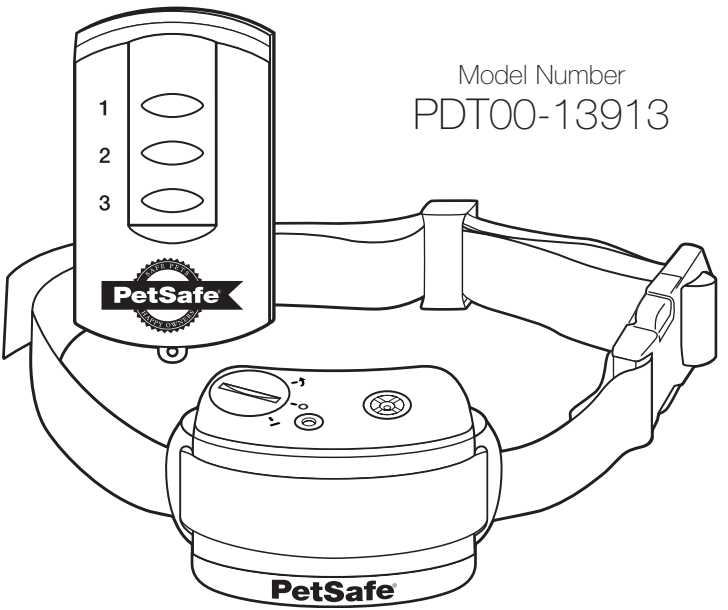
protect. **teach.** **love.**

Spray Commander™

operating and training guide



Model Number

PDT00-13913

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

Important Safety Information

Explanation of Attention Words and Symbols used in this guide

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

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

⚠CAUTION CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

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

⚠WARNING **Risk of explosion.** Do not short circuit, mix old and new batteries, dispose of in fire, or expose to water. When batteries are stored or disposed, they must be protected from shorting. Dispose of used batteries properly.

⚠WARNING **Not for use with aggressive dogs.** Do not use this product if your dog is aggressive, or if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or certified trainer.

⚠CAUTION **Safety during on-leash training.** It is vitally important that you and your dog remain safe while learning during on-leash training. Your dog should be on a strong leash, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other unsafe area. You must also be physically strong enough to restrain your dog when he tries to chase.

⚠CAUTION Do not expose the device to freezing temperatures -32°F or 0°C or to conditions warmer than 113°F or 45°C. Do not leave the unit in direct sunlight. Never leave the unit in a car where the device can heat up to high temperatures 113°F or 45°C.

AEROSOLS:

- Keep out of reach of children.
- Contents of the refill can and the spray collar are under pressure.
- Use only in a well ventilated area. Use only as directed.
- May explode if heated, do not heat. Do not expose to temperatures over 113°F or 45°C.
- Do not burn. Do not dispose of in fire, even when empty.
- Keep out of direct sunlight.
- Do not leave the aerosol can in a vehicle where temperature could exceed 113°F or 45°C.
- Store in a cool location.
- Keep away from sparks or flame. Do not smoke while refilling.
- Do not puncture. Contact of liquid propellant with skin may cause frostbite.
- Do not ingest. In case of accident, seek medical care. If swallowed, call a poison control center immediately.

The PetSafe® Remote Spray Trainer is not a toy. Keep it away from the reach of children. Use it only for its pet training purpose.

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

- Avoid leaving the collar on the dog for more than 12 hours per day.
- When possible reposition the collar on the pet's neck every 1 to 2 hours.
- Check the fit to prevent excessive pressure; follow the instructions in this manual.
- Never connect a lead to the electronic collar.
- When using a separate collar for a lead, don't put pressure on the electronic collar.
- Wash the dog's neck area weekly with a damp cloth.
- Examine the neck area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue use of the collar until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.
- For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet safe and comfortable. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the neck area. If redness or sores are found, discontinue use until the skin has fully healed.

The PetSafe® Spray Commander™ must be used only on healthy dogs. We recommend that you take your dog to a veterinarian before using the collar if he is not in good health.

