



Dog Guard.
OUT OF SIGHT FENCING.



Customer Manual

Welcome to Dog Guard®

Congratulations on joining the Dog Guard® family and choosing our Out of Sight Fencing® system! With your purchase, you've unlocked the ultimate solution for keeping your dog safe and secure, while giving them the freedom they deserve to roam in their yard.

We're thrilled to introduce **FreedomPro™**, our revolutionary new system powered by cutting-edge, patent-pending technology. Designed with innovation and reliability at its core, FreedomPro takes pet containment to the next level, ensuring unparalleled safety and performance. You've made an exceptional choice by investing in the best for your dog—and in peace of mind for yourself.

This manual is your guide to getting the most out of your system, with everything you need to understand its features and capabilities. It's designed to work hand-in-hand with the expert training and support you'll receive from your Local Professional. We like to call them your **Local Pro**. They are there to ensure your system is perfectly tailored to meet your needs.

If you have any questions, your Local Pro is ready to assist—they are knowledgeable about your system, your dog, and your specific setup. For even more support, feel free to reach out to us anytime at 800.865.0495 or visit www.dogguard.com.

We're honored to have you as part of the Dog Guard® family. Here's to years of freedom for your pet and peace of mind for you!

Warm regards,

Dean Watkins
President
Dog Guard®



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Getting Started

Before we get into the specifics of your Dog Guard® system and equipment, here are a few general tips to help you get started and ensure the best possible experience.

- **On dogguard.com, you can find warranty information and register your equipment online in the Support & Resources section.** It is crucial to register your equipment with the manufacturer in case anything happens to your system. If you need assistance with the registration process, please contact your Local Pro.
- **Keep your system operational at all times.** If your system is down for any length of time, it could result in issues for your equipment and put your dog at risk.
- **Check your system regularly.** Your Local Pro will go over the proper way to check your system; it also is explained further in this manual.
- **If there is a problem, do not wait to call your Local Pro.** If your system is not operating correctly and/or your dog leaves the property, notify your Local Pro immediately. Failure to contact your Local Pro could void any containment guarantees and will result in charges for service calls to get your dog back on the system.





