

# Sureguard

Dog e-Fence™



\*Real time: [www.sureguard.com.au/solar](http://www.sureguard.com.au/solar)

***An Invisible Barrier to Stop Your Dogs Disappearing!***™  
Enclose your property or protect specific areas

# User Instructions

Wireless Dog e-Fence - Starter Kit  
With Rechargeable Collar



# Dog Fencing Re-envisioned

## Sureguard's Latest Wireless Dog Fence.

*Combines recent innovations in solar panel and battery technologies.*

### Prevent Your Dogs

- Jumping, Climbing & Digging at fences.
- Digging up your garden.
- Escaping through an open driveway.
- Running at speed to escape or chase other animals.

### How does the Wireless Dog Fence Work?

Install the Boundary Wire to create the no-go area. At a pre-set distance the Radio Collar warns your dog to stop. If your dog ignores this opportunity to back away, then the collar emits a static correction. It is safe and humane because your dog is in control of the situation. Some initial training teaches your dog.

Is this like an electric fence? No, there is no electrified wire to touch.

### What's in the Box?



## Starter Kit Contents

- 1 1 x Solar Powered Boundary Wire Energiser
- 2 1 x Mounting Post & 1 x Key
- 3 20 x Training Flags\*
- 4 1 x 100m Boundary Wire\*
- 5 5 x Wire Joint Sealers\*
- 6 20 x Wire Tie-Down Pegs\*
- 7 1 x Radio Collar\* with 2 x Probes Pairs
- 8 1 x Collar Tester
- 9 1 x Threadlock Compound
- 10 1 x Power Recharger

\* *Customise your installation:  
Purchase additional collars, wire, flags, etc.*

## Specification

### Energiser

- **Maximum Boundary Length:** 1600m
- **Minimum Containment Area Width or Length:** 10m

### Radio Collar

- **Wearing Duration:** Maximum 12 hours in any 24-hour period.
- **Dimensions:** 55.7mm x 41.6mm x 30.0mm
- **Weight:** 53g
- **Ingress Protection Rating:** IP57 (30 minutes water immersion at 1m)
- **Activation Distance:** Each collar individually adjustable approximately 1m to 4m
- **Correction Levels:** 10
- **Correction Output Min:** 31mA peak, 2.3mA RMS, 0.4mJ/S
- **Correction Output Max:** 77mA peak, 34mA RMS, 12mJ/S
- **Battery Running Time:** 1 to 6 Months (depends on amount of correction)
- **Battery Charge Time:** 3 hours

### Collar Fabric

- **Dimensions:** 19mm wide, 1.8mm thick.
- **Sizes:**
  - Small-Medium 20cm to 40cm
  - Medium-Large 30cm to 62cm
- **Material:** High grade TPU with encapsulated nylon webbing.

# Boundary Design

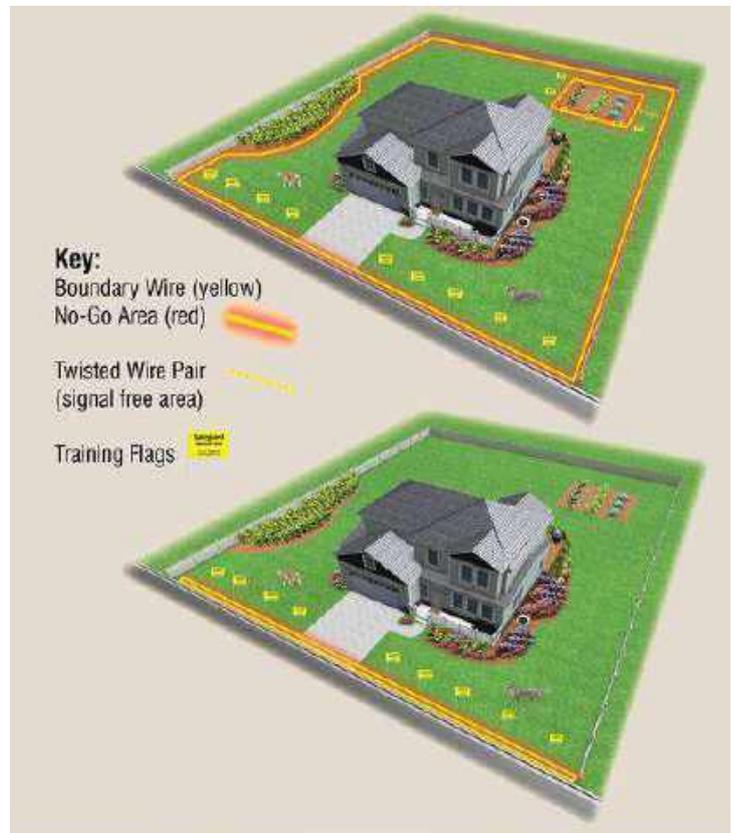
To create your no-go area, place the Boundary Wire along fences, around garden beds, across lawn areas, across open driveways and gates, etc.

The Boundary Wire may be pegged to the ground, covered, buried or attached low down on a fence.

**Example 1:** Simple single wire installation around the whole property. The Activation Distance is selected on the collar.

**Example 2:** Doubled Wire installation for customised shapes. The Doubled Wire technique loops back on itself with a wire separation of between 30cm and 2m.

**Activation Distance on the collar is set to maximum.** The wire separation governs the Activation Distance (small separation for shorter distances). See the next two pages, examples 3,4,5,7,8 & 9.



## Boundary Wire Examples

Your Wireless Dog Fence boundary can be as simple or intricate as you need. The following examples illustrate various wire installations to achieve different effects.

### NOTE:

- 1/ In the following examples we've located the Boundary Wire Energiser at the house, but it can generally be installed anywhere in sunlight.
- 2/ "Activation Distance" is defined as the distance between the Boundary Wire and when the Collar begins to detect signal (see page 16).
- 3/ No matter what design you employ, the boundary is formed by only ONE piece of wire and each end of this is connected to the Boundary Wire Energiser.

**Tip:** Do you have areas where you don't want the Boundary Wire to activate your dogs' collars? Sureguard makes a Dual-Wire that creates a cancellation of the signal while still allowing the main signal to pass to other areas of your boundary. By deleting the signal, your dog's collar won't activate next to this Dual-Wire.

## KEY Features:

 Yellow represents the Boundary Wire and Red the radio signal.

 This double Yellow represents the Dual-Wire with signal deleted.

