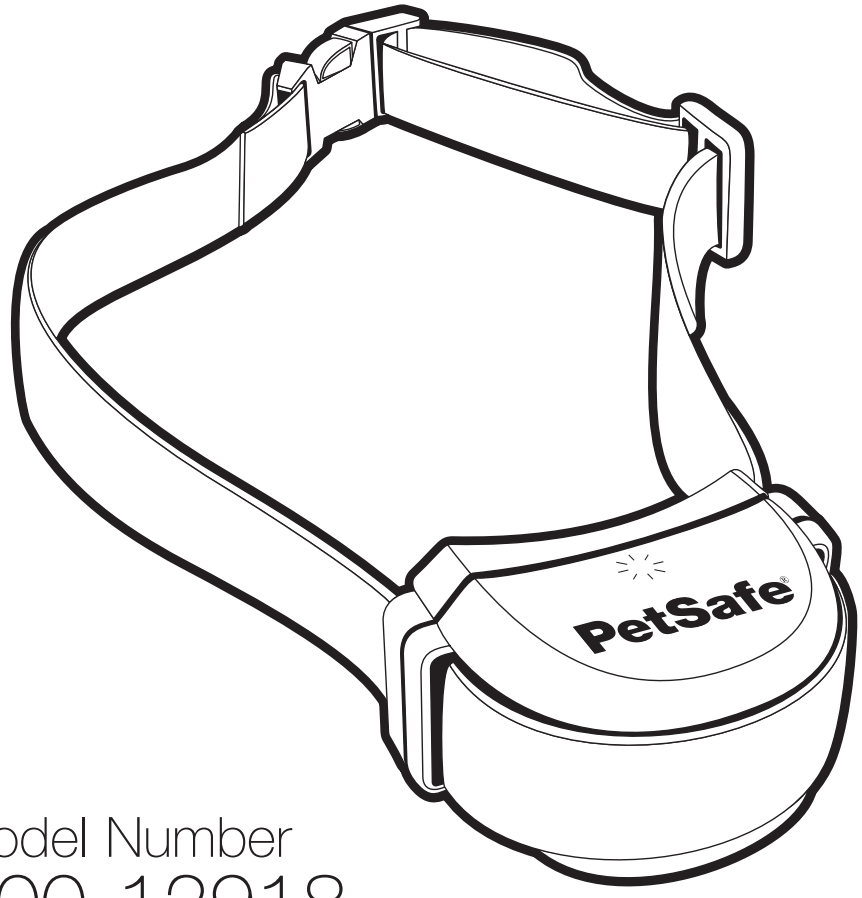
protect. **teach**. **love.**



stay + play wireless fence™ receiver collar

operating guide

Model Number
PIF00-12918

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

Important Safety Information

Explanation of Attention Words and Symbols used in this guide

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠WARNING WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

NOTICE NOTICE is used to address safe use practices not related to personal injury.

⚠WARNING

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

CAUTION

- This PetSafe® Stay + Play Wireless Fence™ is NOT a solid barrier. The system is designed to act as a deterrent to remind pets by Static Correction to remain in the boundary established. It is important that you reinforce training with your pet on a regular basis. Since the tolerance level to Static Correction varies from pet to pet, Radio Systems® Corporation CANNOT guarantee that the system will, in all cases, keep a pet within the established boundary. Not all pets can be trained to avoid crossing the boundary! Therefore, if you have reason to believe that your pet may pose a danger to others or harm himself if he is not kept from crossing the boundaries, you should NOT rely solely upon the PetSafe® Stay + Play Wireless Fence™ to confine your pet. Radio Systems® Corporation shall NOT be liable for any property damage, economic loss or any consequential damages, sustained as a result of any animal crossing the boundary.

CAUTION

- Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.
  - Avoid leaving the collar on the dog for more than 12 hours per day.
  - When possible reposition the collar on the pet's neck every 1 to 2 hours.
  - Check the fit to prevent excessive pressure; follow the instructions in this manual.
  - Never connect a lead to the electronic collar; it will cause excessive pressure on the contacts.
  - When using a separate collar for a lead, don't put pressure on the electronic collar.
  - Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.

- Examine the contact area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue use of the collar until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.
- For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet safe and comfortable. Millions of pets are comfortable while they wear stainless steel contacts. Some pets are sensitive to contact pressure. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the contact area. If redness or sores are found, discontinue use until the skin has fully healed.

- You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.
- Always remove your dog's Receiver Collar before performing any Transmitter testing.
- The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.
- If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.
- Never remove power from the system when the collar is on the pet. This may activate the Receiver Collar.

NOTICE

- To prevent an unintended correction, after the Boundary Flags have been placed, be sure to set the static correction on the Receiver Collar back to level 1 tone only.
- Do not charge your Receiver Collar every night. Charging too often can reduce battery life. Charge your Receiver Collar when the Receiver Indicator Light blinks yellow; or when the light blinks red.

