CUSTOMER’S MANUAL

EQUIPMENT
PET TRAINING
TROUBLESHOOTING

www.dogguard.com
Revised October 2016
Dear Pet Owner:

Thank you for purchasing a Dog Guard “Out of Sight” Fence system. You now have the finest electronic pet containment system in the industry, and Dog Guard strives to give you the best service in the industry. We hope it will bring years of enjoyment and peace of mind to you and your pet.

Understanding the training process and how the system works will help you tremendously to resolve any questions or problems. At Dog Guard, we feel that educating the customer is the best way to avoid future problems. As you become familiar with the Dog Guard System and all it has to offer, we are sure you will become confident in the product and in your Dog Guard Professional Dealer.

You are now a valued member of the Dog Guard Family. We at Dog Guard are here to answer any questions and to work with you to resolve any problems.

Take advantage of this.

Respectfully,

William F. Drew
General Manager
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Your Dog Guard dealer has selected the equipment that will accommodate your pet’s temperament and personality. In addition, your dealer has worked with you to design a containment area that provides a safe area for your pet and perhaps to keep your pet away from flower beds, pools and other specified areas.

It is highly recommended that you keep your system operational at all times. Should the system ever be down for any length of time, it could result in serious problems. **PLEASE check your system periodically, weekly or bi-weekly.** Your trainer will go over this with you and it is explained further in this manual.

Do not wait until your pet leaves the property before calling your dealer!

**If your pet does leave the property, call your dealer as soon as possible** and speak with a technician or trainer. Failure to notify your dealer could result in voiding any containment guarantees and will result in charges for service calls to get your pet back on the system.

**Before you begin, please fill out the warranty card at the back of this manual.** You will need to have a card on file with the manufacturer in case anything was to happen to your system.

Register your Dog Guard equipment online at dogguard.com

Or you can mail it directly to us at:

Sunward Electronics, Inc.
20 Gurley Ave, Suite B1
Troy, NY 12182

Remember if you have any questions or concerns about your Dog Guard System, contact your local dealer or call us at **1.800.865.0495**.

To familiarize you with the equipment, we have prepared this easy to understand equipment section.

Each outside Dog Guard system consists of a Transmitter, AC Adaptor, a Surge Protector and at least one Receiver. Let’s look at each piece of equipment on the following pages.
The T-4 Transmitter comes with an AC adaptor the plugs into the jack on the side of the transmitter. When the transmitter is operating properly the green power LED is lit as well as the rest loop indicator led. The yellow fault led will not be lit.

**GREEN LIGHT – This light should be ON**, make sure the ON/OFF switch located on the side is ON. Make sure the AC adaptor is plugged into the transmitter properly indicating there is power to the system. If the Green light is NOT ON, check the outlet with a working lamp or electronic device to see if the outlet is working. If it is working, you need to call your local dealer.

**RED LIGHT – This light should be ON**, indicating your loop is intact, (no breaks) and the system is operating properly. If the red light is NOT ON, and you are hearing the audible alarm, it most likely indicates that you have a wire break or even a power surge and you will need to contact your local dealer to have it repaired.

**YELLOW LIGHT – This light should be OFF**. A yellow light indicates that the system is not functioning (possibly due to a power surge, lightning strike or a component in the transmitter has failed). If the Yellow light is ON, it sometimes will be accompanied by an audible alarm. Call your local dealer immediately to fix this issue.
There are 2 adjustments on the transmitter. You will need a small flathead, regular screwdriver or a transmitter tweaking tool to make any adjustments.

A. **Adjust the Field Width or Range Control (left side).** The signal field width determines how close to the wire your pet can go. The normal setting will be about 6 feet. If you need to adjust the width of the signal field, use an adjusting tool or small screwdriver. Turn the range adjuster to the right to increase the signal field and to the left to decrease the signal field. Be sure to remove the receiver from your pet before adjusting the signal. Check the receiver at the line to assure that the desired width is obtained.

B. **Adjust the Correction Level (lower right face).** There are 32 levels of stimulus within the range. This is preset by your dealer for your pet based on several factors, but can be raised if a pet is challenging the system.

*It is recommended that you call your local dealer before adjusting the field or correction level.*
In order to obtain a lifetime warranty for storm surges or lightning damage, your system must be installed with a Dog Guard Surge Protector (DGSP). Our surge protectors protect against normal AC power surges and lightning strikes and will automatically disconnect the transmitter in case of a rare catastrophic surge or a direct lightning strike.

Some of the features of the Dog Guard Surge Protectors are:

- **Space Saving Design** – Low profile and better balance and stability
- **Power Indicator Light** – Easy to see that the power light is on
- **Reduces the Risk of System Failure** – Your pet will continue to be contained
- **Better Loop Connectors** – Easier to attach the loop wires to the unit
- **Increased Surge Current Ratings** – Protector has a larger capacity to dissipate surges
The Indoor Room Transmitter works much the same as the outside transmitter. The signal field radiates outward around the unit at an equal distance in ALL directions (front, back and sides, see diagram on page 16). This may vary slightly due to the receiver and/or the transmitter fluctuating in sensitivities as well as the placement and height of the unit. Normally your only limitation is ensuring the unit is within 10 feet of an outlet (Always remove your pet’s receiver collar before setting unit up or plugging the unit in!)

The easiest way to set up your room transmitter is to place it in the center or near the problem area, plug it in, make adjustments and/or relocate the unit as necessary. Try to keep the unit at your pet’s height if possible.

Take your pet’s receiver collar in your hand and clip the buckle together. Then holding by the clip or buckle, approach the area just as if your pet would if he/she were wearing it at the same height and angle.

