



**Hidden
Fence** Brand

Operating Instructions



DogWatch® 1200FMD

Thank You

for purchasing the DogWatch Hidden Fence system. We believe that when you purchase a quality system like the DogWatch brand, you're receiving the best system available and an investment to your pets safety. Our products and training tools promote a lifestyle of protection, and security that no other brand can offer.

If you have any questions about our products or training your pet, please contact your retailer for immediate service.

Important Safeguards

DogWatch Hidden Fence recommends that the receiver collar be removed for at least several hours per day to ensure no pressure sores (pressure necrosis) will develop on your pets skin. Pressure sores can develop by having the collar on "too tight, for too long". Longer furred pets can have a slightly greater chance of sores developing, especially after swimming or being soaked with water. If sores are evident, remove the collar and wash the skin with a Dettol type of cleanser and allow to dry out and heal. Pressure sores happen to .05% of most pets.

Please read all the literature included with your DogWatch® Hidden Fence before turning the system on or beginning conditioning protocols.

- ***Do not attempt to shortcut the training of your dog.***
- ***The Hidden Fence is intended only for the purpose of containing domestic dogs and cats. Use for any other purpose is at the system owner's risk.***
- ***In the event your system requires servicing, please contact your local authorized Hidden Fence Dealer. Servicing the Dogwatch hidden fence system without using an authorized dealer may invalidate the warranty.***
- ***The Hidden Fence is recommended for dogs six (6) months or older. Your Dealer will recommend if a puppy under 6 months old is ready.***
- ***Keep the collar and the transmitter out of the reach of children.***
- ***Never adjust the transmitter or receiver when your dog is wearing the collar.***
- ***This product is only intended for use with well behaved domestic dogs. If your dog is aggressive or violent and could cause harm to itself or others within or outside the fenced premises, you should take other measures to restrain your dog.***

For additional information or help, please contact your vendor or local dealer

Many of these steps will help keep your pet safe and comfortable. The reason for these various steps is to ensure you get the best possible results "safely" from your new Hidden Fence.

- ***The Receiver Collar should not be on your dog when the system is tested. Your pet may receive an unintended correction.***
- ***The Boundary Width of the system must be tested whenever an adjustment is made to the containment field to prevent unintended corrections to your pet.***
- ***If you use a collar and leash for training, be sure the extra collar does not put pressure on the contact points.***
- ***Use care when mowing or trimming your grass not to cut the loop wire.***
- ***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 0 (tone only).***

MAIN COMPONENTS



Flags



FM Digital Transmitter



Zip Cord



Power Supply
w/ female connector



Receiver Collar Components



Surge Protector

*Items not shown (Nylon collar strap, mounting hardware and cable)

Additional Tools or installation aids:

- **Additional wire and flags**
- **Drill & mounting hardware**
- **Shovel or lawn edger**
- **Wire stripping pliers**
- **Electrical tape**
- **Waterproofing compound (e.g. silicone gap sealer)**
- **PVC pipe or water hose**
- **Circular saw with masonry blade**
- **Staple gun**

INSTALLATION

A hidden fence is an electronic dog fence system which has a cable that follows the perimeter of the boundary. Through the cable is a radio signal transmitted via a transmitter control unit. Your dog wears a receiver collar that receives the signal and activates a warning sound indicating proximity to the boundary. If your dog ignores the warning sound and proceeds to cross, then the dog receives a harmless electrical stimulation, influencing him to stay.



Boundary Wire: The boundary wire carries the coded FM radio signal around the perimeter of your property. Boundary cable can be placed:

- In the ground (between 50 to 150mm is ideal)
- On a fence (lower placement for digging dogs, higher for climbing dogs)
- On the ground. (use turf pegs)

Continuous Loop: In order for the system to work properly, the boundary wire must form a continuous loop. Any break in the wire will cancel the signal field. If the boundary wire is broken, the green light will go out and an audible warning will sound. Most breaks are caused by lawn/garden equipment and occasionally livestock. Technically, the better and more detailed the initial installation of the wire, the less likely a wire break will occur.

A large part of the success of the Hidden Fence is proper configuration. Cable should be installed so that it is logical for the pet to understand its boundaries without confusion. Running the cable along existing boundary fences is always the most logical for the dog to understand.

When installing additional exclusion areas, wait a week or two, so the pet can adapt to the system without confusion. Creating too many individual loops and avoidance areas may confuse your pet and make it much harder for your pet to adapt to the system.

Installation

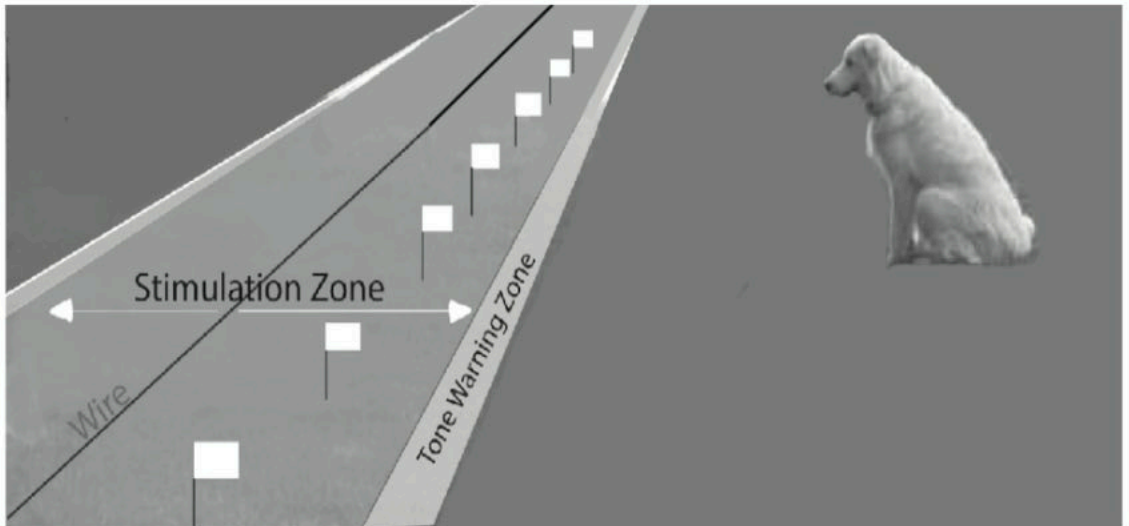
Signal Field: The signal is adjusted by the **Range** dial on the Transmitter to create a signal field on each side of the wire. Most acreage installs have a signal range of 1.5 meters on EACH side of the wire; but this is all subjective. see diagram

On smaller properties that have existing fences, in some cases, the signal can be shorter.

EXAMPLE: If your trying to stop a dog from digging out of your fence, and you only need to stop that particular behaviour, then a signal distance of 300mm, may be the best distance.