Thank you for choosing PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love — essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at www.petsafe.net or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at www.petsafe.net. By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe® will never give or sell your valuable information to anyone. Complete warranty information is available online at www.petsafe.net.

How the System Works

The PetSafe® Stay + Play Wireless Fence™ has been proven safe, comfortable, and effective for pets over 5 pounds. The system works by transmitting a radio signal up to 105 feet in all directions. You temporarily define the Pet Area with Boundary Flags for a visual aid in training your pet. Your pet wears a Receiver Collar with Contact Points that touch his neck, and, once trained, is allowed to roam freely in the Pet Area. When your pet reaches the Boundary Zone, the Receiver Collar gives a warning tone before delivering a safe Static Correction through the Contact Points to get his attention until he returns to the Pet Area.

Key Definitions

Receiver Collar: Receives the radio signal from the Transmitter.

Mode Button: Turns Receiver on/off and adjusts the level of Static Correction your pet receives outside the Pet Area.

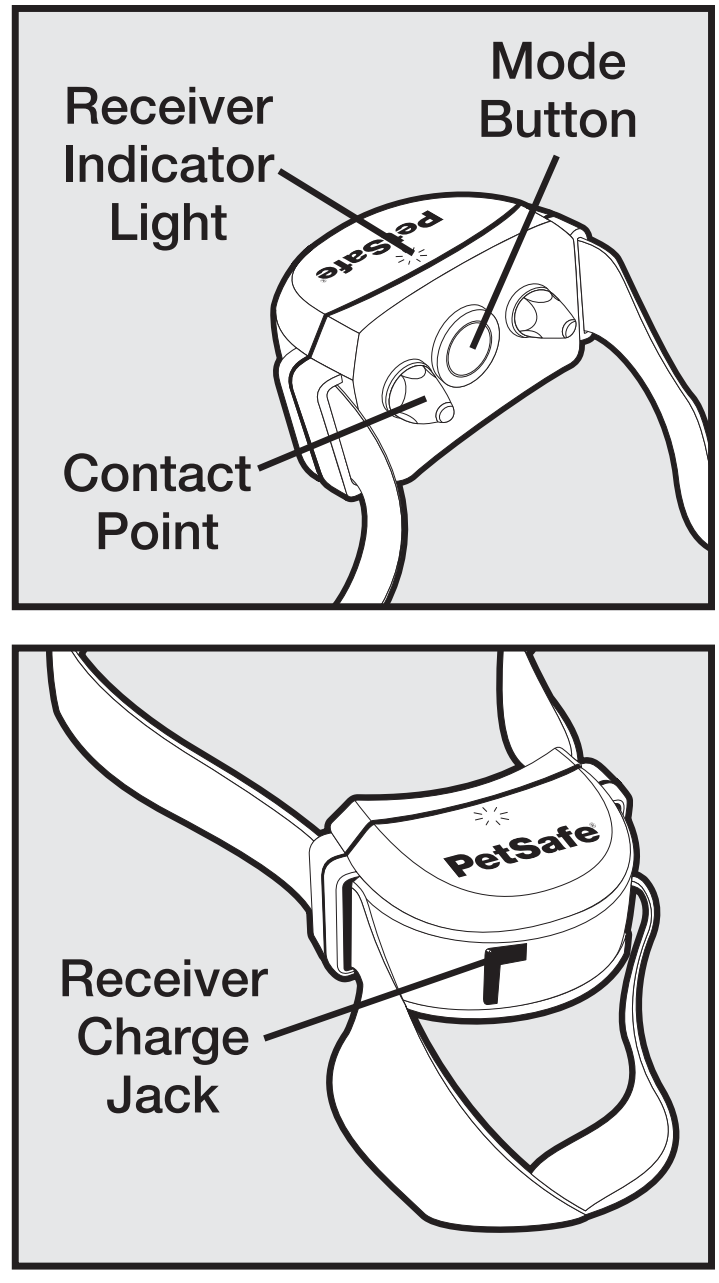
Receiver Indicator Light: Indicates the level of correction at which the Receiver Collar is set. This light also to indicate battery status.

Contact Points: Deliver the safe Static Correction when your pet moves into the Boundary Zone.

Receiver Charger: Charges the batteries inside the Receiver Collar

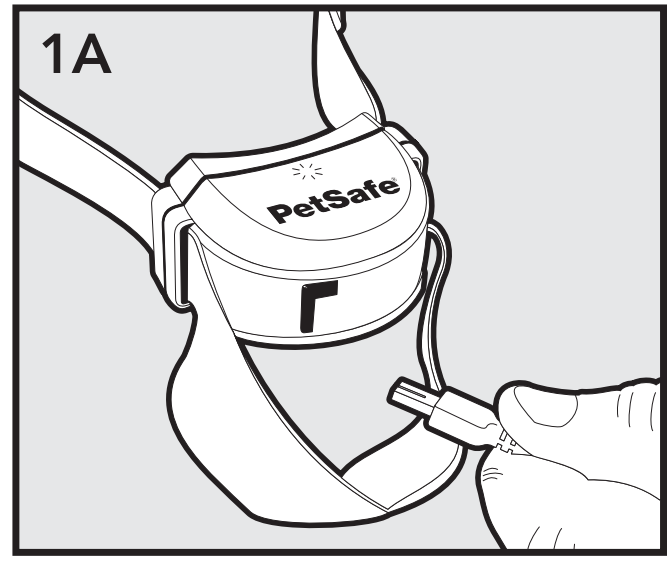
Receiver Charge Jack: Connection point for charging Receiver battery.

