence installation and secure your wire into its permanent location.

* If any of the test steps fail, please see our troubleshooting section on page 20.

STEP 5

Securing Your Fence Wire

- After ensuring that your eXtreme Dog Fence® is operating as expected, it's time to bury or secure your wire in its permanent location. Your options will vary depending on the gauge of wire you are using. Here are the most recommended suggestions:

20 or 18 Gauge Wire	Bury 1" - 3" Deep
16 Gauge Wire	Bury 1" - 10" Deep or Secure to Ground with Staples at Every 5'
14 Gauge Wire	Bury 1" to 18" Deep or Secure to Ground with Staples at Every 5' or Attach to Existing Wood or Galvanized Physical Fence

- **To Bury Wire Method 1**: You can use a garden hoe or spade shovel to cut an angled groove into your yard. Tuck your wire into the cut and press the earth back down over the wire.

- **To Bury Wire Method 2**: Use a lawn edger to cut a groove into your lawn. Tuck your fence wire into groove, and cover with dirt.

- **To Bury Wire Method 3**: (*If you chose to forgo testing your wire, before securing it)* You can use a trencher, which will cut the groove, lay your wire into it, and cover with dirt as you go. This type of machine can be rented from many building supply stores. Just be sure the one you rent will accommodate the spool(s) of wire that your kit was ordered with.

- **Above Ground Installation:** (*If using 14 or 16 gauge wire*) You can opt to secure your wire to the ground using eXtreme Dog Fence® 6" landscape staples. You would set one at every 5' interval of wire. This keeps your wire taut to the ground during the first few weeks, while the wire is settling, so lawn mowers will not grab it and nobody will trip over it.

- **Existing Fence Installation**: Some customers will invest in an eXtreme Dog Fence® solution to supplement an existing physical fence. This is typically to deter pets from digging under or jumping over the existing fence. The Pro Grade solution is best for this supplemental application, because the 14 gauge wire can be attached directly to the existing fence (as long as it is not non-galvanized steel, aluminum, or other conductive metal that could cause interference). The wire can be secured in place with either zip ties, round headed staples, or simply weaved through chain links.

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Securing Your Fence Wire

- When it comes to crossing driveways, there are a handful of options to consider, depending on your driveway material.

    1. **Expansion Seam**: If you have a cement driveway, you will typically find expansion seams in one or more locations. You can remove any necessary material, lay your wire into the seam, and then cover with an external grade caulk.

    2. **Circular Saw**: If you have a cement or asphalt driveway, without a usable expansion seam, you can cut a path for your wire. Using a circular saw with a masonry blade, cut a clean groove across your driveway. Place your wire into the cut and cover with an exterior grade caulk.

    3. **Conduit**: If you have a gravel driveway, you can bury a protective conduit (such as PVC or garden hose), and run your fence wire through this tube. This will protect your wire's jacket from damage, and will not impede your fence signal. (*Do not run any other conductive wire through this conduit with your fence wire, as it may cause interference*)

    4. **Driveway Traverse Strip**: If you have a cement, asphalt or compacted gravel driveway, and prefer a non-destructive method to traverse it, you can purchase a Driveway Traverse Strip. This is a 16' long external cable manager that you can run your wire through. You can drive over this strip with full assurance that your wire is completely protected. The adhesive back will keep this strip in place.

- It's important to test that your system is functioning properly before securing your wire into its permanent location. You want to ensure that your collar is activated consistently at the same distance from your wire, in various locations in your containment zone. As well, you want to be certain that your fence collar(s) do not activate in unwanted or random areas within your yard. (*Random corrections would be caused by some source of interference. See troubleshooting section on page 22.*)

- After your wire is tested and secured at its permanent location, it's time to place your training flags. You will place one training flag at every 10' interval, along the line where your signal field begins. While holding your collar by the strap (at your dog's neck level), approach the boundary wire until the collar begins to beep. Place a flag at that location and then back away. Move about 10' down and approach the wire again, placing a flag at the location where the collar beeps. Continue until you have placed all of your training flags.

