



Excellence in Compliance Testing

---

## **Certification Exhibit**

**FCC ID: SNA-RFB**

**FCC Rule Part: 15.247  
IC Radio Standards Specification: RSS-210**

**ACS Report Number: 10-0086.W03.55.A**

**Manufacturer: Woodstream Corporation  
Model: 5134G-B**

## **Manual**

## Instruction Manual



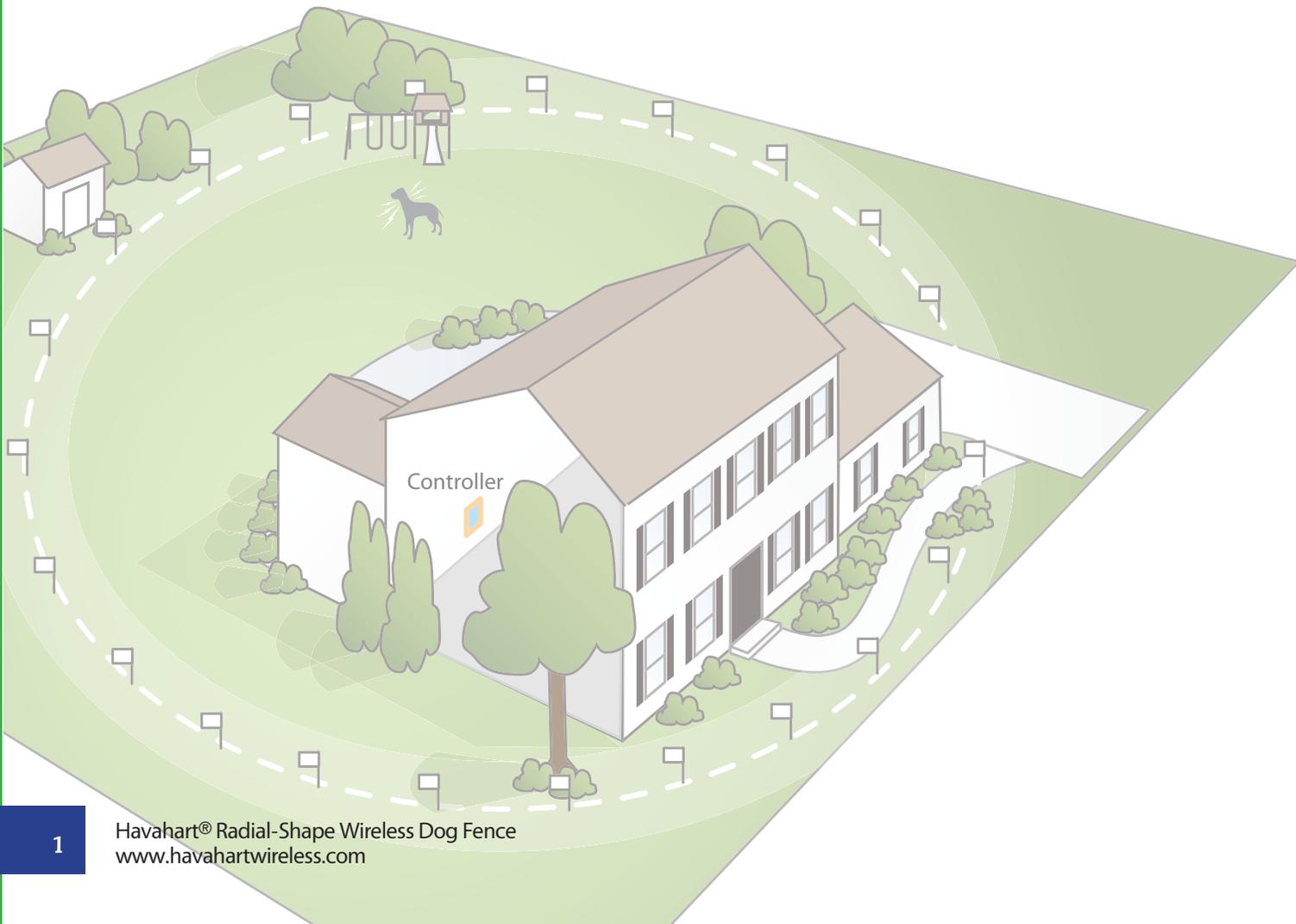
**Congratulations and thank you for choosing the Radial-Shape Wireless Dog Fence from Havahart® Wireless - the leading innovator of digital wireless fence solutions.**

Featuring breakthrough, patented wireless technology, the Radial-Shape Wireless Dog Fence is designed to provide maximum freedom and safety for your dog and peace of mind for you with minimal effort, investment and impact on your property. It is the industry's most-advanced, do-it-yourself, **INSTANT-CIRCULAR** dog containment system. It is the first to offer a Roaming Area that can extend from 40 up to 400 feet in all directions with technology housed in a Controller that is smaller than a Frisbee. There are no wires to bury or break, no back pains from digging, and no wasted money on trenching — just a fast & easy setup and freedom for your dog to roam!

**Proper training of your dog is the most critical element in ensuring the successful operation of your wireless dog fence. Consult the training section of this manual once you have set up your wireless dog fence.**

To ensure your complete satisfaction and your dog's safety, please read and follow all of these instructions carefully. Should you need assistance, our Consumer Care Specialists are ready to help. **Call 1-800-800-1819, Option 1.**

**Thank you for purchasing the Radial-Shape Wireless Dog Fence from Havahart® Wireless!**



# Table of Contents

<b>IMPORTANT SAFETY REMINDERS</b> .....	3
<b>SYSTEM COMPONENTS</b> .....	4
<b>KEY DEFINITIONS, TECHNOLOGY &amp; HOW IT WORKS</b> .....	5
- Roaming Area	
- Trigger Zone	
- Controller	
- Havahart® Collar	
<b>GETTING STARTED</b> .....	7
- Planning Your Wireless Fence System	
- Quick Checklist	
<b>INSTALLING THE RADIAL-SHAPE WIRELESS DOG FENCE</b> .....	9
<b>1 Setting Up the Controller</b> .....	9
- Installing & Activating the Controller	
<b>2 Setting Up the Collar</b> .....	11
- Installing a Battery	
- Checking Battery Status	
- Recharging a Battery	
- Activating a Collar	
- Adjusting the Correction Level of a Collar	
- Turning a Collar Off/On	
- Removing a Collar	
<b>3 Setting Up the Fence Boundary/Trigger Zone</b> .....	14
- Establishing the Fence Boundary/Trigger Zone Distance	
- Placing Training Flags	
- Turning the Trigger Zone Off/On	
- Display Options	
(Viewing Distance to Dog and Battery Status, Turning the Display Off/On, Setting Alarm Options)	
<b>4 Fitting a Collar</b> .....	18
<b>TRAINING YOUR DOG</b> .....	20
<b>FREQUENTLY ASKED QUESTIONS</b> .....	27
<b>FACTORS AFFECTING SIGNAL STRENGTH</b> .....	32
<b>TROUBLESHOOTING</b> .....	33
<b>TERMS OF USE AND LIMITATION OF LIABILITY</b> .....	36
<b>WARRANTY INFORMATION</b> .....	37
<b>WIRELESS FENCE PLANNING GRID</b> .....	38

# Important Safety Reminders

To ensure the safe and effective operation of your Radial-Shape Wireless Dog Fence, **please read and follow all safety guidelines and instructions:**

- The Radial-Shape Wireless Dog Fence is designed for **dogs older than 6 months that weigh more than 8 pounds.**
- The Controller must be installed indoors and should not be exposed to moisture (e.g. rain or snow).
- The Controller must be plugged into a properly grounded 120V AC outlet.
- Changes or modifications to any system component may cause permanent system damage and void manufacturer warranties.
- To prevent system damage due to unexpected power surges, it is recommended that you unplug the Controller from the wall outlet during thunderstorms. All settings will be retained in system memory. Also do not attempt to install the system during stormy weather.
- To help prevent skin irritation and increase battery life, do not leave the Collar on your dog for more than 12 consecutive hours.
- Always remove the Collar from your dog before adjusting any of the system components or settings.
- The system is intended to provide safe containment of your dog. **All components should be kept out of the reach of children.**
- Follow your established leash laws. There may be cases where this system will be prohibited by law.
- **Proper training of your dog is the most critical element in ensuring the safe and successful operation of your wireless dog fence.**



**DO NOT RETURN THIS PRODUCT  
TO THE STORE FOR ANY REASON**

**CONTACT HAVAHART® WIRELESS DIRECTLY!  
CALL 1-800-800-1819, OPTION 1.**

# System Components

Model 5134G

Ensure that the following components are included with your system. If a component is missing, please call 1-800-800-1819, Option 1.



- A** Controller
  - B** AC Adapter Power Cord
  - C** Removable Wall-Mount Adhesive Strips
  - D** Screw
  - E** Wall Anchor
  - F** Collar
  - G** 2 RCR123A Batteries For Collar
  - H** Extra Set Of Collar Probes For Short-Haired Dogs
  - I** Heart-Shaped Collar Tester
  - J** 75 Training Flags
  - K** Battery Recharger
- Instructional DVD  
Instruction Manual  
Quick Setup Guide

## Other Items You May Need:

- Scissors
- Drill
- Tape Measure
- Screw Driver
- Pliers
- Permanent Marker
- Isopropyl Rubbing Alcohol
- Soft Cloth

## Accessories:

- Extra Collar - 5134GX
- 25 Flag Pack - HW25FLAGPACK
- Heart-Shaped Collar Tester - HWHEARTSCT
- 2 Controller Antennas - HW2ANT
- 2 Pack Of Batteries - HW2REBATPACK
- Battery Recharger - HWBATRECHARG
- Collar Battery Cap - HWCBATCAP
- 2 Long Probes - HW2LPROBES
- 2 Short Probes - HW2SPROBES
- AC Adapter - HWACCORD

# Key Definitions, Technology & How it Works

## Key Definitions:

**Roaming Area:** Area between the Controller and the Trigger Zone where your dog is free to roam and play. Capable of expanding from 40 feet up to 400 feet in all directions.

**Trigger Zone:** The zone, which may be up to 13 feet wide, located outside the Roaming Area that establishes the fence boundary. Correction is triggered by your dog crossing into the Trigger Zone which can be set to tone-only (auditory alarm) or static correction. The correction is not constant but cyclical. It will continue through its cycle for up to 30 seconds while your dog is outside the Roaming Area or until your dog returns approximately 10 feet back into the Roaming Area.

