



Hidden Fence[®] Brand

Operating Instructions



CatWatch[®] Hidden Fence

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Thank You

for purchasing the CatWatch 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 for 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

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 pet's skin. Pressure sores may 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 cat.***
- ***The Hidden Fence is intended only for the purpose of containing domestic 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 cats four (4) months or older. Your Dealer will recommend if a kitten under 4 months old is ready.***
- ***Keep the collar and the transmitter out of the reach of children.***
- ***Never adjust the transmitter or receiver when your cat is wearing the collar.***

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 cat 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.***
- ***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 stimulation level on the receiver collar back to level 0 (tone only).***

MAIN COMPONENTS



IB200 Multi Transmitter



Cat Receiver Collar
(components not shown)



Flags



Power Supply
w/ female connector
(may look different to
above photo)



150m Boundary Cable



MultiTool

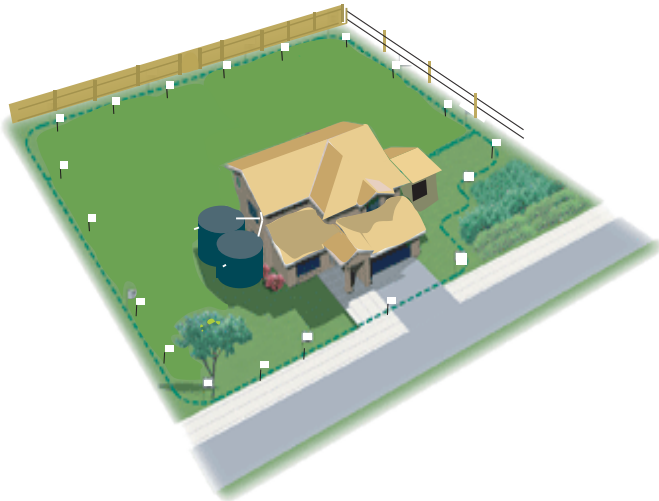
*Items not shown - mounting hardware, joiners and flag stands (indoor)

Additional Tools or installation aids:

- Additional wire and flags (if required)
- Drill & mounting hardware
- Shovel or lawn edger
- Wire stripping pliers
- Electrical tape
- Silicone gap sealer
- PVC pipe or water hose
- Circular saw with masonry blade
- Staple gun

HOW IT WORKS

A hidden fence is a electronic cat 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 Cat wears a receiver collar that receives the signal and activates a warning sound indicating proximity to the boundary. If your cat ignores the warning sound and proceeds to cross, then the cat 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 cats, higher for climbing cats)
- 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.

HOW IT WORKS

Signal Field: The receiver collar activation distance is adjusted by the **Range dial** on the back of the Transmitter. This creates a signal field on each side of the wire.



Most installs work well with the collar activating around 1 meter from the wire; but this is all subjective to the application. see diagram fig 1

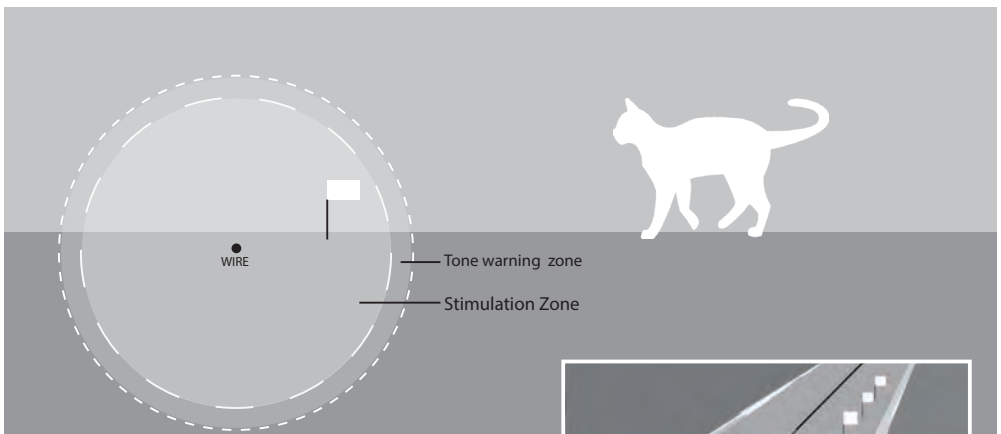
On smaller properties that have existing fences, in many cases, the signal can be shorter.

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

Signal Field Basics

- 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 signal range, then the TONE zone is 150mm)

fig 1



- The FM Digital signal is consistent around the entire cable.
(example: if you have a 1 metre signal range, then it'll be 1 metre high, deep, and side to side. fig 2

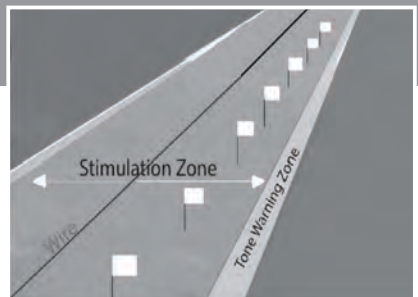


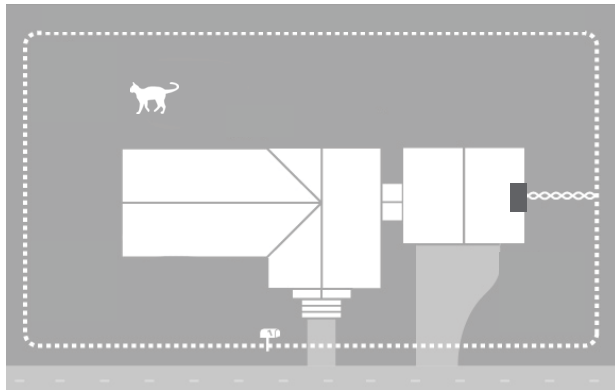
fig 2

HOW IT WORKS

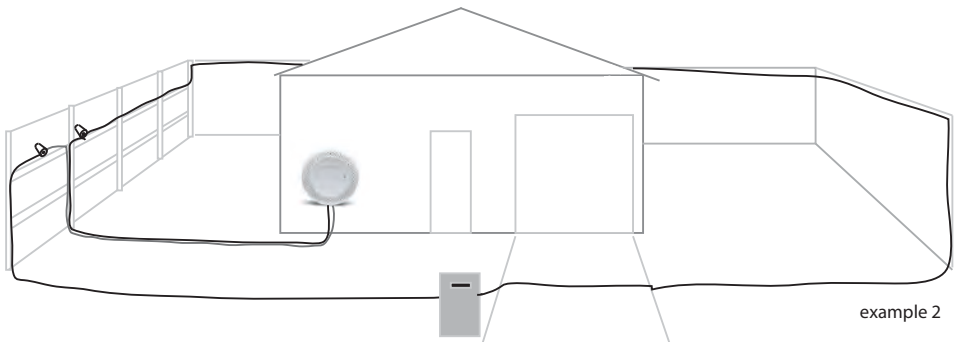
Boundary Configuration Examples

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.

Traditional



example 1



example 2

Boundary Cable



Twisted Cable



IB200 Multi-Transmitter



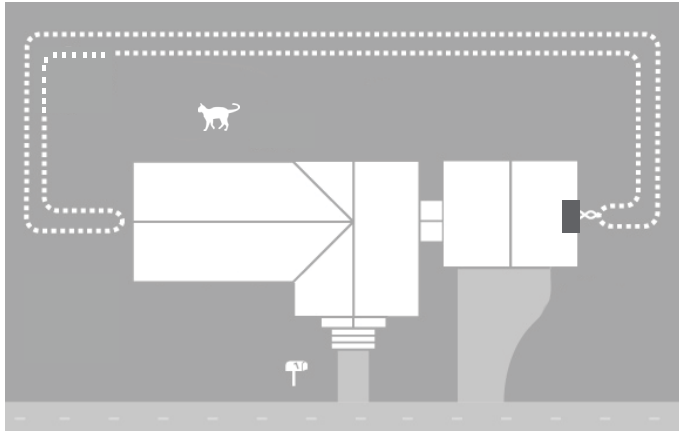
Cat



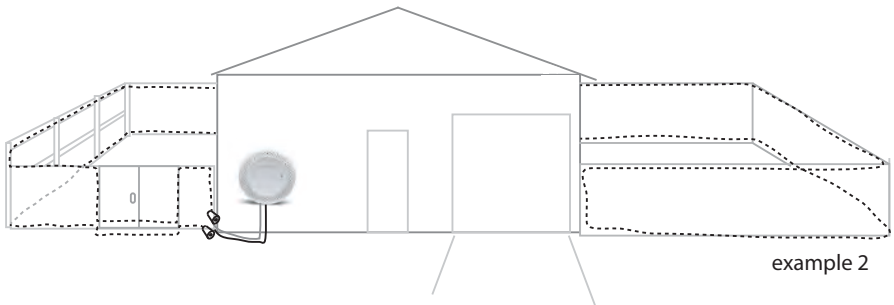
Simple and Recommended boundary configuration. Covers entire boundary and offers full protection.