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

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

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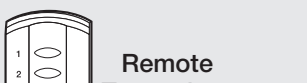
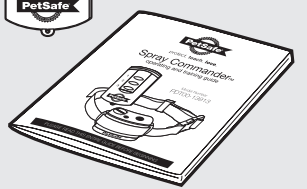
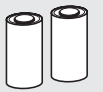
Components



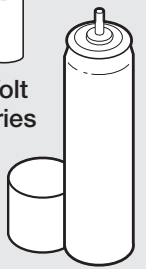
Remote Transmitter



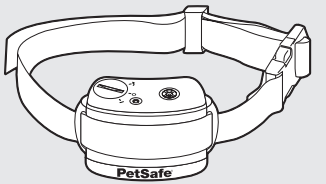
Operating and Training Guide



2 6-Volt Batteries



Citronella Spray PAC19-12069



Receiver Collar

Wrist Strap

Features

- 2 levels of spray plus tone only button
- Range up to 250 feet
- Waterproof Receiver Collar
- Lightweight, easy to use remote transmitter

Other Items You May Need

- Scissors
- Non-metallic collar and 10 foot leash for training

How the System Works

The PetSafe® Spray Commander™ uses a remote transmitter and a spray collar to re-direct the attention of the distracted or misbehaving dog, or one that has learned that obedience is optional. It can be activated at a distance up to 250 feet. In addition to having two levels of spray for training, the PetSafe® Spray Commander™ also incorporates tone for reinforcement. You can use it to let your dog know when the behavior he is engaged in is acceptable. The tone becomes a reward for your dog.

Key Definitions

Remote Transmitter: Transmits the radio signal to the Receiver Collar. It is waterproof.

Upper Button: This button is factory-set to deliver a tone.

Center Button: This button is factory-set to deliver a short spray stimulation.

Lower Button: This button is factory-set to deliver a long spray stimulation.

Continuous Spray: You control when the spray is delivered to your dog through the Receiver Collar. When the Spray Stimulation (Center or Lower Button) is pressed, the spray is delivered. The Center button delivers a short ½ second spray. The Lower button delivers a long 1 second spray Press and release the button for consecutive sprays.

Tone: Use the Tone (Upper Button) as a marker to reinforce good behavior. Again, timing is critical. Praise or treat the dog immediately following the Tone. The tone button delivers 2 short beeps. Press and release the button for consecutive beeps.

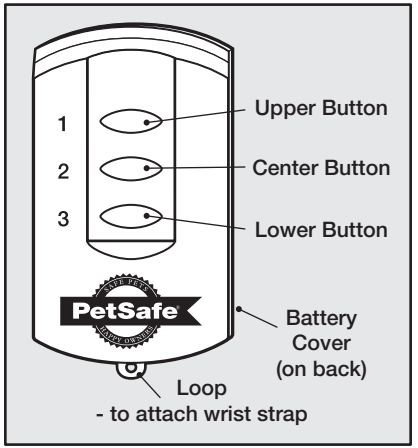
Battery Cover: Encloses the battery.

Receiver Collar: Delivers spray or tone on a signal from the Remote Transmitter. It is waterproof.

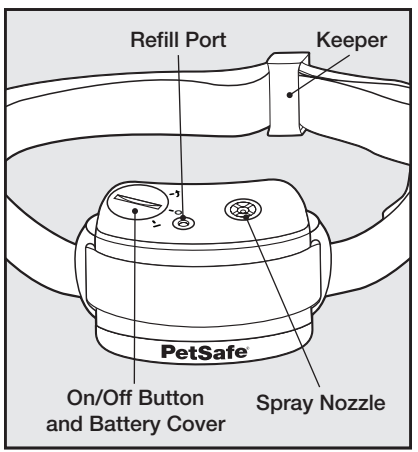
On/Off Button and Battery Cover: Encloses the battery and is used to turn the unit on and off.

Refill Port: Where the spray is refilled.