- The boundary cable runs along the entire boundary that you wish to contain your pet.
- The transmitter sends an FM Digital Radio signal through the cable.
- The FM signal has two (2) zones, a TONE zone, and a STIMULATION zone. *fig 1*
- The TONE zone is 15% of the total signal field emitting from the cable. *fig 1*
(Example: if you have a 1 metre (3.5 feet) signal range, then the TONE zone is 180mm)
- The FM Digital signal is consistent around the entire cable.
(example: if you have a 1 metre (3.5 feet) signal range, the it's 1 metre high, deep,

fig 1



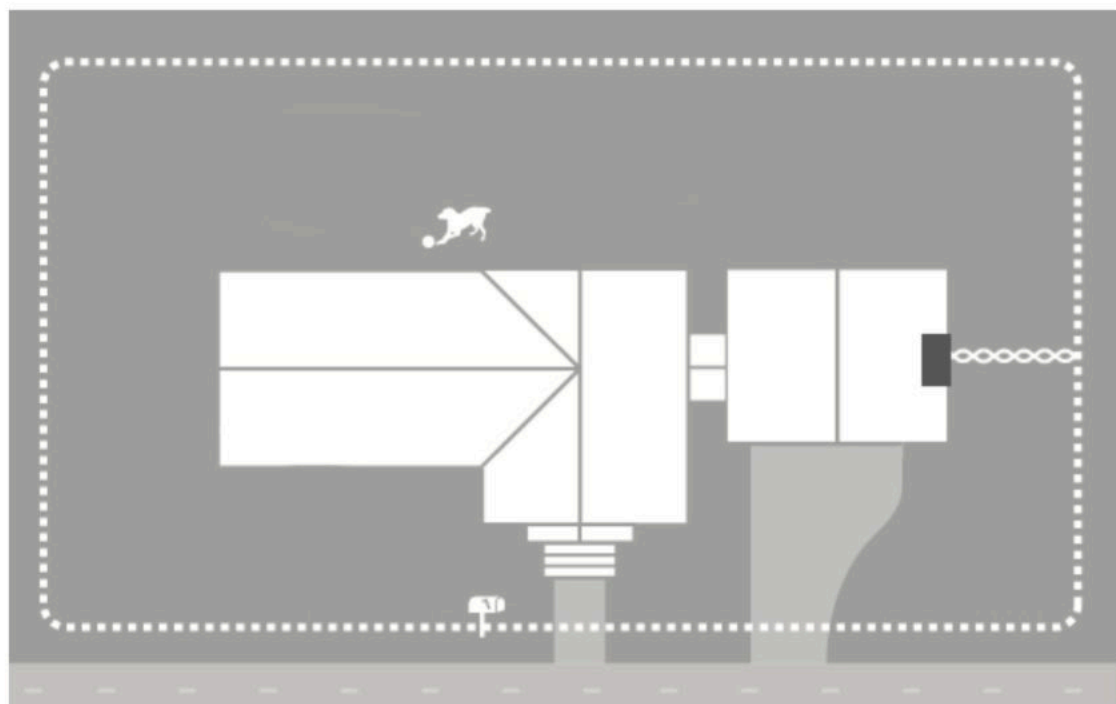
Installation

Boundary Configuration Examples

Proper configuration is key to a pet's success on a system. This cannot be ignored as the boundary area where the pet is going to be "corrected" if attempting to pass, makes sense.

Please study these various options as boundary possibilities.

Traditional



**Simple and Recommended boundary configuration.
Covers entire boundary and offers full protection.**

Boundary Cable



Twisted Cable



T1200 Transmitter

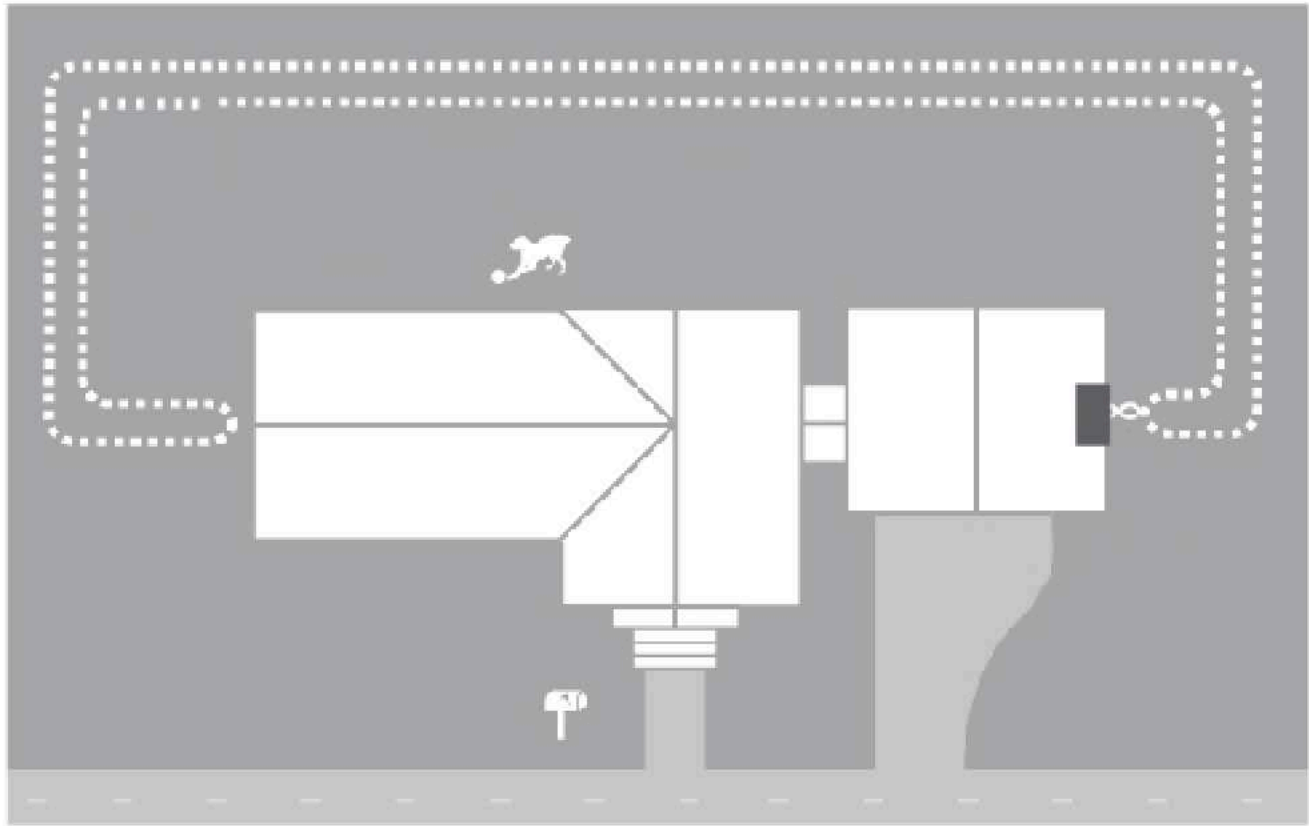


Dog



- Cable can be attached to a fence, or buried in the ground. If burying, we recommend 50mm minimum depth. If burying in a gravel driveway or under a gate, put the cable through garden hose or PVC pipe to protect it from heavy sources.
- The T1200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.