- 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 IB200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- If driveway is concrete, try and use an existing expansion joint in the concrete to place your wire. Use a silicon sealer to seal the cable in place. If asphalt driveway, make a 4mm wide x 5mm deep groove using a circular saw. Place wire in the groove and use a black silicon sealer to hold in place

HOW IT WORKS



example 1



example 2



**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 IB200 Transmitter is NOT waterproof. The transmitter and AC adaptor must be under cover or protected from water or rain.
- Cable will typically 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 cat.

1

GETTING STARTED

Introducing the Cat to the Hidden Fence in STEPS!

STEP 1. Remove all components from the box and assemble the cats receiver collar

STEP 2. Set up and begin the indoor training protocol.

STEP 3. Install outdoor perimeter cable.

STEP 4. Introduce and supervise your cat on the outdoor system.

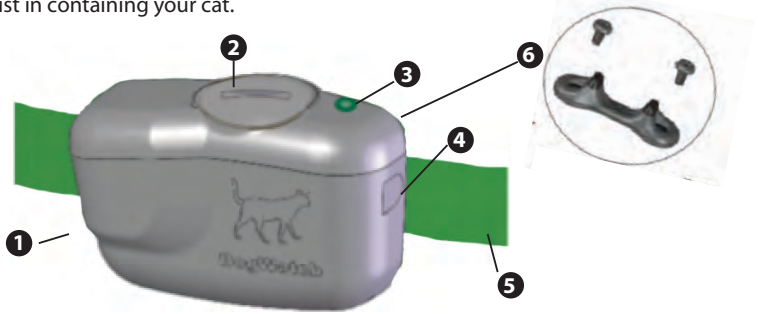


- 1. R12M Receiver Collar
- 2. MultiTransmitter
- 3. 18v AC Adaptor
- 4. Flag Stands (indoor)
- 5. Flags (indoor)
- 6. Flags (outdoor)
- 7. Cable (outdoor)

RECEIVER COLLAR

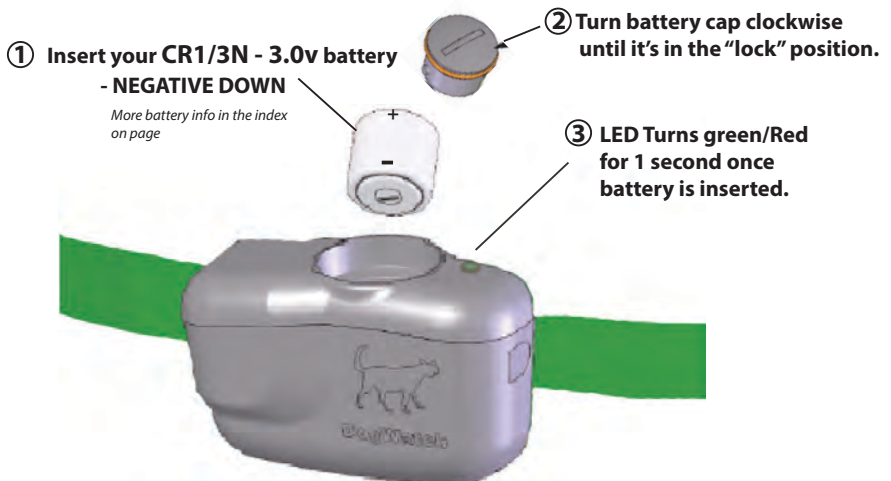
R12M RECEIVER COLLAR

The R12M is designed for smaller pets on the Hidden Fence system. The R12M has exclusive features to assist in containing your cat.



- 1. R12M Receiver
- 2. Battery Cap
- 3. Status LED
- 4. Stimulation Level Adjust Location
- 5. Collar
- 6. Contact Posts

STEP 1 START UP YOUR RECEIVER COLLAR



Battery: CR1/3N - 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.

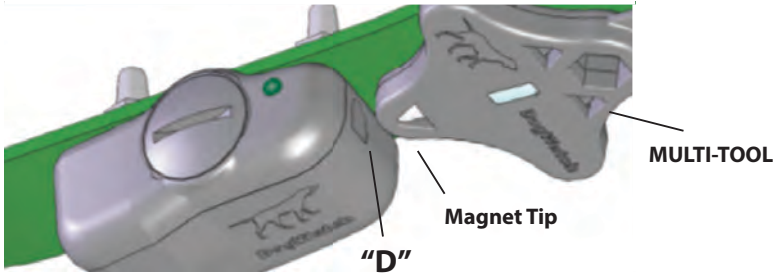
DO NOT USE BATTERIES THAT HAVE A LABEL SLEEVE WRAPPED AROUND THE BATTERY BODY.

R12M Receiver battery will last between 4 and 6 months.

RECEIVER COLLAR

STEP 2 SET YOUR TRAINING STIMULATION LEVEL

- ① Using supplied MULTI-TOOL, place magnet tip end of the multi-tool, and place it next to the “D” shaped location on the side of the receiver.



- ② While holding the magnet tip to the “D” shape, the receiver will indicate the current stimulation level by an audible “beep” noise.
- ③ To change the stimulation level, continue holding the magnet tip to the “D” shape, and the level will move the stimulation higher.
If you accidentally move beyond the desired stimulation level, continue to hold the magnet in position, and the level will cycle around back to the start point.

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

Level 2 is the default level from the factory. This level may be used as the “introduction” stimulation for your cat, although, it’s recommended to start at **“Level 1”**.

The R12M Receiver collar delivers a sound warning prior to delivering the stimulation. The distance of sound warning is dependent on the total distance of your collar activation zone. The sound warning is typically around 15% of whatever the total activation distance is set.

The Status LED will flash GREEN once every 40 seconds. This indicates that the battery is good. If the LED flashes RED, then your receiver collar needs to have the battery replaced.

R12M Receiver battery will last between 4 and 6 months.

RECEIVER COLLAR

STEP 3 FITTING THE COLLAR TO YOUR CAT

- ① **Ensure** your cat is used to wearing a normal collar, and accepts wearing a collar. Some cats have never worn a collar, and can be preoccupied when first introduced. *If your cat has never worn a collar before, purchase a standard cat collar and allow your cat a week to get used to wearing one before using the Hidden Fence M12 receiver collar.*
- ② While your cat is in the “standing” position, put the collar around his neck, and gently pull the strap to tighten the collar.
- ③ Ensure that you buckle the collar behind his ears, and that the collar is positioned high on his neck area.
- ④ While in the standing position, the receiver contact posts should fit “snugly” and **each contact should be through the fur and touching the skin.**



R12M Receiver Collar

The receiver often does not stay in the same location on the cats neck. It will move around and sit to either side from time to time. This is normal, however remember that both contact posts must touch the skin to issue the stimulation; if only one contact touches the skin, no stimulation will be delivered..

The Receiver Collar Must be removed once a day.

All collars, including electronic collars can cause irritation or sores from being worn for too long. A condition called pressure necrosis can develop when a collar is too tight, worn for too long, or both. The R12M collar is fitted with a stretch feature in the fabric to help minimise any kind of pressure sore from developing; however, it's still the owners responsibility to ensure the collar fit is checked regularly.

MULTI-TRANSMITTER

The MB2 is a state-of-the-art transmitter used for multiple applications related to your cat fence.

The "multi-transmitter may have a slightly different look externally, due to upgraded components.

1. MULTI-TRANSMITTER

The MB2 Multi-transmitter has dual signal functions. Wireless for cat training indoors, and wired for outdoor containment.

2. POWER LED

The LED displays if you have a complete circuit or no circuit.