### (1) Simple Boundary

The most common installation is this simple boundary design consists of a single wire running around the whole property. The Collar's Activation Distance is constant around the boundary. Notice no signal is emitted from the Dual-Wire running back to the house.

### (2) Inner Boundary

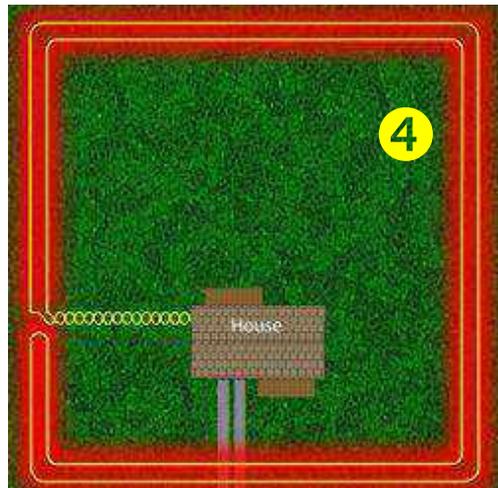
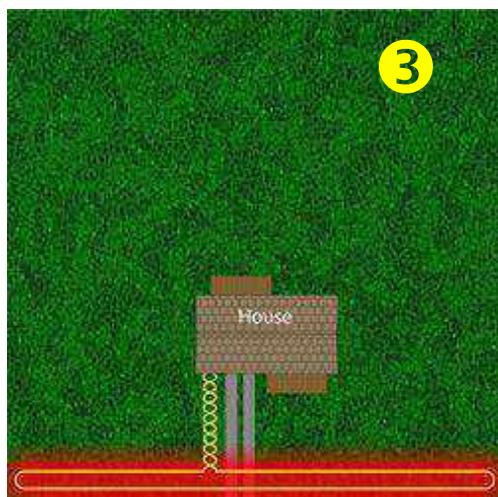
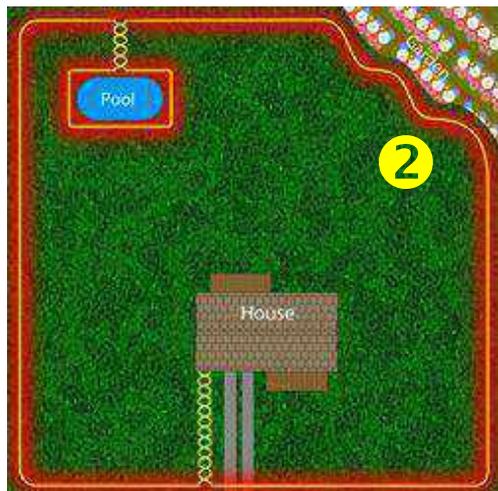
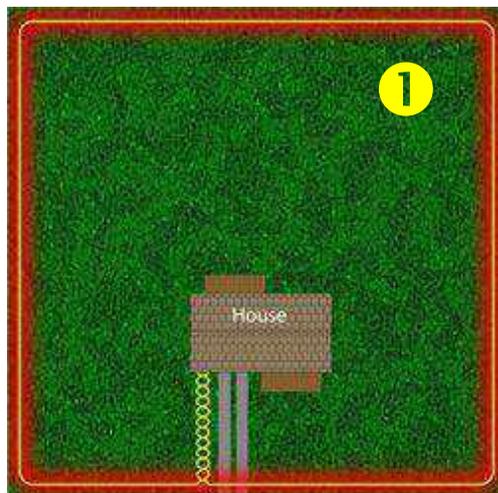
It is possible to create a no-go area inside the main boundary. Notice the Dual-Wire used to divert signal from the main boundary to the wire around a pool area. Your dog's Radio Collar will activate around the pool and main boundary. However, around the pool it will be a shorter Activation Distance. See (9) on page 7.

### (3) Frontage Only

To protect a full single boundary, install a long thin rectangle as illustrated. This is called a **Doubled Wire** installation. The width of the rectangle is a minimum 30cm but can be up to 2m for greater Activation Distance. (Adjust as required). This design may also be used to protect small areas, for example, around an open driveway. Install the rectangle **at least 2m beyond the opening**, and **at least 1m apart**. So, for a typical 4m wide driveway, the rectangle is at least 8m by 1m. For more details, refer to illustration (9) on page 7.

### (4) Small Properties

When the minimum dimension (width or depth) of your containment area is around 10-20m, you **MUST** install a Doubled Wire as illustrated. It is a technical requirement of radio collar systems. This design makes the radio signal diminish rapidly with distance thereby reducing false triggering of correction inside the containment area.



### (5) Cancel Boundary

Use the Dual-Wire as illustrated to cancel the signal on a small section of the boundary. Your dog will have access to this area.

### (6) Incorrect Usage

This example shows a common mistake when using Dual-Wire to cancel the signal. When the signal travels through each of the dual wires in the *same* direction, the signal does not cancel.

### (7) Backyard Only

This doubled wire configuration confines your dogs to the backyard while still allowing them access to the back door.