Move the transmitter itself or turn the range control up or down to get the desired effect, keeping in mind that the signal can travel through walls, floors and any other objects within the radius you have set. Test all around (360 degrees) to make certain your pet does NOT get corrected in any safe zones and IS getting the tone in the desired areas. This can sometimes be a little tricky but you can usually get the desired effect. (You may need to turn the transmitter on its side, front or back to change the field slightly).

Once your pet is trained to the desired area, you can move the transmitter to other problem areas.

Your new room transmitter has 2 lights and 2 recessed adjustments on the front of the unit. The lights above the adjustments will get brighter as you increase the corresponding level.

**Correction Level** – This control adjusts the actual correction your pet receives. Start out low. If you need to increase the level, do so in small increments.

**Range Control** – This control sets the distance from the unit that the receiver collar will activate. Low would be approximately 6 inches and high would be 6 to 8 feet.

Note: Older units work the same as described above except there is no correction adjustment.
Your Dog Guard dealer has selected the receiver and or receivers that will work best for the successful containment of your pet/pets.

All Dog Guard receivers come with a **nylon collar, probes, probe caps, an adjustment key and a Dog Guard battery.**

Dog Guard offers four different receivers enabling the Dog Guard dealer to achieve the level of stimulus that will work best for your pet without over-correcting him.

The four receivers offered are the **DG9-XT**, the **DG5000, DG-M4** and the **MicroR**.
The DG-9XT receiver is designed to handle the “medium-to-stubborn and tough-to-train” dogs.

The receiver battery cap needs a fresh o-ring and the battery cap tightened so that it is snug; but not over-tightened to protect the receiver from water damage.

It has a fail safe feature that shuts the receiver down 30 seconds after it has been activated. The receiver will reset itself once it has been removed from the signal field for 3 seconds.

The receiver provides a pulsating stimulus that can be adjusted to match your pet’s temperament.

The receiver is immune to stray signals and provides up to 32 levels of initial stimulation that is controlled at the transmitter. When your pet enters the first zone, it will receive the predetermined stimulus. Should the pet stray into the second signal field, the receiver will increase to a stronger stimulus to contain your pet.

The DG-9XT receiver uses a Dog Guard 6 volt battery and will have short or long probes depending on your pet’s fur.
The DG-5000 receiver is designed to handle the “small, timid, passive and up to medium sized” dogs.

The receiver battery cap needs a fresh o-ring and the battery cap tightened so that it is snug; but not over-tightened to protect the receiver from water damage.

It has a fail safe feature that shuts the receiver down 30 seconds after it has been activated. The receiver will reset itself once it has been removed from the signal field for 3 seconds.

The receiver provides a pulsating stimulus that can be adjusted to match your pet’s temperament.

The receiver is immune to stray signals and provides up to 32 levels of initial stimulation that is controlled at the transmitter. When your pet enters the first zone, it will receive the predetermined stimulus. Should the pet stray into the second signal field, the receiver will increase to a stronger stimulus to contain your pet.

The DG-5000 receiver uses a Dog Guard 6 volt battery and will have short or long probes depending on your pet’s fur.
The DG-M4 receiver is designed to handle the “tiny pets” weighing 10 pounds or less.

The receiver battery cap needs a fresh o-ring and the battery cap tightened so that it is snug; but not over-tightened to protect the receiver from water damage.

It has a fail safe feature that shuts the receiver down 30 seconds after it has been activated. The receiver will reset itself once it has been removed from the signal field for 3 seconds.

The receiver provides a pulsating stimulus that can be adjusted to match your pet’s temperament.

The receiver is immune to stray signals and provides up to 32 levels of initial stimulation that is controlled at the transmitter. When your pet enters the first zone, it will receive the predetermined stimulus. Should the pet stray into the second signal field, the receiver will increase to a stronger stimulus to contain your pet.

The DG-M4 receiver uses a Dog Guard 6 volt lithium battery and will have short or long probes depending on your pet’s fur.
This DG Micro R receiver is rechargeable and designed to contain “tiny pets” weighing 10 pounds or less.

The safe mode feature shuts the receiver down 20 seconds after it has been activated. The receiver will reset itself once it has been removed from the signal field for 16 seconds. This feature assures that your pet will not be continuously stimulated if accidentally caught in the signal field.

The DG Micro R has user friendly red and green LED indicators: Boundary signal detected indicator LED and buzzer, Safe Mode Operation Indicator LED Correction active indicator LED and Buzzer- Buzzer is mounted off the board for a loud tone Rechargeable battery, On board charger, Charging in progress LED indicator, Charge complete LED indicator, Battery good LED indicator, Battery low LED indicator, 30 day battery life between re-charging, Interference signal LED indicator

When unit is connected to the AC/DC adapter and the battery is charging a steady red LED is on. When the battery is fully charged, the LED changes to a steady green indicating charging is complete. Charging time is 3 hours for a fully drained battery. The battery can be charged at any time and can remain connected to the charger indefinitely with no damage to the battery. When the AC/DC adapter is disconnected from the receiver, the LED flashes red and green and two short beeps indicate that normal operation has resumed.
ASSEMBLY
OF THE RECEIVER COLLARS

Should you need to wash the collar you have or get a new one from us. Use the illustration
and instructions shown below for the disassembly and reassembly of your receiver collar.

Using the Dog Guard Key to loosen the probes (turn Counter-clockwise). Then remove
all washers and resisters, if any. These may take a few minutes to break free, but once
everything comes apart, follow the steps below to assemble.

1. Place collar on receiver over posts.
2. Place a nylon or rubber washer over each post.
3. If you have a shunt or resister, put that on.
4. Place lock washers over posts.
5. If possible, use one small drop of “Locktite” (blue, non-permanent) on each post.
   Make sure the Locktite is only on the metal post. Check the probes often to make
   sure they are not loosening.
6. Screw on probes. Turn clockwise. Do not over-tighten!