GREEN for working and signal

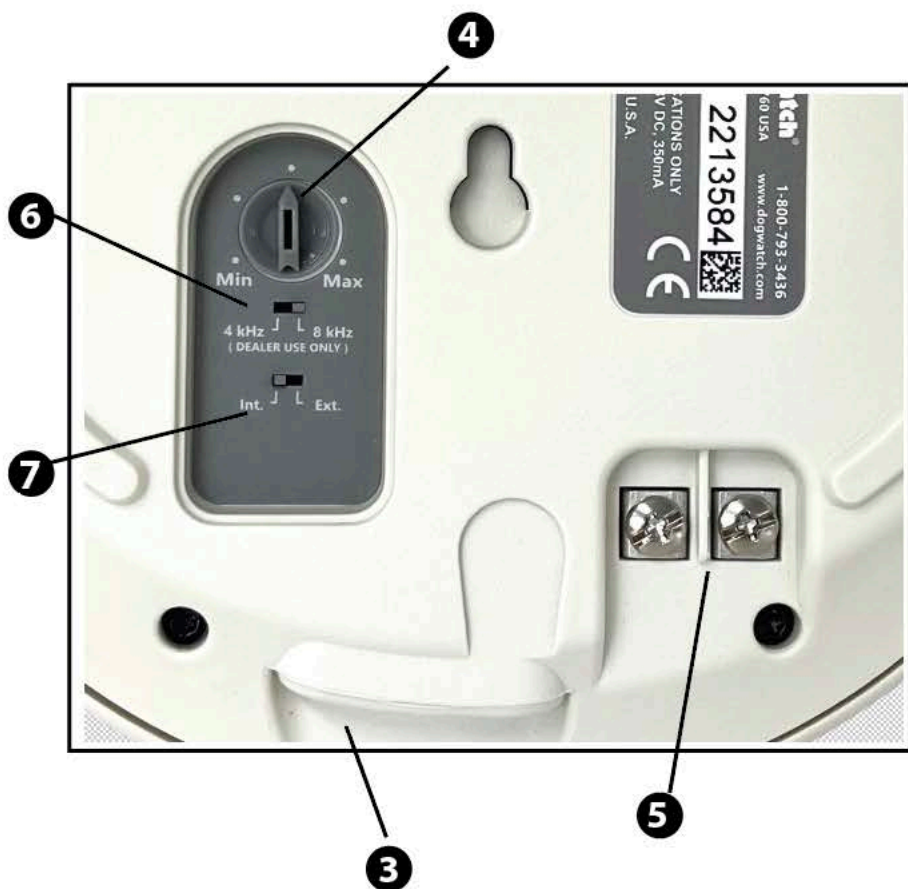
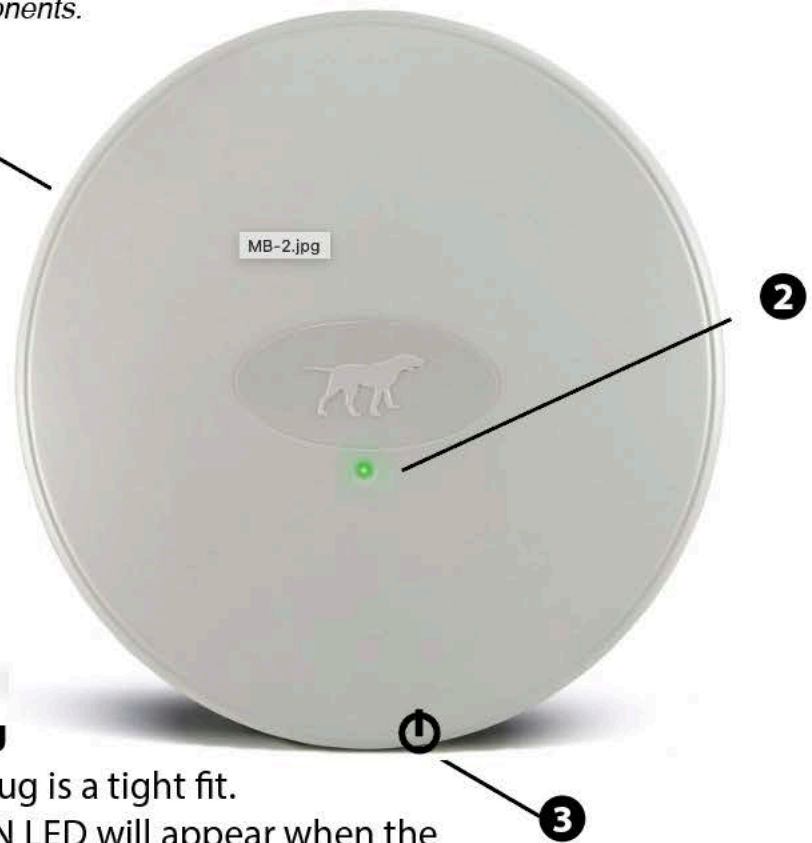
RED for no signal or a wire break

3. ON/OFF button and A/C ADAPTOR PLU

Plug your 18v adaptor into the plug. The plug is a tight fit.

Press the ❶ to turn the MB2 on. The GREEN LED will appear when the device is set to "INT".

If the device is set to "EXT", and the boundary loop is connected in a complete circuit, the LED will be GREEN. If the boundary loop is not complete, the LED will be RED and a broken wire alarm will activate.



4. SIGNAL RANGE DIAL

The range dial adjusts the distance of collar activation from either the multi-transmitter or the boundary wire. Clockwise to extend the distance, or counter-clockwise to reduce the collar activation.

5. LOOP WIRE CONNECTORS

These connectors are used to attach your boundary cable to the transmitter and create your outdoor boundary containment area

6. KHZ SWITCH

Always on 8 KHZ unless advised differently by your dealer

7. INTERNAL/EXTERNAL MODE SWITCH

This switch is used when you begin to **train your cat inside "INT"**.

When using the multi-transmitter for the **outdoor containment and using the boundary cable, the switch is then changed to the "EXT" mode.**

2

CAT TRAINING PROTOCOL

The typical cat training is done relatively “hands off”, as leads and handling usually preoccupy the cat; we prefer to disassociate the owner from the process.

Once the cat has been conditioned to the fundamentals of the Hidden Fence using a specifically placed “MB2 Multi-Transmitter” in a controlled environment (house), the outdoor boundary is installed, and your cat is allowed outside under supervision.

Below is the Cat Training protocol to start the process and keep your cat “safe at home”.