Responsibilities

Ours

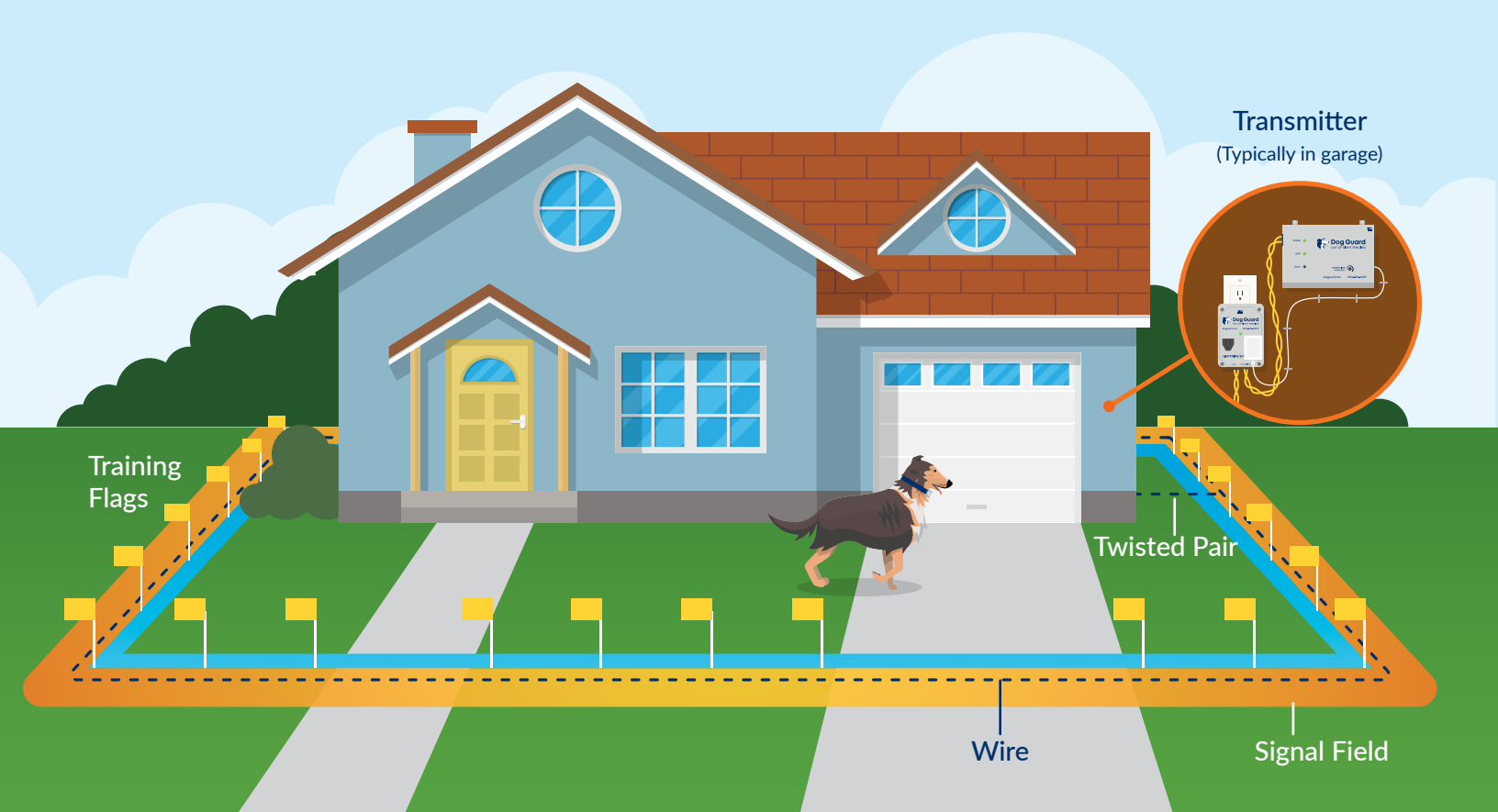
- Set up your system and help properly train you and your dog.
- Provide both verbal and written information on how to operate and troubleshoot your system.
- Be there for you with prompt, courteous service and answers to your questions.
- Honor your limited lifetime warranty.
- Provide professional guidance for containment training.



Yours

- Keep your dog's receiver collar on whenever they are outside.
- Keep the receiver collar on snug. If it is loose, your dog can and will leave the property.
- Take the receiver collar off regularly, every night if possible.
- Keep fresh Dog Guard® approved batteries in your dog's receiver collar at all times—positive (+) side up, or keep your collar charged (depending on model).
- Check your system regularly.
- Have your system repaired promptly if there is a problem.
- Call your Local Pro for assistance.

Thanks again for purchasing the Dog Guard® Out of Sight Fencing® system. To learn about your equipment, best practices for training, how to troubleshoot and more, review this manual or feel free to call your Local Pro.



How it works

Dog Guard® Out of Sight Fencing® is a training tool that works through a combination of professionally installed hardware and guided training provided by our Local Pros. The system consists of three core components: The wire, the transmitter, and the receiver. Flags and training also are key to getting the most out of your system.

The Wire

You and your Dog Guard® professional will work to identify the right containment area, and a sturdy wire will be installed underground to define it. A key advantage of our system is that the field can be almost as large as you desire—up to 50 acres! Of course, it works just as well for smaller yards. And some indoor systems require no wire at all.

The Transmitter

For outdoor systems, the transmitter is set up in an area such as a garage, where it connects to a wire and emits a signal to the field. Your transmitter is capable of containing up to 50 acres, and operating at 4 different frequencies. When paired with a “Legacy” receiver you have one

warning level available, for all dogs on your system. When paired with a FreedomPro receiver, you have maximum flexibility to provide individual Warning and Correction level setting for each dog on the system. Our unique Coded signal provides assurance that the Dog Guard® receivers only sense our transmitted signal.