STEP 6
System Adjustments and Programming

1. THE SIGNAL FIELD

Under normal operation, the number you see on your transmitter's LCD screen represents the signal field. This is the distance from the wire that your pet's collar will activate.

This field is emitted from the wire in all directions. If your collar is activated at a distance of 5' from the boundary wire inside the yard, it will also be activated at a distance of 5' from the wire outside of the yard. This gives you a total horizontal signal field of 10'. It also means that the collar will activate 5' above the wire and 5' below.

To increase your signal field, press the 'Scroll' button on the transmitter. The number on the screen will increase by 1 each time you press it.

To decrease your signal field, press the 'Set' button on the transmitter. The number on the screen will decrease by 1 each time you press it.

The number does not necessarily correspond to a measurement of your signal field in feet. There are a number of factors that play a role in the potential maximum width of field you can achieve, such as:

- **Amount of Wire**: The more wire you have on your fence, the more resistance your fence signal will have to contend with. For instance, with 500' of boundary wire, your signal field setting of "10" may provide 4-5' of signal field in all directions. However, with 2000' of boundary wire, your signal field setting of 10 may only provide 2-3' of signal in all directions.

- **Wire Gauge**: Another consideration is the gauge/quality of your wire. For instance, the heavy duty 14 gauge wire is going to have much less resistance on it than its thin 20 gauge counterpart. This means that a Pro Grade fence with 2000' of wire is going to allow for a wider signal field than would a Standard Grade fence with 2000' of wire.

- **Interference**: If you have underground utilities that are run parallel and too close to your dog fence wire, it is possible that they could draw your fence signal down like a magnet. This could deplete the signal emitted from your fence wire. This is why it is very important to have your underground utilities marked before you begin your dog fence installation.

- **Frequency**: If you have accidentally changed your frequency setting, and your collar(s) and transmitter are not in sync, you may have to be right on top of the wire to trigger it. Correctly recalibrating the frequency between the transmitter and collar(s) will rectify this.

… Continued
System Adjustments and Programming

2. THE COLLAR CORRECTION LEVEL

The eXtreme Dog Fence® collar receivers have several correction levels to choose from, as well as a tone/beep only level. This allows our containment systems to accommodate a wide array of different personalities and temperaments. Though the system can accommodate an unlimited number of collars, each collar will be set independently. This ensures that no dog will be overcorrected. The 3 eXtreme Dog Fence® systems each have their own correction level options, as follows:

- **Timid System:**

Designed for the skittish dogs. Not recommended for most dogs. The lightest correction levels accommodate the most timid of pets. Only about 5% of dogs can benefit from the Timid system.

Level 0	Beep Only
Level 1	Low
Level 2	Medium
Level 3	High
Level 4	Progressive (1, 2, 3)

- **Active System:**

The best system for 88% of dogs. The 7 correction levels accommodate dogs from 8 lbs right up to 120 lbs, and even larger. The majority of large dog owners will not need anything more powerful than the correction levels on this system.

Level 0	Beep Only
Level 1	Extra-Low
Level 2	Low
Level 3	Medium
Level 4	Medium-High
Level 5	High
Level 6	Low-Progressive (1, 2, 3)
Level 7	High-Progressive (3, 4, 5)

- **Hyper System:**

For the ultra-stubborn dogs, we have the Hyper system. About 7% of dogs ever need this fence system. Most hard-headed dogs do just fine with the higher levels on the Active system. However, there are some exceptions, and the Hyper system will put out that extra kick you may need.

Level 0	Beep Only
Level 1	Low
Level 2	Low-Medium
Level 3	Medium
Level 4	High
Level 5	Extra-High
Level 6	Low-Progressive (1, 2, 3)
Level 7	Med-Progressive (2, 3, 4)
Level 8	High-Progressive (3, 4, 5)

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System Adjustments and Programming
Setting Your Collar Correction Level

Training should always be started with the dog's collar on level 0 (beep only). This will help keep your dog from being overwhelmed during the first few days of his/her introduction to your new fence system.