**Controller:** Through auditory alerts and an LCD screen, the Controller provides intuitive navigation for setting up, activating and managing your fence. The Controller houses a state-of-the-art transceiver and displays the real-time distance to your dog. It will notify you if your dog breaches the fence boundary, if there is a problem with any of the system components or if the battery life of the Collar is running low. You can use your Controller to set and manage up to 2 Collars.

**Havahart® Collar:** The comfortable, water-proof Collar houses a rechargeable RCR123A battery, two correction Probes and a state-of-the-art radio transceiver with advanced antenna assembly. The Collar communicates continuously with the Controller to track the real-time location of your dog. Using the Controller, the Collar can be programmed to tone only (auditory correction) or one of 5 different static correction levels depending upon the size, age and temperament of your dog. The default correction level is tone only. Use long or short Probes depending upon the thickness of your dog's coat. The Havahart® Collar features exclusive Integrated Motion Sensor Technology to optimize battery life.



## The Technology Behind the System:

The Havahart® Radial-Shape Wireless Dog Fence is driven by two nanoLOC TRX 2.4 GHz transceivers that have been enhanced with complex algorithms, strategic distortion filtering and modular signal amplification to deliver time-of-flight ranging technology. These enhancements comprise the core of the patented elements that allow the Havahart® Radial-Shape Wireless Dog Fence to provide an unparalleled level of technical sophistication in the wireless dog fencing industry.

## How it Works:

Both the Havahart® Collar and the Controller contain nanoLOC TRX 2.4 GHz transceiver chipsets that send and receive radio transmissions from one another like 2-way radios. When radio signals are sent from the antennas of either component to the other, they propagate in an omni-directional or spherical manner. The ranging process, performed by the nanoLOC chipsets with their associated antenna pairs, where data is continuously captured, filtered and refined, yields the distance between the Havahart® Collar and the Controller.

The Controller is designed so that a custom fence radius of 40 to 400 feet can be set. This radius between the Controller and the Trigger Zone is what defines the circular Roaming Area for your dog. The Havahart® Collar and the Controller range continuously to calculate the distance between them so that the system can track the real-time location of your dog. When the user-defined fence radius distance is reached inside the Trigger Zone, the Controller sends a command to the Collar to take action and correct (tone or static — based on user settings). The Collar will correct your dog until one of these two conditions are met:

1. Your dog returns approximately 10 feet within the Roaming Area.
2. The Collar's Safety Time-Out Feature stops the correction cycle after 30 seconds.

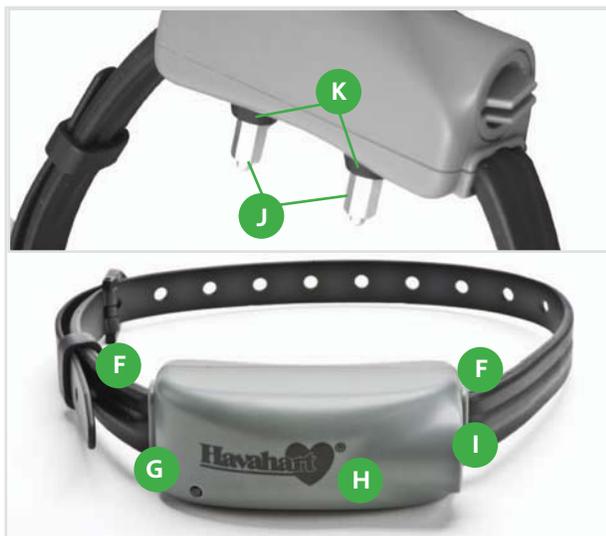
In the first case, the system automatically returns to normal operating mode. After the correction cycle times out in the second case, **your dog will NOT be corrected for returning to the Roaming Area**. The Collar will revert to normal operating mode only when your dog is at least 10 feet back inside the Roaming Area. After that, the Controller will not send another correction command until your dog moves back into the Trigger Zone.

## Controller Features



- A** Antennas
- B** LCD Screen
- C** Power Button
- D** Up, Enter & Down Buttons
- E** DC Power Connection

## Collar Features



- F** Antennas
- G** Indicator Light
- H** Battery Container
- I** Battery Cap
- J** Probes
- K** Washers

# Getting Started

## IMPORTANT MESSAGE



Your Fence Boundary/ Trigger Zone should NOT be closer than 6 feet to ANY ROAD, SIDEWALK OR THOROUGHFARE FOR YOUR DOG'S SAFETY.

### Plan Your Wireless Fence Boundary:

The most important step in setting up your Havahart® Radial-Shaped Wireless Dog Fence is determining the proper location to mount the Controller on a wall. The system creates a circular boundary that can extend from 40 feet up to 400 feet in all directions from the Controller. Choose a wall **inside your home** nearest the center of the desired circular containment area. This is where you will install the Controller. Be sure that there is a standard 120V AC power outlet outlet that the 6 foot AC adapter power cord can reach. Remember, proper training is essential for your dog to learn the boundary that you set.

Use the Wireless Fence Planning Grid on page 38 to help with positioning of the Controller.

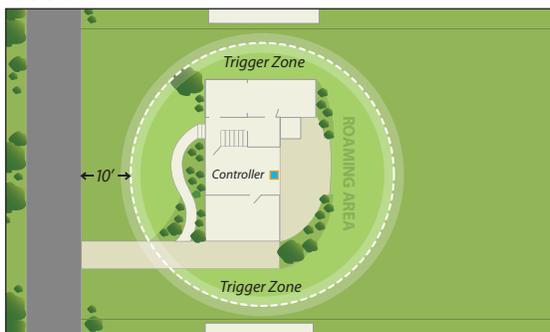
The following are sample layouts for your reference:

### Good



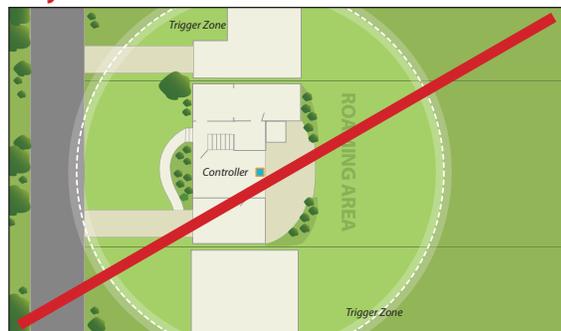
Dog has full access to house and yard within the Roaming Area.

### Good



Dog has full access to house and yard within the Roaming Area.

### May Cause Problems



Roaming Area contains part of neighbors' property and extends onto the road. Dog will have access to neighbors' property and to the road. Consequences could be severe.

### May Cause Problems



Dog has limited access to house and yard within Roaming Area. Collar should be removed upon entering house, otherwise your dog will be corrected inside the home.



## QUICK CHECKLIST

Before you begin the installation process, be sure to check the following:

- Make sure that you have all system components ready and available.
- Insert a new battery in the Collar.
- Read the Quick Setup Guide and watch the instructional DVD.
- Commit to set aside time to properly train your dog.

# Installing the Radial-Shape Wireless Dog Fence

## 1 Setting Up the Controller

### Installing & Activating the Controller:

1. Position the Controller inside your home on a wall nearest the center of your desired containment area. (see Illustration A) Make sure a standard 120 V AC power outlet is nearby. Mount the Controller on the appropriate wall, approximately 6 feet off the ground or at eye level. (see Illustration B)
2. Use the removable wall-mount adhesive strip or screw & wall anchor to attach the Controller to the wall.

**NOTE:** It is recommended to use the removable wall mount adhesive strip in the event that you later determine the Controller is not in the correct place and it needs to be relocated. If the strip will not work on the wall of your choice and you want to get a rough idea of where the Fence Boundary/Trigger Zone will exist before you attach the Controller to the wall, find a way to keep the Controller propped upright and as close to the desired final position as possible.

Make sure the power supply cord will reach the Controller from a standard electrical outlet.

### IMPORTANT MESSAGE



Position the controller at least 3 feet away from large metal objects and major appliances as these items may reduce the size and shape of your Roaming Area.



Illustration A

Illustration B



3. Plug the Controller (DC power connection located on the bottom of the Controller) into a nearby standard electrical outlet.

**NOTE:** When the unit is first activated, you may receive a "POWER FAILURE DETECTED!!!" warning. Disregard this message and Press ENTER.

4. "Havahart Wireless Fence." will display (see Screen 1.1)
5. Press "Enter"

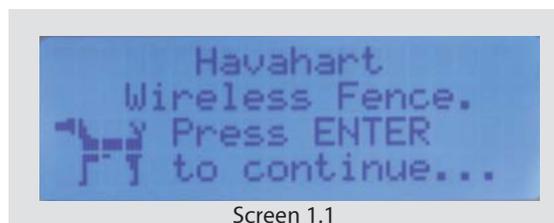
#### To attach using the removable wall-mount adhesive strips:

- Clean the surface of the desired location of the Controller with isopropyl rubbing alcohol, wipe gently with a soft cloth and let dry. DO NOT USE household cleaners. (see Figure 1.1)
- Separate strips (if still connected) at the perforation.
- Peel the liner from the back of one of the strips and attach it vertically to the middle of the Controller with the release-tab pointed upward toward the antennas. (see Figure 1.2a)
- Connect another strip to the strip on the Controller by pressing the fasteners of both strips firmly together until they snap. The release-tab on the other strip should point downward away from the antennas - the opposite direction of the release-tab of the strip on the Controller (see Figure 1.2b).
- Peel the liner from the back of the other strip and attach it to the wall with the release-tab facing downward toward the floor and the Controller antennas facing upward toward the ceiling. (see Figure 1.3)

#### To remove the adhesive strips:

- Pull the Controller gently from the wall by disconnecting the fasteners. DO NOT pull the strips off the Controller or the wall.
- Start with the strip on the wall. Press one hand on the end of the strip opposite of the release-tab and use your other hand to pull the release-tab slowly straight down against the wall stretching it at least 12 inches until the strip releases. Repeat for the strip attached to the Controller (see Figures 1.4a & b).

**NOTE:** The removable wall-mount adhesive strips are not recommended for wallpaper. Apply to surfaces above 50°F. Adhesive could soften and lose adhesion above 105°F.