### (8) Vary Frontage Activation Distance

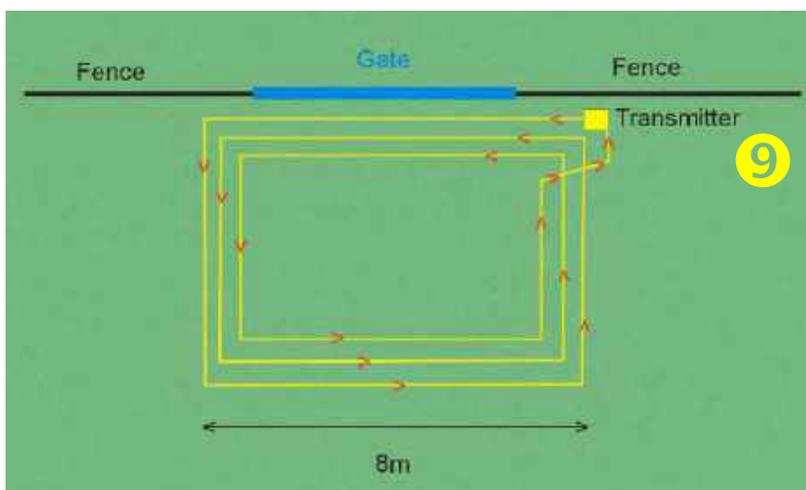
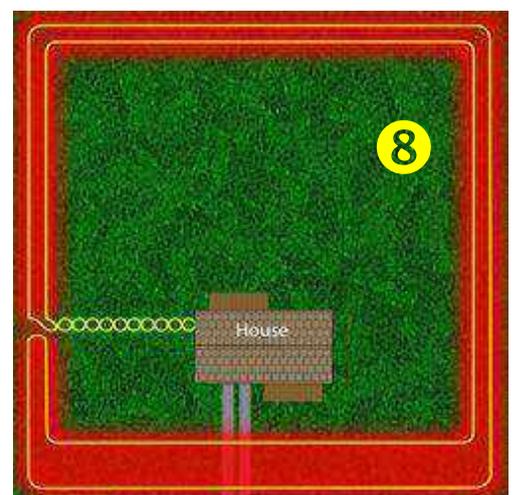
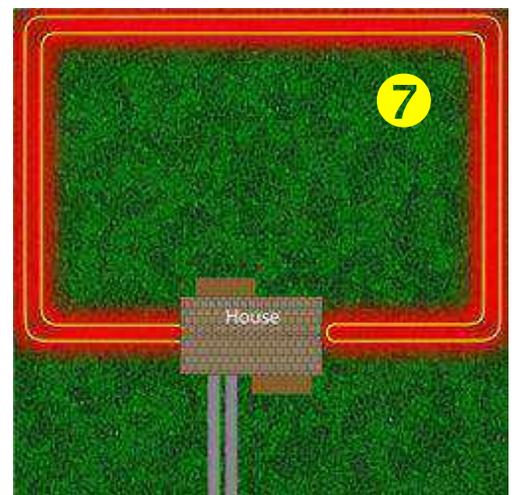
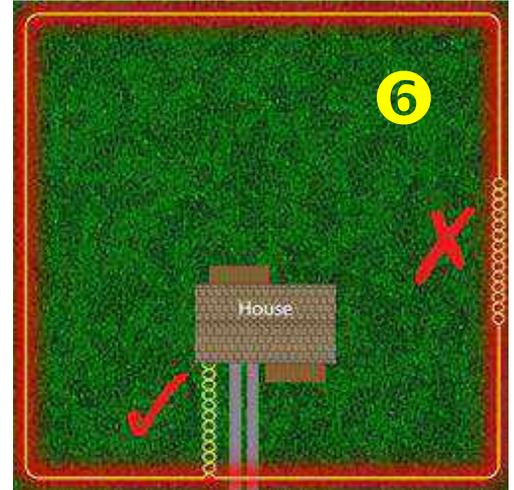
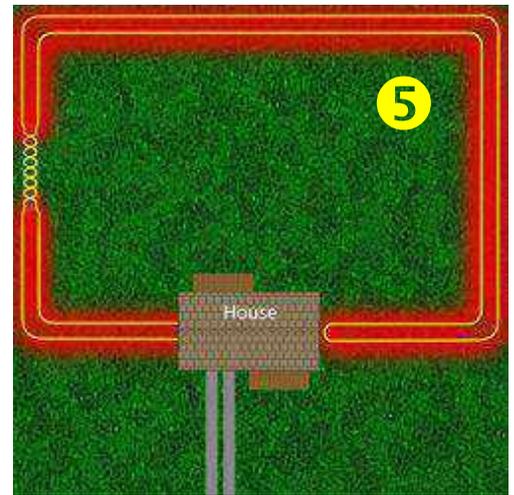
For more effective containment on the frontage, increase the wire separation for a greater Activation Distance.

### (9) Doubled Wire – Increasing Activation Distance

You can increase the Activation Distance of Doubled Wire installations in two ways.

- 1/ Increasing the separation of the wires up to 2m apart.
- 2/ Encircling the boundary 2, 3 or 4 times. More turns give greater distance. Refer to illustration (9).

**NOTE:** This is a single continuous piece of boundary wire. Use this technique on open gateways and driveways, and on inner boundaries like example 2.



## Wiring Techniques

- Try to keep the wire at about the same height above or below ground otherwise the Activation Distance will vary around the boundary.
- The Activation Distance at corners can be greater than straight sections because the signal is detected from two directions at once and added together. If the containment area is small, you may want to reduce this effect by:  
*Simple Boundary* – Starting 2m to 4m from each corner, gradually raise the wire to the top of the corner. Ramp back down over the same distance after the corner. Adjust wire corner height to adjust the Activation Distance at the corner.  
*Doubled Boundary* – Starting 2m to 4m from each corner, reduce the separation between the doubled wires. Smaller separation reduces the Activation Distance.  
*Testing Distance* - Set the collar to Training Mode and check the Activation Distance.
- Burying the Boundary Wire is optional. Depth between 5cm and 20cm. DO NOT bury damaged, repaired or joined sections of wire.
- Wire Tie-Down Pegs (see Starter Kit) are a convenient alternative to burying.
- Do not create a trip hazard with the wire!
- Protect the wire when crossing a driveway. On concrete you might push the wire into the expansion joint. With gravel you MUST protect the buried wire inside hard PVC conduit. Over bitumen, use soft black polythene irrigation pipe which can be driven over. On pavers you can often lift them and place the wire directly underneath.
- **Signal anomalies:** Keep the boundary wire at least 30cm **from large steel objects** because the radio signal can distort into and around them. This may cause the collar to activate where you do not want. Steel may also reduce the Activation Distance. Check your Activation Distance around the full perimeter before your bury wire!

Steel Object	Problem	Solution
Steel framed house or staircase.	False activation near metal frame.	Install like #4, #5, #7 or #8.
Shed/Car/Trampoline/etc. next to Boundary Wire.	Collar may activate around the object	Increase distance between wire to object or install like #4, #5, #7 or #8
Steel Fence.	Activation distance may be shorter than non-metal fenced areas.	Difference may be acceptable. If not, move wire at least 20cm away from the metal fence.
Cattle Grid	Activation Distance may be reduced significantly.	For single or doubled wire installation, keep the boundary wire at least 30cm from the cattle grid. For doubled wire installation, increase the minimum rectangle from 1mx8m to 8mx8m.
Concrete Driveway	Activation Distance is shorter in this area.	Increase Activation Distance on the collar. Check if this is acceptable for other areas. Or, consider wiring like example #8.