Protocol

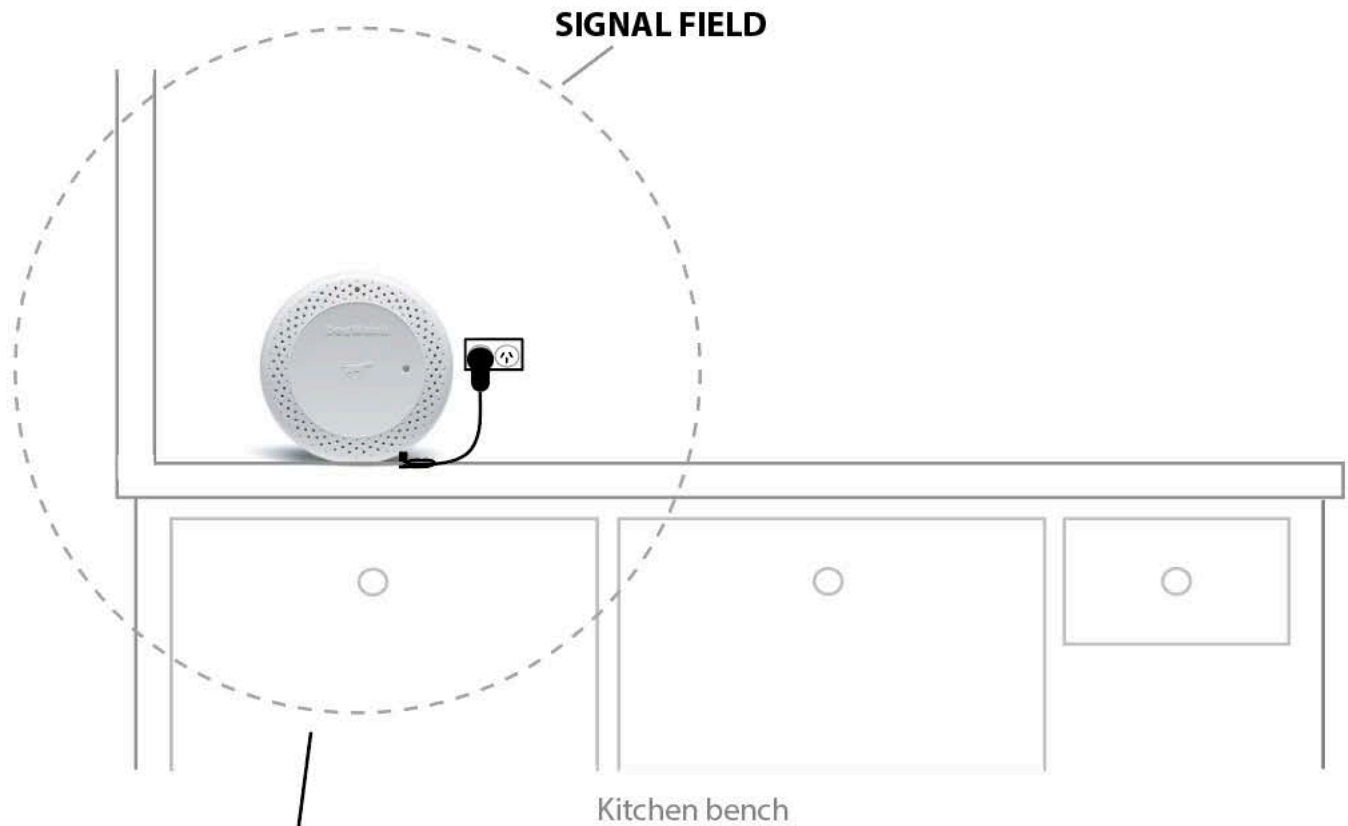
The cat is restricted to the home for approx 1 week.

This creates a controlled, safe environment for conditioning the cat.

Switch must be in the “INT” position for the Cat Training Protocol.

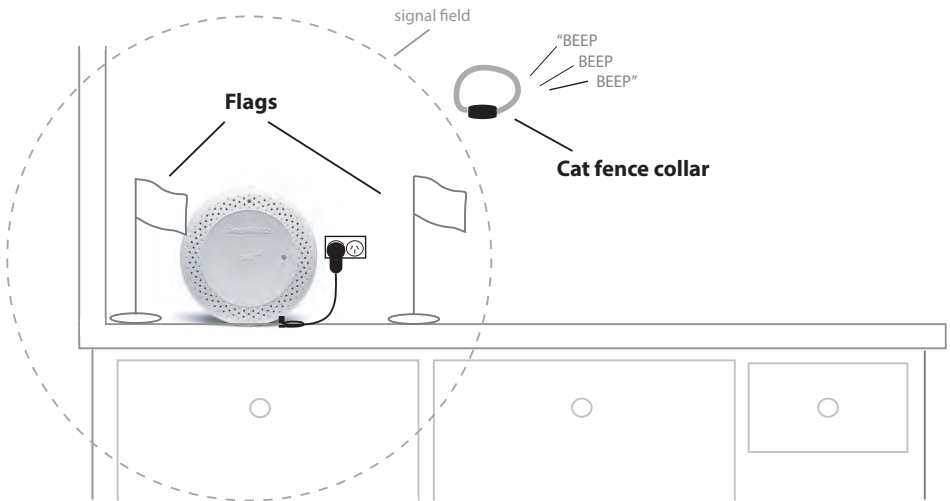


- ① One of several places is determined as to where they wish the cat avoid in the home, i.e.: kitchen bench, fish tank, sofa chair, etc.
- ② Place the Multi-transmitter near the “no go” area, and plug into the power point.
The plug is a SNUG fit into the transmitter, so be sure to plug in firmly.

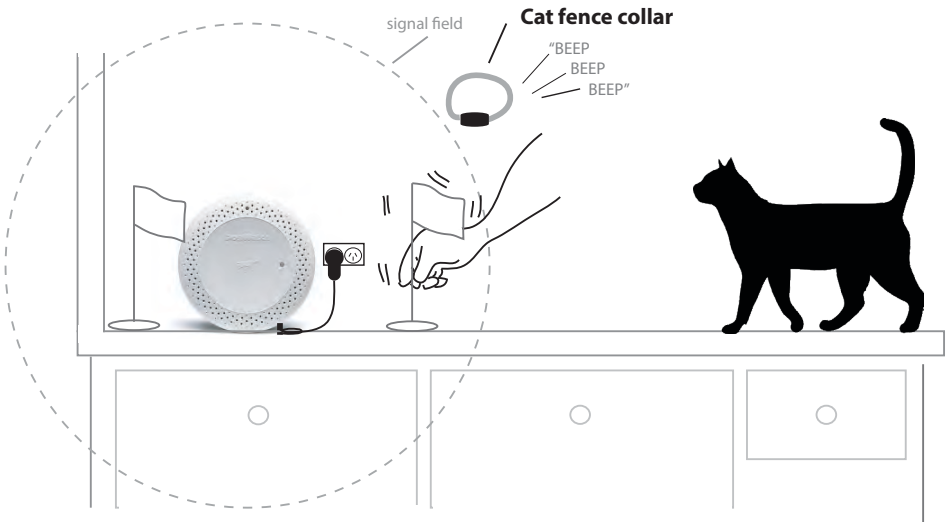


- 3 Set the **SIGNAL FIELD**, by turning the **RANGE** dial located on the back of the multi transmitter. Turn the dial **CLOCKWISE** to achieve a small signal around a space or object. (approx. 300m in circumference)





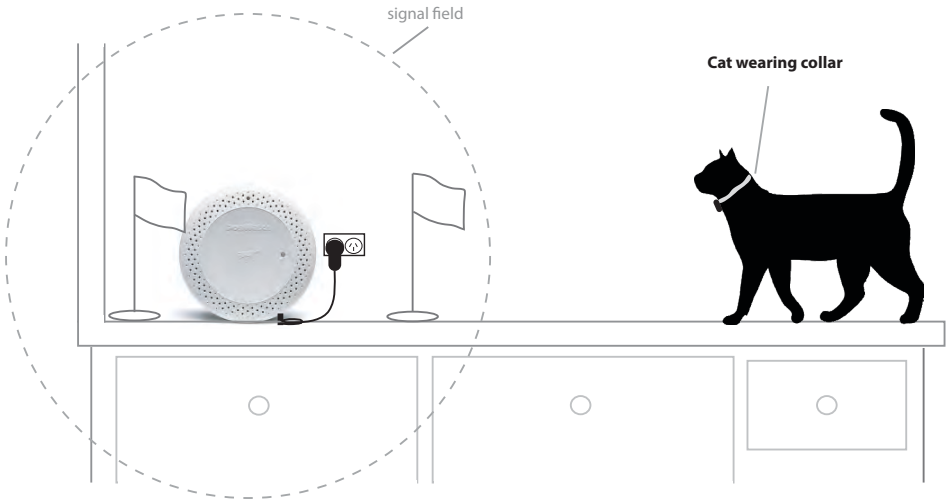
- ④ Using the cats receiver collar, place the indoor plastic flags just inside the stimulation zone. Typically set a flag 100mm inside the stimulation zone as indicated by the cat collars audible sound.