Screen 1.1



Figure 1.1

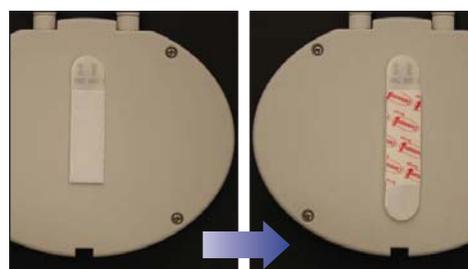


Figure 1.2a

Figure 1.2b



Figure 1.3

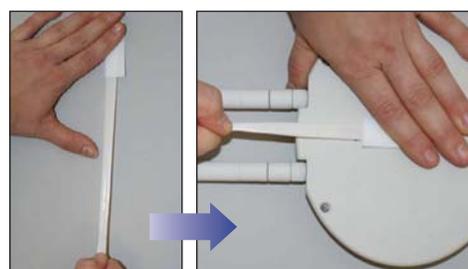


Figure 1.4a

Figure 1.4b

# Installing the Radial-Shape Wireless Dog Fence

## 2 Setting Up the Collar

### Installing a Battery:

1. Make sure a battery is fully charged before installing it in the Collar (see Recharging a Battery). Turn the battery cap on the Collar counterclockwise about 1/4 turn and pull it out. With the positive side facing outward, install one RCR123A battery into the Collar. (see Figure 1.5) Replace the battery cap and turn it clockwise to lock it in place.
2. A green light should flash every 5 seconds. If it does not, check the direction that the battery was installed – positive side should be facing outward.

**NOTE:** The Collar is always “on” when a good battery is installed. However, the Collar may be awake or asleep. Integrated Motion Sensor Technology allows the Collar to conserve battery life when appropriate by putting the Collar to sleep. The light on the Collar will not flash when the Collar is asleep. Movement, such as gently shaking the Collar, will awaken it and the green light will flash. A red light will flash to indicate that the battery needs to be recharged. The Controller will also produce an auditory tone to alert you that the battery is low.

### Checking Battery Status:

1. Select “Display Options” (see Screen 1.2)
2. Select “Show Collar Monitor” (see Screen 1.3)

Battery Status	Collar is:
NA	Asleep to conserve battery life
OK	Battery life is shown as a percentage (see screen 1.4). When a battery needs to be recharged, a Low Battery Alert will appear (see screen 1.5).
LOW	Awake, but battery needs to be recharged soon

### IMPORTANT MESSAGE



The Collar should not be placed on your dog until after you have successfully installed it on the system.

Install one Collar at a time. The system allows you to activate up to 2 Collars.

The default correction level of the Collar is set to Tone Only, which you need to use to set up your fence boundary.

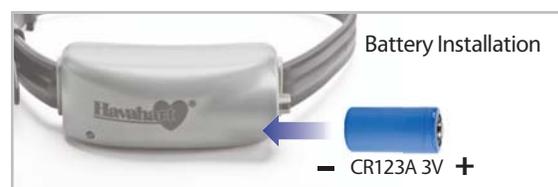
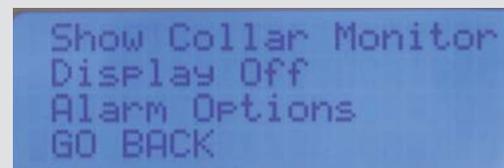


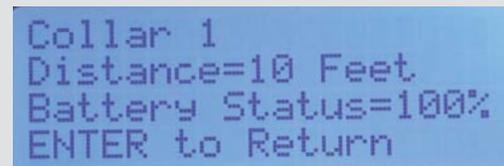
Figure 1.



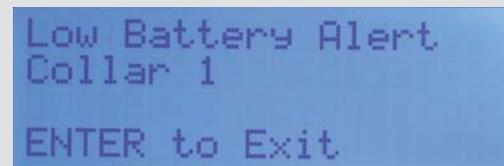
Screen 1.2



Screen 1.3



Screen 1.4



Screen 1.5

**Recharging a Battery:**

- Remove the low battery from the Collar
- Make sure the battery recharger is properly connected to a grounded 120V AC outlet
- Properly orient the battery in the recharger with the positive side closest to the lights of the recharger
- Remove the battery when recharging is complete

**Recharging Light Colors:**

- Blue** - when on standby (no battery in chamber),  
 - when the battery is in the chamber the wrong way  
 - when the battery is fully charged
- Red** - when the battery is charging

You want to see the red light come on when you place the battery in the recharger. You can charge up to two batteries at the same time. When the battery is close to being fully charged, the light will flicker red and blue. Do NOT take the battery out until the light turns full blue. It takes less than 3 hours to fully charge a battery.

Note: Recharging the RCR123A battery is similar to recharging a mobile phone. Always have a spare battery ready to go when your other battery gets low.



Correct way to Insert a Battery in the Recharger.

**Warning:** Do NOT put a non-rechargeable battery in the battery recharger.

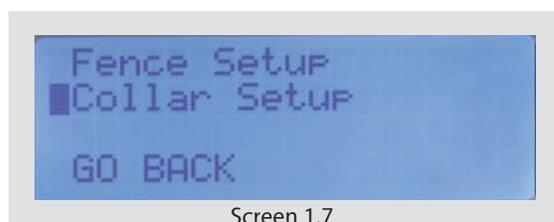
**Activating a Collar:**

1. Hold the Collar within 6 feet of the Controller
2. On the Controller...
  - Select Setup Menu (see Screen 1.6)
  - Select Collar Setup (see Screen 1.7)
  - Select Add a Collar ("Searching for new Collars..." will appear on screen (see Screen 1.8)
  - Gently move or shake the Collar to keep it awake. The flashing green light will confirm that it is awake.
  - "New Collar Found! Collar ID=1" will appear on screen
  - Press Enter
  - Repeat this process to add more Collars.
3. If no Collar is found, check that the above steps were completed, the battery is correctly installed, the Collar is active (green light is flashing) and within 6 feet of the Controller - then repeat Step 2 again.

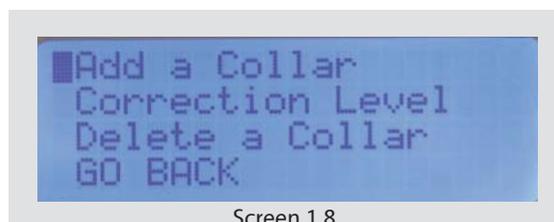
**NOTE:** If using more than one Collar, mark each using a permanent marker to indicate which is Collar 1 and which is Collar 2.



Screen 1.6



Screen 1.7



Screen 1.8

# Installing the Radial-Shape Wireless Dog Fence

## Adjusting the Correction Level of a Collar:

1. Hold the Collar within 6 feet of the Controller
2. On the Controller...
  - Select Setup Menu (see Screen 1.6)
  - Select Collar Setup (see Screen 1.7)
  - Select Correction Level - If you have more than one Collar installed, select the number of the Collar that you would like to change (see Screen 1.8)
  - Select Correction Level (see Screen 1.9)
  - Use the up or down arrow keys to choose the desired correction level. 5 is the highest static correction level. 1 is the lowest static correction level. Tone Only is the auditory correction level (sound only). (see Screen 2.0)
  - Press Enter
  - Select Ok

## Turning a Collar Off/On:

1. Hold the Collar within 6 feet of the Controller
2. On the Controller...
  - Select Setup Menu (see Screen 1.6)
  - Select Collar Setup (see Screen 1.7)
  - Select Correction Level (see Screen 1.8)
  - Select Turn Collar off/on (see Screen 1.9)
  - Press Enter

## Removing a Collar:

1. Hold the Collar within 6 feet of the Controller
2. On the Controller...
  - Select Setup Menu (see Screen 1.6)
  - Select Collar Setup (see Screen 1.7)
  - Select Delete a Collar (see Screen 1.8) - If you have more than one Collar installed, select the number of the Collar that you would like to remove
  - Select YES
  - Select OK
  - Select OK Again

## IMPORTANT MESSAGE



The correction level of the Collar may be adjusted using the Controller based on the size, age and temperament of your dog. There are 5 static correction levels and one tone level (sound only). The default correction level of the Collar is Tone Only.

**It is recommended to start with a lower correction level when training your dog.**

You may need to gently move or shake the Collar to keep it awake so that it will accept changes from the Controller. The flashing green light will indicate that it is awake.

Screen 1.8

Screen 1.9

Screen 2.0

Screen 2.1

### 3 Setting Up the Fence Boundary/Trigger Zone

#### Establishing the Fence Boundary/Trigger Zone Distance:

1. Estimate the distance between the Controller and the desired boundary location. This distance will be the radius of the Trigger Zone all the way around the Controller.

**TIP:** Use the shortest distance to a physical boundary as a starting point for the radius of the Trigger Zone (see Illustration C).

2. Set the radius on the Controller
  - From the Set Up Menu, select Fence Setup (see Screen 1.7)
  - Use the up/down arrow to scroll to the desired radial distance and press Enter. The minimum radius is 40 feet, and the maximum radius is 400 feet from the Controller in all directions (see screen 2.1).
  - Select OK to Save Your Settings

3. Test the Trigger Zone

- To confirm that the location of the actual boundary is correct...

- Hold the Collar by the strap with your arm fully extended down by your side (see Figure 1.6). Make sure that your body does not get between the Collar and the Controller as your body may affect the signal and cause the boundary to shift inward (see Factors Affecting Signal Strength on page 32).

- Walk toward the boundary while gently moving the Collar until the Collar beeps and the Collar light flashes red. To confirm that the distance is correct, step back 6 feet until the Collar stops beeping and then walk in the same direction until the Collar beeps and the Collar light flashes red again. Note how far from desired location the actual setting is.

**TIP:** Place a flag at the boundary location (see Illustration D).

4. Adjust the Fence Distance on the Controller accordingly using the instructions in Step 2 until the desired boundary location is established.

#### IMPORTANT MESSAGE



Your Trigger Zone should be NO closer than 6 feet to ANY ROAD, SIDEWALK OR THOROUGHFARE FOR YOUR DOG'S SAFETY.

The actual distance from the Trigger Zone to the Controller may be less than the set radius. This reduced boundary may be the result of Factors Affecting Signal Strength (page 32).