# Joining & Repairing Boundary Wire

Wherever the Boundary Wires are joining, always use Sureguard heat shrink caps. Some are included in your kit and more can be ordered separately. **DO NOT substitute:** electrical tape, wire nuts, automotive connectors, solder splices or ordinary heat shrink.



### Strip Insulation

This is the **first step**.

Remove 15mm (1/2") of insulation to expose clean, bright, not corroded copper.



### Twist Together

This is the **second step**.

Twist the pair of copper wires together almost the full length of copper.



### Fit Cap

This is the **third step**.

Place the cap over the twisted copper wire and some overlap of the insulation.



### Apply Heat

This is the **fourth step**.

Apply heat evenly around the cap. The heat will simultaneously melt the adhesive inside the cap and will shrink the cap onto the wire joint and plastic. Apply heat long enough for the adhesive to seal the joint.

# Boundary Wire Energiser- Features



- 1 Shock-Resistant Rubber Corners
- 2 Anti-Theft Key-Lock System
- 3 Screw Mounting Option for Timber Posts & Fences
- 4 Anti-Theft Locking Bolt Attaches to Steel Star Post
- 5 Quality German-Made Output Terminals including Leads & Clips
- 6 Mounting Post (Optional Accessory)
- 7 Simple, Easy to use ON / OFF Power Switch
- 8 Rubber Hand Grips
- 9 High Power Solar Panel with Long Life Battery
- 10 **Control Panel:** Touch Switch & LED Control Indicators:
  - \* In-built ON / OFF Automatic Timer
  - \* Smart Fault Alarm with ON/OFF Option

## Mounting Location

The Energiser is solar powered so must have an **uninterrupted view of the sky from east to west**. The Energiser should face towards the equator; in Australia that means **northward**. In the northern hemisphere the equator is southward. The solar panel will charge quickly in full sunlight. In cloudy conditions the solar panel collects power from the full view of the cloudy sky. The intensity is lower, and the charge time is longer. If the battery power indicates low, you should check to validate your solar setup. Low battery is not typical.

**NOTE: The Solar Panel only charges while the Energiser is switched ON and connected to the boundary.**

## Mounting Options

The Energiser has several mounting options – see points #3, #4 & #6 illustrated on page 9.

### Plastic Mounting Post

To use the plastic Mounting Post, assemble its three parts. Remove the protective rubber bung (see point #6) and push the post firmly into the base of the Energiser. Push the pointed end of the post into soil or screw it to an existing fence using two 25mm Saddle Clamp (clamps not included).



## Screw Mounting

Insert a single M4 screw (4mm with head no more than 9mm) into timber, steel or plastic fencing or posts to hang the Energiser using the screw mounting option (see Point #3).



## Steel Post Anti-Theft Mounting

You can mount the Energiser on top of most sizes of steel posts or “star pickets” (see Point #4 & #2). Check your local hardware store for sizes. The Energiser locks to the post using the supplied key to open the mounting bolt. **Locking Procedure:** 1/ Remove the rubber sealing plug off the key hole and insert the supplied key (see Point #2). 2/ Align the mounting bolt (see Point #4) with the top hole in the post. 3/ Rotate the key anticlockwise to retract the mounting bolt. 4/ Push the Energiser onto the post. 5/ Rotate the key clockwise to lock. 6/ Make sure the mounting bolt is passing through the hole in the steel post. The Energiser should not pull off. 7/ Remove the key. 8/ Reinsert the rubber seal.



## Connecting to Boundary Wire

Prepare both ends of the Boundary Wire:

- 1/ Remove 12mm of the yellow insulation.
  - 2/ twist the exposed copper wires together.
  - 3/ Fold the twisted copper wires back over themselves 5mm to double the thickness.
- Then push the Green Terminal button to open the metal jaw, insert the copper wire then release the button to hold the wire.

Repeat for the Red Terminal. It doesn't usually matter which wire end goes to which terminal, however, the Activation Distance can vary up to 30% by reversing the polarity. This can be useful to fine-tune the system to get more distance or less distance.



## Switch Energiser ON

Using the Energiser is as simple as pressing the ON/OFF button on the underside of the case (see Point #7).



When the Energiser is switched ON you will see two LED lights (POWER and FENCE) glow continuously Green. GREEN means you are good to go! The lights may also glow RED or BLUE depending on your fence or device Status. Refer to the Table below for details.

**NOTE:** Critical issues will cause the LED to **flash RED** & alarm **buzzer** (if active) to sound.

## What the LED Colours Mean:

**NOTE:** For troubleshooting procedures, please refer to *Rectifying Power Faults* and *Rectifying Fence Faults* later in this manual.

POWER LED	GREEN	Normal operation. The internal battery has plenty of power.
	RED	The internal battery is low. Check solar panel is clean and setup correctly.
	RED FLASHING	Critically low battery. <b>Rectify immediately!</b>
	BLUE	Displayed while using the advanced option setting switch.
	NO LIGHT	Standby Mode because the battery is very low. Leave the device switched ON in full sun and wait for it to charge.
FENCE LED	GREEN	Normal operation. The Boundary Wire is active.
	RED	Transmission fault occurred during the last 24 hours but is currently okay. This may indicate an intermittent fault or that you disconnected the wire.
	RED FLASHING	Transmission fault: Check for Boundary Wire breakage. <b>Rectify immediately!</b> Your dog's collar will not operate in this state.
	BLUE	You have selected the ON/OFF Timer. The transmission is currently inactive.
	NO LIGHT	Standby Mode because the battery is very low. Leave the device switched ON in full sun and wait for it to charge.

## Advanced User Features

The cog icon on the solar panel is a touch switch. The touch switch is activated for up to 60 seconds whenever the Energiser is switched ON. During this time, you can customise the operation of the Energiser.