To set/change the correction level on your dog's collar, you will need to have the collar in hand and be at the transmitter. Follow these steps:

1. Simultaneously press the '**Scroll**' and '**Set**' buttons on the transmitter, and hold them in until your screen changes to "00" (about 3-4 seconds). Release the buttons. Your screen will immediately change from "00" to the level that your collar is presently set to.

> *If you hold these buttons in for too long, your screen will pass "00" and go to either "01" or "02". This is the frequency programming mode.*
>
> *Either let this time out and return to the default screen, or unplug the transmitter's power supply*

2. While the collar level is flashing, press the '**Scroll**' button to increase the level by 1.

3. Hold your collar right next to the transmitter and press the '**Set**' button. You should see your collar's LED flash the number of times corresponding to the correction level you set (ie: When setting the collar to level 4, you will see the collar's LED flash 4 times to signal a successful programming).

> *In order to set the collar to a lower level than it is presently set to, you will need to cycle up through all the levels on the transmitter using the '**Scroll**' button. After level 8, you will reach 0 again. You cannot hit the '**Set**' button to go down a level.*

4. After you have set your collar's correction level, the transmitter will return to normal operation, displaying your signal field setting.

> *Keep in mind that when increasing your collar correction level, you should only do so one level at a time.*
>
> *Ensure that the collar is snug enough, on your dog's neck, so that you can fit a single finger between the dog's neck and one of the contact probes. If the collar is too loose, the probes may not make good enough contact for your dog to feel the correction.*

... Continued
System Adjustments and Programming

Setting Your Collar Correction Level

When selecting a correction level for your dog, you want to look for a physical response when he/she enters the correction signal field. The dog's neck may cock back, or ears perk up, or the dog may scratch at the collar. This is a good indicator that you have a good level set for this dog.

Each dog's collar will be set independently, according to each dog's individual personality and temperament.

*You may call our professional support staff at **800-305-6116** for assistance with programming your collar correction level.*

Setting Your Collar Correction Level

One unique feature of the eXtreme Dog Fence® line of containment fences is the multiple frequencies on which the system can run. The two frequency options are:

Setting	Frequency
01	7kHz
02	4kHz

You should not have to change your frequency setting unless there is a neighboring fence system that is causing interference.

To set/change the frequency that your fence is communicating on, you will need to have the collar in hand and be at the transmitter. Follow these steps:

1. Simultaneously press the '**Scroll**' and '**Set**' buttons on the transmitter, and hold them in until your screen bypasses "00", and displays either "01" or "02" (about 7-8 seconds). Release the buttons.

2. While the frequency setting is flashing, press the '**Scroll**' button to cycle between "01" and "02". Select the frequency you wish to set.

3. Hold your collar right next to the transmitter and press the '**Set**' button. You should see your collar's LED flash the number of times corresponding to the setting you set (ie: When setting the frequency to "01" [7kHz], you will see the collar's LED flash 1 times to signal a successful programming).

4. After you have set your fence's frequency, the transmitter will return to normal operation, displaying your signal field setting.

Repeat this process for each fence collar, or if your attempt was unsuccessful.

You may call our professional support staff at 800-305-6116 for assistance .

STEP 7

Training Your Dog(s)

Please take your time training your dog and complete each step of the process to enjoy optimal performance from your eXtreme Dog Fence® system. If you have questions along the way, expert advice is only a call away at **800-305-6116.**

The goal of fence training is to:

- Help you teach your dog to identify and respect his/her new fence

- To make the training fair—so your dog will understand the consequences of leaving

- To make the training fun—so your dog will enjoy staying and playing on your property.

Completely trusting your dog with his eXtreme Dog Fence® will take place over the course of about 1-3 weeks. The training is a small part of this process. The rest of the time is just close supervision.

Training your dog is a very important process and imperative to ensuring that your dog will be safely contained within the boundary you set. Without training, your dog would receive corrections, when entering the correction field, and not understand why.