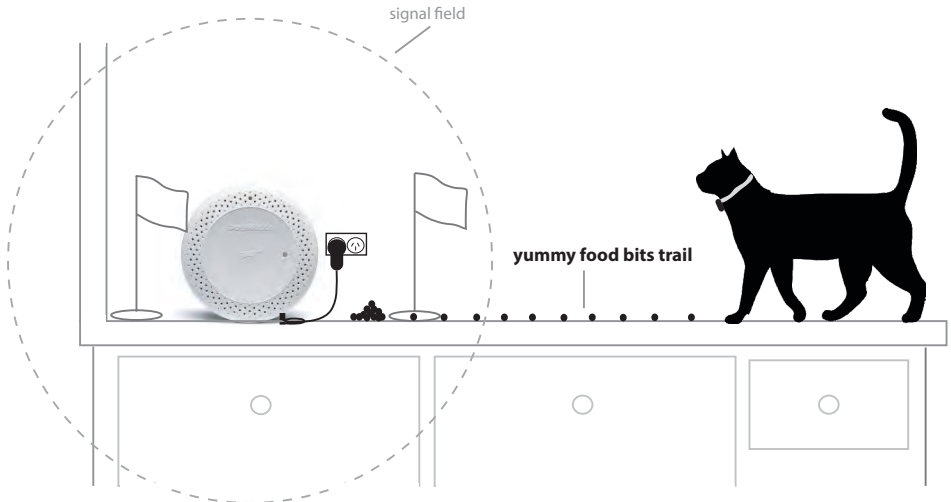
- ⑤ Without ANY voice commands of any kind, introduce the flags to the cat by (person 1) hold the cat about 2 meters away from the flags, and someone else (person 2) then holds the collar near the flags to activate the warning beep. While the beep from the collar is activating, person 2 then shakes the flags until the cat has clearly identified the "shaking flag" and the "beep" as the same!

CAT TRAINING PROTOCOL

cont.



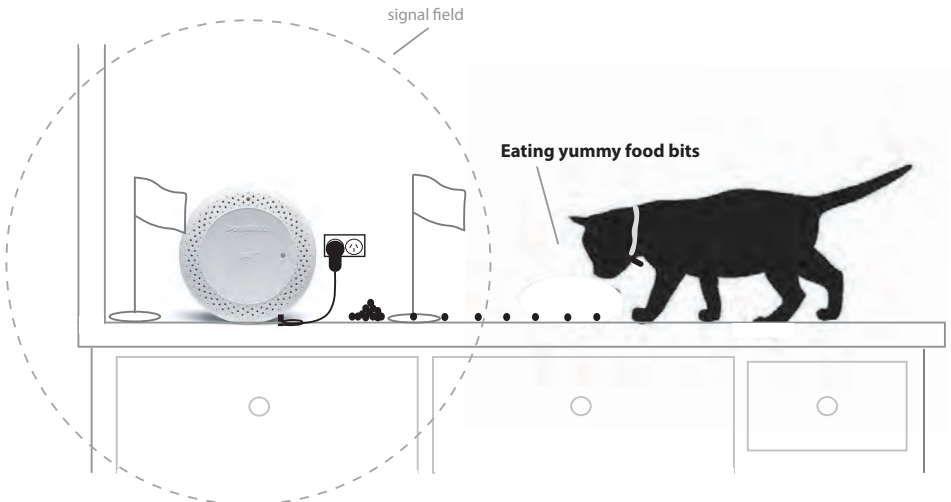
- ⑥ The cats receiver collar is placed on the cat. It's advised to set to the lower training level, as the cat may only need a low stimulation.
-



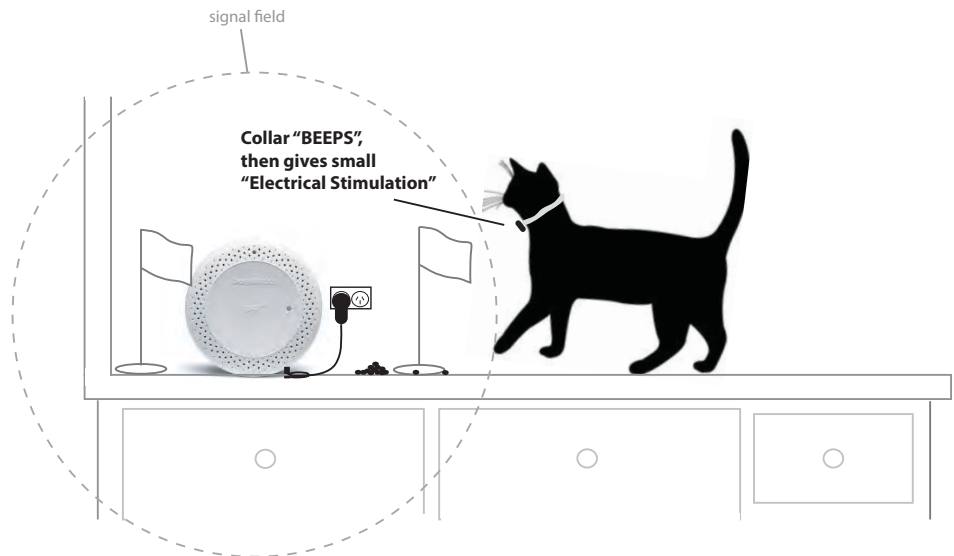
- ⑦ Everyday for 1 week, place something yummy in the centre of the flags (human food, i.e.: chicken, steak, fish, etc....NOT cat food); Setting up a trail to lead the cat to the flags is advisable. The cats regular food is placed in its normal location without any proximity to the system and flags.

CAT TRAINING PROTOCOL

cont.



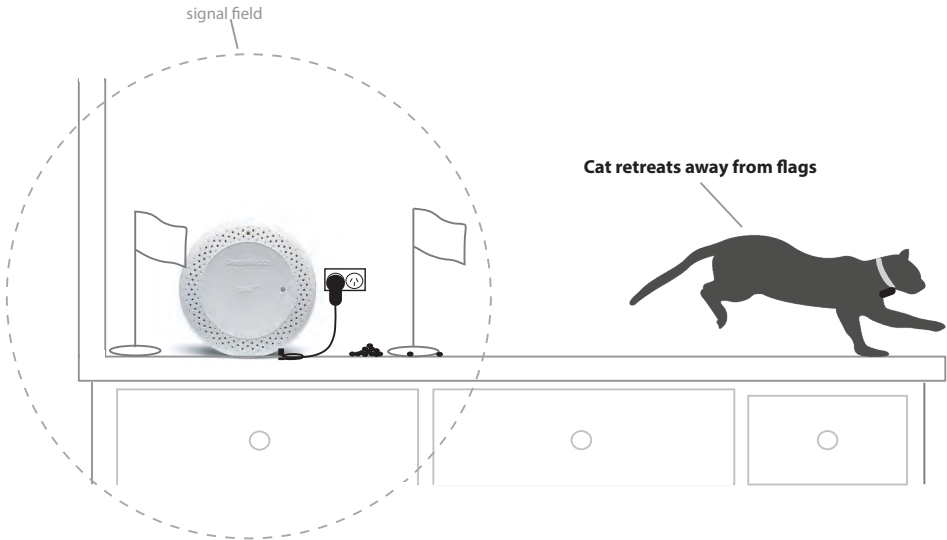
- ⑧ Allow your cat to discover and eat the food trail towards the flags and signal filed zone
-



- ⑨ Once your cat gets close enough for the warning "beep" to alert, he will be close enough to receive the stimulation from his collar.

CAT TRAINING PROTOCOL

cont.



- ⑩ Startled, your cat will retreat away from the flags and signal field zone. Typically your cat may observe the flags from time to time, ascertaining if it should investigate further. Often, they will not attempt another approach during the day, many times, it's at night when everyone is asleep. (cats are notoriously sneaky and clever)
Continue the food trail daily, and try and provoke the cat to make attempts. The cat usually learns very quickly, and wont return; however this is a "case to case" basis.

This protocol is meant to condition the cat without owner or human interaction. Disassociating the owners from the process is critical as it protects the relationship of pet and owner.

Once approx. one week has passed with the owner repeatedly placing yummy food bits into the centre of the flags, and the cat shows clear evidence that it's avoiding the flags and stimulation zone, it's ready for the next step, and you may commence the outdoor installation of your Hidden fence.