Be very careful when you tighten the probes to avoid snapping off the threaded posts which
are not covered under the warranty.

Check your pets’ receiver collar often for a proper fit.
ADJUSTING THE RECEIVER COLLAR TO YOUR PET

The receiver must be placed on the outside of your dog’s collar so that it is situated horizontally under his neck. To do this, follow the steps below:

1. Fit the nylon collar to your pet’s neck.

2. Hold the buckled strap by the buckle so that the receiver hangs vertically. When the receiver is attached to the strap it will hang under your dog’s neck, directly opposite the buckle.

3. Make sure the probes protrude on the inside of the collar so they touch your dog’s neck. Use long probes for longhaired dogs and small probes for shorthaired dogs.

4. To ensure a consistent signal, the collar must be secured as illustrated below. To do this, make sure the probes are closest to the pet’s chest so that the receiver hangs down at a slight angle.
Be sure to change your batteries on schedule. If you stay on our battery plan, you’ll never have to wonder when your batteries need to be changed. They will be mailed to you when they need to be changed.

*Remember: Use of batteries not approved by Dog Guard will void the receiver’s warranty.

Using a coin or a Dog Guard battery cap key, turn the battery cap counter-clockwise to unscrew and remove the old battery (it will drop right out).

Inspect the underside of the battery cap and the battery compartment to make sure that it is clean and there is no corrosion. Also check the battery o-ring to make sure that it is not cracked, dried out or broken.

Insert the new battery with arrow pointing outward (+ side up) and screw the cap back on, turning the coin clockwise. Do not over tighten the battery cap. Doing so will crack the receiver case and/or short out the receiver. Hand tighten, then turn battery cap 1/4 to 1/2 turn using a Dog Guard key. Be sure to test your new battery at the fence line with the receiver collar.

**IMPORTANT** – Do not use a screwdriver to remove the battery cap as you may tear the O-ring or crack the casing. Remember + (positive) end of the battery always goes out or up.
Dog chews are the number one reason that receivers are damaged. The large dog breeds are not the only ones that can damage a receiver by chewing. To prevent dog chews from the very first day, we highly recommend using a chew protector on the receiver and especially if multiple dogs are going on the system.

Dog Guard’s chew protectors feature easy snap on, slide off design with a sleek fit. They are tough and protect the receiver from dog chews, rub-throughs and other damage.

Chew protectors are a low cost prevention for your investment.
They’ll love you more for providing structure in their lives and keeping them safe!!
TRAINING GUIDELINES

The following information is designed to help you and your pet get the most out of your Dog Guard Fence system.

*Remember, your Dog Guard dealer is only a phone call away if you have any questions or concerns about your Dog Guard equipment or training.*

Keep these tips in mind before you begin the training process:

1. Keep your dog on a leash for the first seven to ten days of training.
2. Your pet must be kept from the boundaries at all times for the first seven days.
3. Your pet must wear the receiver collar all day from the first day of training. Remove the collar every night.
4. If training more than one dog, train them separately; at least for the first five to six days.
5. Train at least two to three times a day with your dog, more if possible, but keep each training session short: five to fifteen minutes depending on the size of the property.
6. Be sure your pet does not receive a correction more than three times per day while training.
7. After seven days of training, your pet may go outside off-leash only when supervised by a person able to handle the pet in a safe, secure manner.
8. **Have fun training** and make it a happy time for your dog! Always try to end a training session with some fun time: throwing a ball around or whatever makes your dog happy!
**Week 2**

Your pet has now entered the final stage of training. This stage takes the least amount of work but it is critical to stay committed throughout the rest of the training process. With your dog off the leash, repeat the training process as performed during Week 1. If you feel that your pet is having trouble avoiding the flags, keep your pet on the leash for the first day or two of Week 2.

**Remember:**
- Your pet may be allowed off-leash only while someone supervises him in the yard.
- If your pet seems tempted to go beyond the flags, correct him verbally. If your pet is still on-leash, pull him back before he enters the signal field.

**Week 3**

Continue training as outlined above. Remember to keep the flags up for at least thirty days.

**Week 4**

At the end of week 4, begin to remove the flags. Begin with removing every third flag every other day until all the flags are gone. Flags that are in the woods or hard-to-see areas may be left up.
The Dog Guard Training Process is a four-phase approach.

The process first starts with introducing your pet to the boundaries, introducing your pet to the correction, supervising your pet while off the leash, and finally proofing. Following the process is crucial to your pet’s containment success.

Phase 1
Introduction Phase

Teaching your dog the boundaries
Days 1-3

Border training begins by teaching your dog to avoid the areas where they hear the tone and see the flags. Initially, we will deactivate the Dog Guard receiver collar by putting rubber caps over the posts so that your dog does not experience a correction from the collar.

You will manually give your dog corrections by jerking him away from the flags with a leash every time he gets too close to the flags. As soon as your dog gets turned away from the flags, you begin to praise him while running away from the flags toward the safe area (at least 10 feet). Always use short jerking motions with the leash to get your dog to turn away from the flags.

Your dog should start hearing the tone about one foot before the flags, which is when you need to turn your dog away from the flags. Do not let your dog walk in and out of the flagged area without getting a correction. Any time your dog willingly goes into the flagged area, let him, and then give him the short jerking correction with the leash while running back toward the safe area.

This phase of training should last from one to three days. By the end of this phase, your pet should be avoiding the flagged areas and backing out of it when he hears the tone. This indicates that the training is taking effect.