Time should be set aside to work with your dog(s) for 10-15 minutes, one or two times per day (per dog).

Both you and your dog will appreciate the short, fun lessons and this will make the training more effective.

Each dog on the fence system should be trained individually. There are six phrases to training lessons:

- ☐ **LESSON 1** - Back Away from the Fence

- ☐ **LESSON 2** - Respect the Fence

- ☐ **LESSON 3** - Adding Interesting Distractions

- ☐ **LESSON 4** - Off Lead with Supervision

- ☐ **LESSON 5** - Off Lead Unsupervised

- ☐ **LESSON 6** - Remove the Flags

Don't be discouraged if your dog takes longer than a week, or even two. Not all dogs will learn at the same pace and your patience is key to your dog's successful graduation.

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Training Your Dog(s)

Helpful Hints:

- Use a calendar so you can keep track of the training process. Your dog's behavior will tell you when it is time to proceed to the next lesson.

- A training session includes putting the eXtreme Dog Fence® collar on your dog, making sure that the collar has the proper fit (high on the dog's neck) and is making contact with the dog's skin.

- Start every session playing with a favorite toy and plenty of praise. Make sure your dog is comfortable and having fun.

- Do boundary work at locations around the entire boundary of your yard.

- Always end sessions with your dog successfully avoiding the fence and with more play and praise.

- If you are training more than one dog, train each dog in separate training sessions.

LESSON 1 - Back Away from the Fence

Start the first phase of training with the collar set to level "0" (beep only). This is to ensure that your dog can hear the warning tone at the boundary, but there is no chance of correction. You can introduce a correction level ("1") in lesson 2 of the training.

Put the electronic training collar on your dog and make sure the wall mount transmitter is turned on.

The first lesson is to introduce your dog to the boundary and to help him/her understand to back away from the fence when the warning tone is heard.

With your dog on a lead, casually walk to the boundary. When the dog reaches the signal field and hears the warning beep, immediately spin around and briskly jog back into the yard. The dog will feel the tug and run after you. Praise enthusiastically.

On days two and three repeat the same lesson in a different part of the yard. As the training sessions of the next day or two progress, you'll see that your dog will start to anticipate the signal and retreat without your prompting.

Training is successful if your dog retreats without your prompting and refuses to approach the boundary as your approach. For each successful attempt, be sure to praise, praise and praise again.
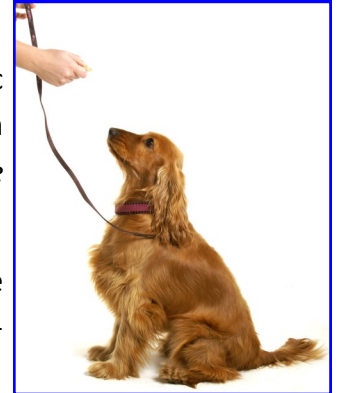
… Continued

Training Your Dog(s)

LESSON 2 - Respect the Fence

Although your dog is learning fast and avoiding the boundary, he/she will forget, or attempt to break the rules with an interesting distraction beyond your yard. To prevent this, your dog must experience what happens if the fence boundaries are not respected.

For the next lesson, you will need to remove the introduce the static correction to your dog. Change the collar's correction level from "00" (beep only) to "01" (the lowest static correction level). *See page 13 for instructions*

With your dog still on a lead, walk to the boundary with your dog. Have a helper walk on the outside of the fence area. The helper should ignore your dog and never coax the dog out of the fenced area.

Your dog will most likely forget earlier lessons and attempt to leave the safe area. The moment your dog reacts to the fence correction, immediately retreat to the safe part of the yard and lavish your dog with praise. Please note, it is very important that your helper not stop, look back, or acknowledge the dog in any way.

Continue this lesson at a number of different areas around the boundary.

Should your dog not appear to have felt the collar correction, check to ensure the collar is making contact with the skin. It may be necessary to use one of the longer metal contacts provided for dogs with a dense coat. If the contacts are making sufficient contact with the dog's neck, you may need to increase the collar's correction level to find a setting that your dog respects.