Remote Transmitter



Receiver Collar



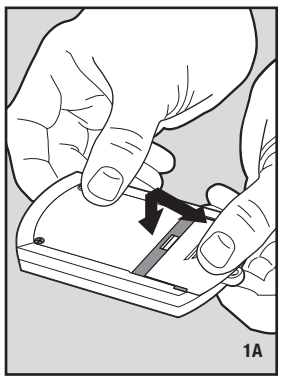
Operating Guide

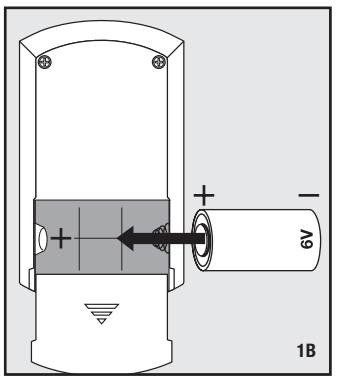
Step 1

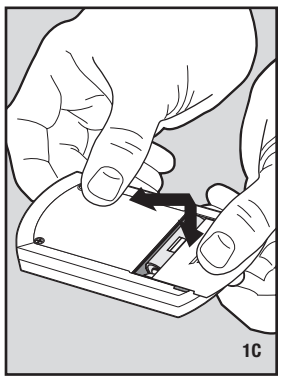
Prepare the Remote Transmitter

Inserting the Transmitter Battery

1. Hold the Remote Transmitter face down. Gently push on the lower door, slide down and remove the battery cover (**1A**).
2. Insert the 6-Volt alkaline battery (**1B**).
3. Replace the battery door by positioning the top edge and pushing up until it snaps in place (**1C**).







To Verify the Battery Has Been Inserted Correctly

1. After installing the battery on the Receiver Collar, press the Upper Button on the Remote Transmitter. You will hear the tone.
2. If you do not hear the tone, you may have inserted the battery backwards. Try taking it out and turning it around.
3. If the tone is still not audible, contact the Customer Care Center at 1-800-732-2677.

Step 2

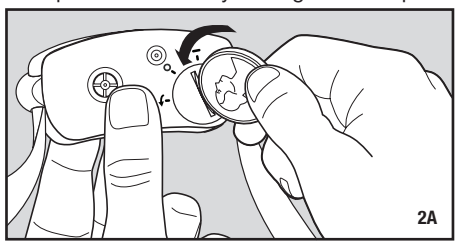
Prepare the Receiver Collar

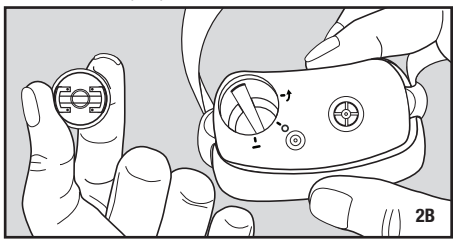
Adjusting the Collar to the Spray Device

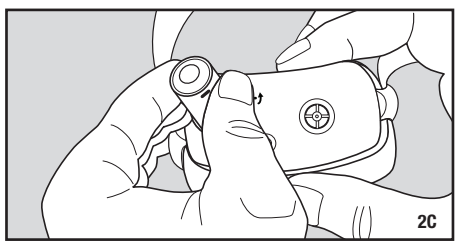
1. Remove the keeper from the black collar. Pass the black collar through the loops of the spray device. Put the keeper back on the collar. The curved edge of the keeper should face inward.
2. Feed the free end of the collar into the slot of the buckle from the back to the front. Then, thread the free end of the collar through the outside slot from the front to the back. The free end should now hang on the outside, then thread the keeper.

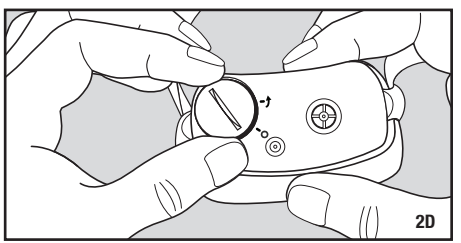
To Inserting and Remove the Battery

1. Insert a coin into the slot of the battery cover and orient towards the open position. (**2A**) Remove the cover (**2B**).
2. Insert one 6-Volt battery with the positive terminal towards the bottom of the device. (**2C**) Replace the cover by turning to the off position with a coin (**2D**).