Receiver Collar



Step 1

Charge the Receiver Collar



The Receiver Collar Charger is designed to plug into a standard AC wall outlet. The Receiver Collar light will glow red when the Receiver Charger is properly seated into the Receiver Charge Jack. The light will turn green when charging is complete. A built in safety circuit prevents the Receiver Collar from overcharging.

The Receiver Collar will achieve a full charge in 2-3 hours. Each charge can last up to 3 weeks depending upon frequency of use.

NOTICE

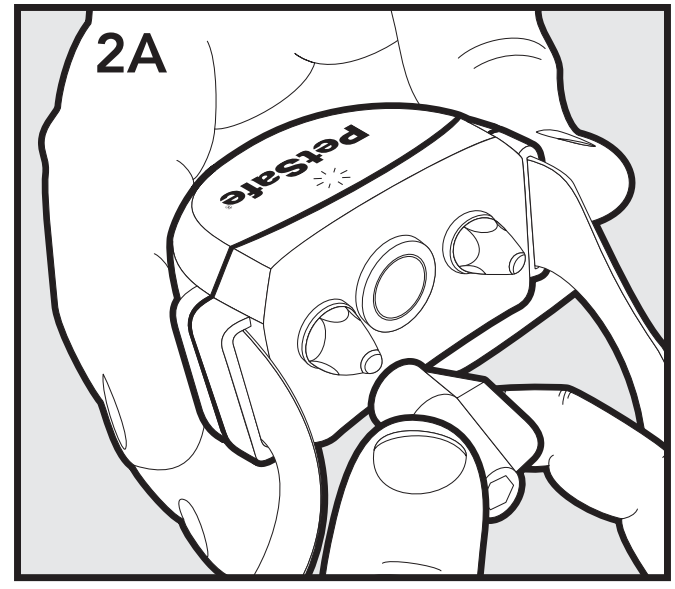
- Do not charge your Receiver Collar every night. Frequent charging can have a negative effect on the battery. We recommend that the Receiver Collar be used until the Receiver Indicator Light blinks yellow or red.

To charge the Receiver Collar, lift and slide the Receiver Collar strap away from the front of the unit (**1A**). Lift the rubber plug to allow access to the Receiver Charge Jack. The rubber plug needs to remain attached to the Receiver Collar. Plug the Receiver Charger into the Receiver Charge Jack on the Receiver Collar. The Receiver Charge Jack and Receiver Charger are keyed to fit one way. Do not force it in backwards.

Step 2

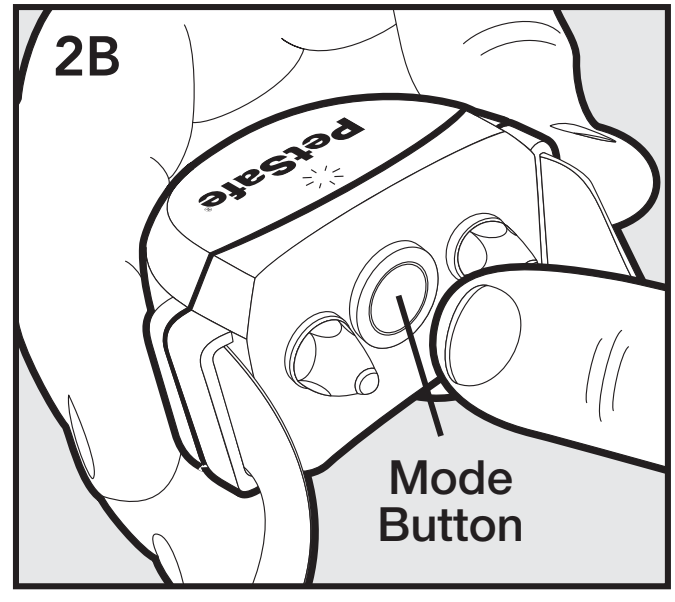
Prepare the Receiver Collar

Your Receiver Collar comes with Short Contact Points. Use the Long Contact Points for pets with long or thick hair. Tighten the Contact Points using the Contact Point Wrench (**2A**). Check tightness weekly.