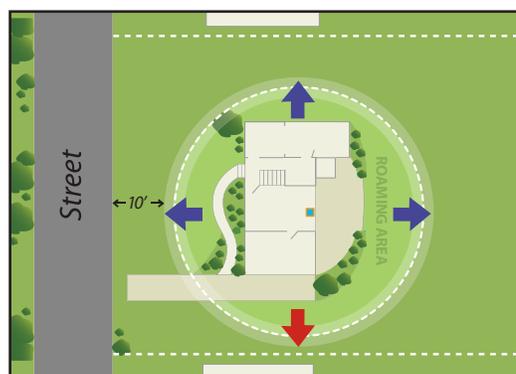


Illustration C



Figure 1.6

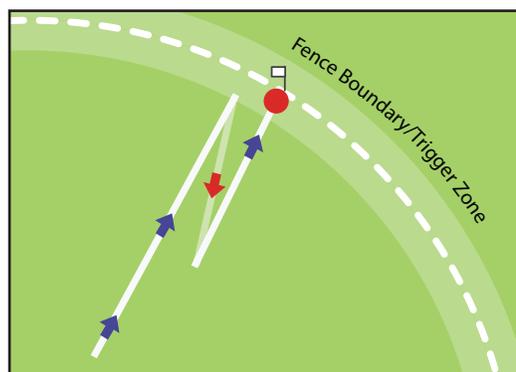


Illustration D

# Installing the Radial-Shape Wireless Dog Fence

## Placing Training Flags:

Once your boundary is established, it's time to place the Training Flags. Training Flags are critical for the effective training of your dog and should be placed every 6 feet at the fence boundary to enclose the Roaming Area, where it will be safe for your pet to roam and play.

**TIP :** 6 feet is about 2 paces.

1. Hold the Collar by the strap or grey battery container. Do not hold the area where the strap meets the Collar on either side as this is where the antennas are located (see the raised areas of the strap) and your hand may interfere with the signal. Fully extend your arm down by your side. Make sure that your body does not get between the Collar and the Controller as your body may affect the signal and cause the boundary to shift inward (see Factors Affecting Signal Strength on page 32).
2. Walk toward the boundary while gently moving the Collar until the Collar beeps and the Collar light flashes red (see Figure 1.7). To make sure that the distance is correct, step back 6 feet into the Roaming Area until the Collar stops beeping and then walk forward in the same direction until the Collar beeps and the Collar light flashes red again. ( see Illustration E )

**IMPORTANT MESSAGE** 

The fence boundary may not form a perfect circle. Large metal objects such as a car or refrigerator can slightly distort the roundness of your fence boundary. However, once set, the boundary location will remain consistent over time. (see Factors Affecting Signal Strength on page 32. )

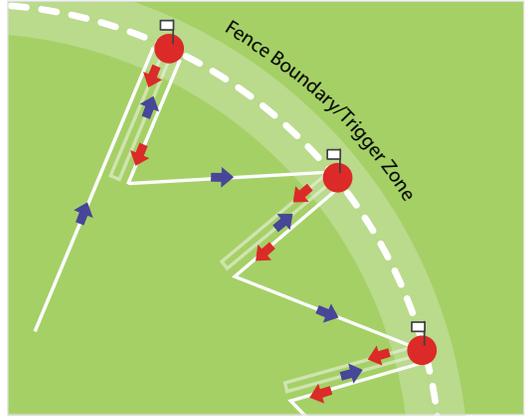
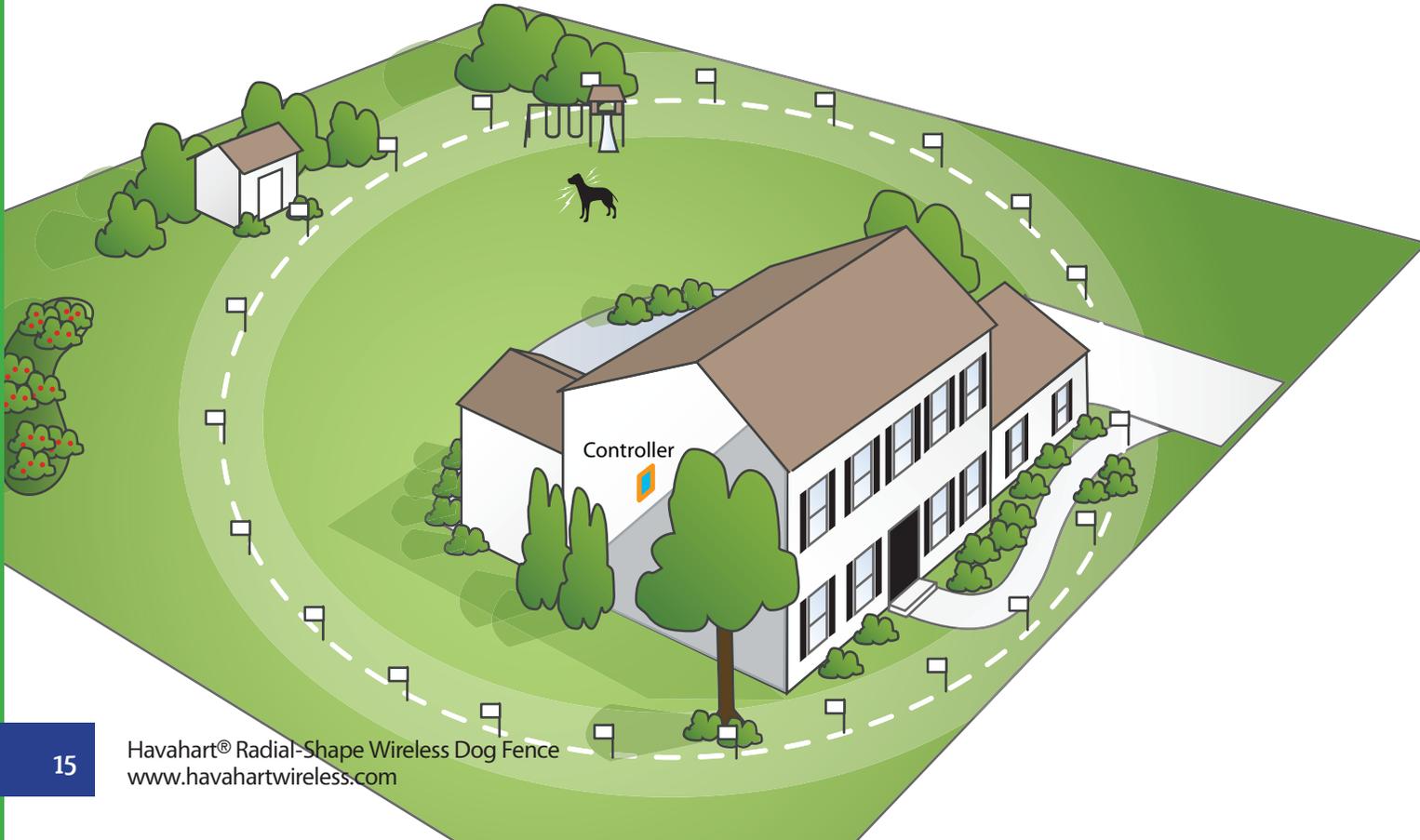


Illustration E



**Placing Training Flags: (continued):**

- Place a Boundary Training Flag in the ground (see Figure 1.8). Move back into the Roaming Area until the Collar stops beeping.

**TIP:** If hard ground makes it difficult to place a flag, use a screwdriver to poke a hole in the ground, place the flag in the new hole and make sure it is upright.

- Repeat this process by walking toward the fence boundary (about 6 feet over from the last flag), placing a flag, and then stepping back into the Roaming Area until the entire containment area is surrounded. (see Illustration E.)

**NOTE:** These flags represent the location of your wireless fence and will be used later to train your dog. Be sure that the flags form an enclosed area and that your dog has safe, adequate entry to your house.

**Turning the Trigger Zone Off/On:**

- Navigate to the Menu where Setup Menu and Display Options are listed. (see Screen 2.3)
- Press the blue flashing Power Button to Turn Off the Trigger Zone. (see Screen 2.4)
- Press the Power Button again to Turn On the Trigger Zone.

**NOTE:** All settings will be retained in system memory when you Turn Off the System.



Screen 2.3

**IMPORTANT MESSAGE**

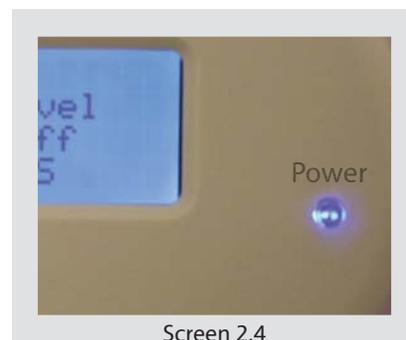
If you have difficulty hearing the tone of the Collar, you can use the Heart-Shaped Collar Tester to visually confirm the boundary. Hold the metal contact points located inside the holes of the Heart-Shaped Collar Tester against the Probes of the Havahart® Collar so that metal is touching metal. Carry the Havahart® Collar by the grey battery container of the Collar with the Heart-Shaped Collar Tester held against the Probes. Fully extend your arm down by your side. Make sure that your body does not get between the Collar and the Controller as your body may affect the signal and cause the boundary to shift inward. Walk to a boundary point and watch the Heart-Shaped Collar Tester illuminate.



Figure 1.7



Figure 1.8



Screen 2.4

# Installing the Radial-Shape Wireless Dog Fence

## Display Options:

### Viewing Distance to Dog and Battery Status: (see Screen 2.7)

- Select Display Options (see Screen 2.5)
- Select Show Collar Monitor (see Screen 2.6)

**NOTE:** See Battery Status Level meanings on page 11.

### Turning the Display Off/On: (see Screen 2.6)

- Select Display Options (see Screen 2.5)
- Select Display Off (see Screen 2.6)
- Press Enter to turn display back on

### Setting Alarm Options:

#### Set Alarm Volume Level: (see Screen 2.8)

- Select Display Options (see Screen 2.5)
- Select Alarm Options (see Screen 2.6)
- Select Alarm Volume Level (see Screen 2.8)
- Use the up or down arrow keys to choose the desired alarm level. Select HIGH, LOW, or OFF (see Screen 2.9)
- Press Enter
- Select OK to save

**NOTE:** It is recommended to select HIGH.

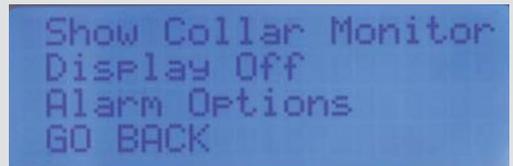
### Turning Boundary Breach Alert Off/On: (see Screen 3.0)

- Select Display Options (see Screen 2.5)
- Select Alarm Options (see Screen 2.6)
- Select Boundary Breach (see Screen 2.8)
- Use the up or down arrow keys to turn the boundary breach alert OFF or ON (see Screen 3.0)
- Press Enter
- Select OK to save

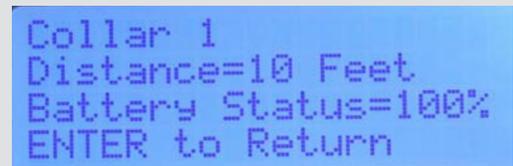
**NOTE:** It is recommended to keep the Boundary Breach Alert ON.