The Receiver

Once the field and transmitter are in place, your dog simply wears one of our receivers—available in several sizes to ensure a comfortable fit and maximum effectiveness. All come with a nylon collar, probes, and a Dog Guard® battery. We also offer chew guards, which protect against the most common form of damage to receivers.

Flags and Training

In addition to providing detailed instructions on the care and use of your Dog Guard® system, your Local Pro also will help you train your dog, including placing flags to mark the containment area.

Transmitters

Dog Guard® offers outdoor and indoor transmitters—components that emit a signal creating the field to contain your dog. Both of our options include the ability to set up dual zones, so your dog receives a correction both when they cross a specific boundary and another if they continue. Designed to be placed in a convenient area such as your garage, indicator lights let you easily see that your system is working properly.

- **The T-4 Transmitter** is for outdoor systems of up to 50 acres.
- **The RT-2 Room Transmitter** is for indoor use.

For more information on your specific transmitter, please see the following pages.

T-4 Transmitter



T-4 Operation

The T-4 Transmitter is for outdoor systems features a series of indicator lights:

- **Power—This light should be ON.** If it is not illuminated, make sure the AC adapter is plugged in properly to both the unit and the power outlet, and check to see that the switch on the side of the unit is in the “ON” position. If everything is in place and the green light still is not lit, test your power outlet. If the power outlet is working, but your unit is not, contact your Local Pro.
- **Loop—This light should be ON.** It means your loop is intact and the containment field is operational. If the light is not on, you should hear an audible alarm. This most likely means you have a wire break, or a power surge has impacted your system. Contact your Local Pro to have it repaired.

- **Fault indicator—This light should be OFF.** If it is illuminated, it indicates that your system is not functioning, possibly due to a power surge, lightning strike or component failure. This light may be accompanied by an audible alarm. Contact your Local Pro immediately for support.

T-4 Adjustments

Note: Your Dog Guard® Local Pro will make these adjustments. You should only do so under their guidance. Before making any adjustments on your own, we recommend that you contact your Local Pro, particularly if it is your first time adjusting your system.

The T-4 Transmitter allows for several adjustments: There are 32 different levels of correction (or stimulus) for your dog, accessible when paired with a Legacy Receiver. The system's range is also adjustable at the Transmitter. A small flat-head screwdriver, included with your system, is necessary to make these changes.

Adjusting the Range Control

The Range Control setting determines the width of the signal field, when paired with a Legacy Receiver. A FreedomPro Receiver when paired with a Dog Guard Transmitter provides the ability to individually set range for different dogs on your system. The recessed range adjuster is located on the left side of the transmitter; using a small flat-head screwdriver, you can turn the adjuster to the right to increase the field, or to the left to decrease it. Be sure to remove the receiver from your dog, and talk to your Local Pro before making any adjustments. Test the receiver at the perimeter to confirm your settings are correct.

Adjusting the Correction Level

The level of correction your dog receives is preset by your Local Pro, based on several factors. However, if your dog is challenging the system, you may wish to increase the stimulus. For Transmitters paired with a Legacy Receiver, you may turn up the Warning Zone with the “Correction level Adjustment” at the face of the Transmitter. For Transmitters paired with FreedomPro Receivers, you have maximum flexibility in changing settings. To make those changes, tell your Local Pro what you need and then they will send you a new program for the Receiver.

RT-2 Room Transmitter



RT-2 Operation

The RT-2 Room Transmitter is designed for indoor use. The signal field radiates from the unit at an equal distance in all directions (this may vary slightly due to receiver and/or transmitter sensitivity, as well as placement).

Note: Your dog's receiver collar should be removed before setting the unit up or plugging it in.

Once the transmitter is in place, take your dog's receiver collar in your hand and clip the buckle together. Holding it by the clip or buckle of the nylon, approach the area as your dog would if they were wearing it at the same height and angle. Test in a 360-degree range to make certain your dog does not get corrected in any safe zones and gets the tone in the desired areas.