Turning the Receiver Collar On and Off

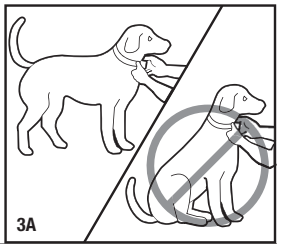
After installing the battery, use a coin to turn the battery door to the “ON” position. To extend the life of the battery turn the collar off when not in use.

Note: *To verify the batteries are installed properly and the unit is working, press the upper button (tone) on your remote transmitter. You should hear the tone.*

Step 3

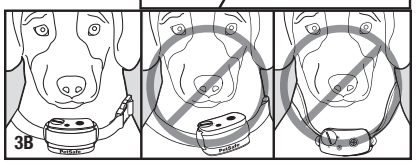
Fit the Receiver Collar

To assure a proper fit, please follow these steps:

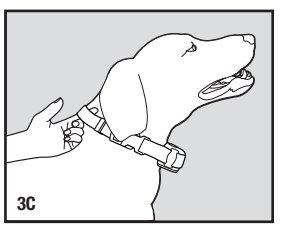


1. Make sure that the Receiver Collar is turned off.
2. Start with your dog standing comfortably (**3A**).
3. Place the Receiver Collar on your dog’s neck close to the ears. Center the Receiver Collar underneath your dog’s neck. Make sure the PetSafe® logo in the front of the unit is upright (**3B**).
   Note: *For long-haired dogs, it may be necessary to trim the neck hairs along the path of the spray. It is important that the spray reaches the dog’s snout to be effective.*

CAUTION Do not shave the pet’s neck as this may increase the risk of skin irritation.



4. The Receiver Collar should fit snugly, yet loose enough to allow one finger to fit under the strap. (**3C**) Allow your dog to wear the collar for several minutes, then recheck the fit. Check the fit again as your dog becomes more comfortable with the Receiver Collar.
5. Trim the collar as follows:
   a. Mark the desired length of the collar with a pen. Allow for growth if your dog is young or grows a thick winter coat.
   b. Remove the Receiver Collar from your dog and cut off excess.

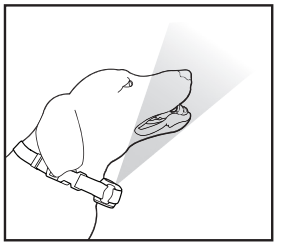


CAUTION The Receiver Collar should not be worn for more than 12 hours out of every 24-hour period. Leaving the collar on too long could lead to skin irritation. Please refer to page 3 for additional information.

Ensure a Proper Spray Pattern

For the Spray Commander™ to perform properly, the nozzle must be positioned correctly and there must be a clear path from the Spray Nozzle to your dog's snout. Follow these steps:

1. Make sure the PetSafe® logo on the front of the unit is upright and the Spray Nozzle is angled out and pointing up towards the dog's snout.
2. For long-haired dogs, it may be necessary to trim the neck hairs along the path of the spray. It is important that the spray reaches the dog's snout to be effective.

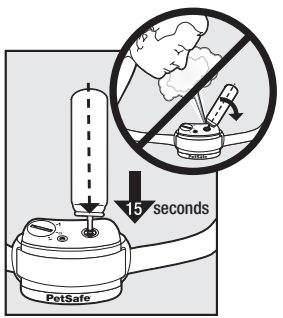


CAUTION Do not shave the pet's neck as this may increase the risk of skin irritation.

3. For optimal performance, the Receiver Collar should be refilled before each use.

To Fill and Refill the Spray

- Remove the collar from your dog. Ensure it is off.
- Ensure the refill port is clean.
  Note: *If any dirt or debris enters the refill port when refilling, it could cause the unit to become clogged and malfunction. Wipe the receiver clean with a damp cloth and dry thoroughly.*
- Hold the spray can upright and firmly press the nozzle down into the Refill Port. Hold for 15 seconds and remove.
  Note: *If spray leaks out, you may need to press harder to complete the seal.*
- Turn the unit on.
- For optimal performance the Receiver Collar should be refilled before each use.



CAUTION Do not puncture or incinerate the spray collar or the refill canister. Do not expose to extreme heat or store at temperatures above 113°F.

Refill canisters are available. Choose from citronella or unscented spray. Contact the Customer Care Center or visit our web site at www.petsafe.net to locate a retailer near you.