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Training Your Dog(s)

LESSON 3 - Adding Interesting Distractions

If your dog is avoiding the boundary at multiple locations around your boundary, you are ready to add more tempting distractions. Remember, never pull or coax your dog into the boundary area.

This lesson teaches your dog that he must resist all temptations to leave the yard.

You can't assume that if your dog won't chase a ball out of the yard, he won't chase a bicycle or your favorite neighbor.

Interesting distractions you can employ can be anything that your dog could get excited about. Some examples may include:

- Another pet

- A family member

- A favorite toy

- A neighbor

- A child on a bicycle

- A laser pointer

Your training has been successful at this point if your dog has resisted the urge to cross the boundary, on lead, with any distractions you can dream up.

LESSON 4 - Off Lead with Supervision

After several sessions of distractions, your dog should be ready for off lead play. You must stay in the yard for off lead training. This is a good time for testing the success in the previous training lessons.

The more your dog stays on the property, for the first month, the less chance of your dog ever attempting to leave the area.

Continue to supervise and play with your dog outside for a period of 3-7 days. Watch to see how your dog reacts to distractions.

Should your dog run out of the containment area, for any reason, revisit your distractions training step (with your dog on a leash).

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Training Your Dog(s)

LESSON 5 - Off Lead Unsupervised

When your dog resists all manner of distractions, both on and off the lead, he can be left un-attended in the yard.

Keep a close eye on your dog for two weeks, from inside the house. Ensure that your pet is not conscious of your watchful eye. It's during the time when he/she believes they are unattended that their temptation will truly be tested.

This freedom should be brief at first and the amount of time increased gradually.

Before and after each unsupervised session, you must continue the play and praise routine to reinforce that the yard is a happy, fun and safe place to be.

Remember, not all dogs learn the same. Do not be afraid to step back and revisit any of the previous steps if needed.

LESSON 6 - Removing the Flags

After two weeks of successful containment, you can begin removing the flags. Start by removing every other flag, every other day, until all of the flags are gone.

The leads, trainers, flags and electronic fence collar are all clues for your dog to learn the boundaries. They are all removed gradually, except the electronic fence collar.

It's essential that you observe whether your off-lead, unsupervised dog still avoids and retreats from the unmarked boundary. If your dog's response is anything but immediate, retrace your steps through the training process.

Remember, once your dog is properly trained and respecting his/her new boundaries, your dog will be safe from:

- *Walking Into Traffic*

- *Wandering Off / Getting Lost*

- *Bothering Neighbors*

- *Chasing Cars of Bicycles*

TROUBLESHOOTING

SYMPTOM	SOLUTIONS
You plug in your transmitter and it does nothing	Check the following items: 1. **Problem with AC outlet**: Plug your transmitter into an AC outlet that you are certain is functioning properly. If it powers up, the problem lies with the original AC outlet. 2. **Problem with Transmitter**: Double check to ensure that your AC adapter is snugly connected to the transmitter's AC port. If these items were checked and your transmitter still does not power up: **Contact Support**: 800-305-6116
Collar must be right over the wire to activate the beep/ correction	Check the following items: 1. **Signal field setting**: Look at the screen on your transmitter. If it's set to 4 or lower, try to increase the field using the 'Scroll' button and check again. 2. **Frequency setting**: Go into frequency setting mode (see page 14) and ensure that your frequency is correctly set between collar and transmitter. Set them to "01", unless you specifically need your fence frequency changed to avoid interference with neighboring fence system. Then you can set it to "02". 3. **Interference**: Did you have your underground utilities marked before installing your fence system? If not, there could be a buried line that is too close and parallel to your dog fence wire. This could be drawing your signal away from your boundary wire. Still having issues? **Contact Support**: 800-396-5517