Making changes

It can sometimes be a little tricky to get the desired effect at first, but you can usually make adjustments to the Range Control or Correction Level on the front of the unit (see next page), or move the transmitter itself. You can even turn it on its side, front or back to change the field slightly. Keep in mind that the signal can travel through walls, floors and any other objects within the radius you have set.

RT-2 Adjustments

Note: Your Dog Guard® Local Pro will make these adjustments. You should only need to do so under their guidance. Before making any adjustments on your own, we recommend that you contact your Local Pro, particularly if it is your first time adjusting your system.

The RT-2 Room Transmitter allows you to adjust the level of correction (stimulus) your dog receives, when paired with Legacy receivers. When paired with FreedomPro receivers, correction is controlled through the program.



The transmitter proximity to the receiver, before a correction is given, is adjustable at the unit for all receivers.

Adjusting the Range Control

This determines the distance of the signal emitted around the transmitter—if the receiver collar gets too close, a correction is given. The adjuster is located on the front of the transmitter: Using a small flat head screwdriver, turn to the right to increase the signal field, or to the left to decrease it.

Adjusting the Correction Level

This control adjusts the actual correction your dog receives. Start out low. If you need to increase the level, do so in small increments. The adjuster is located on the front of the transmitter: Using a small flat-head screwdriver, turn to the right to increase the correction level, or to the left to decrease it. Your Local Pro can also impact correction by programming the FreedomPro receiver. A correction is simply an adjustable pulsating stimulus intended to get your dog's attention. Combined with training, it lets them know they are somewhere that's off limits.

Indicator lights

The RT-2 Room Transmitter has two lights on the front of the unit, one above each control. The brightness of the light will change as you adjust each corresponding control (range control or correction level). **Please note:** This unit does not have a power switch, if it is plugged in it is powered on.

Dog Guard® Receiver collars (the part your dog wears around their neck) come in a variety of sizes to ensure comfort and effectiveness—your Local Pro has selected the receiver or receivers that will work best for your dogs' needs.

Receivers LEGACY



DGM4R Receiver (a.k.a. Rechargeable)

The DGM4R Receiver is rechargeable and able to contain “tiny pets” weighing 4 to 15 pounds.

This receiver is water-resistant provided it was not damaged or abused.

The DGM4R Receiver has user-friendly red and green LED indicators:

- Boundary signal detected indicator LED and buzzer.
- Fail-safe 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.
- 30 day battery life between recharging.
- Interference signal LED indicator.

Battery

The green LED blinks every 8 seconds while the unit is operating, and the battery has sufficient operating power. When the battery voltage drops below a preset limit, the red LED blinks every 6 seconds. The red LED blinks until the battery is fully exhausted. The receiver operates normally even when the battery voltage is low. If the red LED blinks or there is no green LED blinking, it's time to charge the battery.

Dimensions: 1.13" W x 1" H x 1.88" L

Probe Spacing: 1"

Weight: 1.0 oz.



DG9XT Receiver

The DG9XT receiver is designed to handle the “medium-to-large and “tough” (to train) dogs. It works well with dogs that are runners such as Huskies, Labs, and hunting dogs.

The DG9XT receiver has a low battery light indicator that will let you know that the battery needs to be changed. Designed to only work with the Dog Guard Transmitter, its reliability is ingrained in the electronics.

DG9XT has user friendly red and green LED indicators:

- **Flash red every 8 seconds**—Low battery indicator will alert you to replace the battery.
- **Flash red and green**—During correction for a visual indication that the receiver is working.
- **Flash green rapidly**—Stray signal indicator, if the receiver is in an area where there is a signal that causes the receiver to come out of sleep mode. However, the receiver will not activate.

The receiver is water-resistant provided it was not damaged or abused.

Dimensions: 1.19" W x 1.13" H x 2.25" L

Probe Spacing: 1.13"

Weight: 2.2 oz.

Receivers NEW



FreedomPro™

Specifications

1. Compact, light weight

The FreedomPro packs in all of these features while weighing in at only 1.35 ounces.