Back Yard only

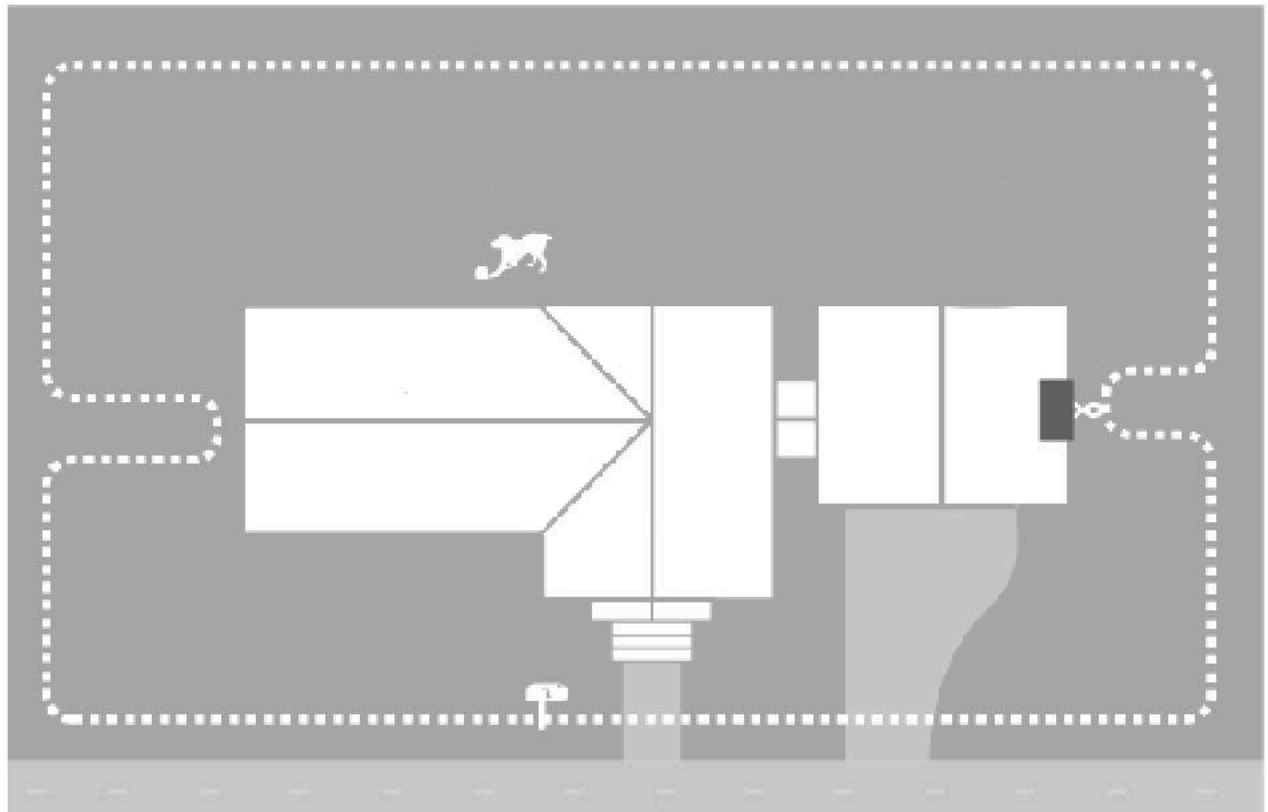


**Popular for suburban applications or canal or water front properties.
This is great for back yards.**



- Cable can be attached to a fence, or buried in the ground. If burying, we recommend 50mm minimum depth. If burying in a gravel driveway or under a gate, put the cable through garden hose or PVC pipe to protect it from heavy sources.
- The T1200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- Cable will need to be at least 300mm apart from each other. If cable is being attached to a fence, wires can be on the top and bottom of the fence. The signal range can be adjusted on the transmitter by using the "Range" dial.
- Cable must be close enough to the house, so the signal can go up to the side of the house. If the cable is too close, or the signal range is too wide, it will activate the collar inside the house. PLEASE verify your work before training your dog.

Back Yard only, with front protection



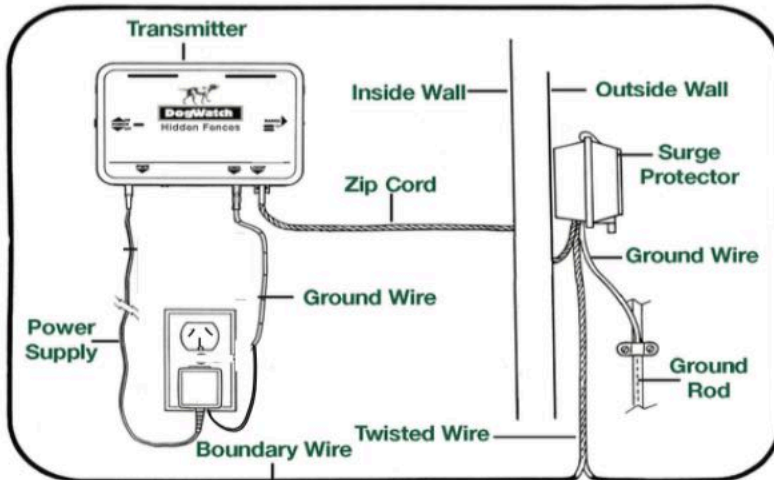
Best for areas that dogs are fenced in the back, but need containment in the front.



- Cable can be attached to a fence, or buried in the ground. If burying, we recommend 50mm minimum depth. If burying in a gravel driveway or under a gate, put the cable through garden hose or PVC pipe to protect it from heavy sources.
- The T1200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- Cable on the sides will need to be at least 300mm apart from each other.
- Cable must be close enough to the house, so the signal can go up to the side of the house. If the cable is too close, or the signal range is too wide, it will activate the collar inside the house. PLEASE verify your work before training your dog.

Installation

continued...



Step 1. First, walk the boundary so you have a clear idea as to where you wish to have your pet stop. Then, draw a map as to where you will place the cable. **Remember that the pet will stop where you've set the signal (collar activation), not where the cable is located.**

Step 2. Find a location to place your electronics. Typically a garage or car port will suffice. If need be, a covered pool filter area will also work well. The power source must be a power point that can always remain on with power. **TRANSMITTER MUST BE COVERED and out of the elements.**

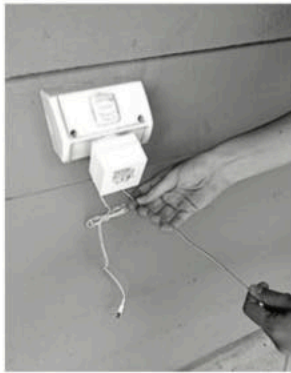


Step 3. Mount transmitter using mounting hardware or another form of mounting material. Transmitter must be within 300mm of the selected power point.

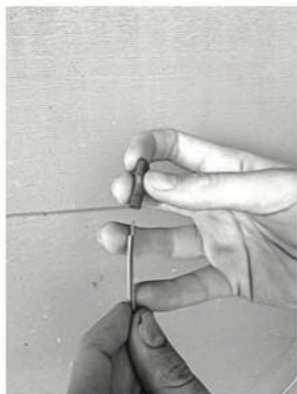
TIP: A strong double sided tape can be used to attach the transmitter to the wall; however properly mounted is recommended.