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TROUBLESHOOTING

SYMPTOM	SOLUTIONS
You plug in your transmitter and it's flashing and alarming	You can determine where the problem lies by: 1. **Checking your wire connections**: Ensure that you have connected your wire ends to the two outer screws under the cover of your transmitter. The center screw is only for grounding fence systems that do not have a surge protector. (See page 7) If your fence system has a surge protector, make sure that your wires coming from outside are connected to the surge protector's terminals marked "Loop", and that you have a length of twisted wire connected between the terminals on the surge protector marked "Transmitter" and the two outer screws located underneath the cover of your transmitter. 2. **Short Loop Test**: Disconnect your fence wire from the transmitter, and replace it with a 5-10' length of your remaining wire. If the flashing/alarming ceases when you power up the transmitter, then your problem is not the transmitter. (If you have a dog fence surge protector, move your short loop wire to the two terminals on the surge protector marked "Loop", and reconnect the wires between the transmitter and the two terminals on the surge protector marked "Transmitter". If you power on the transmitter and the flashing/alarming begins again, then the problem lies in your surge protector. Contact support for assistance. If the flashing/alarm does not begin again, then your issue lies in your wire run or splice connections.) Still having issues? **Contact Support**: 800-305-6116

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TROUBLESHOOTING

SYMPTOM	SOLUTIONS
You have correctly set the collar correction level, and it's being triggered in the signal field, but your dog shows no response	Check the following items: 1. **Collar fit**: Make sure your dog's collar is snug enough so that you can only get one finger between the dog's neck and one of the contact probes. 2. **Contact probes**: If your collar has the shorter probes attached, but your dog has longer neck fur –The probes may not be making good contact with the neck. Replace the probes with longer ones, that will traverse your dog's neck hair, and test again. 3. **Correction level**: Double check your collar to make sure it's not set to level 0 (beep only). (see page 13). If it's set to a correction level between 1-4, increase the level by 1 and test it again. Be sure to follow the correction level settings that correspond to your eXtreme Dog Fence® model (see page 12) Still having issues? **Contact Support**: 800-305-6116
Your dog is getting random corrections inside of the containment area	Check the following items: 1. **Utility lines**: Make sure that your signal field is set low enough so that it does not reach any underground utility line that is parallel to your dog fence wire. 2. **Home's wiring**: Make sure that your dog fence wire is not run parallel and close enough to the electrical, phone, and cable wires in your home's walls that your dog fence signal field can reach them. The fence signal can easily jump to your home's internal wiring and create a web of fence signal inside the home. Still having issues? **Contact Support**: 800-305-6116

LIMITED LIFETIME WARRANTY

Call Customer Care First. We Can Help.

1-800-305-6116

eXtreme Dog Fence® warrants that its products to the original retail purchaser will be free from defects in material and workmanship, under normal use, for a period of one year from the date of the original retail purchase. This coverage does not include accidental damage or misuse. After one year from the date of original consumer purchase, eXtreme Dog Fence® will, at our option, repair, replace, or upgrade the defective component at a fixed rate, based on the component. Cost of shipping is not covered under the limited lifetime warranty. Some shipping charges may apply.

eXtreme Dog Fence® offers a hassle-free replacement program. Simply call 1-800-305-6116, and let us help you with your problem. Please do not return this product to your retailer.

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, OTHER THAN THOSE PROVIDED IN WRITING HERE IN, SHALL APPLY TO THIS UNIT. EXTREME DOG FENCE® SHALL NOT BE LIABLE FOR ANY IM-PLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR ANY PERIOD IN EXCESS FOR THE PERIODS OF EXPRESS WARRANTIES PROVIDED ABOVE. IN ADDITION, UNDER NO CIRCUMSTANCES, SHALL EXTREME DOG FENCE® BE LIABLE FOR PROPERTY DAMAGE, ECONOMIC LOSS, OR ANY CONSEQUENTIAL DAMAGES SUSTAINED IN CONNECTION WITH SAID UNIT. SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCEDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLU-SIONS MAY NOT APPLY TO YOU.

TRAINING AND INSTALLATION NOTES:

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