Dimensions: 2.2" W x 1.5" H x 1" L

2. IP67 Water resistance

Designed to meet IP67 water resistance standards. This means that the receiver can survive for up to 30 minutes under 1 meter of water. This translates to robust water resistance for a dog swimming.

3. LED Operation

The LED operation of the FreedomPro is able to communicate a myriad of information. This includes, but is not limited to:

- **Low battery:** There are three battery level indications.
- **Zone/Correction:** Each zone has its own unique LED operation, so one can easily determine which zone you're in while testing the unit.
- **Immunity:** This operation also has a unique LED pattern to remind the user when the RX should not be 'operating'. When our patent-pending "Turn Detection" is enabled, your dog will get a programmed amount of "immunity" as a free pass to return home.

4. Reprogrammable

This receiver is reprogrammable to be able to meet any changing needs of the dog (or the customer's next dog).

- The Local Pro has a nearly infinite range of choices to uniquely program the unit to meet the needs of a pet.
- Your Local Pro can guide you through programming and email the file for easy set-up.

5. LIMA Principles: What is LIMA?

LIMA requires that trainers and behavior consultants use the "least intrusive, minimally aversive technique likely to succeed in achieving a training (or behavior change) objective with minimal risk of producing aversive side effects."

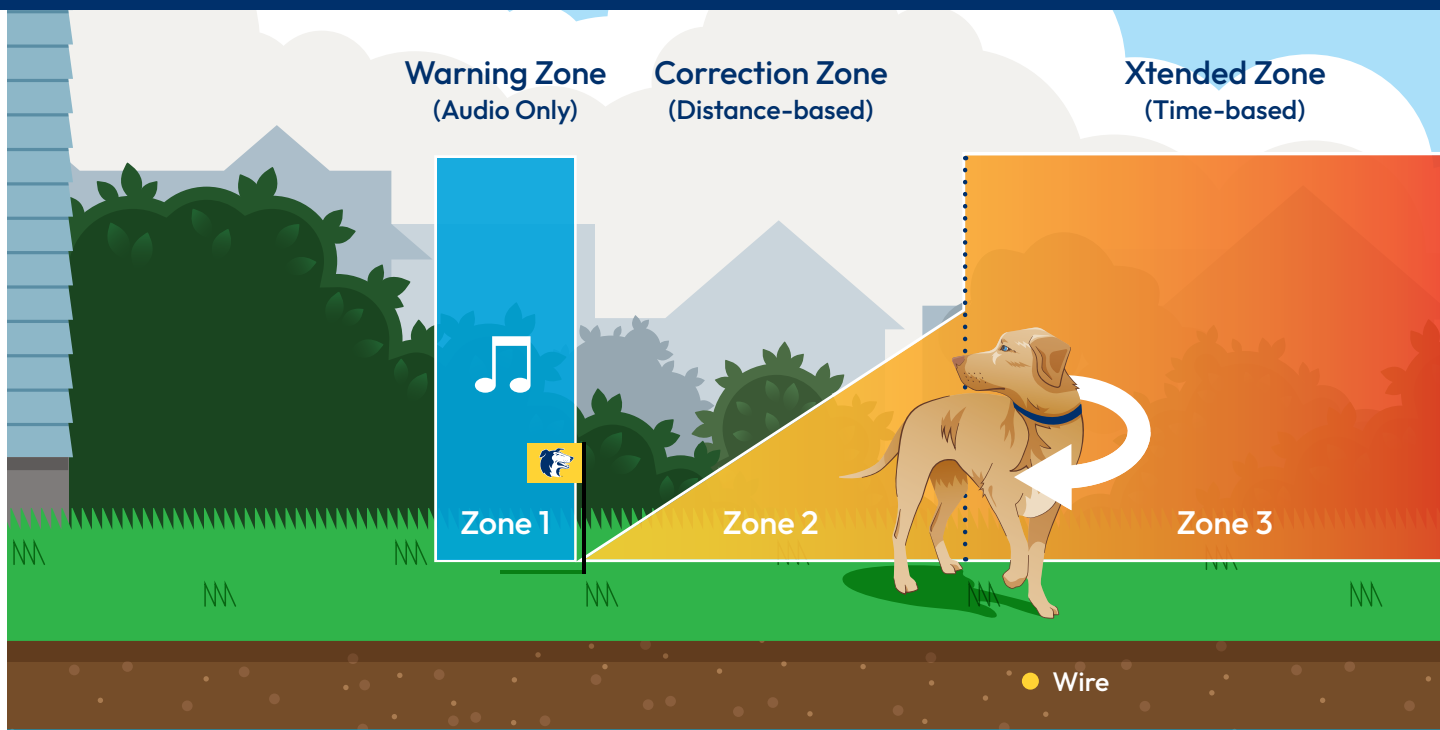
Our "progressive correction" was designed in order to allow the pet to control the amount of correction, and minimize correction through proper training.