Installation

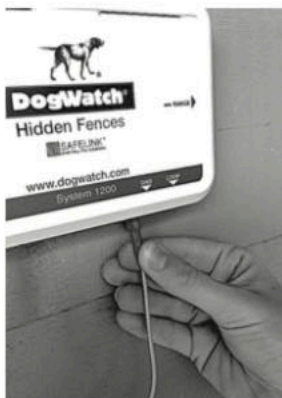
continued...



Step 4. Plug the 15v power supply into a 240v power point. Gently pull the green and yellow lead from the power adaptor to stretch it out. Then measure it to the "GND" label on the transmitter. Cut any extra length not needed off the length of the cord. Strip 7mm of the green/yellow sheath off the cord.



Step 5. Crimp the red female connector onto the green/yellow power supply.



Step 6. Plug the red female connector into the male port of the "GND" portion of the transmitter.



Step 7. Use a blade to cut the opening on the bottom of surge protector.

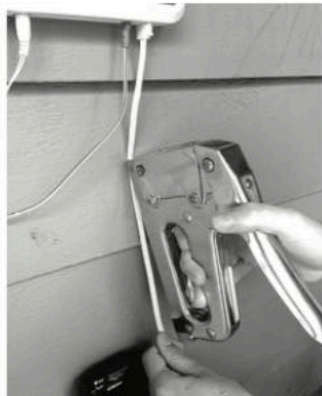


Step 8. Find an outdoor location for the surge protector.

Step 9. Mount surge protector using hardware provided.



Step 10. Attach zip cord to the transmitter.

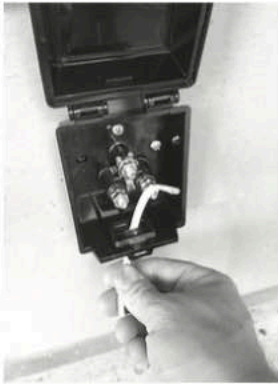
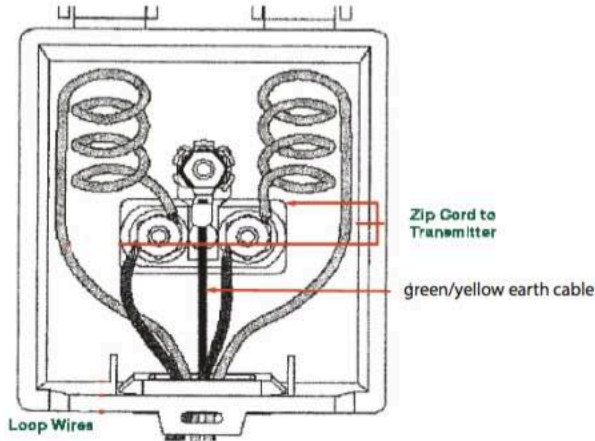


Step 11. Attach zip cord to the wall with either a staple gun, or run cable through PVC piping for optimum protection.

Installation

continued...

Installing the Surge Box



Step 11. Run zip cord to the surge box and enter through the bottom hole.



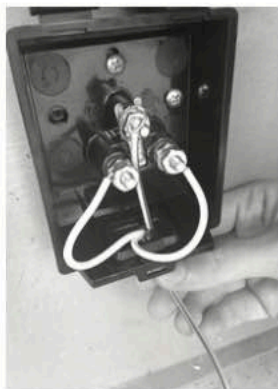
Step 12. Split the two ends of the zip cord cable



Step 13. Strip the ends of the cable back to 2cm and twist the strands so that they are a tight weave at the ends.



Step 14. Attach zip cord cables to the surge box terminals. One side of the cord to one terminal, the other side of the zip cord to the opposite terminal.



Step 15. Secure and tighten earth cable to terminal. Then attach earth cable to an earth. Shed, star picket or earth stake are options.



Step 16. Attach one end of the boundary cable to one terminal, and proceed to run your boundary. REMEMBER: when returning the cable back to the other terminal, you can place them in the same trench to cancel the signal to the collar.

Installation

continued...

When installing on to fences, be sure to plan accordingly. Ask yourself..."What is my dog doing to escape? Digging? Jumping? Etc.

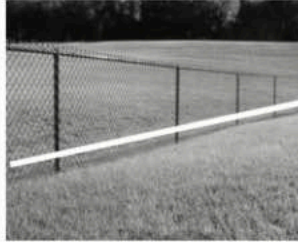
Chain Link Fence

Cable on Chainlink fence can be woven through, however, using cable ties is far more practical.

White line indicates where to position boundary cable



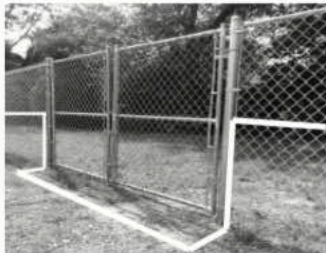
Dogs that jump to escape over fences



Dogs that dig to escape under fences



Dogs that can jump and dig to escape



Bury cable in front of gates and use right angles when positioning to the fence.

Cattle or Stock Fence



Timber Fence

Cable can be stapled to the timber. Use a staple gun to apply cable to the fence. Be sure NOT to pierce the cable jacket with the staple as this can "earth out" the cable and the receiver won't react to the system.



Installation

continued...

QUICK GUIDE



Timber fence.

Use a staple gun to secure to the timber.