Note:
• Do not pull your pet into the field. Pull him within 5-6 feet of the flags.
• To help some pets understand that they should stop AT the flag, you may have to stop two or three feet AHEAD of the flag.
• During training without the collar, never let your pet cross or get within 1-2 feet of the flags. Your pet must understand that he will never be able to get to the flags without a correction.
Phase 2
Correction Phase

Letting your dog get corrected by the collar receiver
Day 3-5

Now it’s time for your pet to experience the correction from the collar while still on the leash. We will remove the rubber caps from the posts of the collar and place the collar on the dog. The training will be similar to what you have already been doing except you will not need to jerk the dog back with a leash for the correction; the Dog Guard collar receiver will now do that for you.

It is important for your dog to experience three to five corrections from the collar (while still on the leash) for the next three to five days, but no more than three per day. This will ensure that your dog knows what to do when he receives the correction. Your dog should immediately turn away from the flags when he gets a correction and move toward the safe area. If he doesn’t, you must be there to get him back with the leash.

If your pet stays within its boundary:

- Praise your pet verbally for staying inside its boundary
- Slap the flag three times and say NO! with authority.
- Run toward the safe area and praise.

If your pet crosses its boundary:

- Pull your pet out of the signal field.
- Slap the flag three times and say NO! with authority.
- Run toward the safe area and praise.

If your pet becomes hesitant to go back outside after the correction, back off on training but continue to bring your pet outside in the safe area. It is important and necessary to get your pet outside playing in their safe area. Remember to always incorporate praise and play into the training sessions.

At this point, your pet should be avoiding the flagged areas while still willing to run and play in the safe area of the yard.
Phase 3  
**Supervision Phase**

**Letting your dog get corrected by the collar receiver**  
*Day 5 or 6*

By day five or six, **your dog should be avoiding the flagged area consistently.** You now have to create situations that will tempt your pet to leave the property. With your dog on the leash, have family members walk out of the boundaries. They should walk around to entice the dog to come but must never actually call the dog. **If the dog attempts to cross the boundary,** let him get the correction from the receiver collar. He should turn away from the boundary and run toward the safe area. If he does not, you must get him back with the leash. Remember to give your dog lots of praise when he avoids or turns away from the flags and runs toward the safe area.

For additional distractions, you can use sticks, balls, and favorite toys. Throw these items past the boundary to ensure your dog doesn’t leave the area. Your dog should not be willing to cross the boundary for any reason after a few days of this training. **Keep him on leash until you are sure he will not cross the boundary.** Any time your dog willingly goes into the flagged area, let him; it’s part of the learning process. Your dog needs to know what to do when he does get a correction. This phase will last 4 to 6 days.
Phase 4  
Proofing Phase

Off leash training  
(when ready)

You must supervise your dog for the first three to six days off leash. Bring your dog outside without his leash and allow him to run and play. **Do this for 10 to 15 minutes a session, two to three times a day.** Again, begin with the distractions, starting with light distractions and increase the intensity as you go. After a few days of this you will start to feel confident that your dog will not leave the property. Do not be concerned if your dog stays close to the house at first; this is normal. It may take a couple of days for your dog to become acclimated to your Dog Guard system. **If your dog leaves the property more than once call your dealer immediately!**

Note:
- If during the Proofing Phase, your pet is showing signs that he does not understand his boundaries, you may allow him to get corrected. However, he should receive no more than three corrections per day.
- If, by the end of week one, your pet is still entering the signal field, please call your dealer! Your pet must understand that he will never be able to get to the flags without a correction.
Hooray! By this time your dog has been trained on the Dog Guard Fence. Your pet now has a basic idea of his new boundaries. Remember that this is all still new to him even though he understands the concept. Most dogs will make mistakes during their first week on the system. Don’t get too concerned! Soon your dog will become comfortable with the boundaries and will adjust to the entire process.

The following may be helpful if you run into some problems while training your dog. When working with dogs it is easier to prevent problems than to fix them. So if you have any questions, always call your Dog Guard Dealer.

**Problem 1:**

**Home Bodies and Porch Sitters**

If you have a pet that doesn’t want to go out of the house or is sticking close to the house, be patient, time is your best friend here. The more sensitive your dog is, the longer it will take him to explore the yard. Eventually, your dog will use the whole yard.

The main problem here is that **your dog’s enthusiasm is very low and his containment is very high**. Your job is to get his enthusiasm back up. Here are some tips:

- Try not to worry about your pet. Picking up on your anxiety may hinder his learning. Again, time and use of the yard without correction will solve this challenge.
- Do not take your dog on a leash near the boundary.
- Do not take the Dog Guard receiver off your pet. The entire process will become inconsistent if you do. Your pet may become more confused and take longer to settle into the new system.
- Do not let the dog hide inside the house. Make him go outside even if he sits next to the door all day. Play with your dog in the yard. Kids and other dogs expedite things greatly.
- Try to limit the number of corrections your dog gets.
Problem 2:
Break Outs

If your dog has run through the fence more than twice, his desire to get out is greater than his concern for the correction. To solve this problem, you can either turn off the transmitter or take off the Dog Guard receiver collar to come back through the perimeter without getting a correction. You must put the collar back on the dog once he’s inside the boundary or turn the transmitter back on.

If your dog acts like he doesn’t feel the correction, either his collar is too loose or there is too much hair between the probes and the skin. In both cases he will not feel any correction. To remedy this, try adjusting the collar. If that doesn’t work, try trimming the fur directly beneath the probes.

If you have a dog that runs through the fence more than three times, call your dealer immediately. Adjustments may have to be made to either the receiver or the field. Please call your dealer before attempting to make any changes to your transmitter settings.
If you walk your pet off the property regularly (minimum once or more a day) you should stay on the same schedule.