6. Safety as a guide

Safety is both being gentle enough for a small animal and having enough correction to contain a stubborn animal. We have a 30 second "fail safe" to prevent too much stimulation. We also have the ability to "Xtend" past the wire for difficult to contain pets. And again, "LIMA" ideals help guide the feature set of this receiver.

7. Turn Detection

Our Patent-Pending "Turn Detection", when enabled, takes precision to the next level. It detects when your dog has turned away from exiting the property and intelligently shuts down the correction, ensuring a more comfortable and tailored experience for your dog.



FreedomPro™ Features

Gradual Correction

The "Warning Zone" (a.k.a. Zone #1) is an audio only zone, which can also utilize Ultrasonic Alerts to get your dog's attention. This Zone is meant to prevent the need for further stimulation, or correction. Includes 4 ultrasonic and 7 audible (to humans) noises to choose from.

- The "Correction Zone" (a.k.a. Zone #2) when set sufficiently wide, allows the receiver to slowly, and gently increase the amount of correction. As your dog moves towards the wire, the stimulation increases. And then the stimulation decreases when your dog moves back towards home.
- The function of the Zones are meant to be consistent with LIMA principles.

"Xtended Zone"

Our new "Xtended Zone," (Zone #3) has the ability to be triggered closer to the wire. This zone can be triggered as close to the wire as (roughly) the height of the dog's neck, in distance from the wire.

The "Xtended Zone" has the following features:

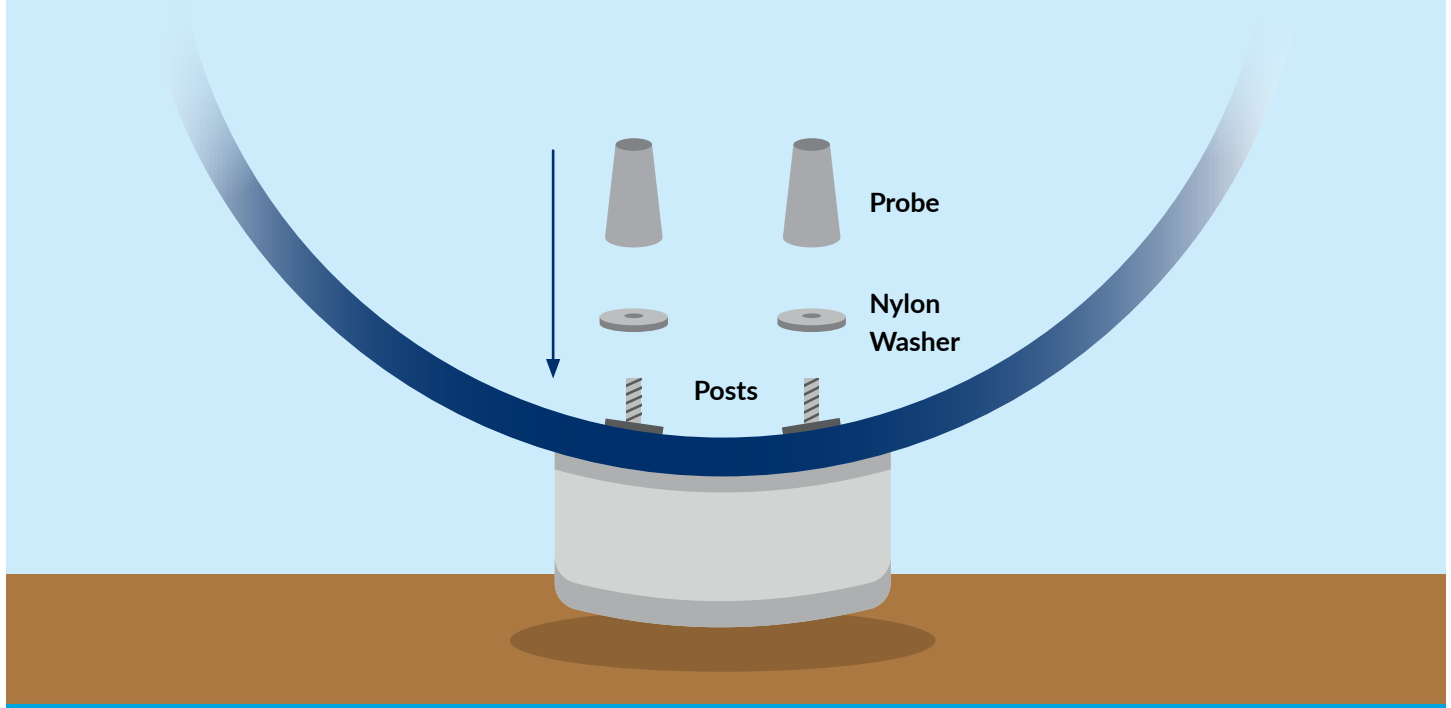
- **"Xtended Correction":** A programable amount of time, which can be set to correct the dog when they go past the wire. Up to 20 seconds is allowed.
- **"Immunity time":** A programable amount of time for the dog's safe return to yard (safe zone) without consequence. This can be set from 0 seconds to 120 seconds. (0 seconds, effectively turning the feature off, if desired).

Turn Detection

This feature, when enabled, will impact the operation of both Zones #2, & #3. It works in conjunction with the "Xtended Correction" and "Immunity" as previously described.

- This feature provides the ability to detect a pet turning around when in Zones #2 or #3 and allows the pet to stop being corrected at the moment of making the right choice.
- The pet will be granted "immunity" to return home without getting corrected again.
- The receiver will return to normal operation when the immunity time has expired, and the receiver is back in the safe zone.

Using the System



Assembling your receiver collar

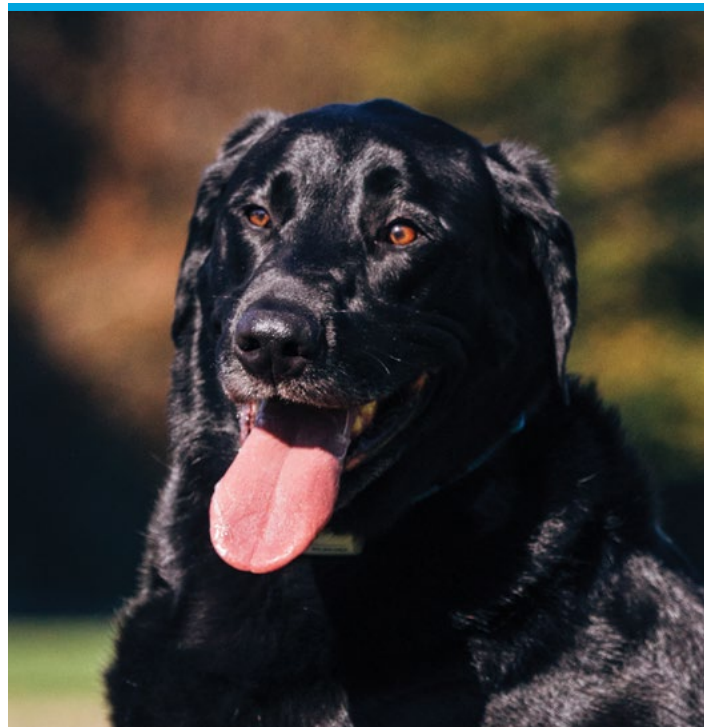
Your Local Pro will help you assemble your receiver collar during the installation process. However, should you need to wash the collar, or if you order a new one at any time, use the instructions below to disassemble and reassemble the receiver collar.