## How to Use the Touch Switch

1. Touch the cog icon for about 1 second until you see both LED lights glow BLUE.  
**TIPS:** Touch lightly, don't press hard. If your finger is small, use your thumb.
  2. As soon as you see both LEDs glow BLUE, remove your finger off the cog.
  3. Wait briefly until the BLUE LEDs switch off.
  4. Momentarily touch & release the cog icon. The number of times you touch and release the cog determines the function you select, as per the meaning below.  
**TIP:** You'll find the switch responds best when you move your finger at least 2cm away from the cog each time you touch.
- ❖ **Touch once: (Function #1)**  
Reset all options to factory default, then the device tests the hardware as follows: 1/ LEDs. 2/ Alarm Buzzer. 3/ Solar charger. 4/ Reboot automatically after 20 seconds.
  - ❖ **Touch twice (Function #2):**  
Timer is switched OFF. Energiser will operate **24 hours a day**. (Factory default).
  - ❖ **Touch 3 times (Function #3):**  
Timer is switched onto **Night Mode** & will only operate at night (from 30 minutes after sunset). During the day the Energiser is OFF and the FENCE LED glows **BLUE**. The buzzer is set to 24-hour mode but can be customised with Functions #5, #6 or #7.
  - ❖ **Touch 4 times (Function #4):**  
Timer is switched onto **Day Mode** & will only operate during the day (from 30 minutes after sunrise). At night the Energiser is OFF and the FENCE LED glows **BLUE**.
  - ❖ **Touch 5 times (Function #5):**  
Internal alarm buzzer is switched OFF. It will not sound if a status error occurs.
  - ❖ **Touch 6 times (Function #6):**  
Internal alarm buzzer will only sound during daylight hours. (Factory default setting.)
  - ❖ **Touch 7 times (Function #7):**  
Internal alarm buzzer is switched ON and can sound at any time of day or night.
  - ❖ **More than 7:**  
Does nothing. Beeps an error.

## Rectifying Power Faults

### *POWER LED Flashing RED:*

1/ Check the solar setup. The panel must be clean, facing toward the equator (not east or west), not covered or experiencing shadowing and should see as much of the sky in all directions as is possible (avoid trees and buildings).

2/ Do a solar panel self-test. This test is best performed **first thing in the morning\*** before solar charging starts. Select Function #1. At the end of the test cycle notice whether the POWER LED flickers BLUE. If it does, this confirms the panel is working. After 20 seconds the device will reboot. **\*NOTE:** If the battery is already fully charged this test method is not valid.

### *POWER LED Continuously RED:*

This may happen during dark cloudy conditions. The Energiser will automatically lower its power consumption to continue operation. We also recommend you check your solar setup. The panel must be clean, facing toward the equator (not east or west), not covered or experiencing shadowing and should see as much of the sky in all directions as is possible.

### *POWER LED is OFF:*

The Energiser has entered a low power stand-by mode to avoid the battery becoming fully depleted. This condition might happen if you forgot to switch the Energiser OFF when putting it into storage. To rectify this, switch the Energiser OFF for at least 24 hours. Then, at the start of a sunny day, place the Energiser in FULL sun and switch ON. As it commences charging, the Blue LED should flash briefly once per second. If it doesn't, switch OFF for another 24 hours then try charging again. If the battery still does not come good, contact Sureguard for advice. After several hours, the Power LED will go GREEN and the fence commence working.

**NOTE:** The battery only charges while the Energiser is switched ON.

## Rectifying Fence Faults

### *FENCE LED Flashing RED:*

Perform the following self-test of the Energiser:

1. Switch OFF the Energiser.
2. Disconnect the Boundary Wire from the Red and Green Terminals.
3. Attach a short piece of wire to connect the Red and Green Terminals together.
4. Switch ON the Energiser. If the Energiser works properly, this test indicates you have a breakage somewhere on your Boundary Wire. If the Energiser does not pass this test, then call Sureguard for advice.

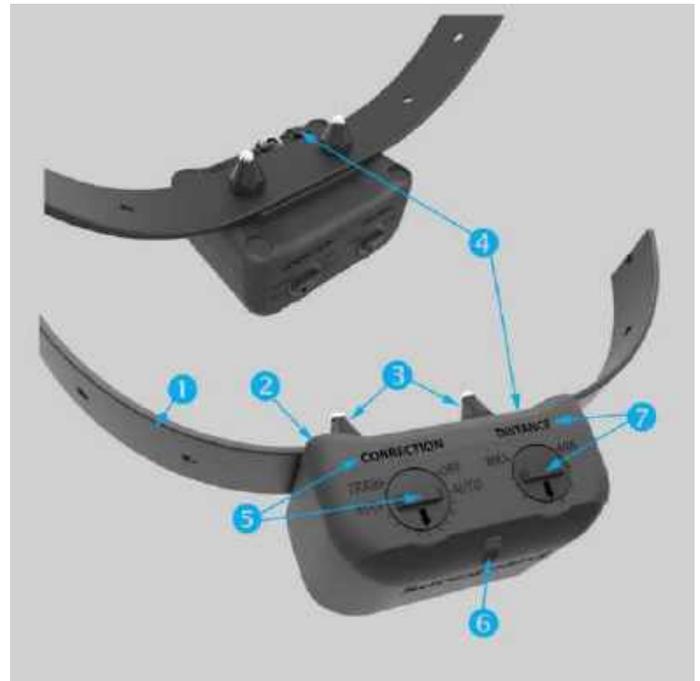
### *FENCE LED Continuously RED:*

This indication happens whenever the transmission experiences a fault but then restarts. The LED Status will reset at midnight or when you switch the Energiser OFF then ON. This fault could happen during setup if you broke the Boundary Wire. It can also indicate an intermittent break in the Boundary Wire. You can reset this at any time by switching the power OFF, waiting 10 seconds, then switching back ON.

# Radio Collar Receiver

## Illustrated Features

- ① Collar Fabric
- ② Collar Receiver
- ③ Correction Probes
- ④ Charging Port
- ⑤ Correction Control
- ⑥ Status Light
- ⑦ Distance Control



## Correction Control ⑤

**OFF** is the position you should select when the collar is not in use. Rotate the Correction Control knob slightly clockwise to switch the collar ON.

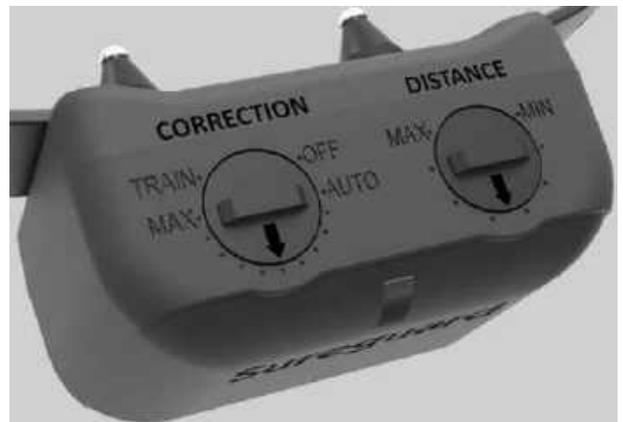
**AUTO** position will automatically increase the correction based on your dog's recent history of attempted escapes. This takes the guess work out

of selecting a manual correction setting. After you switch the device ON, AUTO starts at the lowest correction level #1. The level increases after each attempted escape. Once your dog stops trying to escape, the correction level will automatically reduce over a few weeks. To select a manual correction level, continue to rotate clockwise. **MAX** is the maximum correction level. There are 10 levels of correction, but the intensity of MAX is about 30 times that of level 1. Level 1 is low and designed for sensitive dogs. MAX is high and designed for stubborn dogs.