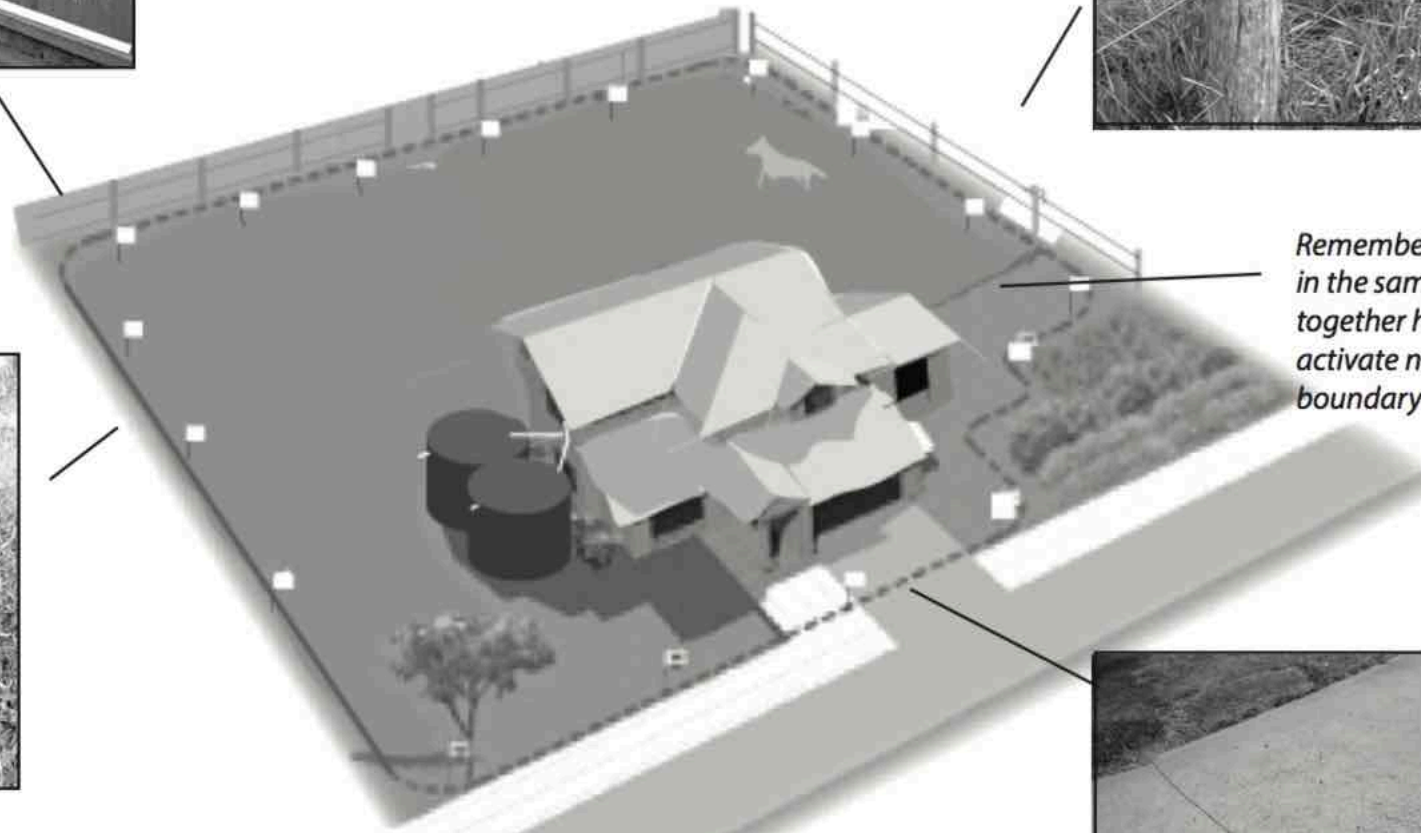
In the ground

A spade or pick is best used when burying the cable. Ideally the cable should be at least 50mm deep. 150mm is perfect. When going around corners, try to make smooth curves.



Cattle fence.

String your cable through the pilot holes in the timber posts. You can also use cable ties to secure as well. Position your cable on the fence based on your pets wandering habits. High for jumpers, low for diggers.



Remember that your cable should be in the same trench, taped or twisted together here so the collar doesn't activate near this connection to the boundary

Once your Hidden Fence cable is installed. Carefully check to see if it's exactly where the cable needs to be to properly contain your pet. Remember to address the behavioural issues surrounding the reasons your dogs were escaping.

Now begin to program your electronics.



Concrete or Asphalt Driveway.

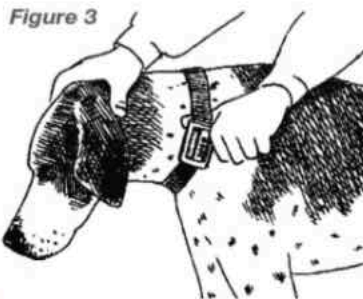
Use an angle grinder to make a groove in the driveway, or use an existing expansion joint to place the cable in, using a silicon sealant to secure over the cable.

Gravel or Dirt Driveway.

If you have a gravel or dirt driveway, run the cable through a piece of garden hose or pvc irrigation pipe and hand bury about 200mm under the gravel.

SYSTEM 1200 RECEIVER FEATURES

Adjustable Collar: The receiver is attached to an adjustable nylon collar. The collar should be positioned above the dog's regular collar. Adjust the collar to insure that the contact posts touch the skin on the dog's neck. (Figure 3) *Check the fit for the first few days of wear to insure that the collar is not too tight or causing irritation to your pet's neck.*



The Receiver Collar Must be removed for several hours per day minimum, or pressure sores could develop.

Contact Posts:

must make contact with the skin in order for the dog to feel the stimulation. In certain cases, it may be helpful to clip some of the hair around the contact posts.

Tighten the contact posts only with the collar wrench provided. Use of pliers or similar tools can result in over-tightening, which can damage the receiver.

Antenna: The receiver incorporates an omni-directional antenna design. The use of multiple antennas in the receiver assures optimal reception from the signal field.

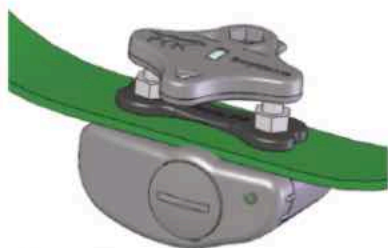


Figure 4

Test Light: The test light allows you to test the receiver. Hold the test light over the contact posts. (Figure 4) and carry the receiver into the signal field. When the receiver picks up the signal from the boundary wire, the audible warning will sound and the test light will come on.

Automatic Shutdown: The DogWatch System is designed to protect your dog from an over-correction in the unlikely event that your dog walks into the signal field. If your dog does not exit the signal field, the receiver will automatically stop correcting after 15 seconds to protect your dog from over-correction. The dog will also receive a "warning" correction every 15 seconds which will continue until he leaves the field.

Receiver Settings / Training Levels

System 1200 incorporates 4 training levels plus an audible only setting. Level 1 is a very low correction setting that in many cases is an appropriate training level for timid pets. Levels 2 and 3 are progressively stronger training levels. Level 4 is designed specifically for pets that require higher correction levels in order to be contained.

All settings are designed to be *Pet Friendly™* and will not harm your dog.

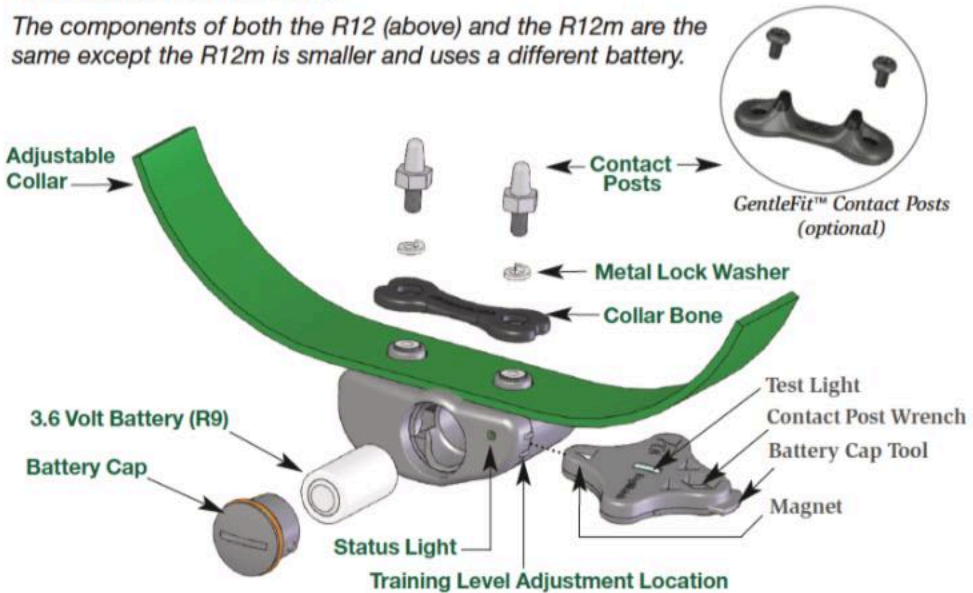
Setting and Changing the Training Level

Hold the test light with the magnet end at the marks on the side of the receiver

Hold the magnet steady and **you will hear a series of beeps as the Training Level advances.** The Training Level will continue to advance as long as the magnet is held in position.