If you walk your dog 2 to 3 times or less a week, you should wait 3 to 4 weeks before acclimating your dog to the walking procedure.

Only attempt this if your pet has no unresolved issues concerning the boundaries. Your pet may be very hesitant to cross with you the first 5 to 10 times, so stay with it. He will eventually learn when he can cross over and when he cannot. He will learn to trust you.

You must create a "gate" that will allow you and your pet to leave the property under specific circumstances only. Stay consistent and follow the steps below unless otherwise instructed by your trainer. Failure to follow these steps closely could result in your pet leaving the property unattended and voiding any containment guarantees set by Dog Guard.

If any problems arise directly or indirectly from attempting this procedure, **STOP immediately** and call our office before trying this again!

- Remove the receiver collar and leave it at home
- Use a different collar and leash than the one you’ve been border training with. Always leave and enter your property with your dog ON LEASH.
- Pick one spot on the property, preferably one side of the driveway. This will be the exit and entrance “gate” for you and your pet EVERY TIME you leave or enter your property.
- Use an old towel, a large piece of cardboard or a mat and place on the ground over the wire at the designated gate area. This will serve as a bridge for your pet to cross over.
- Bring your pet to the gate and give him a safe word – i.e., “walk” “safe” or any word you like; be sure to use the same word every time you leave or enter the property. Keep your dog close to you and repeat the word as you walk him out of the property. Once you are out, praise your dog. Do this exactly the same way when entering the property.
BE CONSISTENT AND REPETITIVE!!!

You can and should keep the same walking schedule that you had before the fence was installed. **DO NOT** walk your pet off the property immediately following a perimeter training, but **DO follow up** with a perimeter training as soon as you come back into the safe zone from a walk.

Make sure you pick up whatever you are using for the “gate” when you are NOT training or your pet is outside and off leash. You can eventually take away the bridge altogether once your pet is accustomed to the process of using the gate (usually 3 to 4 weeks).

The easiest way to get your pet off the property is to simply take the Dog Guard collar off, put them in a vehicle, drive out past the boundary, take them out of the vehicle and then go for your walk. Repeat to get them back into the property.

*Always take the receiver collar off your pet before leaving the property, even in the vehicle.*

*Call our office IMMEDIATELY if something is unclear or you are having a problem!!*
1. Keep the Dog Guard receiver collar on whenever your pet is outside.

2. Keep the receiver collar on snug; if it is loose your pet may be able to leave the property. It is important to check the size and fit of your pet’s nylon collar periodically; as your pet grows the collar size will have to be adjusted.

3. Take the receiver collar off regularly, every night if possible.

4. Keep fresh batteries in the receiver at all times.

5. Have your system repaired promptly if there is a problem.

6. Check your system regularly, weekly or bi-weekly.

7. Refer to manual for additional information.

8. Call your Dog Guard dealer with any questions or concerns.
RESPONSIBILITIES

YOURs

• Keep your pet’s receiver collar ON your pet whenever s(he) is outside.

• Keep the receiver collar on SNUG. If it is LOOSE your pet can and will leave the property.

• Take the receiver collar OFF regularly, every night if possible.

• Keep FRESH BATTERIES in your pet’s receiver collar at all times.

• Batteries should be positive (+) side up.

• Have your system repaired promptly if there is a problem.

• Check your system regularly…Weekly or Bi-Weekly

• Refer to manual for additional information and/or call your local dealer.

Ours

• To set up the system and help properly train you and your pet.

• Provide you with batteries regularly and on schedule via USPS.

• Provide you with information written and verbal on how to operate and troubleshoot your Dog Fence.

• Be there for you with answers to your questions.

• Give you prompt courteous Service for you and your Dog Guard Fence
Inspected location of transmitter and related equipment.

____ Inspected routing of twisted pair.

____ Reviewed layout of perimeter wire.

____ Inspected any hand laid (above ground) portions of wire.

____ Inspected any machine cuts and/or seals.

____ I have received and will READ and follow the instructions in all Training and Technical Manuals.

____ My Trainer/Technician has gone over Training and Technical materials with me.

____ I have been informed that my pet’s collar must be removed as often as possible (recommended every night) and that I must inspect for proper fit and irritations from the receiver collar on a regular basis.

Comments by customer:

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

Customer Signature ___________________________ Dog Guard Installer ___________________________

Date ___________________________ Date ___________________________
What Do I Do If:

My Dog Guard System is Not Working:
See “Checking Your System” & “Checking Your Receiver Collar”

My Pet is Leaving the Yard:
See “Is Your Pet Leaving the Yard”

My Wire Is/May Be Cut:
Call our office
TROUBLESHOOTING

Check your T-4 Transmitter

**GREEN LIGHT** – (Power) *This should be ON*, indicating there is power to the system…
If the green light is **NOT ON**, check the unit’s on/off switch, making certain that it is in the ON position.

1) Check to ensure the power cord is plugged into the outlet.
2) Check to ensure the power cord is plugged into the transmitter itself.
3) Check the outlet with a known working device to make sure the outlet is working properly. If the green light will not activate, call your local dealer.

**RED LIGHT** – (Loop) *This light should be ON*, indicating your loop is intact, (no breaks) and the system is operating properly. If the red light is **NOT ON**, you should be hearing the audible alarm sounding (providing your green light is on).

1) Turn the unit to **OFF position** for 10 seconds and then back on.
2) Check the loop wires (twisted wires) to make sure they are still attached to the transmitter and that none are loose.
3) Take note of ANY digging, landscaping or other construction outside in the areas where wires could be.

If you do find a break and feel comfortable repairing it yourself, we can mail you a splice kit. If you are unable to find the wire break or would rather have a technician repair it, call your local dealer and schedule a service call.