In **TRAIN** position the correction is switched off. Use this for: 1/ Initial training (described later). 2/ Whenever you adjust or test the Activation Distance.

## Distance Control ⑦

The Activation Distance is the distance between the Boundary Wire and the maximum distance at which the collar starts to sound its warning. **MIN** is less than 1m. **MAX** can be 4m or more. Each collar may be set to its own distance according to your dog's behaviour or the type of boundary you have. (See Guidelines below). For best results we recommend a greater distance during the first week or so which can be reduced once reliable containment is achieved.



### How to Set the Activation Distance:

The radio antenna inside the collar “looks” for the radio signal through the front of the case, basically in the same direction your dog looks. To set the Activation Distance:

- Rotate the Correction Control knob to position TRAIN.
- Rotate the Distance Control knob to MIN.
- Hold the collar as follows:
  - At the desired Activation Distance.
  - At the same height as your dog’s neck.
  - With the front of the collar facing the boundary wire.
  - With the collar controls uppermost.
  - With the collar tilted slightly forward like your dog’s neck angle.
- Starting from distance-MIN, **slowly** rotate the Distance Control knob clockwise until the warning sound starts. (**NOTE:** The control dial offers more precision for shorter distances. Near the MAX setting the incremental change of distance is much more.)
- To check this setting:
  - Move the collar away from the Boundary Wire until the sound stops.
  - Holding the collar as before, move **slowly** toward the boundary.
  - When the warning sound starts, this is the Activation Distance.

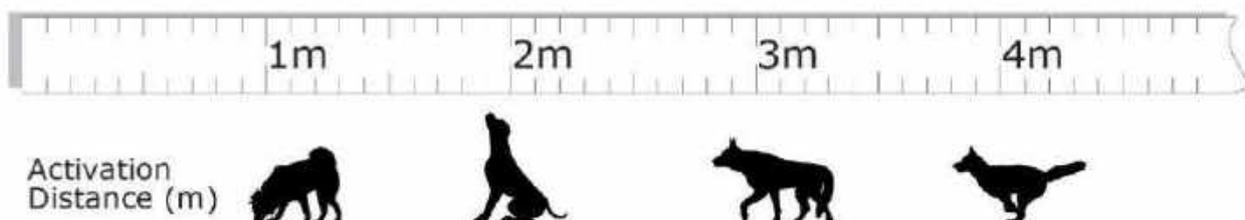
To set or measure the Activation Distance you **MUST** use the TRAIN position (page 15).

### Activation Distance - Selection Guidelines:

Use the following as a guide. Keep the Activation Distance to less than 15% of your minimum boundary dimension. For example, if your boundary is 20m by 100m then the Activation Distance is best no more than 3m (15% of 20m).

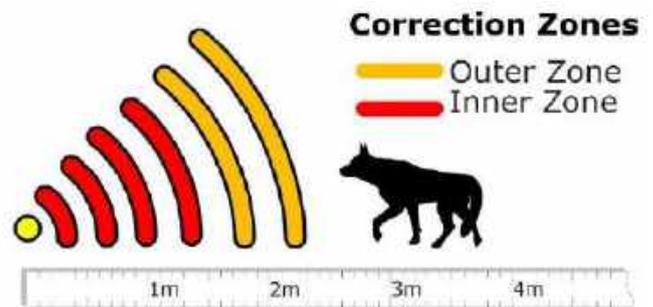
- Dog digging under a fence: 1m or less.
- Dog walking into garden beds: 1-1.5m (depending on size of dog).
- Dog jumping a fence from stationary: 1.5-2m (depending on size of dog).
- Dog jumping a fence while running: 2-4m (depending on size & speed of dog).
- No fence and dog runs: Set to MAX (about 4m).
- No fence but dog doesn’t run: Set to MAX or 1/8<sup>th</sup> turn back from MAX

## Activation Distance vs Behaviour



### Activation Distance “Zones”

Around the Boundary Wire are two signal zones, as illustrated below. The Activation Distance is the start of the Outer Zone. In the Outer Zone, the Radio Collar emits a warning sound for 3 seconds before giving a correction, so your dog has time to back away. If your dog enters the Inner Zone, the correction starts immediately. After 7 seconds of correction, a cut-out will stop further correction, but the warning sound will continue. When your dog moves away from the zones the warning and correction ceases. After a further 5 seconds the collar will once again be ready to activate.



### Status Light ⑥

The Status Light is a multi-colour light that tells you information about the collar’s operating state. It flashes with a colour every 2 seconds (no sound) with meanings as follows:

GREEN	Normal operation. No issues.
RED	Battery is low. Time to recharge.
YELLOW	Collar is in Training Mode. Will not generate Correction.
BLUE	Your dog felt nothing during the last correction. Check fit & trim fur.
WHITE	The Recharge Adapter is connected and charging the battery.

#### BLUE Status

Your dog was corrected but nothing past through your dog’s skin. Your dog felt nothing.

**This is a serious problem. Rectify Immediately!**

Perform all the following checks:

1. Trim the fur behind the Radio Collar so the Correction Probes make good physical contact with your dog’s neck skin. Do this even if you think your dog has short fur!
2. Ensure the collar is not loose. Adjust to a comfort fit. You should be able to insert two fingers under the collar without it feeling too loose or too tight.
3. Test the collar voltage emitted from the Correction Probes:
  - a. Set Correction to MAX.
  - b. Firmly hold the Collar Tester against the two Correction Probes (see above).
  - c. Take the Radio Collar within 30cm of the Boundary Wire.
  - d. The tester should flash for about 5 seconds. If it doesn’t, contact Sureguard.



## Escape Indicator

The Status Light normally flashes ONCE every 2 seconds. If your dog tried to escape during the last 10-hours, the Status Light will flash TWICE every 2 seconds. If your dog tests the boundary regularly, you should investigate your dog's behaviour.