R12 and R12m Receiver

The components of both the R12 (above) and the R12m are the same except the R12m is smaller and uses a different battery.



Receiver Battery

Both the R12 and the R12m operate on a replaceable battery. Both receivers are waterproof when the battery cap is fully seated.

R12 Battery: The R12 receiver is powered by a 3.6 volt lithium battery. With normal use, the battery should last about **two years**. The positive (+) end of the battery must be inserted down. (Figure 1)

R12m Battery: The R12m receiver is powered by a 3 volt (1/3 N) lithium battery. With normal use, the battery should last about **six months**. The negative (-) end of the battery must be inserted down. (Figure 2)



Figure 1



Figure 2

Batteries: it's strongly recommended to use approved battery brands with your DogWatch Hidden Fence receivers. Not doing so could void your warranty, as well as compromise the operation features of your Dogwatch receiver. Recommended brands: SAFT, Varta, Panasonic, Sanyo, Energizer, Duracell.

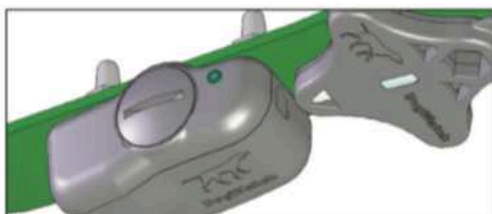
If any doubt, please contact your Hidden Fence supplier for approved battery.

Setting and Changing the Training Level (cont.)



R12 Receiver

Hold the magnet between the two lines on the side of the receiver to reset the training level.



R12m Receiver

Hold the magnet at the marked area on the side of the receiver to reset the training level.

When you reach the desired Training Level, pull the magnet away from the receiver. The receiver is now set. Note: Any time the magnet activates the receiver, it will advance the receiver setting to the *next* Training Level, and continue to cycle through the settings in the order shown in the table below, as long as the magnet is held in place.

NOTE: Any magnet directed at the marks on the side of the receiver will activate this process.

Training Level	Audible Only	Level 1	Level 2	Level 3	Level 4
Tone	One Long Beep	1 beep	2 beeps	3 beeps	4 beeps
Correction Level	None	Low	Medium	Medium-High	High

Multiple Dogs The System 1200 allows you to select a different training level for each dog – allowing you to conduct training with one dog, for example on Level 1, while the other dog is protected with Level 2.

Receiver Status Light

The status light continuously monitors your receiver and provides these features.

- **Start-Up** When you first insert the battery into your receiver, the status light will **flash red and green**. This indicates that the receiver has started properly. Once started, the status light will continue to **flash green** once every 40 seconds indicating **normal operation**. In the event that the light does not flash, check the battery to be sure that it has been inserted properly.

- **Training Level Indicator** When programming the training level of your receiver the status light will **flash green** in conjunction with audible beeps. The number of flashes/beeps will equal the training level you have chosen.

- **Signal Field Indicator** When testing the receiver in the signal field, the status light will **flash green** when the receiver is in the audible zone and will **flash red and green** when the receiver is in the correction zone.



The R12m Status Light



The R12 Status Light

(cont. next page)

Receiver Status Light (cont.)

• **Battery Indicator** This feature monitors the voltage level of the battery. Once the receiver detects that the battery has reached a low voltage level, the status light will change from the normal **blinking green** every 40 seconds to **blinking red** every 10 seconds. This indicates that your battery is close to the end of its useful life and you should change the battery within the next 3-4 days.

Resetting the Low Battery Light

1. Remove the old battery.
2. Before inserting a new battery, **let the receiver sit for five minutes** with no battery.
3. After five minutes, insert the new battery.

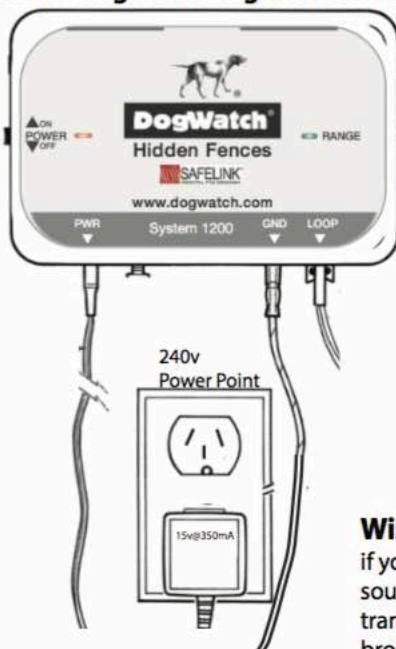
If you forget to wait prior to inserting a new battery, the "low battery" light will continue to blink red until it automatically resets itself after 24 hours.

SYSTEM 1200 TRANSMITTER FEATURES

Range +/-: The radio signal is transmitted from the boundary wire in all directions. The signal is adjusted by the range control on the transmitter to create a signal field on each side of the wire. **The range dial is very sensitive, so adjust gently and test each time. NEVER adjust range or ANY setting when the dog is wearing the receiver collar!**

DogWatch System 1200 Transmitter

On/Off Switch →



RANGE DIAL

Turn clockwise to adjust the distance from where you want your dog to stop in relation to your cable.

Programming switches

These are dealer use ONLY.

If the khz needs to be changed due to a neighbouring system, please contact Hidden Fence or your retailer!



Wire Break Alert!!

if you hear a "beeping" sound coming from this transmitter, you have a broken or un-joined cable.

For Battery Purchase...visit www.hiddenfence.com.au or your Vendor

Dog Training Protocol

- First Training – Audible and Visual association, Recognition and Redirection (subtle Electrical Stimulation)
- Second Training – Risk versus Reward (choice pointing), Deliberate elicitation of Prey Drive (assess and likely raise ES level)

We focus on 4 principles to help the dogs understanding of its new boundaries:

- 1- Identification the new boundary (audible and visual)
- 2- Recognition that the (audible and visual targets) are unfavourable (pressure).
- 3- Redirection or Retreat when encountering the boundary (relief)
- 4- Exposure and Emphasis on play within the boundary

Key Points before Starting:

Flag Placement

1. Training flags are almost always placed 400mm just inside the signal edge where the collar will begin to “beep”.
2. Flags are spaced 1 1/2 metres apart. Flags may be even closer depending on the application. The marker flags operate as a visual cue as to where the signal edge is revealed.

Proper fit of the Hidden Fence collar receiver

1. The collar should be worn “snugly” on the dog’s neck with the clip up high near the back of the dog’s ears.
2. When fitting the collar, the dog should be in the standing position looking forward.
3. Both contact posts on the collar need to touch the skin to be able to deliver the Electrical stimulation, fur and other collars should be out of the way and not interfere with the contact.
4. You should be able to fit no more than one fingertip between the contact post and the skin, if you’re able to fit both fingertips between each contact and the skin, it’s too loose and won’t correct.
5. **The collar should be taken off daily for at least 6 hours, so pressure necrosis (pressure sores) don’t develop.**
6. Pressure necrosis (although rare) happens more frequently with medium to long furred dogs with thinner necks. Pressure sore happen simply from being “on too tight, on too long, or both”. Wet or damp fur can increase likelihood of pressure necrosis developing.