**YELLOW LIGHT** – (Fault) *This light should be OFF*. If the yellow light is **ON**, it sometimes will be accompanied by an audible alarm. A yellow light indicates the system is not functioning (possibly due to a power surge, lightning strike or a component in the transmitter has failed).

1) Turn the unit to the **OFF position for 10 seconds and then back on**.
2) If the yellow light is still on, call your local dealer to have your transmitter checked out.

*Dealers will charge a fee for onsite service calls*
TROUBLESHOOTING

Is Your Pet Leaving the Yard?

If your dog leaves the property even once, you should follow this check list before calling our office:

1) Check to ensure the receiver collar is on snug – this is the #1 reason why dogs will leave the property. If the receiver is not properly on the pet, the antenna may not be picking up the signal, allowing the pet to leave the yard. It is also the #1 reason why the batteries do not last long. The pet’s fur is absorbing the correction, but the pet is not being corrected which results in drained batteries.

2) Check the light scheme on your transmitter to be sure the correct lights are lit and there is NO alarm sounding.

3) Check that the battery has been replaced recently and that it is installed + side UP in the receiver collar.

4) Take the receiver collar outside and test it at the wire. You should hear the tone 2 to 3 feet before the wire.

5) If you have an extra battery, try replacing the battery.

6) If the receiver collar works in one place, it is working on the whole property. By the same token, if the receiver is not working in one spot, it is not working anywhere.

7) If everything appears to be normal and working, you may need to raise the correction level or call or e-mail your local dealer

Do not allow your pet to leave the property more than twice before calling our office!
TROUBLESHOOTING

Checking the Receiver Collar

The only way to be certain your system is working properly is by checking the receiver collar. If everything appears to be normal at the transmitter, you can check the receiver collar outside at the line, usually in the driveway.

Take the receiver collar off your pet, snap the buckle together and hold the collar by the snapped buckle. Let the receiver hang down (as if the dog were in it) about knee high, yellow or blue sticker forward or up with posts closest to the rear. You should start hearing the tone 2 to 3 feet before the wire. If you have to get closer than that, you may have to turn up the range control on the transmitter.

If you still do not get any signal, take the battery out for 30 seconds and replace it (+ positive side up) and try again. If still no signal, check when the battery was last replaced. If still no results, check the receiver at the face of the transmitter. If it beeps at the transmitter but not in the yard, call your local dealer.
FREE BATTERIES

As part of the Dog Guard family, you have the opportunity to receive free batteries for any referral that you send to us which results in an installation.

Here’s how it works:
Should any referrals you send to us result in the purchase of a fully installed system, you will be eligible for a one year supply of batteries for 1 dog. It’s that simple. There’s no limit on how many times you receive this offer. You may never have to buy batteries for your system! We have quite a few clients who have not had to buy batteries in 4 or 5 years.

This is our way of thanking you for choosing Dog Guard and for being our valued customer.

So remember – tell a friend about Dog Guard and make sure they mention your name.

Garden and Pool Loops

Splices, flags and training are included with all loops
- Small Loop (up to 25’)
- Medium Loop (25’-50’)
- Large Loop (50’-100’)
- Extra Large Loop (100’-150’)

Call for pricing
HAVING ISSUES INSIDE YOUR HOME?
Are your pets getting in the garbage, kitty litter boxes, getting up on tables, furniture or counter tops? **We can help!**

We can keep your pets out of, away from or off of anything in your home, basement or garage.

We can confine them to or keep them out of, any room in your home. The possibilities are endless.

**Indoor Installations:**
Here are the services that we offer for indoor installations (Call for pricing):

- Indoor transmitter installation for customers with existing outdoor transmitters and receiver collars.

- Wireless indoor transmitters with setup and training (with no extra loops).

- Indoor Transmitter with 1 loop or doorway, set up & training (uses additional transmitter, allowing outside loop to act as one system and indoor loop as a separate system.)

- Using customer’s transmitter for indoor loops.

*Transmitter needs to be mounted in close proximity to indoor loops and is wired off customer’s existing transmitter.*

**Indoors Options**
We can run loops throughout your home for most any problem, or we have a self contained unit (which can be moved anywhere in the home, basement or garage) to keep your pet out of the garbage, off furniture or out of certain rooms. **Please call for details.**
CUSTOMER SERVICES

Over The Phone and Service Calls

We provide services to troubleshoot equipment, repair, replace, reconfigure or relocate your Dog Guard Fence system. There is a charge for these services if we come on site (see below). If you prefer, we can also send you the wire, splice kits, etc. to do it yourself.

If you do have any problems and you’ve gone over the manual but cannot resolve it, we will be happy to try and troubleshoot your system over the phone at no charge, if at all possible.

There is a minimum trip charge for a service call to your home for wire breaks, troubleshooting, etc. This trip charge does not include materials and will vary depending on the time on the job.

Most service calls are less than ½ hour and will require very little in materials for wire breaks or system troubleshooting.

System reconfigurations will be charged by the hour plus service call and materials (call for estimates).

If you are planning any digging, construction, planting or aeration, please call our office first. We will come to your home and mark out your fence to avoid any problems.

Service Calls

Service calls (per hour)
Complete wire reinstall (includes flags, splices and on driveway cut)
Replacement of sections of wire
Loop wire (per foot)
Twisted pair (per foot)
New driveway cuts
Driveway recuts
New Walkway cuts
Walkway recuts
Gravel driveway crossings (includes PVC piping)

Call for pricing
ADDITIONAL SERVICES
& PRODUCTS

Parts and Accessories

Transmitters
Receivers (with all accessories)
Batteries
AC Adaptors
Receiver collars (any size)
Training leashes
Posts (long or short)
Battery caps
Flags (Bundle of 100)
Remote strips
Dog Guard Surge Protector
Lightning trap coils
Wire break splices
Wire break repair kits
Wire – 500’ spool

Call your local dealer or our office for pricing

Locating Service

If we come out to mark out your fence prior to any digging, we will need at least a 1 week notice for this service if possible.