## Battery Charger 4

The battery inside the collar will need charging about every 1 to 6 months. Battery life depends on the correction strength and how often your dog visits the boundary. Wait for the Status Light to flash RED before charging. Then recharge immediately. **IMPORTANT:** Leave the collar switched ON because it will not charge if you switch it OFF. Plug the Power Charger into a wall socket. Carefully lift the rubber bung from the charging port on the rear of the collar. Plug the charging cable into the charging port. The Status Light should glow white while charging is working. When charging is complete the collar will sound a momentary chime, then the Status Light will flash GREEN. Charging time is about 3 hours. When the charger is finished, insert the rubber bung back into the charge port so it protects the contacts. **NOTE:** If the Status Light is GREEN (meaning battery okay), the charger won't start. This is normal.



## Correction Probes 3

For your dog's comfort, Sureguard Correction Probes come in three lengths and are made from low allergenic stainless steel. The probes sit next to your dog's neck skin so it's important to choose the right length according to the thickness of fur. Most dogs will use the short 10mm probes. If your dog has thick fur, then use the 15mm probes. The 10mm and 15mm probes come standard in the Starter Kit. An optional 19mm version is available for very thick fur.



## Collar Assembly

Always use the collar fabric supplied. Other materials can cause damage or interfere with the correction.

Adjust the collar size to fit your dog. You should be able to comfortably insert two fingers under the collar without it feeling loose. Mark the position of the buckle and remove collar off your dog. Fasten the buckle again according to your mark, then position the collar receiver diagonally opposite as illustrated. Screw on the probes finger-tight. After a few days on your dog, check to ensure the fit and probe-length are comfortable.



When you have the right collar position, we recommend you apply Sureguard Threadlocker to reduce the likelihood of the probes working loose. This is included in your Starter Kit. Before commencing, read the full instructions on the bottle of Threadlocker Fluid. If you have a puppy, you may want to delay this step while your puppy is still growing.

Follow these instructions (as illustrated):

- 1/ Place a 1mm to 2mm drop of Threadlocker onto just the **END** of one screw. It's important to avoid excess liquid running down the thread.
- 2/ Attach the probe just finger tight.
- 3/ Repeat step 1 & 2 for the second probe.

**NOTE:** When disassembling, a little resistance is normal but if the probes are locked, do not force off with a tool - call Sureguard for advice.



## Collar Maintenance

- The collar fabric is durable but eventually will need replacing. Use only Sureguard approved collar fabric.
- If required, the collar may be cleaned. Only use mild soapy water. Never use cleaning solvents or chemicals.
- The collar receiver is sealed for water tightness. DO NOT open it. Damage to the water seal may void your warranty. No internal maintenance is necessary.
- Recharge the collar battery as indicated by a RED Status Light.

## Problem Solving Collar Faults

### **\* *The Radio Collar activates everywhere inside the boundary.***

The Activation Distance is too great and must be reduced. Adjust the distance control knob. Alternatively, if your boundary width is less than 20m you should re-wire the boundary using the Doubled Wire technique discussed on pages 6 & 7.

### **\* *The Radio Collar sometimes activates when well away from the Boundary Wire.***

The collar may be sensing a signal at that location due to signal anomalies. To diagnose:

- 1/ Re-read the section “Wiring Techniques – signal anomalies” on page 8.
- 2/ The transmission signal radiates around the case of the Boundary Wire Energiser. If this is causing false activation, then move the Energiser to a more appropriate location.
- 3/ The Activation Distance can be affected by ferrous metal objects worn near the Collar Receiver. These can unpredictably make the receiving antenna inside the collar more sensitive, which in turn might cause signal to be detected at a greater distance than you originally set. If your dog is wearing a second collar, do not allow metal tags to dangle near the collar and do not use metal chain collars.

### **\* *The dog's neck is irritated by the collar.***

This may be a pressure sore (pressure necrosis) or a shaving rash. Remove the collar and wait for the skin to heal before using the collar again. If skin is broken, regularly apply an antiseptic medication until healed. To rectify this issue, try:

- 1/ The collar is not intended to be worn continuously. Maximum wear time is 12-hours per day. Try reducing the maximum wear time to 8 hours.
- 2/ Readjust the collar fit because it may be too tight. This will reduce pressure on the skin.
- 3/ When you cut the fur behind the collar box, never shave smooth to the skin but leave a little fur to protect against rubbing the skin.

### **\* *Can I reduce the Radio Collar's MIN distance or increase the MAX distance?***

Try reversing the polarity of the signal by swapping the boundary wires between the red and green output terminals. Take the boundary wire from the red output terminal and put it into the green terminal and take the boundary wire in the green terminal and put it into the red terminal.

## Training Your Dog to the Warning Sound

You will require two consecutive days for training. The aim of training is to achieve a reliable back-away response when your dog hears the warning sound. Training is performed before your dog ever feels a correction. Your dog must already be trained to walk on a leash, be at least 6-months old, and not be injured or sick.

**Important: Training is vital for reliable containment. Do not skip this training!**

### Training Method:

1/ Install Training Flags at 1~2m spacing over any **visually open** areas of the boundary (eg. Open lawn areas, un-fenced sections, around protected garden beds, etc). Order more flags if necessary.

2/ Set an appropriate Activation Distance on the collar (see page 16).

3/ Trim your dog's fur to ensure reliable skin contact to the

Correction Probes. This will guarantee your dog feels the correction when it is switched on. Cut a section of fur, no bigger than the size of the collar, where it naturally sits under the neck. Remove the bulk of fur using scissors or clippers on a coarse setting. Do not shave completely to the bare skin as this might cause a rubbing rash.

NOTE: Do not skip the fur cutting prior to training or it may take a lot longer to get your dog reliably trained. After your dog is trained, the fur will grow back, but if you find the Status Light flashing BLUE every 2 seconds (see page 17), then you must regularly trim the fur behind the collar.