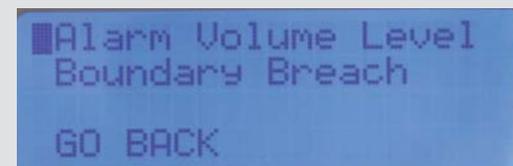
Screen 2.5



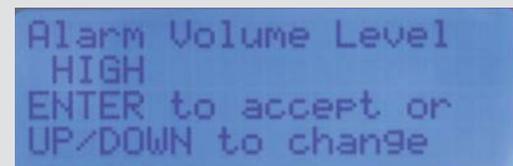
Screen 2.6



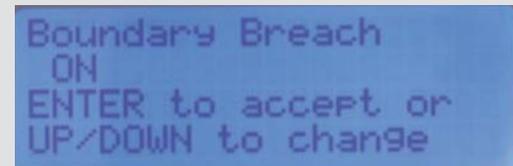
Screen 2.7



Screen 2.8



Screen 2.9



Screen 3.0

## 4 Fitting a Collar

To ensure safe and effective operation of the system, it is important to make sure that the Collar is fitted properly.

1. **Be sure the fence is turned off at the Controller.**  
(see page 16)
2. With your dog standing comfortably, position the Collar high on your dog's neck, underneath the chin with the Probes facing upward centered on your dog's neck. The word "Havahart®" should be right side up when you look at your dog.
3. Make sure the Probes maintain contact with skin.
  - Collar is factory installed with long Probes for thick or long-haired breeds.
  - Short Probes for short-haired dogs are included
  - To change the Probes, simply unscrew the long Probes and replace them. Be sure the rubber washer is between the probe and the grey battery container. Use your fingers to tighten the Probes as far as you can. Do not over tighten.

**NOTE:** It may be necessary to trim the hair around the Probes to ensure reliable contact.

5. Adjust the Collar to fit snugly but not tightly. You should be able to slide the tip of one finger between your dog's coat and one of the Probes on the Collar. The tip of your finger should not be able to slip between the two easily, but with some effort. It should be a tight squeeze. Separately, you should be able to slide one finger between the strap of the Collar and the back of your dog's neck. (see Figure 1.9)

**NOTE:** If your dog is going to continue to grow or grows a long winter coat, leave extra room before trimming off the excess.

6. Once the Collar is adjusted to correct length, remove the Collar and trim the excess using scissors. (see Figure 2.0)

### IMPORTANT MESSAGE



The Collar should be snug enough so that it does not move when your dog moves.

**To help prevent skin irritation, it is recommended that you never leave the Collar on your dog for more than 12 consecutive hours at a time.**



Figure 1.9



Figure 2.0

# Installing the Radial-Shape Wireless Dog Fence

## Important Collar Safety Guidelines:

1. During training, do not let your dog wear the Collar without direct supervision.
2. Each time you take the Collar off your dog, look for any indication of a sore or rash.
3. Should you find any indication of a sore or rash on your dog, stop using the Collar for a few days.
4. If the rash or sore exists for more than 2 days, consult your veterinarian.
5. Wash your dog's neck weekly with mild soap and a wash cloth and then rinse clean.
5. Wash the Probes of the Collar weekly with mild soap and a wash cloth and then rinse clean.

## WARNING



If you do not remove the Collar from your dog's neck at least every 12 hours AND clean your dog's neck and the Collar, Pressure Necrosis may occur which is a deterioration of your dog's skin. It is caused by extended contact to the pressure of the Probes of the Collar combined with the oil and dirt that may accumulate on the Probes if not kept clean.

# Training Your Dog

## IMPORTANT REMINDERS:

Please read the following information completely before you begin training:

- Proper training of your dog is essential to help ensure the successful operation of your Radial-Shape Wireless Dog Fence.
- We recommend that you train your dog for a minimum of 15 **consecutive** days. Use a calendar to track your dog's progress.
- Keep your training sessions short and frequent -- approximately 10-15 minutes long, 2-3 times a day.
- Every dog is unique and may respond differently to the training depending on its age, size, temperament and ability to learn. For this reason, you may need to adjust your training schedule accordingly.
- It may be necessary to decrease the speed of the training schedule or add more training days if your dog seems to be under stress. Signs that your dog may be under stress include: tail between legs, ears pulled back, refusal to go outside the home and nervous shaking.
- Before beginning Collar-assisted training, allow your dog to get used to wearing the Havahart® Collar with the battery removed.
- Have fun with your dog during the training process and end each session with positive praise and play time in the Roaming Area at least 10 feet away from the Training Flags.
- Be patient and consistent in your approach.
- Remove the Havahart® Collar after each training session.
- If you need to take your dog out of the Roaming Area during training, remove the Havahart® Collar and use one of the following methods.
  1. Walk your dog outside of the Roaming Area while on a leash. Cross the same area of the Trigger Zone flag line each time, giving a command such as "CROSS", and praising your dog for crossing this specific area. Always leave this area with your dog on a leash.
  2. Carry your dog out.
  3. Take your dog out in a car.
- If you are training more than one dog, train each dog separately.
- Should your dog breach the Trigger Zone while wearing the Collar, unlike an underground wire fence, your dog will not receive a separate correction for returning through the Trigger Zone back into the Roaming Area.
- **It is important that you complete the entire training process and do not skip any phases.**

## IMPORTANT MESSAGE



The Radial-Shape Wireless Dog Fence from Havahart® is not a physical boundary. It is necessary to contain your dog using a leash or other means during training.

# Training Your Dog

**PRELIMINARY PHASE -- Flag Awareness Training** - Optional (2-3 training sessions per day: each 10-15 minutes long)

**Completing this phase will add 3 days to your training, but will give your dog more time to get used to the Training Flags if you choose to complete it.**

1. **Turn OFF the fence** (see page 16)
2. Fit the Havahart® Collar around your dog's neck. Place a different non-metal collar above the Havahart® Collar and attach a leash to it. Make sure that this collar does not apply pressure to the Probes on the Havahart® Collar as this could hurt your dog when you pull on the leash.
3. Using the leash, walk your dog around inside the Roaming Area for 5 minutes, avoiding contact with the Trigger Zone.
4. Approach one of the Training Flags with your dog. When your dog gets close to the flag, gently shake the flag while saying "Bad Flags" in a firm, disapproving tone. Do not yell or frighten your dog.
5. Lead your dog back into the Roaming Area and praise your dog.
6. Repeat this process at several different Training Flags.
7. End with lots of playtime and praise for your dog in the Roaming Area at least 10 feet away from the Training Flags.
8. Be sure to remove the Havahart® Collar from your dog after each training session.



**NOTE:** You may proceed to PHASE 1 when your dog avoids going near the Training Flags but will walk anywhere within the Roaming Area.

## PHASE 1 -- Passive Training -- DAY 1-3 (2-3 training sessions per day: each 10-15 minutes long)

1. **Turn ON the fence** (see Page 16) and set the correction level to **Tone Only** (see Page 12).
2. To ensure that the system is working properly, take the Havahart® Collar by itself out to the Trigger Zone and listen for the tone.
3. Fit the Havahart® Collar around your dog's neck. Place a different non-metal collar above the Havahart® Collar and attach a leash to it. Make sure that this collar does not apply pressure to the Probes on the Havahart® Collar as this could hurt your dog when you pull on the leash.
4. Using the leash, walk your dog around inside the Roaming Area for 5 minutes, avoiding contact with the Trigger Zone.
5. Calmly approach the Trigger Zone flag line -- do not look at your dog.
6. Give your dog the opportunity to pass into the Trigger Zone. He will hear a tone within the Trigger Zone.
7. Allow your dog to stay in the Trigger Zone for a few seconds while hearing the tone.
8. Gently shake a Training Flag while saying "Bad Flags" in a firm, disapproving tone to show your dog that the flags are associated with the tone coming from the Havahart® Collar. Do not yell or frighten your dog.
9. Lead your dog back into the Roaming Area and praise your dog.
10. Repeat this process at several different Training Flags.
11. As training progresses over the next 2 days, you should notice that when your dog hears the tone, he will return to the Roaming Area without your prompting.
12. End with lots of playtime and praise for your dog in the Roaming Area at least 10 feet away from the Training Flags.
13. Be sure to remove the Havahart® Collar from your dog after each training session.



**NOTE:** You may proceed to PHASE 2 when your dog avoids going near the Training Flags when you approach and actually turns to go back to the Roaming Area without your aid.

# Training Your Dog

## PHASE 2 -- Active Training -- DAY 4-7 (2-3 training sessions per day: each 10-15 minutes long)

1. Set the correction level to **Static Level 1** (see Page 12)
2. To ensure the system is working properly, take the Havahart® Collar to the Trigger Zone and use the Heart-Shaped Collar Tester (see Page 14). The Heart-Shaped Collar Tester should light up.
3. Fit the Havahart® Collar around your dog's neck. Place a different non-metal collar above the Havahart® Collar and attach a leash to it. Make sure that this collar does not apply pressure to the Probes on the Havahart® Collar as this could hurt your dog when you pull on the leash.
4. Using the leash, walk your dog around inside the Roaming Area for 5 minutes, avoiding contact with the Trigger Zone.
5. Calmly approach the Trigger Zone flag line -- do not look at your dog.
6. Give your dog the opportunity to pass into the Trigger Zone. He will hear a tone and then receive a static correction within the Trigger Zone.
7. Allow your dog to stay in the Trigger Zone for a few seconds while hearing the tone and receiving the static correction.
8. Gently shake a Training Flag to remind your dog that the flags are associated with the tone and static correction coming from the Collar.
9. Lead your dog back into the Roaming Area and praise your dog.
10. Repeat this process at a few Training Flags.



**CAUTION:** Do not force your dog to receive **too many static corrections** as this may make your dog nervous or anxious. It may be necessary to decrease the speed of the training schedule or add more training days if your dog seems to be under stress.

11. If your dog does not respond to the static correction, check to make sure that the Havahart® Collar fits properly (see Page 18). If your dog continues to not respond to the static correction, you may need to increase the static correction to level 2 or higher as necessary.

**NOTE:** If your dog leaves the Roaming Area, he will be corrected on the way out only. Your dog will NOT be corrected when returning to the Roaming Area from outside the Trigger Zone.

12. End with lots of playtime and praise for your dog in the Roaming Area at least 10 feet away from the Training Flags.
13. Be sure to remove the Havahart® Collar from your dog after each training session.