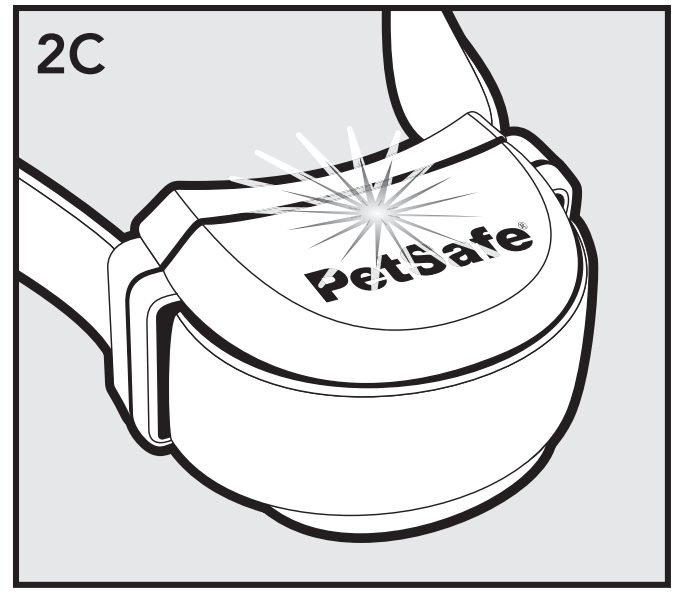


Turning the Receiver Collar ON

Press and hold the Mode Button continuously for 5 seconds (**2B**). The Green or Yellow or Red Receiver Indicator Light will turn ON for 5 seconds (**2C**) to indicate battery status, followed by the Red Receiver Indicator Light flashing the Static Correction Level Settings.



Turning the Receiver Collar OFF



Press and hold the Mode Button continuously for 5 seconds. The Red Receiver Indicator Light will be ON during this time. The Red Receiver Indicator Light will then turn OFF and all Receiver Indicator Lights will stay OFF indicating that the unit is turned OFF.

To extend the time between charging the Receiver Collar, consider turning OFF the Receiver Collar when it is not in use.

Receiver Collar Status Indicators

The Receiver Collar Status Indicator Light along with the Receiver Collar Alarm Tone are used to determine the battery status, and the correction type. Refer to the Receiver Collar Status Indicator Table below to understand the status lights and tones for the Receiver Collar.

During normal operation, the Receiver Collar Indicator Light will flash every 4-5 seconds to indicate the battery status as shown in the table below.

Receiver Collar Status Indicator Table		
Status Light	**Alarm Tone**	**Condition**
While Plugged into Receiver Charger		
Solid red	No tone	Charge in progress
Solid green	No tone	Charge complete
No light		Charge failure, contact Customer Care Center

After Removing from Receiver Charger		
Continuous green or yellow or red (5 seconds duration)	No tone	Battery Charge Indication. Occurs immediately after unplugging the charger from the Receiver Collar
Operating Battery Status		
Slow blinking green (every 4-5 seconds)	No tone	Collar battery charge 100%-60%
Slow blinking yellow (every 4-5 seconds)	No tone	Collar battery charge 60%-20%
Slow blinking red (every 4-5 seconds)	No tone	Collar battery charge 20% or less, charge immediately

Receiver Activation Status		
Fast pulsating green (3 flashes per second)	Warning tone	Warning tone
Fast pulsating red (3 flashes per second)	Tone for duration of Static Correction	Static Correction being delivered up to 15 seconds
Continuous green (10 seconds)	No tone	Over Correction Protection; collar locked for 10 seconds

To Set the Static Correction Level

Read all steps before attempting to set the Static Correction Level.

1. Press the Mode Button and release (**2B**) when the Receiver Indicator Light illuminates Red (**2C**).
2. The Receiver Indicator Light will emit a series of Red flashes representing the Static Correction Level.
3. Increase the Static Correction Level by pressing and releasing the Mode Button within 5 seconds of the previous series of flashes.

The Static Correction levels increase in strength from 1 to 6. Pushing the Correction Level Button while the Receiver Collar is on level 6 will cause the Receiver Collar to revert to level 1. Refer to the Function and Response Table to choose the Static Correction level that best fits your pet.

Function and Response Table

Indicator Light Response	Static Correction Level	Receiver Collar Function	Temperament of Pet
1 Red Flash	1	No Static Correction, Tone Only	Initial Training Mode
2 Red Flashes	2	Low Static Correction	Timid
3 Red Flashes	3	Medium-Low Static Correction	Timid or Average
4 Red Flashes	4	Medium Static Correction	Average Energy
5 Red Flashes	5	Medium-High Static Correction	Average or High Energy

6 Red Flashes	6	High Static Correction	High Energy

Over Correction Protection

If your pet enters the Boundary Zone or continues anywhere beyond the Pet Area, this feature limits the Static Correction duration to 15 seconds. While the system locks out further Static Correction, the green light will remain on for 10 seconds.

In the unlikely event that your pet leaves the Pet Area, he will not receive a Static Correction upon return to the Pet Area.

Step 3

Fit the Receiver Collar

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

CAUTION

Please read and follow the instructions in this manual. Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.