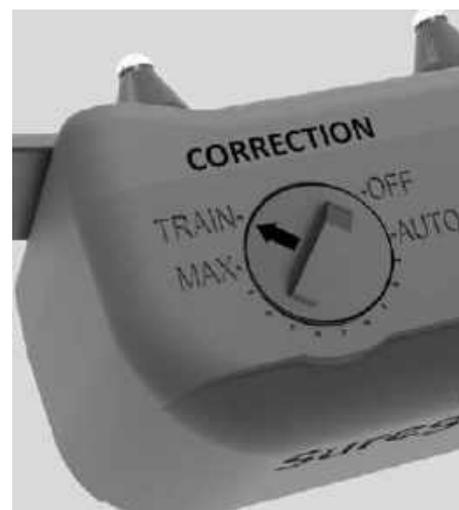
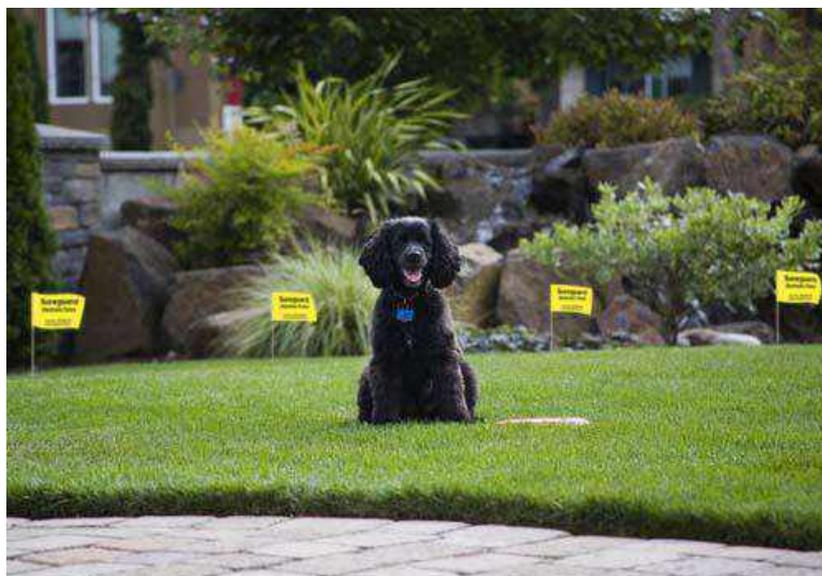
**Important: Don't skip this step even on short fur dogs.**

4/ Set the Correction setting to **TRAIN**. This switches correction OFF. Your dog will wear the collar **continuously** for at least 8 hours on this first day.

5/ On day one, every hour for 6~8 hours spend about 5~10 minutes doing the following:

a/ Put the Radio Collar on your dog (if not already on).

b/ Attach a walking lead to your dog's usual collar. (Do not attach the lead to the Radio Collar!)



c/ Take your dog from a holding area to the boundary so that the warning sound activates and with an inquisitive tone of voice say "LISTEN". Allow a few seconds for your dog to pay attention to the warning sound and then growl a loud "NO" while simultaneously pointing to the Training Flags (or whatever other visual marker eg. Fence). **NOTE:** If you cannot hear the warning sound then look toward the Status Light which flashes yellow when the signal is detected.

d/ Promptly and firmly guide your dog back to a safe area where the collar does not activate and tell your dog to sit and stay. Reward your dog's good response. If possible, or appropriate, use the same safe area for all this training.

e/ Take your dog to different parts of the boundary and repeat steps c and d for no more than 10 minutes. As training progresses you should quicken the response time you require from your dog. If your dog is inclined to escape at specific locations, then repeat training at those locations more frequently.

f/ At the end of the session, take your dog back to a holding area and ensure there is no access to the boundary between sessions.

6/ During the first half of day two repeat step 5. Over these two days you should aim to follow this training pattern 30~50 times total. The repetition is important to achieve a quick back-away response when your dog initially feels the correction.

7/ Half way through day two switch the Correction setting from TRAIN to AUTO. Allow your dog freedom to roam the containment area on its own. Monitor your dog's behaviour while remaining out of sight. When your dog experiences its first correction it should run back to the safe area as per your training. Immediately praise your dog for this correct response. Training is now complete.

8/ If your dog runs through the boundary, immediately remove the collar and check the Status Light. If it flashes GREEN, your dog felt the correction but didn't back off. Switch the collar OFF. Bring your dog back to the safe area. Switch the collar ON and set correction to MAX. Put the collar back on your dog and continue watchful. If the Status Light flashes BLUE, your dog felt nothing. Re-read page 17 and correct the issue before trying again.

**NOTE:** Once your dog has experienced a correction, DO NOT perform this training again.

## General Training Principles and Procedures:

- Train with minimal external distractions such as other dogs, family members, etc.
- Try to keep the training upbeat so your dog doesn't get bored.
- Always finish a training session on a positive note.
- When praising or reprimanding first get your dog's attention and keep eye contact.
- Dogs respond to tone of voice. Verbal corrections should be given with a loud deep growl in your voice. Praise should be given in an upbeat happy voice.

- Use consistent commands. If you growl a NO always use a NO, don't change to a different command word.
- Don't use food treats for *every* reward; use verbal praise more often.
- Never train after a dog has just eaten. Food treats work better if somewhat hungry.
- If you have more than one dog, perform the training individually and remove other dogs from the training area.
- Think about what might be motivating your dog's unwanted behaviour and try to remove this temptation. For example, if your dog is visiting a neighbour for food or company then tell your neighbour that you have installed an electronic containment system. Explain that feeding or otherwise paying attention to your dog becomes a reward that might encourage further escapes.

## How to Take Your Dog Across the Boundary

If you want to take your dog for a walk during the two-day training period, **DO NOT** allow your dog to walk across the boundary. This would appear different to your pattern of training and could confuse your dog and reduce the effectiveness of the training. Instead, remove the collar and leave your property by car. You only need to do this during training.

After the two-day training, you should start to set up a pattern of behaviour for going walks. 1/ Show your dog the lead. 2/ In an upbeat tone tell your dog it is time for going walks "GOING WALKS". 3/ Attach the lead to your dog's usual collar. 4/ Remove the Radio Collar. 5/ Show your dog the Radio Collar and again in an upbeat tone say "GOING WALKS". 6/ Cross the boundary at the same spot every time you leave for walks and always on the lead. NEVER allow your dog to cross the boundary while off the lead. 7/ Follow the reverse procedure on the return and ensure other family members follow this routine.

**Manufacturer's Warranty**

Sureguard provides a Manufacturer's Warranty to the original purchaser or gift recipient to cover defects in materials and workmanship for a period of 12 month.

**Extend your Warranty to 3 Years!**

[www.sureguard.com.au/warranty-extended](http://www.sureguard.com.au/warranty-extended)

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