

FREQUENTLY ASKED QUESTIONS

Q: if I set the center point, will it remember the position each time or does it need to be set every time?

A: The product is designed with memory function and does not need to be readjusted. It is only necessary to reset the center point when the center point needs to be changed or there is an error in the distance.

Q: Can this system be used for two dogs at the same time?

A: No. A receiver collar can only control one dog at the same time. We suggest to purchase two or more if needed for several dogs.

Q: Can the battery be replaced?

A: No. The battery cannot be reinstalled. When it shows that the battery is dead, you can continue to use it after recharging. In addition, we provide an extra one-year warranty, so you don't have to worry about it.

Q: Can I set the origin in the house so that it can form a circular fence around the house?

A: Dear customer, the GPS wireless dog fence is for outdoor use. We do not recommend you to set the center position inside the house because the GPS device may not find enough signals.

Q: If my dog jumps into the swimming pool with the collar, can it still be used?

A: This collar is waterproof, but due to unsafe considerations in the underwater environment, we don't recommend you to let your dog wear it to swim.

Q: How do I know the fence has received the signal?

A: The trapezoidal bars in the upper left corner represent the GPS signal strength. The stronger the signal, the more the signal bars.

Q: Why my dog is punished when he doesn't get to the boundary?

A: Please check whether the center point is set correctly. If there is a change of position, please reset the center point.

Q: Isn't it suitable for small-sized dogs?

A: Yes. This product is suitable for medium-sized dogs and above, please do not wear it on small-sized dogs.

Q: Will the static stimulation scare my dog?

A: The product has vibration mode and static stimulation mode, and you can adjust to the vibration mode or adjust the static stimulation level to level 2 for the first time.

Q: What if it doesn't work or the dog crosses the boundary directly?

A: After you receive the product, you can set the mode to level 2 vibration, tie your pet to the collar, bring his favorite food, and let him explore the safe pet area:

① Let your pet cross the boundary, hear the warning tone from the product, and then let him return to the safe pet area, and praise and reward him. This is to make your dog associate staying in a pet's safe area with a beneficial experience.

② Repeat this training for 2-8 days: If your dog does not respond, you can strengthen the level, carefully observe your pet's behavior in the boundary area, and see whether your dog will return to the safe area you want after being punished. Repeat the training for 2-3 times with a duration of about 10-15 minutes for each time. Your goal is to keep your dog in the safe pet area all the time.

REFERENCE SIZES OF DIFFERENT DOGS

Reference Sizes				
Size	Neck (In)	Chest measurement (In)	Back length(In)	Type
Medium-sized dog	9.0-11.0	13.7-16.5	11	Maltese Dog, Shih Tzu
Large-sized dog	9.6-12.2	16.2-18.5	12.2	Miniature Schnauzer, Pekingese
Large-sized dog	11.8-13.4	18.1-20.8	13.8	Schnauzer, English Cocker Spaniel
Large-sized dog	13.0-14.5	20.5-23.2	15.7	Beagle
Extra large-sized dog	17.0-18.9	30.0-33.0	23.6	Husky

PRECAUTIONS

Notice:

- This product is suitable for large and medium-sized dogs
- This product cannot be tested directly on human beings, otherwise it will violate the local laws
- Please turn off or remove the receiver before playing with your dog
- Please do not leave the receiver on your dog for a long time

 Warning:

- a. It is strictly prohibited to be played as a toy by children
- b. It is strictly prohibited to put the product by the fire or in a place with high temperature
- c. It is strictly prohibited to open the shell of the product, which will lead to open circuit of the lithium battery and cause a fire
- d. We will not be liable for any direct or indirect losses caused by misuse

DECLARATION OF CONFORMITY

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,
(2) This device must accept any interference received, including interference that may cause undesired operation.

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Caution: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

TIPS

The product is not a solid barrier. It is designed to act as a deterrent to remind pets by correction to remain in the set safe radius distance. 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, we cannot guarantee that the product 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 outdoor GPS wireless electronic fence system to confine your pet. We will not be liable for any property damage, economic loss or any consequential damages, sustained as a result of any animal crossing the boundary.

PRODUCT MAINTENANCE AND AFTER-SALES MATTERS

1. If you find a problem within 30 days of receiving the product, you need to take a video or picture of the faulty product. After confirmation by the customer service personnel, you return the product. The product with a quality problem must be returned within 7 days, and the alternative product can be sent out after receipt.
2. If the product is found to have a quality problem during the one-year warranty period, the customer can return it and pay the freight only. If there is something wrong with the product, we will repair it free of charge.
3. This warranty complements other rights and remedies specified. According to law, for major failures and any other compensations, you are entitled to a replacement or refund in case of reasonably foreseeable losses or damages
4. You are also entitled to a repair or replacement according to the following circumstances: the quality of the goods is not up to standard and the failure does not constitute a major failure. If you have any questions or need more information, please contact our customer service personnel.

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To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.