**NOTE:** You may proceed to PHASE 3 when your dog avoids going near any of the Training Flags.

### PHASE 3 – On-Leash Distractions – DAY 8-11 (2-3 training sessions per day: each 10-15 minutes long)

1. Fit the Havahart® Collar around your dog's neck. Place a different non-metal collar above the Havahart® Collar and attach a leash to it. Make sure that this collar does not apply pressure to the Probes on the Havahart® Collar as this could hurt your dog when you pull on the leash.
2. Using the leash, walk your dog toward the Training Flags. Create a distraction by:
  1. Tossing a toy or treat outside the Trigger Zone.
  2. Having someone walk by and not pay attention to your dog.
  3. Having someone walk his/her own dog outside of the Trigger Zone.
3. If your dog does not move toward the distraction, immediately praise him.
4. If your dog moves toward the distraction, allow him to walk through the Trigger Zone and feel the correction.
5. Gently shake a Training Flag to remind your dog that the flags are associated with the tone and static correction coming from the Havahart® Collar.
6. Promptly lead your dog back to the Roaming Area if he does not return within a few seconds and praise him.
7. Repeat this process at several different Training Flags.
8. If your dog does not respond to the static correction, check to make sure that the Havahart® Collar fits properly (see Page 18). If your dog continues to not respond to the static correction, you may need to increase the static correction by one level or more as necessary.
9. End with lots of playtime and praise for your dog in the Roaming Area at least 10 feet away from the Training Flags.
10. Be sure to remove the Havahart® Collar from your dog after each training session.



**NOTE:** You may proceed to PHASE 4 when your dog will not go beyond the Trigger Zone — even with distractions, but will walk anywhere within the Roaming Area.

# Training Your Dog

## PHASE 4 -- Off-Leash Supervision -- DAY 12-15

**Begin with short training sessions 10-15 minutes in length and gradually increase the sessions to an hour or more**

1. Do not leave your dog unattended during this phase of training.
2. Fit the Havahart Collar around your dog's neck. Place a different non-metal collar above the Havahart® Collar.
3. Walk around inside the Roaming Area and play with your dog while off the leash. (see Figure 2.1)
4. Now focus your attention elsewhere and walk to another part of the yard while keeping an eye on your dog. (see Figure 2.2)
5. If your dog crosses into and goes beyond the Trigger Zone, lead him back inside the Roaming Area. Your dog will not be corrected when he comes back into the Roaming Area.
6. Gently shake a flag to remind your dog that the flags are associated with the tone and static correction coming from the Havahart® Collar.
7. Repeat the training from Phase 3 with distractions and a leash as necessary.
8. End with lots of playtime and praise for your dog in the Roaming Area at least 10 feet away from the Training Flags.
9. Be sure to remove the Havahart® Collar from your dog after each training session.



Figure 2.1



Figure 2.2

NOTE: You may proceed to PHASE 5 when your dog no longer goes beyond the Trigger Zone — even with distractions.

## PHASE 5 -- Dog Monitoring -- DAY 16 AND BEYOND

### Start with short sessions and gradually increase duration

1. Your dog should now be comfortable within the Roaming Area and reluctant to cross the Trigger Zone with or without distractions.
2. Fit the Havahart® Collar around your dog's neck. Place a different non-metal Collar above the Havahart® Collar.
3. Allow your dog to roam freely off leash and unsupervised within the Roaming Area.
4. Keep an eye on him from inside your house.
5. End with lots of playtime and praise for your dog in the Roaming Area at least 10 feet away from the Training Flags.
6. Be sure to remove the Havahart® Collar from your dog after each training session.

### Leaving the Roaming Area with Your Dog

Once your dog becomes accustomed to the Trigger Zone, he may become uncomfortable leaving the Roaming Area for activities such as walks or riding in the car. If you need to take your dog out of the Roaming Area, ALWAYS remove the Havahart® Collar and use one of the following methods.

1. Walk your dog outside of the Roaming Area while on a leash. Cross the same area of the Trigger Zone flag line each time, giving a command such as "CROSS", and praising your dog for crossing this specific area. Always leave this area with your dog on a leash.
2. Carry your dog out.
3. Take your dog out in a car.

**NOTE:** After completing the training and three additional weeks of successful dog containment, you can begin to gradually remove the Training Flags by taking away every other flag, every few days.

**CONGRATULATIONS TO YOU AND YOUR DOG FOR SUCCESSFULLY COMPLETING ALL PHASES OF TRAINING!**

# Frequently Asked Questions

Question:	Answer:
<b>Is the Havahart® Collar waterproof?</b>	Yes. Do not allow dirt or debris to get inside the battery container when changing the battery.
<b>Can I use more than one Havahart® Collar with the Wireless Fence?</b>	Yes. You can use up to 2 Havahart® Collars with the Wireless Fence. You must purchase an additional Havahart® Collar for each dog.
<b>Is there a hand-held remote training device that will work with the Havahart® Collar?</b>	No.
<b>How long will the Havahart® Collar correct my dog if he leaves the Roaming Area?</b>	When your dog moves outside the Roaming Area, he will receive a correction for up to 30 seconds. The correction runs through a prescribed repeating cycle, it is not constant. The Havahart® Collar has a Safety Time-Out Feature to stop the cyclical correction and beeping after 30 seconds until your dog returns to the Roaming Area. Should your dog stay outside the Trigger Zone for more than 30 seconds, he will NOT be corrected again when he crosses back into the Roaming Area.
<b>Which Probes should I use for my dog's Havahart® Collar?</b>	Use the Short Probes for short-haired dogs and the Long Probes for long or thick-haired dogs. It may be necessary to trim your dog's hair where the Probes touch your dog's neck to ensure reliable contact with his skin.
<b>Is there a smaller Havahart® Collar or another different Havahart® Collar that I can use with the Controller?</b>	Not at this time.
<b>Can I use my Custom-Shape Havahart® Collar with my Radial-Shape Wireless Dog Fence?</b>	Not at this time. Different software is loaded inside each type of Havahart® Collar. Even though the Havahart® Collars appear to be identical, they can only be used on their respective types of systems.

Question:	Answer:
<b>What kind of a battery does the Havahart® Collar use?</b>	Each Havahart® Collar needs one RCR123A battery to operate.
<b>How often does the Havahart® Collar battery need to be changed?</b>	The battery life of the Havahart® Collar is dependent upon how frequently your dog tests the Trigger Zone and the degree of your dog's activity. The Havahart® Collar features exclusive Integrated Motion Sensor Technology to optimize battery life. The Havahart® Collar Indicator Light will flash red every 4 to 5 seconds when recharging is needed. The Controller will also alert you when the battery is low and needs to be recharged. <b>NEVER put a non-rechargeable battery in the battery recharger.</b>
<b>How do I know the battery in the Havahart® Collar is working?</b>	The Indicator Light should flash green when you gently shake the Havahart® Collar. The Havahart® Collar should also beep when you take it by itself and walk into the Trigger Zone. The Controller alarm should also beep (if it is turned ON) when the Havahart® Collar crosses into the Trigger Zone. If any of this does not happen, replace the battery.
<b>Why can my Havahart® Collar be set to Tone Only?</b>	The Havahart® Collar can be set to Tone Only to train your dog to his Trigger Zone or to warn well-trained dogs that no longer require static correction that they cannot go beyond the Trigger Zone.
<b>Can a leash be attached to the Havahart® Collar?</b>	<b>No. This could harm your dog.</b> This can result in the Probes being pulled too tightly against your dog's neck when you pull on the leash. Instead, attach a leash to a separate, non-metal collar and place it above the Havahart® Collar.
<b>What do I do if my dog's neck appears to be red or irritated?</b>	This could be caused by the Probes of the Havahart® Collar irritating your dog's skin. Discontinue use of the Havahart® Collar for a few days. Consult with a veterinarian if the condition persists beyond 2 days. When the skin returns to normal, replace the Havahart® Collar and closely monitor your dog's skin where it comes into contact with the Probes. Make sure that the Havahart® Collar fits properly (see Page 18) and that the Probes and your dog's neck are kept clean.

# Frequently Asked Questions

Question:	Answer:
<p><b>How large of an area can be covered by the Wireless Fence?</b></p>	<p>The Wireless Fence forms a circular shape can expand from a 40 foot radius up to a 400 foot radius (800 foot diameter) — giving it the largest containment area of any do-it-yourself wireless fence system</p>
<p><b>Will a slope or incline affect the Roaming Area?</b></p>	<p>The Controller signal extends up to 400 feet in all directions. A slope can cause the Roaming Area to appear larger or smaller than expected depending on the steepness and shape of the sloped area in relation to the position of the Controller. Repositioning the Controller may help optimize your Roaming Area. Once set, the Roaming Area will remain consistent.</p>
<p><b>Will the Wireless Fence keep other dogs out of the Roaming Area?</b></p>	<p>No. The Wireless Fence is only effective on dogs that wear the Havahart® Collar.</p>
<p><b>Where can I learn more about my Wireless Fence, get answers to my questions, and receive service if necessary?</b></p>	<p>Our dedicated Consumer Care specialists strive for excellence in providing our consumers with the very best customer service experience. For any questions you may have, just call 1-800-800-1819 Option 1 or visit <a href="http://www.havahartwireless.com">www.havahartwireless.com</a>.</p>
<p><b>Can the Controller run on batteries?</b></p>	<p>No. The Controller should be plugged into a 120V AC power outlet. Make sure there is one nearby when you plan the placement of the Controller in your house.</p>
<p><b>Is the Wireless Fence Portable?</b></p>	<p>Yes. Follow the setup procedures wherever you want to contain your dog. It is necessary to setup the new Roaming Area and mark it with Training Flags so your dog can learn his new Trigger Zone. You may want to conduct some additional training for your dog to be comfortable with his new Roaming Area. Note: The size of the Roaming Area may be reduced if you are setting up in a vehicle or metal building. Remember to remove the battery from the Havahart® Collar before turning off the Controller. If you use a DC power source from a car or elsewhere, make sure to use an inverter rated for 50 watts or more.</p>

Question:	Answer:
<b>What happens if there is a power outage?</b>	The Controller is designed to remember all of your settings in the case of a power outage or system disconnection. The Controller is also designed not to activate the Havahart® Collar when there is a power outage or shutdown. However, your dog may receive a static correction if he is near the Trigger Zone during a power outage. Connecting the Controller to a battery backup device may decrease the chance of this occurring if you have frequent power outages.
<b>What maintenance does the Wireless Fence require?</b>	<ul style="list-style-type: none"> <li>• Check your dog’s neck daily for irritation from the Probes of the Havahart® Collar.</li> <li>• Clean your dog’s neck weekly where it comes into contact with the Probes.</li> <li>• Check the Probes weekly to make sure they are clean and tight.</li> <li>• Check the fit of the Havahart® Collar each time you put it on your dog.</li> <li>• Check the Havahart® Collar Indicator Light. If it flashes red, the battery needs to be recharged.</li> <li>• Check the Controller. It will alert you when the battery is low and needs to be recharged.</li> </ul>
<b>Will buildings and other objects (trees, metal objects, etc.) affect the performance of the Wireless Fence?</b>	This is possible. See the section about Factors Affecting Signal Strength (page 32). The Trigger Zone will remain consistent once set.
<b>What if my neighbor purchases the same Wireless Fence?</b>	Neither Wireless Fence will interfere with the other. Havahart® Collars from either system can be added to the other system. However, each Havahart® Collar can be active on only one system at a time.
<b>Will the Wireless Fence interfere with my computer, TV, cordless phone, cell phone, garage opener or other electronic device if I place the Controller near them?</b>	No. They operate on different frequencies. Microwaves may cause limited interference.
<b>Can the Wireless Fence be used indoors to keep my dog out of certain rooms or areas of the home?</b>	No. The Wireless Fence is designed to be an outdoor fence only.