3

OUTDOOR INSTALLATION

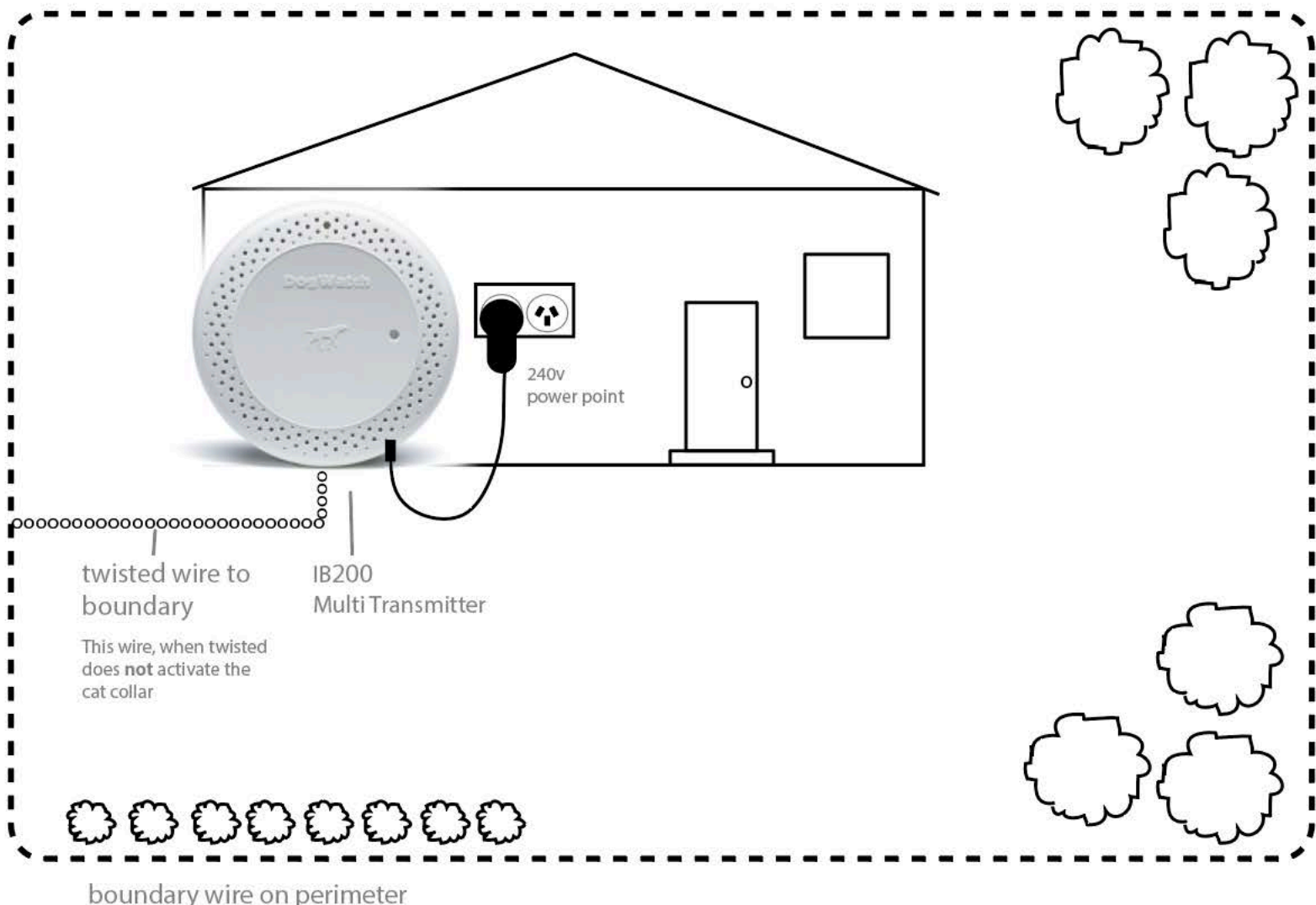
*BEFORE YOU CONTINUE *

INSTALLATION TIPS FOUND NEAR THE BACK OF THIS OWNERS GUIDE



* **Switch MUST be in the “EXT” position for the outdoor installation.**

This switch changes your training zone from indoor training, to the outdoor wired mode.



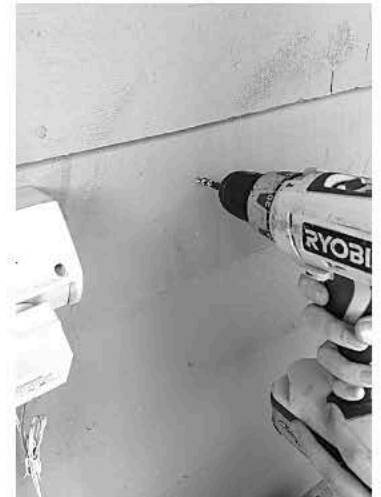
Step 1. First, walk the boundary so you have a clear idea as to where you wish to have your cat contained. Then, draw a map as to where you will place the cable. **Remember that the pet will stop where you’ve set the signal (collar activation), not where the cable is located.**

OUTDOOR INSTALLATION

continued...

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.**

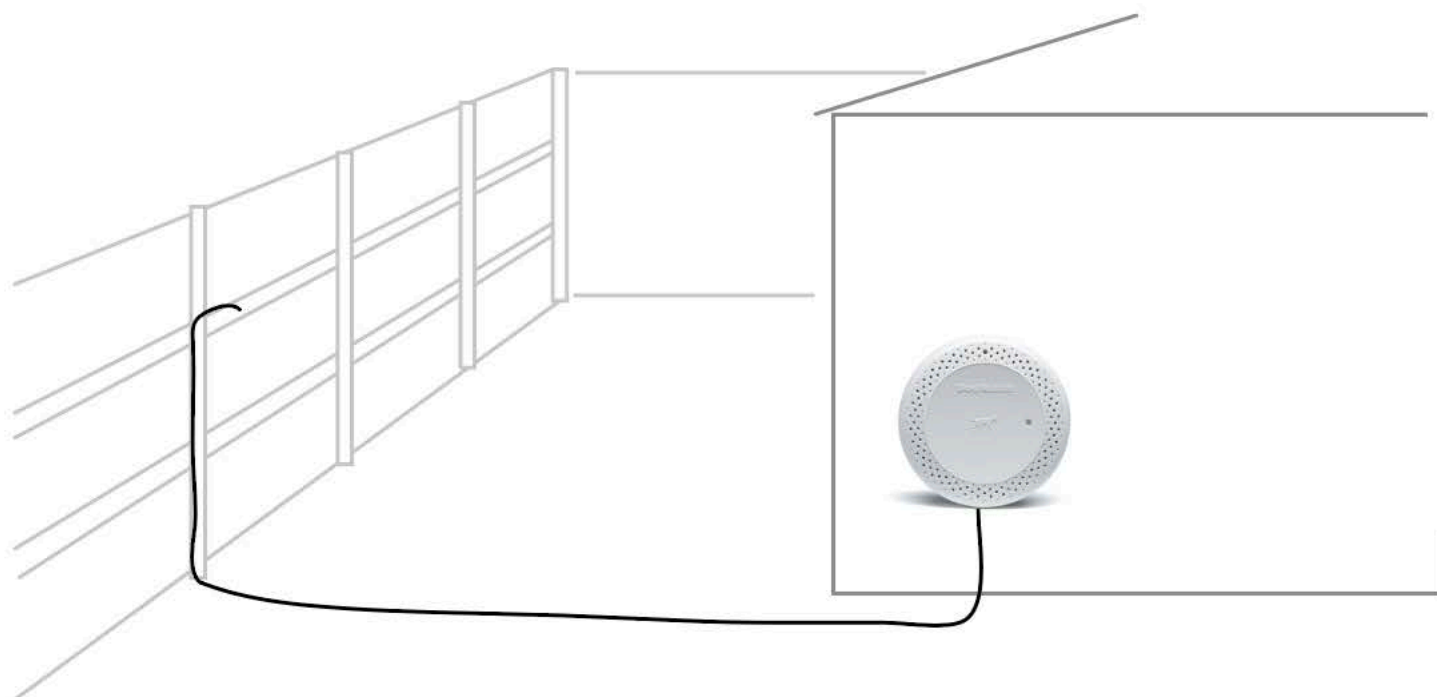
Step 3. Mount transmitter using mounting hardware or another form of mounting material. Transmitter must be within 300mm of the selected power point. **Don't permanently mount the transmitter as you will need to add your cable to the transmitter and set the distance of collar activation.**



Step 4. Use the cable from your kit, and begin to unravel a small amount from the spool.

Step 5. Use a pair of wire strippers and strip 2cm of jacket off the copper cable. Twist the strands so they form a clean weave.

Step 6. Attach the copper around the loop screw. **Keep the copper from touching the other screw, as this will stop your signal.**



Step 7. Run the cable to the closest boundary that your cat fence perimeter will begin. Cut the wire and temporarily tie it off at the perimeter.