- Avoid leaving the collar on the dog for more than 12 hours per day.
- When possible reposition the collar on the pet's neck every 1 to 2 hours.

- Check the fit to prevent excessive pressure; follow the instructions in this manual.
- Never connect a lead to the electronic collar; it will cause excessive pressure on the contacts.
- When using a separate collar for a lead, don’t put pressure on the electronic collar.
- Wash the dog’s neck area and the contacts of the collar weekly with a damp cloth.
- Examine the contact area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue use of the collar until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.

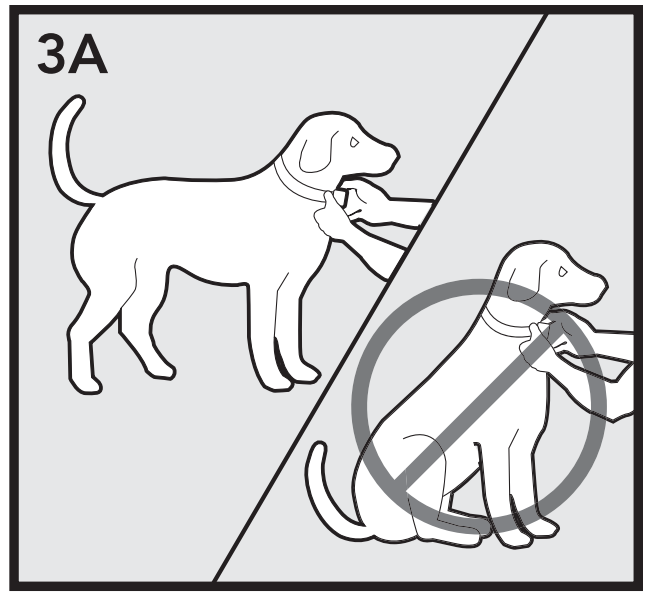
- For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet safe and comfortable. Millions of pets are comfortable while they wear stainless steel contacts. Some pets are sensitive to contact pressure. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the contact area. If redness or sores are found, discontinue use until the skin has fully healed.

You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.

To assure a proper fit, please follow these steps:

1. Make sure Transmitter is not plugged in, and the receiver is turned off.
2. Start with your pet standing comfortably (**3A**).
3. To make it easier to hear the warning beep, place the Receiver Collar on your pet with the logo side of Receiver facing your pet's chin.
4. Center the Contact Points underneath your pet's neck, touching the skin.

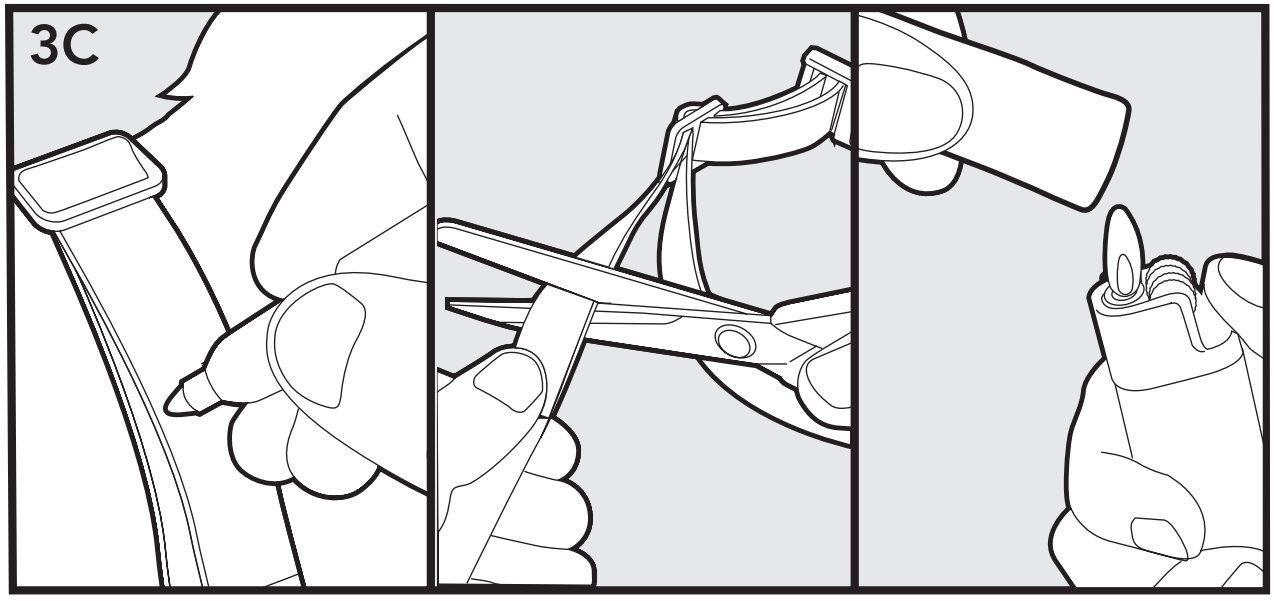


CAUTION You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.