# Frequently Asked Questions

Question:	Answer:
<p><b>How old should my dog be before I start training him with the Wireless Fence?</b></p>	<p>The Wireless Fence is designed for dogs older than 6 months that weigh more than 8 pounds.</p>
<p><b>Can the Wireless Fence be used on very small dogs like Yorkshire Terriers, Chihuahuas or Miniature Dachshunds?</b></p>	<p>The Wireless Fence can be used as long as your dog meets the age and weight requirements of being over 6 months old and weighing over 8 pounds.</p>
<p><b>Can the Wireless Fence be used on an aggressive dog?</b></p>	<p>Because the Wireless Fence is not a physical boundary, we do NOT recommend using it on any aggressive dog. Consult with a veterinarian or a certified trainer if you are not certain if your dog is aggressive.</p>
<p><b>Can the Wireless Dog Fence be used on a cat?</b></p>	<p>Not at this time.</p>
<p><b>Should my dog be on a leash the first time he gets a correction from the Havahart® Collar?</b></p>	<p>Yes, absolutely! Your dog should be on a leash as described in the Phase Training. Follow the Phase Training to allow your dog to progress to not being on a leash.</p>
<p><b>How long will I need to keep the Training Flags up in my yard?</b></p>	<p>After completing the training and three additional weeks of successful dog containment, you can begin to gradually remove the Training Flags by taking away every other flag, every few days. The length of time is completely dependent upon how much time you spend training your dog and how well your dog responds to your training.</p>

# Factors Affecting Signal Strength

**NOTE:** Once set, your Fence Boundary / Trigger Zone will remain consistent.

Various objects can interfere with the wireless signal strength of your Wireless Fence, resulting in a gradual loss in the measured distance of the radio signal from the Controller to a set Trigger Zone. The part of the Trigger Zone that is obstructed by an object may bow or dip inward toward the Controller. The resulting shape of the Trigger Zone may be slightly different from a perfect circle and the Roaming Area may be slightly reduced. When this happens, the object between the Controller and the set Trigger Zone is said to attenuate the radio signal or the Trigger Zone.

Obstacles that can slightly obstruct any wireless signal (including mobile phones) include: walls, trees, concrete, foundations, bricks, above-ground bodies of water (swimming pools), people and animals. Metal objects and mirrors have a deeper obstructing effect as well as heavily damp objects such as a tree after a strong rainstorm or snowstorm.

The closer an obstructing object is to the Trigger Zone or the closer a metallic object such as a mirror is to the Controller, the greater the interfering effect it can have on the Trigger Zone. Likewise, the more dense an obstructing object is, the more severe the dip or shaping effect of the Trigger Zone.

With perfect line of sight and no obstructions between the Controller and the Havahart® Collar, the system will create a Trigger Zone about 6 feet wide. With obstructions, the Trigger Zone can expand to around 13 feet wide.

Without performing complex calculations and accounting for all factors, it is very difficult to predict the exact amount of interference different objects can cause and how the Trigger Zone and Roaming Area will be affected.

Only Havahart® Wireless Fences perform complex algorithms, strategic distortion filtering and modular signal amplification at a continuous rate to accommodate for and minimize interference and attenuation.

Despite all of these measures, attenuation is difficult to totally prevent. Dark glasses attenuate sunlight, lead attenuates X-rays, buildings attenuate cell phone reception, and more than likely your home will attenuate your dog's Roaming Area and cause some inward dips in the Trigger Zone. In most cases the dipping should be a minor issue that may not even be noticed.

In the event that your system experiences severe interference or attenuation with which you are not comfortable, there are few things that you can try to counter or lessen the effects.

- Place the Controller above or at least 3 feet away from appliances and other large metal objects like mirrors.
- Raise the Controller to 6-8 ft or to a higher floor in the home.
- If the first two methods prove ineffective, choosing an altogether different Fence Controller location in the home may be necessary to mitigate the effects of a severe undesirable dip.

**Should you need additional help to minimize wireless signal interference for your Havahart® Wireless Dog Fence, please call 1-800-800-1819, Option 1.**

# Troubleshooting

IF ANY OF THE ANSWERS TO YOUR QUESTIONS CANNOT BE FOUND, PLEASE CALL 1-800-800-1819 Option 1 or visit [www.havahartwireless.com](http://www.havahartwireless.com)

Question:	Answer:
<p><b>The Controller is not able to find the Havahart® Collar and add it to the system.</b></p>	<ul style="list-style-type: none"> <li>• See Page 12 -- Activating a Collar.</li> <li>• Make sure that the battery is properly installed and awake -- green light is flashing.</li> <li>• Gently shake the Collar to keep it awake when the Controller searches for it.</li> <li>• If you are adding an additional Collar to the system, use a permanent marker to identify which Collar is which and make sure that you are not trying to add the old Collar to the system as it is has already been added.</li> <li>• If the Collar has already been added to the system, remove the Collar from the system (see Page 13) and then add the Collar again.</li> </ul>
<p><b>The Controller Distance to Dog does not exactly match the actual distance to the Havahart® Collar</b></p>	<ul style="list-style-type: none"> <li>• Even though you can set your Trigger Zone distance to any number between 40-400 feet, the displayed Distance to the Dog on the Controller increases and decreases to the nearest 10 foot increment. The system keeps an internal distance that is more accurate so that the alarm will sound and the Collar will deliver a correction when your dog crosses into the Trigger Zone. This increases battery life.</li> </ul>
<p><b>The Trigger Zone seems to fluctuate.</b></p>	<ul style="list-style-type: none"> <li>• This is normal. The Trigger Zone can be up to 6-13 feet wide as a result of interference from other objects (see Page 32).</li> <li>• Where the Havahart® Collar delivers a correction is influenced by the speed and orientation of the Havahart® Collar as your dog crosses the Trigger Zone.</li> </ul>
<p><b>The Havhart® Collar is not beeping when setting up the Trigger Zone.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120-volt outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the batter needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• If you cannot hear the beep because you are in a noisy area, use the Heart-Shaped Collar Tester (see Page 14) to determine the location of the Trigger Zone.</li> </ul>
<p><b>The Havahart® Collar is not beeping or delivering a static correction.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120-volt outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> </ul>

Question:	Answer:
<p><b>The Havahart® Collar is beeping everywhere.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120-volt outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• If the situation persists, the Controller may need to be moved:               <ol style="list-style-type: none"> <li>1. Place the Controller above or at least 3 feet away from appliances and other large metal objects like mirrors.</li> <li>2. Raise the Controller to 6-8 feet or to a higher floor in the home.</li> <li>3. If the first two methods prove ineffective, choosing an altogether different Controller location in the home may be necessary.</li> </ol> </li> <li>• If relocating the Controller, remove the Havahart® Collar from your dog before turning off the Controller.</li> </ul>
<p><b>The Havahart® Collar is beeping inside the home.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120-volt outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• Ensure the entire home is within the Roaming Area. If not, adjust the Trigger Zone distance or move the Controller to include the entire home in the Roaming Area.</li> <li>• If relocating the Controller, remove the Havahart® Collar from your dog before turning off the Controller.</li> </ul>
<p><b>The Havahart® Collar is beeping but my dog is not responding to the static correction.</b></p>	<ul style="list-style-type: none"> <li>• Make sure the static correction level is set to 1 or above.</li> <li>• Test the Havahart® Collar with the Heart-Shaped Collar Tester.</li> <li>• If the Tester lights up, check the fit of the Havahart® Collar.</li> <li>• If necessary, trim your dog's hair where the Probes touch the neck and/or switch to the Long Probes.</li> <li>• increase the static correction by one level.</li> <li>• Repeat training steps as necessary.</li> </ul>
<p><b>The LCD screen on the Controller is not on.</b></p>	<ul style="list-style-type: none"> <li>• Make sure the Controller power switch is on (blue light is flashing) and the AC Adapter Power Cord is fully connected and plugged into the Controller and a working standard 120-volt outlet. Make sure that the electrical outlet to which the AC Adapter Power Cord is connected is not controlled by a light switch. If it is, move the AC Adapter Power Cord to another outlet or make sure the light switch stays on all the time.</li> </ul>