Training Guide

General Tips

- Eliminate one misbehavior or teach one obedience command at a time. If you move too fast with training, your pet may become confused.
- Be consistent. Give your pet a spray stimulation with each misbehavior.
- Do not over-correct your pet. Use as few sprays as possible to train your pet.
- Unless you can supervise him, it is recommended that you restrict your pet from situations in which he has a history of misbehaving. However, setting up a situation as a training session can dramatically improve your chances of success.
- If your pet reacts to the tone by hiding or acting fearful, redirect his attention to a simple and appropriate behavior, such as the "sit" command.
- Pets should be at least 6 months old before using the Trainer.
- Only let responsible family members use the Trainer. It is not a toy!
- Other pets in hearing range will be affected by the training tone. Therefore, training sessions should be conducted out of hearing range of other pets.

⚠WARNING Never use the Remote Spray Trainer to correct or eliminate any form of aggressive behavior. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.

Teaching Your Pet the Tone (Upper Button)

Before using the Trainer to correct your pet, spend 10 to 15 minutes per day for 2 or 3 days helping him create the association of the tone with reward and praise. To accomplish this:

1. Push the Upper Button (Tone).
2. Release the button and immediately reward your pet with verbal praise, petting, or a small food reward. Spend 3 to 5 seconds on the reward.
3. Wait a few minutes and repeat holding the Upper Button (Tone) following with praise. Vary the reward to prevent your pet from anticipating a specific type. This stage of training is complete when your pet obviously anticipates a reward when he hears the tone.

To Train Using Spray Stimulation (Center and Lower Button)

You control the timing of the Spray being applied to your pet.

Note: *For any of these training methods to be effective, they must be used consistently along with the command you are trying to teach your pet.*

General Tips

- Never inflict punishment, pain or cruelty on your pet – even if he refuses to listen.
- Reward your pet when he listens and obeys your commands.
- Never let the dog ignore a command he understands.
- Do not use the spray when you want your dog to obey a command that he does not understand yet.
- Never fill the device while your dog is wearing it because it may damage the fill-up valve.
- Never fasten a leash (lead) to the PetSafe® Spray Commander™ collar.
- To ensure that your dog does not make the connection between you and the PetSafe® Spray Commander™, don't let him see you prepare the device, neither for the first try, nor for subsequent use. Keep your dog away while you prepare the device as well as when you fill it or change the battery.
- Make sure the device is always ready to function, should the dog display undesirable behavior. We recommend that you verify the device every day to make sure it contains enough spray.
- Put the collar around the dog's neck at least 20 minutes before the training session begins so that the dog doesn't associate wearing the spray collar with the exercises.

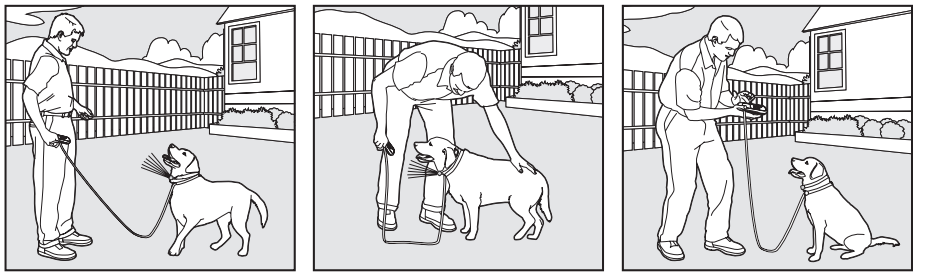
Note: *To save battery power, turn off the device while not in use.*

Teaching Basic Obedience

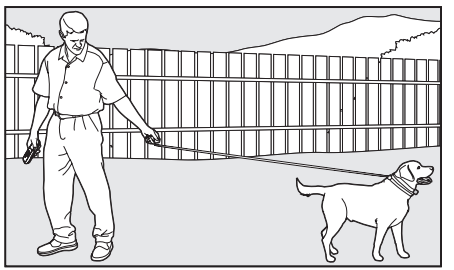
The "Sit" Command

1. Put a separate, non-metallic collar on your pet's neck BELOW the Receiver Collar, and attach a 10 foot leash.
2. Hold the leash and the Remote Transmitter in one hand. Keep your other hand free to guide your pet into a "Sit" position.
3. Press the Center or Lower Button (Spray Stimulation).
4. Immediately give the "Sit" command while continuing to hold the Center or Lower Button (Spray Stimulation).
5. Release the Center or Lower Button (Spray Stimulation) as soon as your pet is in position. Press the Tone (Upper Button) and praise him.
6. Release your pet from the "Sit" command and play.
7. Repeat Steps 2 through 6.