Installation

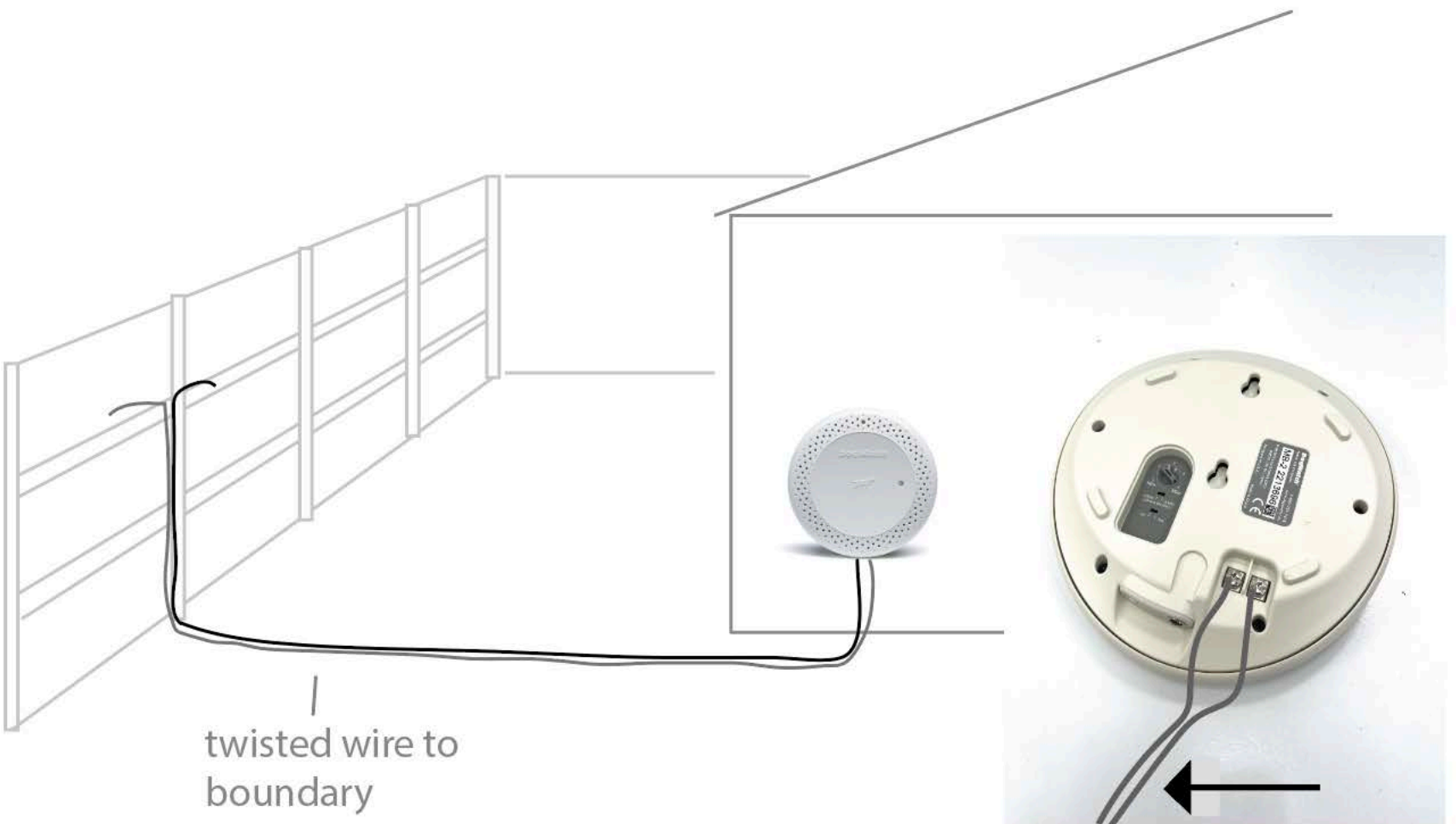
continued...



Step 8. Tighten the screw to keep the cable from coming loose.



Step 9. Run the second cable out to the boundary, just like the last cable.



twisted wire to
boundary

NOTE. The cables to the boundary need to be close together, or twisted so they cancel the hidden fence signal and don't activate the collars. This can be achieved by simply taping them together, or wrapping themselves around one another.

Step 10. Twist or tape the cables to the perimeter together.

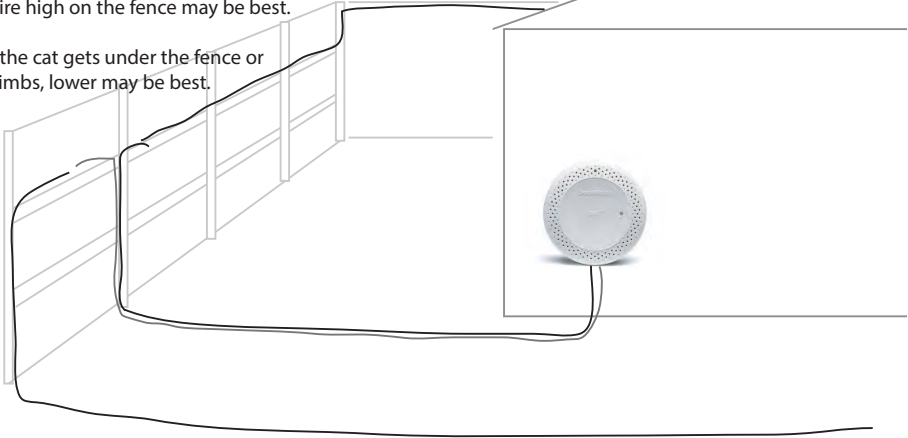
OUTDOOR INSTALLATION

continued...

The cable can be run at whatever height is needed to assist in containing your cat.

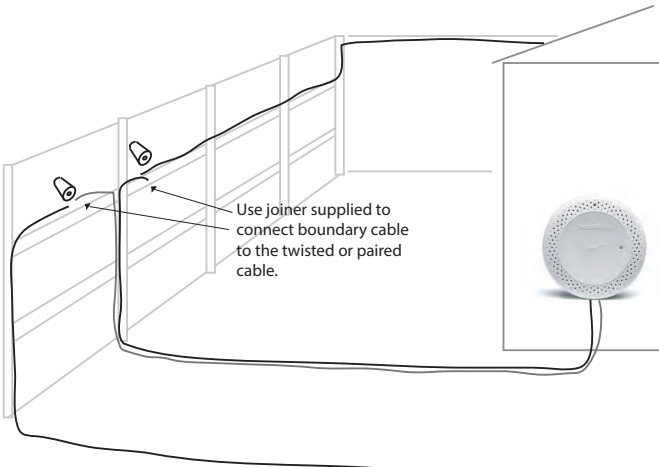
If the cat is a jumper...sometimes putting the wire high on the fence may be best.

If the cat gets under the fence or climbs, lower may be best.



Step 11. Run the perimeter cable around the boundary. Follow installation tips on next page to assist in proper placement based on your pets abilities to escape or wander.

TIP: use a broom stick or thin stick to slide the cable spool on to, and run your cable like a "needle and thread"



Use joiner supplied to connect boundary cable to the twisted or paired cable.

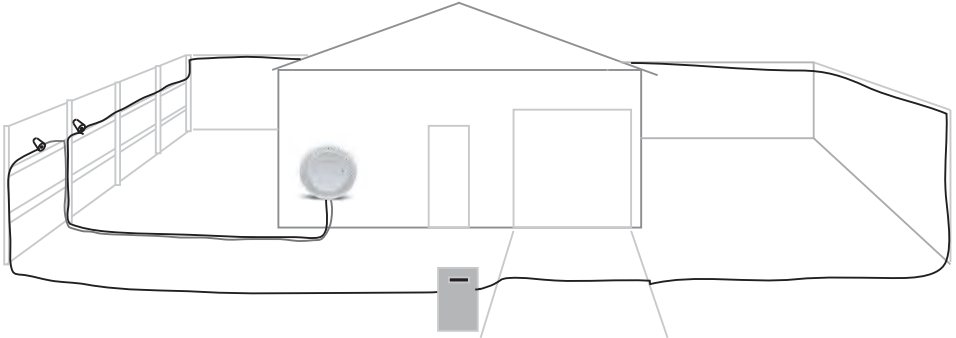
NOTE: Once the joiners have been used at all cable connections, plug in your multi transmitter. If you see a **GREEN** LED, you have a complete circuit and you're ready to introduce your cat outside. If it's a **RED** LED, you have a broken circuit, and the collar won't activate.