# Troubleshooting

Question:	Answer:
<p><b>The Havahart® Collar is beeping in the middle of the yard.</b></p>	<ul style="list-style-type: none"> <li>• Check that the Controller is plugged into a working 120-volt outlet, turned on, the LCD screen is displaying text, and the correction level and Trigger Zone distance are set to your desired levels.</li> <li>• Make sure that the Collar has a new, properly installed battery. The positive side faces outward. If the battery needs to be replaced, do so within 6 feet of the Controller.</li> <li>• Make sure that the Collar has been properly added to the Controller (see Page 12).</li> <li>• The Havahart® Collar may beep when it loses the Controller signal as a result of interference from other objects (see the section about Factors Affecting Signal Strength). This sometimes occurs if a large metallic object is between the Havahart® Collar and the Controller, if the orientation of the Havahart® Collar changes near the Trigger Zone, or if the surrounding electronic signals interfere with the signal.             <ol style="list-style-type: none"> <li>1. Place the Controller above or at least 3 feet away from appliances and other large metal objects like mirrors.</li> <li>2. Raise the Controller to 6-8 ft or to a higher floor in the home.</li> <li>3. If the first two methods prove ineffective, choosing an altogether different Controller location in the home may be necessary.</li> </ol> </li> <li>• If relocating the Controller, remove the Havahart® Collar from your pet before turning off the Controller.</li> </ul>
<p><b>The Havahart® Collar is beeping but my dog is not responding to the static correction.</b></p>	<ul style="list-style-type: none"> <li>• Make sure the static correction level is set to 1 or above.</li> <li>• Test the Havahart® Collar with the Heart-Shaped Collar Tester.</li> <li>• If the Tester lights up, check the fit of the Havahart® Collar.</li> <li>• If necessary, trim your dog's hair where the Probes touch the neck and/or switch to the Long Probes.</li> <li>• Increase the static correction by one level.</li> <li>• Repeat training steps as necessary.</li> </ul>
<p><b>My dog reacts strongly to the static correction and has demonstrated signs of stress.</b></p>	<ul style="list-style-type: none"> <li>• If possible, lower the static correction level.</li> <li>• Make sure you are in control of the situation when your dog receives his first static corrections (have him on a leash attached to a separate, non-metal collar) and lead him into the Roaming Area and praise him. If your dog continues to show signs of stress, suspend training and start again the next day.</li> <li>• Make sure to end all training sessions on a positive note with lots of playtime and praise in the Roaming Area at least 10 feet away from the Training Flags.</li> </ul>
<p><b>The Indicator Light on the Havahart® Collar has turned a solid green color and the Controller is not sensing the Havahart® Collar.</b></p>	<ul style="list-style-type: none"> <li>• Twist the battery cap slightly clockwise or counterclockwise and make sure not to unscrew the battery cap.</li> <li>• If the situation persists, unscrew the battery cap, remove the battery, replace the battery and screw the battery cap back in place.</li> </ul>

# 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 and acknowledges on your behalf acceptance of all such terms, conditions, and notices.

## 2. Proper Use

This Product is designed for use with dogs as a training aid. Because of the specific personality, temperament, size and age of your dog, this Product may not be appropriate for your dog. Use of this Product is not recommended if your dog is less than six (6) months old, weighs less than eight (8) pounds or if your dog has ever exhibited signs or symptoms of aggressive behavior. You should consult a veterinarian or certified trainer if you have any concerns or questions regarding the suitability of this Product for use on your dog. Proper use of this Product includes, but is not limited to, reviewing the entire Instruction Manual provided with your Product including: warnings, caution statements, important notes and notes.

## 3. No Unlawful or Prohibited Use

This Product is designed for use with dogs only. This dog 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 Woodstream 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. The original purchaser assumes all risks and liability from the use of this Product and agrees, by usage of this Product, to hold harmless and indemnify Woodstream Corporation, their officers, agents, and employees, from any and all liability, loss, damages, costs or expenses which are sustained, incurred, or required arising out of your actions while using this Product.

## 5. Modification of Terms and Conditions

Woodstream Corporation reserves the right to change, alter, amend, and/or revoke the terms, conditions and notices under which this Product is offered.

## FCC

**WARNING:** Changes or modifications to this device not expressly approved by Woodstream Corporation could void the user's authority to operate the equipment.

**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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**WIRELESS COLLAR: 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 UNDESIRABLE OPERATION.**

## Caution

The Havahart® Radial-Shape Wireless Dog Fence is neither a physical barrier nor a substitute for traditional obedience training. The system is designed to act as a deterrent to remind dogs by auditory and/or static correction to remain in the Trigger Zone established. It is important that you reinforce training with your dog on a regular basis. Since the tolerance level to static correction varies from dog to dog, Woodstream Corporation CANNOT and DOES NOT guarantee or warrant that the system will, in all cases, keep a dog within the established Trigger Zone. Not all dogs can be trained to avoid crossing the Trigger Zone! Therefore, if you have reason to believe that your dog may pose a danger to others or harm himself if he is not kept from crossing the Trigger Zone, you should NOT rely solely upon the Havahart Radial-Shape Wireless Dog Fence to confine your dog. Woodstream Corporation shall NOT be liable for any property damage, economic loss or any consequential damages, sustained as a result of any animal crossing the Trigger Zone.

# Warranty Information

## Havahart® Radial Fence 10 Year Parts & 12 Month Labor

### LIMITED WARRANTY TO ORIGINAL PURCHASER

Woodstream Corporation warrants its products to be free from defects in materials and workmanship for the warranty period from the purchase date. Activate your warranty online at [www.havahartwireless.com](http://www.havahartwireless.com) or return the completed form included with your product.

All parts are covered under warranty for ten (10) years from the date of purchase by the original purchaser and labor is covered for a period of one year (and under no circumstances to exceed a period of 365 days) from the date of purchase by the original purchaser. Thereafter, a service charge may apply for the repair or replacement of the product. This warranty DOES NOT cover any accessories.

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States by the original purchaser. To receive warranty service, the purchaser must first contact Woodstream Corporation for problem determination and service procedures. Please have the product available when discussing your experience.

If Woodstream Corporation determines that this product needs to be returned, Woodstream Corporation will issue a Return Goods Authorization (RGA) number. The defective unit or parts must be returned to Woodstream Corporation, or specified authorized agent, for warranty inspection with the RGA number labeled on the outside of the package within (10) days of return authorization date. Products returned without authorization will be refused.

Woodstream Corporation will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of Woodstream Corporation or authorized agent. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

#### Limitations and Exclusions:

This product is neither a physical barrier nor a substitute for traditional obedience training. Due to variances in canine personality, temperament, size, and age, as well as due to potential influences on your dog outside of Woodstream Corporation's control, Woodstream does not guarantee or warrant the effectiveness of this product.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, noncommercial use of this product, and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by Woodstream Corporation which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON WOODSTREAM CORPORATION. WOODSTREAM CORPORATION SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF WOODSTREAM CORPORATION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST WOODSTREAM CORPORATION BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY WOODSTREAM CORPORATION AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY WOODSTREAM CORPORATION NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF WOODSTREAM CORPORATION. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

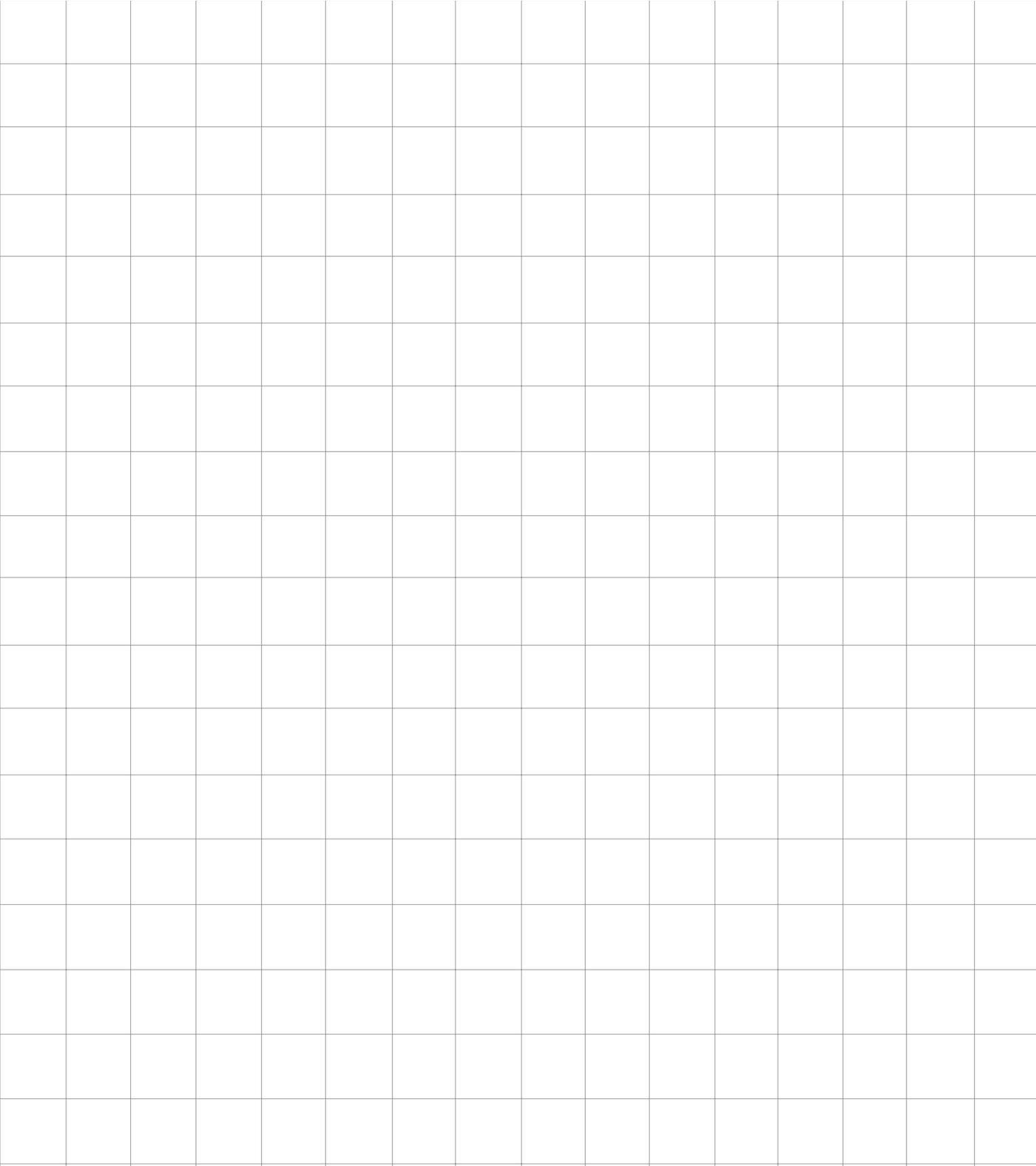
Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### CONTACTING WOODSTREAM CORPORATION:

To obtain product assistance or warranty service for your product, please choose one of the following:

1. Online Troubleshooting Assistance at [www.havahartwireless.com](http://www.havahartwireless.com)
2. Email Consumer Care at [consumercare@woodstream.com](mailto:consumercare@woodstream.com)
3. Call Consumer Care at 800-800-1819, Option 1

# Wireless Fence Planning Grid





**DO NOT RETURN THIS PRODUCT  
TO THE STORE FOR ANY REASON.**

**CONTACT HAVAHART® WIRELESS DIRECTLY!  
CALL 1-800-800-1819, OPTION 1.**

**Havahart® Wireless**  
**Woodstream Corporation**  
69 North Locust Street  
Lititz, PA 17543 | 1-800-800-1819

[www.havahartwireless.com](http://www.havahartwireless.com)