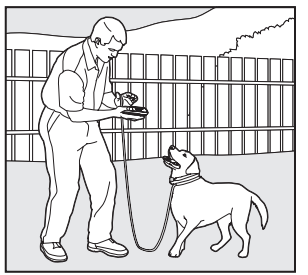
Note: *If your pet breaks the "Sit" command, repeat steps 2 through 5. Keep your pet close to you while teaching the "Sit" command.*



The "Recall" Command

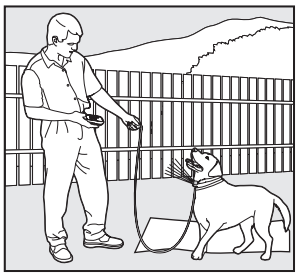
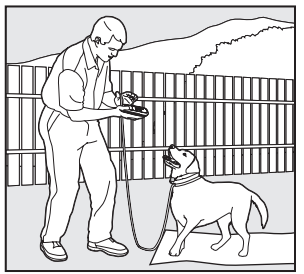


1. Put a separate, non-metallic collar on your pet's neck BELOW the Receiver Collar, and attach a 10 foot leash.
2. Hold your leash in one hand and the Remote Transmitter in the other.
3. Wait for your pet to walk away from you.
4. Press the Center or Lower Button (Spray Stimulation) while saying "Recall" and if necessary, use the leash to guide your pet toward you.
5. Immediately release the Center or Lower Button (Spray Stimulation) as soon as your pet steps towards you. Press the Tone (Upper Button) and praise him.
6. Quickly move backwards as your pet begins to walk toward you, praising him the entire time.
7. Repeat Steps 3 through 8.
8. Once your pet responds readily to the "Recall" command several times, back away from him without giving a command. When your pet turns toward you, give the command "Recall" (WITHOUT SPRAY STIMULATION) and praise him while you continue to back up. Stop moving backwards and praise your pet when he returns to you.
9. Use your leash to prevent your pet from running past you. If your pet manages to run past you, repeat Steps 3 through 8.



The “Stay” Command

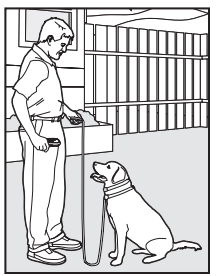
1. Put a separate, non-metallic collar on your pet’s neck BELOW the Receiver Collar, and attach a 10 foot leash.
2. Visibly identify a designated area where you want your pet to sit by placing his bed or a large piece of cloth on the ground.
3. After identifying a place, put your pet in that area. Hold your leash in one hand and the Remote Transmitter in the other.
4. Staying within approximately 3 feet, walk around the perimeter of the designated area. Do not say anything to your pet.
5. If your pet tries to leave that area, press the Center or Lower Button (Spray Stimulation) while saying “Stay”, and if necessary, use the leash to guide your pet onto the designated area.
6. Release the Center or Lower Button (Spray Stimulation) immediately release the Stimulation button as soon as your pet returns to the area and praise him enthusiastically.
7. Once your pet has settled for a few seconds, release him and play calmly.
8. Repeat steps 1 through 6 several times.