Thank You!

If your system is not working properly, call us immediately. Many times we can assist you over the phone without having to make a service call. Check your system frequently and keep fresh batteries in your pet’s receiver collar.

Remember – you can get FREE batteries just by recommending us to friends, relatives, neighbors and co-workers.

Thanks again for purchasing the Dog Guard System.
Call your local dealer or our office for pricing.

Please call with any questions. We are here to help.
TESTIMONIALS

“The installation of the Dog Guard fencing system has been the greatest investment we have made in years! The peace of mind it brings knowing that our dog can be outside while we are away for the day (playing golf, shopping, visiting friends, etc) and we don’t have to hurry home to let him out, is a game changer. We used to have to cut our activities short to run home to attend to our pet, not now. He is happy and we are too! And if that isn’t enough, we no longer have to put a coat on and get the leash for that last outing at night or the first one in the morning, rain or shine, we simply open the door and let him out. At first we were skeptical. He likes to chase chipmunks, the neighbor’s cats, other dogs that are walked by our driveway by neighbors. He still chases chipmunks and our neighbor’s cats, but only as far as those little blue flags, which are now gone. Then he stops, turns around and finds something else to do. We are very pleased with the system, the installation work and training of our pet, the cost, and of course with the results we are seeing every day.”

-Jon and Bonnie Bachman
Seneca, South Carolina

“My Australian Shephard loves to run so when I am not exercising him I am glad he can run around the yard freely for more exercise. The fencing system is great!”
Barb, Traverse City

“Thank you so much for our Dog Guard “Out of Sight” fence system. It is so nice just to be able to open the door and let the dogs roam the entire yard with no worries. Your installer did such a nice neat job without any damage to the yard. Your training and personalized attention made the transition so seamless and easy. The fence makes it so we let the dogs out more and leave them out longer which is really where they would prefer to be. We’re so excited to have it in time for spring and summer.

Thanks again. Sincerely,”
The Stock Family — especially Gigi & Bruiser
“I just wanted to tell you that we LOVE our new Dog Guard fence. You really made a believer out of us. Gracie, our 2 ½ year old black Lab, adjusted to the boundaries very quickly and the new puppy, Lambeau, has “grown up” with it.

This summer has been wonderful having the dogs free to run and play in the yard. They can be outside for hours at a time and we are confident they are safe and having a splendid time. Even the mailman or a stray ball does not tempt them to go outside the fence.

In the past, we have built an expensive fence at every house we have lived in. No more, we are sold on Dog Guard. No more fences for us. We only wish that we had done it sooner.

Allowing the dogs to have all the freedom they need to run and just ‘be dogs’ is great. They get a lot more exercise now and are more relaxed when they come into the house.

Many Thanks“….the Jankowskis, from Medina, OH

“I have 2 dogs and have wanted to have a fence system put in since we moved to our new house almost 2 years ago. I was worried that one of the dogs would get out and run since he’s a tough little dog. We contemplated it for those 2 years and decided to get some estimates. Dog Guard was not only the most reasonable priced system, but our dealer was a down to earth person who talked to us like we were his friends and not so formally as to make us uncomfortable. They put in the fence and made sure the collars fit and that we understood how to train the dogs. It’s been one of the best investments we put into our new house! We love it!”

Kelly, NY

“Dog Guard Fencing has been the best investment for our pets and for us personally. It allows our dogs to freely roam without the worry of something bad happening to them. We have a system at our home, fishing camp, and our deer camp all interchangeable. Aaron’s service and the performance of our Dog Guard systems make our life better 24/7 no matter where we go.”

Carey & Annette Kimball, Houma, LA
“We started looking for underground fences for our German Shepherd in the fall of 2011. We wanted a good system but did not want to break the bank. After a lot of research we found that Dog Guard was the brand we would go with. Our German Shepherd learned in one week his boundaries. Corey was there to help train our dog and for any questions we had. Our dog weighs over 90 pounds and this fence keeps him in our yard with no challenges at all. We are just changing from winter to spring 2012 and this fence worked all winter long with no issues. If you are looking for a fence that works with great customer service I would highly recommend Corey and the Dog Guard fencing system.”

Bill and Janet Van Koevering
Sartell, Minnesota

“Thank you so much for getting our two dogs back in good graces with us and our neighbors. The Dog Guard system that you installed has worked fabulously! Now, instead of jumping the fence everytime they see a rabbit in the park, or a squirrel in the neighbor’s yard, they instead just sit and watch them intently…..sometimes for hours! It’s amazing!

I must admit, I didn’t think it would work. It has exceeded our expectations. We have not had one incident with them escaping the yard since the Dog Guard system was installed. The training was surprisingly easy, and the dogs learned very quickly. Thanks so much for the time you spent with us and the dogs. The training methods you helped us with worked to a tee.

We are enthusiastically recommending Rocky Mountain Dog Guard to all of our friends. Thanks again for all you guys have done.”

J Campbell, Highlands Ranch, CO

“We finally decided to get fencing for our dog about three years ago and we are very happy that we chose Dog Guard. What we got was a professional installation and excellent customer service. The company stands behind the fencing and that gives us peace of mind. Riley’s enjoying his dog fence in Ulster County NY.”