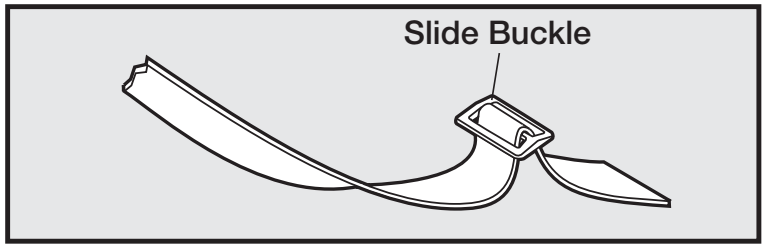
5. Check the tightness of the Receiver Collar by inserting one finger between the end of a Contact Point and your pet's neck. The fit should be snug but not constricting (**3B**).

Allow your pet to wear the collar for several minutes then recheck the fit. Check the fit again as your pet becomes more comfortable with the Receiver Collar.

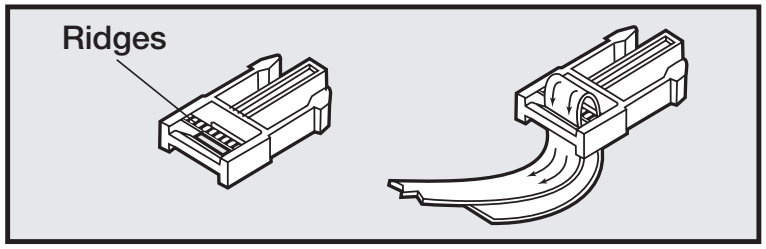
6. Trim the collar as follows (**3C**):
    a. Mark the desired length of the Receiver Collar with a pen. Allow for growth if your pet is young or grows a thick winter coat.
    b. Remove the Receiver Collar from your pet and cut off the excess.
    c. Before placing the Receiver Collar back onto your pet, seal the edge of the cut collar by applying a flame along the frayed edge.



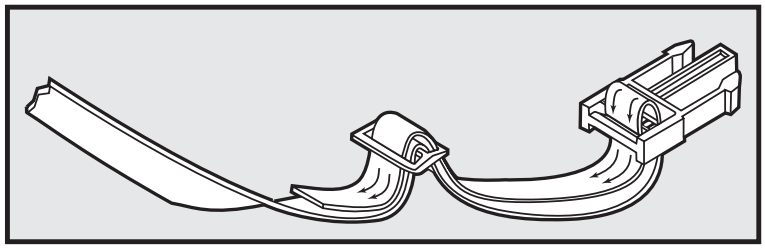
To Re-Thread the Collar



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



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



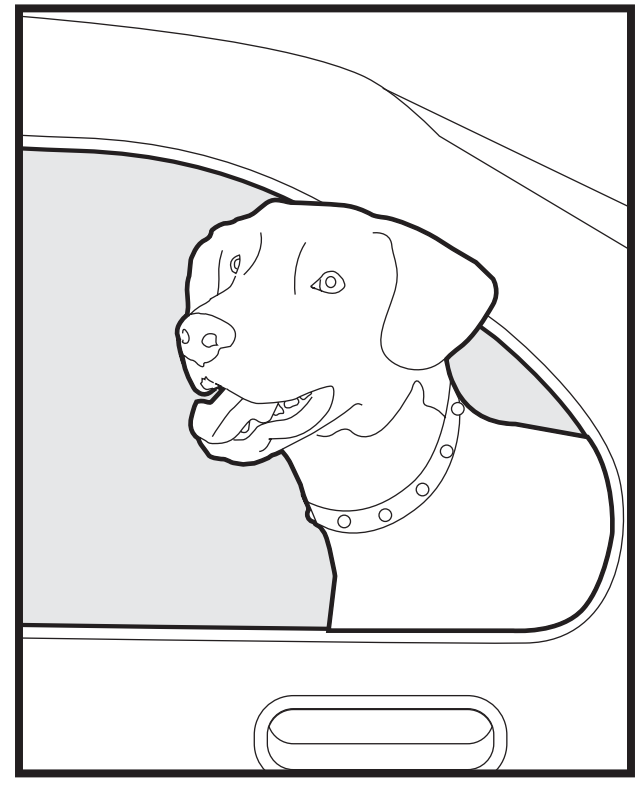
Taking Your Pet Out of the Pet Area

Important: Remove the Receiver Collar and leave it in the Pet Area.

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

Option 1: Replace the Receiver Collar with a regular collar. Put your pet in a car that is within the Pet Area and drive him out of the Pet Area.

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



Note: You may also carry your pet out of the Pet Area.