Eliminating Unwanted Behavior

Jumping Up

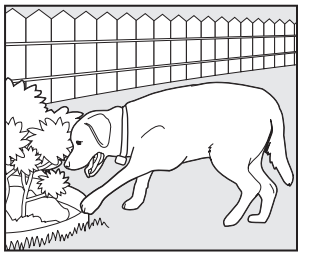
Pets typically jump up to get attention. If you do not want your pet to jump on you, then friends or members of the family should not encourage this behavior. That means every time your pet jumps on someone, he should be reprimanded or redirected to an alternate and acceptable behavior, for which he can receive praise.
***Note:** It is best if your pet first understands the “Sit” command.*



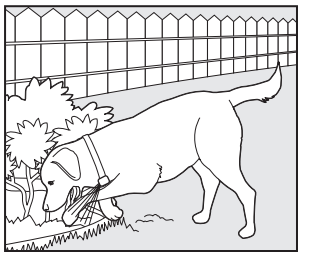
1. As soon as your pet lifts his paws off the ground to jump on you, press the Center or Lower Button (Spray Stimulation) and give the command “Sit.”
2. Release the Center or Lower Button (Spray Stimulation) immediately once your pet is sitting, and verbally praise him.
3. Practice this exercise in several different areas and use different people for distractions.

Digging

It is important to first understand why your pet is digging. Many dogs, such as terriers, were bred to flush out prey, and digging is very innate to them. Other dogs may be digging to find a cool spot to lie down, or simply out of boredom. Your pet may no longer have the desire to dig if he is provided with the following:



- A cool, shaded area in which to lie down, and plenty of water.
- An alternate activity, such as a favorite toy.
- Plenty of play, exercise, and attention.
- A yard free from rodents or prey that he may be trying to flush out.



1. Place the Receiver Collar on your pet and wait at least 10 minutes before placing him in the yard. No other people or pets should be in the yard, as you do not want your pet to associate the spray stimulation with anything other than his digging. Your pet must be securely fenced in or contained during training.
2. From a window or area where your pet cannot see you, wait until your pet begins to dig.
3. While your pet digs, continue to press the Center or Lower button (Spray Stimulation) and release it when he stops digging. Only press the button while your pet is in the act of digging, and do not say anything to him.
4. Continue to watch your pet, as he may choose another area to dig.
5. Do not allow your pet in the yard unsupervised until he has completely stopped digging.

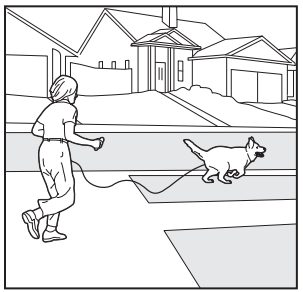
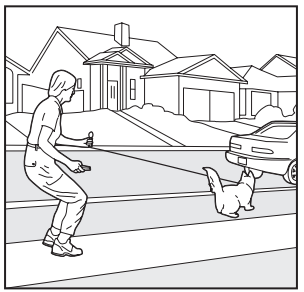
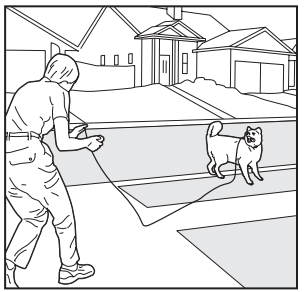
Chasing

Chasing is an instinctive behavior stimulated by moving objects. Some dogs have a particularly strong desire to chase that can put them in harm’s way and leave you helpless. Never allow your dog off the leash or out of a contained area until he has learned the “Recall” command, regardless of the distraction. Be consistent and correct your dog every time he chases something.

CAUTION It is vitally important that you and your dog remain safe while carrying out this training. Your dog should be on a strong leash, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other unsafe area. You must also be physically strong enough to restrain your dog when he tries to chase.

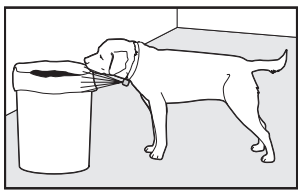
Chasing …*continued from page 15*

1. Set up a scenario where your dog is enticed to chase an object. Common items could be cars, motorcycles, bicycles, etc. (do not use toys).
2. When the object passes in front of your dog, make sure to hold the leash with a firm grip. As soon as your dog begins to chase the object, press and hold the Center or Lower Button (Spray Stimulation) until he stops.
3. When your dog stops chasing the object, immediately release the button, walk backwards and give the command “Recall.” Praise your dog as he comes to you.
4. Repeat the process until your dog responds consistently to the “Recall” command.