Connie, Pine Bush, NY
“Now that we have our Dog Guard fence I wonder why we waited so long! Our dogs are happy out in the yard…. even our Lab who used to love to chase deer! Dog Guard has been a miracle for our family!” 
Michelle, Columbus, WI

“We LOVE the Dog Guard System. It has worked very well with our own very active German Shorthair Pointer. She chases birds and squirrels but does not leave the yard or chase joggers down the street like before. Chris was very patient and an excellent trainer. It was simple: Dixie learned very fast. I would recommend it to anyone who wants their dog safe and still able.”

Marilyn & Bill, Woodbridge, CT

“Emily, my Dalmatian was rescued from a lonely life spent in a cage for five years. When I brought her home, she came to live in the house with her new family and had four and half acres to roam. The problem soon became apparent, however, that Emily did not know she had to return when she left the house. Several times, she ran away, got lost and had to be rescued anew. The problem was Emily did not know her boundaries and could get lost or injured if not tied or caged. Her freedom would be short lived if she could not learn to come home. My own peace of mind was shattered worrying about her safety.

The problem was solved with the Dog Guard “Out of Sight” fencing. Once it was installed, Emily learned her parameters within one week. She was only corrected one time and learned to come back to the house every time she went out. She has never been lost since. She still tests her boundaries and gets close to hear the buzz of the fence. She will probably always have to wear her collar, since she has behavior that leads her to seek a vagabond life. Now, I have peace of mind that Emily will watch the house and our family, and Dog Guard will guard Emily. It was worth the investment to provide safety, freedom and independence for a beloved pet.

The sequel to Emily’s rescue is that she has taken on a new career as a therapy dog. Emily is willing to sit for hours while visiting and making new friends. She generally gets her nails done, and then happily goes to see the 50 -100 people who fawn over her.”

Connie Craven, Tarentum, PA
“Remember me? Huh? Do ya? Do ya? It’s me, Shadow, the Beaglador! You know, half beagle, half black lab! I just turned 1, and I absolutely love my Dog Guard fence! You wouldn’t believe how fast I can shoot out of the house when I see squirrels terrorizing my yard! No more waiting for my people to attach me to the lead. I don’t want to brag, but I learned how to ‘do the fence thing’ in just a few days, which totally amazed my people. Why, I only got mildly zapped 2 or 3 times! My mom tried the zapper out herself, just so she’d know how it felt (these humans!). I have been loving the freedom to run around the yard! I hang out with the kids at the end of the driveway until the school bus comes. When they get on the bus, I just sit quietly and wag my tail. Then, when the door closes, I race the bus to the other end of the yard! I’m fast, too! I also can be out there to greet them when they come home. You should see their faces light up when they see me! My people like the way you cinched the wire so that I can’t get from the front yard to the back, or visa versa (rats!). They also appreciated the fact that when it was really cold this winter, they didn’t have to look for the lead, or go out and unwrap me from a tree. We cannot thank you enough for the freedom you have given us. The amount of warm, personal attention you gave us was great. Did you only do that because I’m so adorable? Nah, I have a feeling you give that level of service to all of your customers. Even if they aren’t as cute as I am! We would recommend Dog Guard Fencing to anyone and everyone who has a dog.

Really, really, REALLY affectionately, Shadow Russell

P.S. My people, Jeff and Linda Russell, want to know if you have a similar product for children? My other people, Ben and Valerie, don’t find that very amusing.”
“I would like to take a minute to tell you all how happy we have been with our Dog Guard fence. We have had our fence for almost ten years and it is so nice to be able to turn our dogs out and know they are secure in our yard. We decided on an electronic fence when we moved here because our dog had escaped from our chain length fence many times and knew putting up a chain length fence probably would not hold her. We researched and decided to go with Dog Guard. We have been very satisfied with the result of our Dog Guard fence and the ease of training our dogs and how it has kept them contained.

Thank you for always being available to help when we have needed it.”
Diane Harwell

“We presented a large property with a few troubled spots, they stayed with it until they had it all worked out. I was very impressed with the entire job and with its owner. And my Dogs are safe and happy. I now have 5 dogs enjoying their new 12 acres of play area.”

Pat Haynes, Homer, GA

“I live in the country alone and am totally blind. When I got my dog he was running everywhere. I was fearful of losing him. Then Dog Guard installed the underground fence. Ben has not left my yard since. He learned the system very quickly and has never tried to get out. I can’t describe the peace of mind I now have, knowing that whenever I let him out, he is right where he should be.”

Tom Morris, IL
PHOTO GALLERY

Where did I bury THAT bone???

Wow, that cat is scary, FEET DON'T FAIL ME NOW!

I do look handsome in my Dog Guard Collar

It’s OKAY, I will buy you a new fluffy teddy bear
PHOTO GALLERY

Shoot, she saw me leave a present in her rosebed

Bat Dog!

This is SO humiliating...

Ahh,... that NEW ball taste!

Told him NOT to eat yellow snow...
For your records, please complete the following reference sheet with information about your Dog Guard system. If you need to contact your Dog Guard dealer with any questions about the installation or service of your system, or about training your pet, you will have the necessary information right at your fingertips.

Dog Guard Dealer’s Name: ________________________________________________________

Address:________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

Phone:___________________________________________________________________________

Date System Purchased: __________________________________________________________

Date System Installed: ____________________________________________________________

Receiver Serial Number and CM Number: ____________________________________________

Transmitter Serial Number ________________________________________________________

Transmitter Type:  7K______________ 10K_______________

Date 1st Battery installed:________(Remember to replace your battery every 4 months)

Date Training Began:_______________________________________________________________

Training Notes:__________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

Note: To obtain warranty on your system, it must be registered with Dog Guard Headquarters. Register your system online @ www.dogguard.com

A fee for service and/or repair/replacement may be imposed.
WE’RE HERE TO HELP!

www.dogguard.com

Register your system online at www.dogguard.com

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