

Troubleshooting

<p>The collar is not beeping or correcting.</p>	<ul style="list-style-type: none"> • Charge the collar. • Make sure the collar is turned on. A red light will turn on, flash the number of times corresponding to the shock level and then turn off. • Ensure the transmitter screen is on and that there is not an arrow above the (!) symbol.
<p>The collar is beeping, but the pet is not responding to the shock.</p>	<ul style="list-style-type: none"> • Make sure the shock level is set at level 2 or above. • Test the collar with the test light by walking toward the boundary wire. If the test light flashes, adjust the fit of the collar. • Trim your pet's fur where the contact points touch the neck and/or switch to the longer contact points, but never shave your pet's neck. • The contact points must be in contact with dog's skin. • Increase the shock level. • Repeat the training steps to reinforce training.
<p>The collar has to be held on top of the boundary wire to activate.</p>	<ul style="list-style-type: none"> • Charge the collar. • Adjust the boundary width to increase the distance from the boundary wire that the collar activates. • If using a double loop layout, make sure the boundary wires are separated by at least 5 ft. • Ensure that the logo on the collar is always facing up towards your dog's chin. • If testing the collar by hand, make sure the logo on the collar faces the boundary wire at approximately a 45° angle. • If the collar still has to be held on top of the boundary wire, perform the "System Test."
<p>The collar activates inside the house.</p>	<ul style="list-style-type: none"> • Lower the boundary width setting on the transmitter to decrease the distance from the boundary wire that the collar activates. • Make sure the boundary wire is not running within 15 ft. of the house. The signal can transmit through the walls of your house. • Make sure the boundary wires are twisted from the boundary to the fence transmitter.
<p>I have an inconsistent signal.</p>	<ul style="list-style-type: none"> • Make sure the fence transmitter is at least 3 ft. from large metal objects or appliances. • Make sure all boundary wire turns are gradual. • Make sure the boundary wire is not running parallel to or within 10 ft. of electrical wires, neighboring containment systems, telephone wires, television or antenna cables, or satellite dishes. • Ensure that the logo on the collar is always facing up towards your dog's chin. • If testing the collar by hand, make sure the logo on the collar faces the boundary wire at approximately a 45° angle. • If a neighboring containment system may be causing an inconsistent signal, move the boundary wire farther away from the neighboring containment system.
<p>The power is off.</p>	<ul style="list-style-type: none"> • Check that the power adapter is plugged into the fence transmitter. • Check that the power adapter is plugged in properly. • If the system is plugged into a GFCI or RCD outlet, check to see if the circuit has been tripped. Reset the GFCI or RCD circuit if required. • Verify that the outlet is working properly by plugging in a known working item such as a radio. • Try plugging the fence transmitter into another 120V outlet. • If the LED display and power indicator still do not come on, the fence transmitter and/or power adapter needs to be replaced. Contact Customer Care.
<p>The power indicator is on, the wire break indicator is on and the fence transmitter wire break alarm is sounding.</p>	<ul style="list-style-type: none"> • Check the boundary wire connections at the fence transmitter for proper connection. • Check for broken or damaged boundary wires at the outside entry to the house. • Perform the "System Test" to determine if the fence transmitter needs to be replaced. • If the fence transmitter is functioning properly, you have a break in your boundary wire.

System Test

The system test is used to determine the cause of system problems that have not been addressed elsewhere in this guide. You will need a piece of boundary wire greater than 15 ft. long with $\frac{3}{8}$ in. of insulation removed from each end to use as a test loop wire.

Follow the steps below to perform the system test:

1. Make a note of your boundary width setting and your collar setting so that you can return to these levels at the completion of the tests.
2. Remove the collar from your dog and make sure it is fully charged.
3. Set the collar shock level to 6.
4. Disconnect the twisted boundary wire from the boundary wire terminals on the fence transmitter.
5. Insert the two ends of the test loop wire into the open boundary wire terminals on the transmitter.
6. Set the boundary width to 2.
7. Place the test light tool contacts on the contact points of the collar. While holding the collar with the test light tool in place, approach the wire from the outside loop, keeping the collar 2 in. off the ground. Make a mental note of the distance where the collar activates from the wire.
8. Set the boundary width to 10 and repeat step 7. The distance where the collar activates should be greater than the previous result.
9. If more than one collar is used on the system, repeat the above test on each collar.
10. Keep the boundary width at 10. Then approach the loop with the collar, as in step 7, and verify that the collar activates.
11. Interpreting the results:
 - a. If both the LCD display and the power indicator are not lit on the fence transmitter, or the alarm is on for any of the above tests, there is a problem with the transmitter. Contact the Customer Care Center.
 - b. If both the LCD display and the power indicator are on, but the collar does not activate on the test loop wire, the collar is not working. Contact the Customer Care Center.
 - c. If both the LCD display and the power indicator are on, and the collar is activating at different distances on the test loop wire, the problem is most likely in the containment boundary wire.
12. When the testing is complete, reconnect and verify that the boundary wire is plugged into the transmitter.
13. Return the boundary width setting and the collar setting to their original levels.

Wire Break Repair

If the system detects a wire break, the wire break indicator above the warning symbol on the transmitter will light up **(A)** and an alarm will sound until the wire break is repaired or until the transmitter is turned off.

Common locations where wire breaks might occur are listed below. Please inspect these areas for signs of damage.

Wire breaks in the twisted pair of wires are commonly found:

1. At the wire exit point of the house.
2. Where the twisted pair of wire enters the ground from the house, usually caused by string trimmers.
3. Where the wires cross sidewalks or driveways due to edging and string trimmers.
4. Around landscaping and flower beds due to digging, or working up the soil.

Wire breaks in the boundary wire are commonly found:

1. In aerated lawns.
2. Where the wires cross sidewalks or driveways due to edging and string trimmers.
3. Around landscaping and flower beds due to digging, or working up the soil.
4. At wire splices where gel-filled capsules have not been installed.
5. At wire splices without reinforcement knots.

If you still cannot find the break in the boundary wire, follow the procedure below:

1. Unplug the fence transmitter.
2. Connect both ends of your twisted boundary wire to one terminal on the transmitter.
3. Measure and cut a test wire that is half the length of your total boundary wire footage.
4. Connect one end of test wire to the other terminal on the transmitter.
5. Locate the halfway point of your boundary, and cut the boundary wire.
6. Splice the other end of the test wire to either side of your boundary wire where you cut it in half.
7. Plug in the fence transmitter and check the wire break indicator. If it is not displayed, you can assume that the break is in the other half of the boundary wire.
8. If the wire break indicator does come on, you may assume there is a break in this portion of the boundary wire. However, there is a small chance of having more than one break in your system. Be sure to check both halves of your entire loop.
9. Replace the damaged boundary wire with new boundary wire.
10. Reconnect the boundary wire to the transmitter.
11. Check the wire break indicator. If it is not displayed, test the system with the collar.