Important Fundamentals of Training:

Avoid using voice commands and/or using food treats as reward during each session

1. We recommend not using vocal commands or food treats during the training for a Hidden Fence. Voice commands and treats are too often associated with something related to the owner and can interrupt key focuses. Hidden Fences work best when a more “anonymous” application is presented.

Flat Collars are recommended. (No Halter Collars or Check (choke) Chains)

Keep pet “on lead” and/or supervised until properly trained.

As the pet’s owner, you are always responsible for your pet’s actions and behaviour.

**Keep pet "on lead" and/or supervised until properly trained.
As the pet's owner, you are always responsible for your pet's actions and behaviour.**

Session 1

Once the boundary wire has been installed, the receiver collar is programmed and tested throughout the entire property. After testing concludes, white marker flags are placed in position where the pet will be able to view the flags in close proximity to when it hears the audible tone emitting from the receiver. This is critical, as the pet must associate the two as one and the same. The white flags are almost always placed 400mm just inside the signal edge where the receiver will begin to "beep". The flags are spaced evenly apart from one another and sometimes may be even closer depending on the application.

The pet must be on lead at all times when outside until the next session. This maintains control of the dog's movements so there are no inconsistencies.

Hidden Fence requires the owner supply a lead and "flat" nylon collar for use during the training. Halter collars are not recommended as they have the potential for injuring the dog's neck if jerked by accident.

A typical schedule to follow to reinforce the training is about twice a day for roughly ten minutes each session. Most of the ten minutes is walking about the property and creating a positive atmosphere for the dog, i.e.: playing, running, sniffing, etc. Realistically only around 2 to 3 minutes are used for the boundary training; the rest of the time is spent playing.

Now program the receiver collar so it's only on the lowest stimulation level that only. When the pet receives the stimulation for the first time, you only want to witness a slight body language response, not a vocalised response.

Technique 1

The first technique generally takes two people.

Person 1, holds the lead and keeps the dog approximately 1.5 metres inside the flags.

Person 1 does nothing but hold the dog in place; no talking or getting the dogs attention.

Person 2, has the receiver collar in their hand, but concealed from the dogs view.

Person 2 steps into the signal field and holds the collar down near a flag so the receiver is emitting the audible tone.

While the tone is activated, **Person 2** shakes the flag with urgency. Once the dog appears to target the flag, **Person 2** moves down the line and allows the collar to beep at several flags while shaking.

Both participants then move to 3 other spots on the yard and repeat the technique. This allows the dog to recognize consistency.

It's important that no verbal commands are used during this process, as this would associate the signal with the owner.

Try not to distract the dog while performing the technique. If the dog removes its attention away from the and tone, it may mistakenly associate the person holding the collar as part of the process.

After a few sessions the dog should be somewhat suspect of the audible tone and flags. If it's viewed that the dog is showing signs of excessive preoccupation, then lightened up training with more playtime and less emphasis on the boundary, only occasionally making an approach.

Technique 2

The second technique is more hands on and requires a good deal of timing.

- 1. The receiver collar is programmed to level 1 on the receiver.** (see page
- 2. The collar is placed on the dog. Be sure to fit properly**

After a quick run around the safe zone of the interior of the property, the owner brings the dog back to the original spot where the dog first heard the warning tone coupled with the flag. The owner then allows the dog to make an approach to the boundary (preferably on its own initiative), and allow it to hear the beep while wearing the collar.

Typically the dog will tilt its head in curiosity. However, the best reaction is a noticeable sign of recognition by the dogs body language...such as a slight jump back without a vocal response. The owner may then give a very quick, but gentle "tug" of the lead; or a slightly urgent redirection. A redirection or retreat should only be approximately 2 metres.

This technique is to be performed about the entire boundary for just a few minutes. If the owner detects boredom, speed up the tempo of the training so it is more entertaining for the dog.

Session 2

Session 2 begins after several days of reinforcing the techniques given on session 1. This session focuses on how well the dog understands his boundaries by showing apprehension to the flags and tone. Program the correction level that is sufficient to create a "startled" effect by the dog once it enters the boundary.

Set up a series of events that are designed to tempt or distract the dog to escape. This can be easy or difficult depending on the dog's prior escaping habits. On many occasions, another dog is used on the opposite side of the boundary fence, yet far enough away so that it's not in the proximity of where the dog will receive its first correction, as we don't want the dog on the containment system to associate the dog on the opposite side of the fence with the correction. Many tools of distraction are used, toys are not recommended. Toys are a play thing and shouldn't have anything to do with aversive training. Family members can be used as a distraction but only under certain conditions. Call the Hidden Fence professional for this advice.

The dog is then exposed to the correction with a mild setting and the use of a low level distraction, i.e. walking outside of fence, making noise in the bush, etc. The dog approaches the boundary and receives its aversive stimulus. 90% of the time, the dog is aware that it's receiving an unpleasant sensation and moves backwards, but with urgency. Usually the dog may return to verify what it experienced. If so, the dog will move backward to experience relief. The dog is then encouraged further towards the centre of the yard and is subtly praised with mild play.

The temptations are increased to prove to the dog that the risk of discomfort isn't worth the perceived "high value" reward. Many times the dog has already decided that it's more interested on playing on the inside than dealing with his boundaries. The sessions can sometimes be very somewhat anticlimactic.

At this juncture, the owner may be able to have the dog off lead, while supervised, in the yard. This luxury is only granted under certain criteria, and if the situation appears to be less critical than at the beginning. The dog would have had to display good recognition of the boundary and show convincing signs of avoidance. The dog would have earned the right to be off lead.

TROUBLESHOOTING

Collar Receiver does not appear to be working

- Check that the battery was inserted correctly in the battery compartment.
- Check the mounted transmitter control box that all LED's are on and **the signal field is set correctly on the range dial located on the side of the transmitter.**

The Collar Receiver doesn't seem to work unless right next to the cable.

- Check the range dial on the side of the transmitter controller for the correct distance. Replace the collar battery with approved battery.
- Check the boundary cable to ensure it hasn't been crushed, or the outer casing of the cable hasn't been stripped and the copper wire inside isn't touching something wet or metal.
- If using a dual loop design, make sure that the wires are AT LEAST 300mm apart.

The Collar Receiver activates inside the house near metal doors, etc.

- Check to see if your cable is running parallel too close to the home, or running too long in-conjunction with metal objects close too the house. Running parallel with concrete driveways for too long a distance can do this as well.
- Check your distance on the range dial. If you have it too wide a signal, it could be flooding the area with signal.
If the problem persists....contact a Hidden Fence Dealer for a service call.

The transmitter is making a loud beeping sound.

- If the mounted transmitter is giving off a loud "beeping" sound, It's typically a wire break. Wire breaks can be difficult to find at times, however, it's almost always where the ground has been disturbed. Digging, planting, or driving over with machinery are usual suspects.
- Travel along the cable to see if there is any disturbance. If so, splice in a new piece and check to see if the beeping stops.

My dog does not appear to be receiving the stimulation.