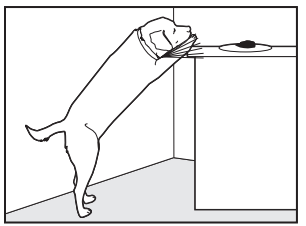




Trash Raiding

The easiest way to prevent trash raiding is to remove garbage and tempting food from your pet’s environment. You can use the Remote Trainer to teach your pet to stay away from these items; however, you must be prepared to correct your pet every time he approaches them.



1. Pick a temptation for your pet and position yourself where he cannot see you.
2. While your pet’s mouth is touching the temptation, press and hold the Center or Lower Button (Spray Stimulation). Immediately release the button when your pet leaves the temptation.
3. Do not say anything, as you want your pet to associate the spray with his behavior, not you.
4. Repeat this process in several different locations with different temptations.



Frequently Asked Questions

How old does my pet have to be before using the PetSafe® Spray Commander™?	: Your pet should be at least 6 months old and able to recognize basic obedience commands such as “Sit” or “Stay”.
Once my pet is trained and has been obeying my commands, will he have to continue to wear the Receiver Collar?	: Probably not. You may need to reinforce training with the Receiver Collar from time to time.
Is the Receiver Collar waterproof?	: Yes. When replacing the battery, be sure to keep the area free of dirt and debris.
Can I use the PetSafe® Spray Commander™ on aggressive dogs or stop my dog from being aggressive?	: We do not recommend any of our products to be used on aggressive dogs. If you are unsure if your dog is aggressive, please consult your veterinarian or a certified trainer.
Will I get exactly 250 feet of range with the PetSafe® Spray Commander™?	: The range of the PetSafe® Spray Commander™ will vary according to terrain, weather, vegetation, as well as transmission from other radio devices.
Does the spray need to hit my dog’s nose?	: No. The spray is very fine and simply creates a mist in the region of the snout.

Troubleshooting

My pet does not respond when I press the Upper, Center or Lower Button.	: If your range has reduced from the first time you used the Remote Trainer, the battery(s) may be low in either the Remote Transmitter or Receiver Collar.
The Receiver will not turn on.	: Make sure the Receiver Collar has a good battery.
The Receiver is not responding to the Remote Transmitter.	: If the Receiver Collar is still not responding, contact the Customer Care Center.

Customer Care International

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

Australia - Tel: 1800 786 608
Monday - Friday 8:30 AM - 5 PM

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

Terms of Use and Limitation of Liability

1. **Terms of Use**
   This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this product implies acceptance of all such terms, conditions, and notices.
2. **Proper Use**
   This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this product. We recommend that you not use this product if your pet is under 6 months old, or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, certified trainer or contact our Customer Care Center or visit our website at www.petsafe.net.

   Proper use includes reviewing the entire Operating and Training Guide provided with your product and any specific Caution statements.
3. **No Unlawful or Prohibited Use**
   This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.
4. **Limitation of Liability**
   In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.
5. **Modification of Terms and Conditions**
   Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

Battery Disposal

Separate collection of spent batteries is required in many regions; check the regulations in your area before discarding spent batteries. At the end of the product life, please contact our Customer Care Center to receive instructions on proper disposal of the unit. Please do not dispose of the unit in household or municipal waste. For a listing of Customer Care Center telephone numbers in your area, visit our website at www.petsafe.net.

FCC

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.

CAUTION: Modification or changes to this equipment not expressly approved by Radio Systems Corporation® may void the user's authority to operate the equipment.

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 specific installation. If interference does occur 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 the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult customer care, the dealer, or an experienced radio/TV technician for help.

Warranty

One Year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at www.petsafe.net and/or are available by sending a stamped addressed envelope to Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square, Dundalk, Ireland.

Australia/New Zealand – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:

One Year Non-Transferrable Limited Warranty

What is covered: Radio Systems Australia Pty Ltd (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase Products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

Claims Procedure

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd
PO Box 765, Mudgeeraba QLD 4213
Australia Residents: 1800 786 608
New Zealand Residents: 0800 543 054
Email: info@petsafeaustralia.com.au

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).

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www.petsafe.net
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