Step 12. Use supplied wire joiners to join the cable ends together to complete your circuit.

Use supplied "WIRE JOINER INSTRUCTION SHEET" for proper fitting instructions.

OUTDOOR INSTALLATION

continued...



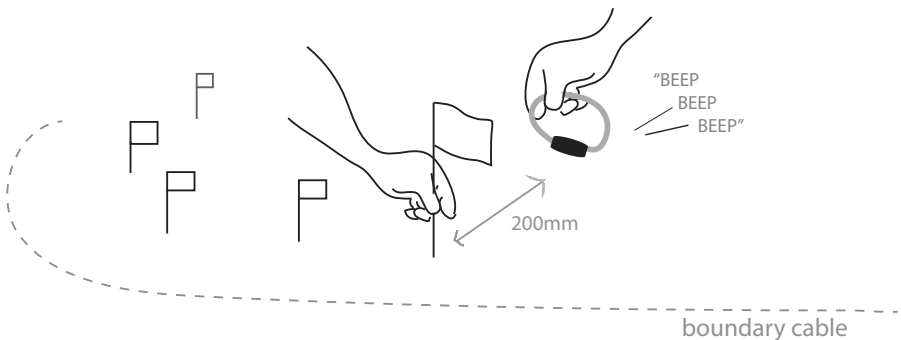
Step 13. Finish your boundary by making sure you have completed the loop.

Step 14. The receiver collar activation distance is adjusted by the **Range dial** on the back of the Transmitter to create a signal field on each side of the wire.

Turn the dial "CLOCKWISE" to increase the distance of collar activation.

Use your cats receiver collar to check the distance of collar activation is sufficient at the boundary.

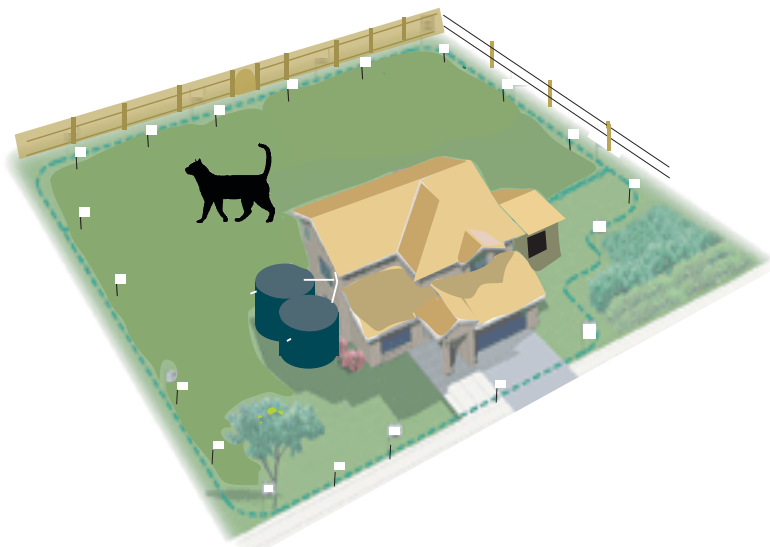
ENSURE YOUR CAT IS NOT WEARING THE COLLAR WHENEVER ADJUSTING THE DISTANCE.



Step 15. Using the cats collar, hold the cats collar at the cats height and approach the wire slowly. The collar should activate near the wire. Assuming that the range is set to the desired collar activation distance, place a flag approx 200mm inside the activation zone from where the collar beeps. Place a flag approx every meter from each other. Flag spacing and location is critical. **Do not discount the importance of a good flag visual.**

4

FINAL STAGE



CONGRATULATIONS, You're nearly there!

Once flagging is completed, and while under extreme supervision, allow your cat to walk outside from the house.

Monitor your cats performance and behaviour while outside.

It can take a few days, if not more, for your cat to be comfortable using your yard after the Hidden Fence was installed. It's natural for any pet to assess its new parimeter and feel comfortable. Some cats will adapt almost immediately, while others may cautiously adapt at their own pace.

If the performance is satisfactory, gradually allow more outside time under your discretion.

If the performance is unsatisfactory, consider raising the stimulation level on the collar, or lengthening the activation distance.

Contact distributor for advice if needed.

BOUNDARY CABLE QUICK GUIDE



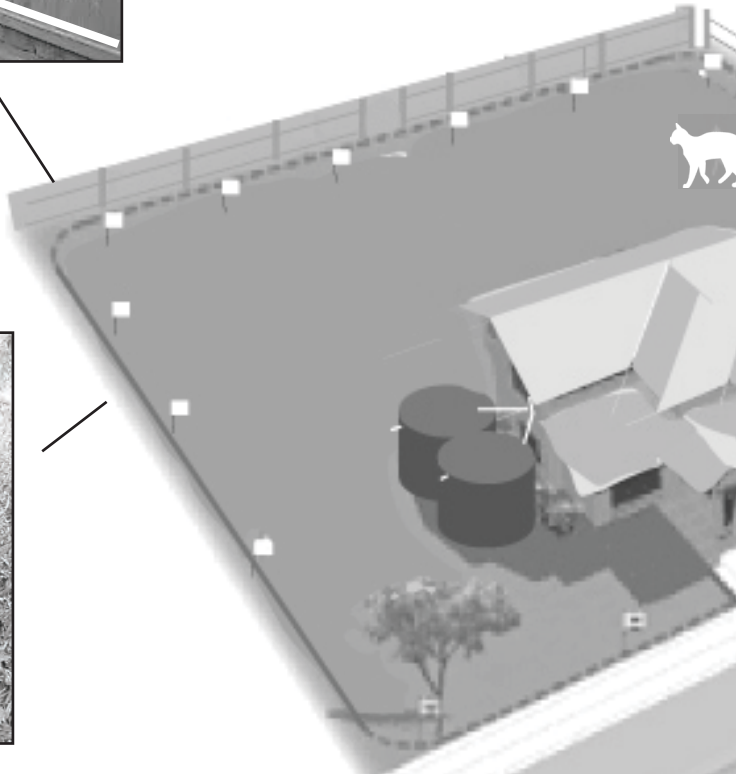
Timber fence.

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.



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. Now begin to program your electronics.



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

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.

OUTDOOR INSTALLATION TIPS

continued...

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

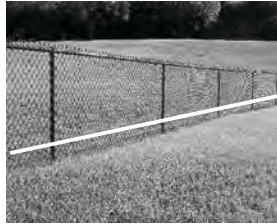
Chain Link Fence

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

White line indicates where to position boundary cable



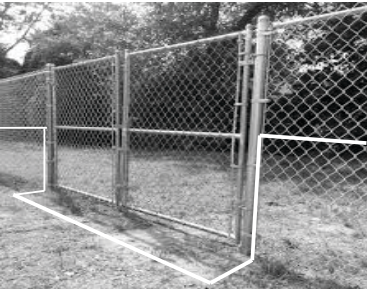
Cats that jump to escape over fences



Cats that dig to escape under fences



Cats 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



Secure cable using cable zip ties

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.



Collar Receiver does not appear to be activating at the boundary

- Check the multi-transmitter LED. If the LED is RED in colour, the wire is broken on the boundary. Inspect your wire and repair any breaks. Once fixed, LED turns GREEN. Check collar on system.
- Check that the battery was inserted correctly in the battery compartment, and the battery cap is in the lock position.
- 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. CR1/3N 3.0volt
- 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. when in EXT mode for outdoor

- 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.

My cat does not appear to be receiving the stimulation.

- Make sure the **collar is fit properly**. If only one contact is touching the cats skin, and the other is not...your cat WON'T feel the stimulation.
- Make sure the stimulation is set to a level that the cat 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 and CatWatch. 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.

1. **30-Day RETURN.** DW carries a strict 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.

2. **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 top keep your pet safe.

3. **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 animals 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.

4. **WARRANTY.** DogWatch electronics (**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 from 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- T1200/R12/R12m only. (cable, flags, connectors, nylon collars, and batteries carry no warranty)

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

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

5. **WARNING.** The control panel component (transmitter) of the system includes a visual indicator 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.

6. **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)

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7. **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.

8. **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.

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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.

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