- Make sure the collar is fit properly. If only one contact is touching the dogs skin, and the other is not...your dog WON'T feel the stimulation.
- Make sure the stimulation is set to a level that the dog respects.
- Make sure your distance is set properly.

I seem to have "less" distance signal at the concrete driveway.

- If there is a considerable amount of "reo" in the concrete, it can reduce the signal to almost half. In many cases this is normal.

I've turned everything on, and I'm not getting signal at the wire, but all my lights are on on the electronics.

- Check your range dial for distance. If you haven't yet adjusted the range, this could be it.
- Check to see if your cable is "earthed" out on the boundary. It could be stripped and touching or crushed against something metal or near heavy moisture.

If this page was unable to solve your issue, please contact your supplier or contact a Hidden Fence Professional for assistance. There will be a charge if the Hidden Fence Dealer needs to appear on-site.

Warranty and Guarantee for DIY Equipment

For the purpose of this document, "DW" pertains to DogWatch Hidden Fence. These terms and conditions are enforceable by all dealers of DW, otherwise known as a Hidden Fence. For the purpose of this document, "DW" will be used as the architect of the document to simplify its warranty statement.

- 30-Day RETURN.** DW carries a 30-Day return policy. Customer may return products in original packaging and receive FULL purchase price (less shipping and handling) as long as products have not been installed or used on an animal. Customer can receive partial purchase price depending on what has been used.
- DOGWATCH** hidden fence systems will not keep people or other animals from entering your pet's safe areas. If you feel your pet will not be safe from outside visitors/intruders (human/animal), you should not solely rely upon the system to keep your pet safe.
- INSTALLATION.** The customer must provide a 240v power point and keep it dedicated and operational. DW accepts no responsibility for damage to underground pipes, wires, etc. DW is not responsible for re-landscaping. Installations must have some form of logic and based on the animal's welfare. Preferences must be secondary to the safety of the animal. If customer has installation issues, or seeks on-site support, he/she may contact a licensed DW dealer for assistance with the understanding there may be a fee.
- WARRANTY.** DogWatch products, except batteries, contact posts, cable and nylon collars carry a 3-year warranty. ALL on-site warranty service is subject to a reasonable service charge. POSTAGE is only covered for warranty replacement for 60 days from the purchase date. Postage after the 60 days is the sole responsibility of the purchaser.

All warranties granted in this document are for the sole use of the purchaser and are not transferable.

Dogwatch electronics must not have been previously altered, repaired, tampered with or serviced by other than Hidden Fence or DogWatch authorised facility. The product must not have been subject to accident, misuse, abuse or operated contrary to the instructions given by DW.

R12/R12m Receiver- warranty is in effect for electronics only and not applied to batteries, posts or nylon collars.

3-year equipment warranty- System 1200/R12/R12m (surge protectors, cable, flags, connectors, nylon collars, batteries, carry no warranty)

Batteries- DW does not warrant batteries used with DogWatch equipment.

Wire. DW does not warrant wire used with DogWatch systems. Breakage or deterioration of wire is not covered under any warranty in this document.

- WARNING.** The control panel component (transmitter) of the system includes a visual and/or visual and audio signal to warn of a system malfunction. Therefore, the transmitter is intended to be installed in a place where such signals can be easily seen and/or heard. If the transmitter is installed in an enclosed area or a place that isn't readily accessible to the customer, customer will forfeit the benefits of the system's warning functions for which Company assumes no responsibility. If tampering or misuse with the transmitter by the customer occurs, customer forfeits any warranty and company assumes no responsibility. Transmitters are NOT waterproof or resistant. Therefore, customer must not allow the transmitter to be in contact with water. Water damage IS evident, so customer is advised to not expose transmitters to the elements.
- WARNING.** Some persons claim that a ES (electrical stimulation) from an electronic receiver can provoke an animal to become aggressive, and to attack or bite. Customer is at all times responsible for their animal's behavior. Customer is hereby warned to be alert for growling, snarling, biting, or other aggressive behaviors by any animal using the system, especially during training. If such behavior is observed, particularly if it appears to be associated in any way with the system, Customer should immediately stop using the system, unplug the transmitter and contact HF. Reported incidents have typically involved: 1) dogs with a pre-existing aggressive tendencies; 2) other provocation at the time of incident. Reports alleging such incidents are rare. (less than 0.01% of the time)

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED, OTHER THAN THOSE PROVIDED IN WRITING HEREIN, SHALL APPLY TO THIS UNIT OR INSTALLATION. DW SHALL NOT BE LIABLE FOR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR ANY PERIOD IN EXCESS OR PERIODS OF THE EXPRESSED WARRANTIES PROVIDED ABOVE. IN ADDITION, UNDER NO CIRCUMSTANCES SHALL DW BE LIABLE FOR PROPERTY DAMAGE SUSTAINED, ECONOMIC LOSS OR ANY CONSEQUENTIAL DAMAGES IN CONNECTION WITH SAID UNIT OR INSTALLATION.

- ENTIRE AGREEMENT.** This instrument contains the entire agreement between DW and the customer with respect to sale installation of the unit and supersedes all previous negotiation, commitment, statement and representations, whether written or oral, pertaining thereto.
- EFFECTIVENESS OF AGREEMENT.** This agreement becomes binding upon DW only when a monetary transaction has been enabled and funds have changed hands. None of the terms and conditions may be altered.

DogWatch, DogWatch logos, Performance Series, and SafeLink are registered trademarks of DogWatch Inc.

DogWatch products are protected under U.S. Patent numbers:
5,353,744; 5,465,687; 6,079,367; 6,360,698; 6,467,435; 6,575,120; 6,825,768 and D,491,481.

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.

DogWatch products are lead-free and compliant with the
Reduction of Hazardous Substances (RoHS) initiative.

©2017 DogWatch Inc. All rights reserved. 295025 Rev. G 11-2013



All DogWatch and Hidden Fence brand products comply with ECMA (Electronic Collars Manufacturers Association) and ACMA (Australian Communications and Media Authority)

Hidden Fence brand® should not be confused with Invisible Fence® or Invisible Fencing® which are products and registered trademarks of Invisible Fence, Inc. sold in the US.

© 2000-2017 DogWatch Inc. All rights reserved. No photographs, illustrations or text can be reproduced in any form without the express written consent of DogWatch Inc. Dog Fence.

© 2002-2017 Hidden Fence. All rights reserved. No photographs, illustrations or text can be reproduced in any form without the express written consent of Canine Containment Company

Pty Ltd. DogWatch, DogWatch logos, FastReact™, Automemory™, Safelink™, Performance™, Scoot™, PowerPak™, Pet-Friendly™, are all registered trademarks of DogWatch, Inc. Dog Fence.

© 2002-2017 "Hidden Fence brand –experts in pet containment...guaranteed" is a registered logo trademark.

© 2010-2017 Dog Stop by Hidden Fence brand is a registered logo trademark of Hidden fence brand.

© 2002-2017 Canine Containment Company Pty Ltd. All rights reserved. DogWatch Hidden Fence Systems, The Hidden Fence Company and The Hidden Fence Company logos are all Registered

trademarks of the Canine Containment Company Pty Ltd.



Hidden Fence®

ACN: 101 419 149



DogWatch®

Hidden Fences

www.hiddenfence.com.au