Frequently Asked Questions

Is the Receiver Collar waterproof?	• Yes.
Can I use more than one Receiver Collar with the Stay + Play Wireless Fence™?	• Yes. There is no limit to the number of pets you can contain with the Stay + Play Wireless Fence™. You must purchase an additional Wireless Pet Fence Receiver Collar for each pet. Contact the Customer Care Center at 1-800-732-2677 or visit our website at www.petsafe.net to locate a retailer near you.
Will the Stay + Play Wireless Fence™ keep other pets out of my yard?	• No. The Stay + Play Wireless Fence™ is only effective on pets who wear the Receiver Collar.
Is there a hand-held remote Transmitter that will work with the Wireless System Receiver Collar?	• No. You would need to purchase a separate Remote Training System. Contact the Customer Care Center at 1-800-732-2677 or visit our website at www.petsafe.net to locate a retailer near you.

If I have a question about my Stay + Play Wireless Fence™ or need replacement parts, where can I get answers or service?	• Contact the Customer Care Center at 1-800-732-2677 or visit our web site at www.petsafe.net.
Can I use the Stay + Play Wireless Fence™ on an aggressive pet?	• This product is not for use with aggressive pets. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.
Can I use the Stay + Play Wireless Fence™ on a cat?	• The Stay + Play Wireless Fence™ can be used as long as the cat can comfortably wear the Receiver Collar.

What happens if the power goes out?	• The Stay + Play Wireless Fence™ is designed to recognize power outages and shuts down without activating the Receiver Collar. However, if your pet is near the Boundary Zone during the power failure, he may receive a Static Correction. The Transmitter will sound an intermittent alarm for up to 30 minutes to alert you to the power failure.
If my pet leaves the Pet Area, how long will he be corrected?	• Your pet will receive Static Correction for up to 15 seconds as long as he is outside the Pet Area.
How often do I need to charge the Receiver Collar battery?	• Each charge can last up to 3 weeks depending upon frequency of use. The Receiver Indicator Light acts as a low battery indicator, flashing red every 4 to 5 seconds when battery charging is required.
Can I place the Receiver on another collar?	• Yes. You may use any 3/4 inch, non-metallic collar.

Do I need to perform maintenance on my Stay + Play Wireless Fence™?	• Check your pet's neck daily for irritation from the Contact Points. • Check the Contact Points on the Receiver Collar weekly to make sure they are clean. • Use the Contact Point Wrench to make sure the Contact Points are secure. Do not over tighten. • Check the fit of the Receiver Collar weekly. • The Receiver Indicator Light acts as a Battery Status Indicator, flashing red every 4 to 5 seconds when battery charging is required.
How do I know the battery in the Receiver Collar is still working?	• Check Battery Status Indicator Lights.

What do I do if my pet's neck becomes red and irritated?	• This condition is due to the Contact Points irritating the skin. Discontinue use of the Receiver Collar for a few days. If the condition persists beyond 48 hours, see your veterinarian. Once the skin returns to normal, replace the Receiver Collar and monitor the skin condition closely.
Can I attach a leash to the Receiver Collar?	• No. This can result in pulling the Contact Points too tightly against your pet's neck or the collar may break. Attach a leash to a separate, non-metallic collar positioned above the Receiver Collar.
Why does my Receiver Collar have a tone only mode?	• The tone only mode can be used in training your pet to his boundary or for well-trained pets that no longer require Static Correction.

Troubleshooting

The Receiver Collar is not beeping when setting up the Boundary Zone.	• Make sure Receiver Collar is turned on and Battery Status Lights are flashing every 4-5 seconds • Charge Receiver Collar • The beep may be difficult to hear in a noisy environment. • Use Test Light as explained in the "Test Light Instructions" section, and use it to determine the location of Boundary Zone. • Check that the Transmitter is set up according to directions.
The Receiver Collar is not beeping or administering a Static Correction.	• Make sure Receiver Collar is turned on and Battery Status Lights are flashing every 4-5 seconds • Charge Receiver Collar • Check that the Transmitter is plugged into a working 120-volt outlet, the Power Light is on, and the Transmitter controls are set at your desired settings.

The Receiver Collar is beeping everywhere.	• Check that the Transmitter is plugged into a working standard 120-volt outlet, the Power Light is on, and the Transmitter controls are set at your desired settings. • Bring Receiver Collar within 10 feet of the Transmitter to reset. • Make sure no continuous alarm is sounding on the Transmitter.
The Receiver Collar is beeping inside the house.	• It is recommended to remove the Receiver Collar from your pet when indoors to avoid activation of the Receiver Collar. • Make sure the Transmitter is plugged in and set up according to the directions. • Ensure the entire house is within the Pet Area. The Transmitter may need to be moved to adjust the Pet Area to include the entire house. • If relocating the Transmitter, remove the Receiver Collar from your pet before removing power from the Transmitter.

My pet is receiving a Static Correction in his metal crate.	• The Receiver Collar activates when it loses the Transmitter signal. The metal crate may block the Transmitter signal which causes the Receiver Collar to activate. • Remove the Receiver Collar from your pet when placing him in his metal crate.
The Boundary Zone seems to fluctuate.	• This is normal for the electro magnetic field of the Stay + Play Wireless Fence™. The field may be affected by surrounding "electronic noise," which can cause it to fluctuate up to 5%. • Where the Receiver Collar activates is influenced by the speed and orientation of the Receiver Collar as your pet enters the Boundary Zone.

The Receiver Collar activates in the middle of the yard.	• The Receiver Collar activates when it loses the Transmitter signal. This sometimes occurs if a large metal object is between the Receiver Collar and Transmitter, if the orientation of the Receiver Collar changes near the Boundary Zone, or if the surrounding "electronic noise" interferes with the signal. If this continues to occur, consider relocating the Transmitter and resetting the Pet Area.
The Receiver Collar is beeping but my pet is not responding to the Static Correction.	• Make sure the Static Correction Level is set at 2 or above. • Test the Receiver Collar with the Test Light. • If the Test Light flashes, check the fit of the Receiver Collar. • Trim your pet's fur where the Contact Points touch the neck and/or switch to the longer Contact Points. • Contact Points must be in contact with dog's skin. • Increase the Static Correction Level. • Repeat training steps to reinforce training.

My pet reacts strongly to the Static Correction and has become fearful.	• Lower the Static Correction Level. • Make sure you are in control of the situation when your pet receives his first Static Corrections (have him on a leash attached to a separate, non-metallic collar) and lead him into the Pet Area and praise him. If your pet remains fearful, suspend training and start again the next day. Make sure to end all training sessions on a positive note with lots of praise and play.
I was setting up the Pet Area and after I turned down the Boundary Control Dial, the Receiver Collar would no longer beep or correct.	• You may have turned the Boundary Control Dial down too quickly, causing the Receiver Collar to go into power-fail mode. This is a safety feature designed to protect your pet when power to the Transmitter goes out. With the Receiver Collar within 10 feet of the Transmitter, readjust the Boundary Control Dial and reset the Boundary Zone, making sure to turn the dial down slowly.

My next-door neighbor has an In-Ground Containment System and the Receiver Collar does not activate near their property.	• Your neighbor's In-Ground Fence signal may interfere with the operation of the Receiver Collar preventing activation close to their fence. To minimize the interference, reduce the size of the Pet Area or move the Transmitter away from the In-Ground Fence System. • Adjust the Pet Area so that the Receiver Collar activates at least 5 feet beyond the reduced Boundary setting when walking towards the In-Ground Fence.

The Receiver Collar has injured my pet's neck.	• Failing to follow the important safety information at the front of the Operating Guide has caused pressure ulcers. Some descriptions of advanced pressure ulcers describe the sores as looking like burns on the dog's neck. Be assured that electronic collars do not use enough energy to create electrical burns. The energy in an output pulse is only a few thousandths of a Joule; it is similar in nature to the static pulse that you may feel when getting out of your car. In some cases, pressure ulcers are described as chemical burns. The battery in your Receiver Collar is sealed, in addition, your collar's housing is also sealed. This redundant sealing makes it virtually impossible, without misuse or abuse, for your Receiver Collar battery to leak onto your pet's neck. Please review and follow the important safety information on pages 5-7, and the instructions in Step 3 under the heading "Fit the Receiver Collar" on pages 22-28.

Test Light Instructions

1. Make sure the Receiver Collar Battery is properly charged. Set the Correction Level to 2 or above.
2. Hold the Test Light Contacts to the Contact Points.
3. Walk toward the Boundary Zone holding the Receiver Collar at your pet's neck level until the Test Light flashes.

Save Test Light for future testing.

Terms of Use and Limitation of Liability

1. **Terms of Use**
   This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this Product implies acceptance of all such terms, conditions, and notices.

2. **Proper Use**
   This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer.

3. **No Unlawful or Prohibited Use**
   This Product is designed for use with pets only. This pet training device is not intended to harm, injure or provoke. Using this Product in a way that is not intended could result in violation of Federal, State or local laws.

4. **Limitation of Liability**
   In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

5. **Modification of Terms and Conditions**
   Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

Compliance

FCC/Canada

This Class B digital apparatus complies with Canadian ICES-003. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a practical installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the interfered receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Contact the Customer Care Center at 1-800-732-2677.

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

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

Australia

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

Customer Care International

USA & Canada - Tel: 800-732-2677
Monday - Friday 8 AM - 8 PM / Saturday 9 AM – 5 PM

Australia - Tel: 1800 786 608
Monday - Friday 7:30 AM - 5 PM

New Zealand - Tel: 0800 543 054
Monday - Friday 10:30 AM - 7 PM

This product has the benefit of a limited manufacturer's warranty. Details of the warranty applicable to this product and its terms can be found at www.petsafe.net and/or are available by sending a stamped addressed envelope to PetSafe® Ltd. Redthorn House, Unit 9, Chorley West Business Park, Ackhurst Road, Chorley, Lancashire PR7 1NL, United Kingdom.

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www.petsafe.net
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