Disassembly

1. Using the Dog Guard® key, loosen the probes by turning counter-clockwise.
2. Remove all washers and resistors, or shunts, if any. (These may take a moment to break free.)
3. Detach the collar from the receiver.

Assembly

1. Place the collar on the receiver over the posts.
2. Place a nylon washer over each post.
3. If you have a resistor, put that on as well.
4. Screw on probes by turning clockwise. Do not over-tighten! Be very careful when you tighten the probes to avoid damaging the receiver.



If necessary, use one small drop of “Loctite” (blue, non-permanent) on each post. Make sure the Loctite is only on the metal post. Check the probes regularly to make sure they are not loosening. Any other type of Loctite or glue can damage your receiver.



Probes must touch
your dog's neck

Adjusting the receiver collar to your dog

Check your dog's receiver collar regularly for a proper fit.

Note: New nylon collars will stretch over time, and will likely need to be adjusted after they are "broken in."

The receiver must be placed on the outside of your dog's collar and situated horizontally under their neck. Follow these steps to ensure a proper fit:

1. Adjust the nylon collar to fit your dog's neck.
2. Hold the buckled strap by the buckle so 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 long-haired dogs and short probes for short-haired dogs.
4. To ensure consistent containment, the collar must be secured so the probes touch your dog's neck. If the probes are not touching, the receiver cannot issue the correction. Make sure the probes are closest to your dog's chin, so the receiver hangs at a slight angle.



Using the System Continued



Training your dog

Training your dog is perhaps the most important part of any Dog Guard® Out of Sight Fencing® installation. In fact, you could say that the entire system is a training tool—the goal is for your dog to eventually avoid corrections in the first place, by staying where they belong.

There are a variety of approaches to training, which is why we strongly recommend working with your Local Pro directly for support; every dog is different, and every customer has unique needs. Your Local Pro's knowledge about your specific situation, combined with their Dog Guard® expertise, will help ensure you get the most out of your new fencing system.

Some dogs learn very quickly, while others take a little more time—we don't consider an installation complete until you fully understand the system and your dog has been trained. Your Local Pro is here to help throughout the process, so don't hesitate to call if you have any questions or concerns!



Lighting suppressor

In order to obtain a **Limited Lifetime Warranty** for storm surges or lightning damage, your system must be installed with a Dog Guard® Lightning Suppressor.

Our Lighting suppressor 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. **Note:** This is a rare event, your system will shut off—however, your transmitter should be preserved, and a well-trained dog will remain within the containment area. Contact your Local Pro as soon as possible to have your system serviced.



Chew protectors

The leading source of damage to receivers is dogs chewing them—small and large breeds alike.

We highly recommend using a chew protector on your receiver, especially if multiple dogs will be contained by your system. These protectors prevent or reduce damage of dog chews. But it is always best not to let your dog chew on the receiver.

Batteries

To keep your Dog Guard® system operating correctly, be sure to change or charge your batteries, or charge the receiver when needed. All of our receiver collars have low-battery indicator lights to help ensure charging or battery changing happens on schedule.

Using batteries not approved by Dog Guard® will void the receiver's warranty.

Recharging batteries

FreedomPro™

Our innovative FreedomPro collar now features a magnetic connector for quick and effortless recharging, eliminating the hassles of traditional connectors.

1. Battery level is greater than 20%, the LED blinks green.
2. Battery level is greater than 10% but less than 20%, the LED blinks orange.
3. Battery level is less than 10%, LED blinks red.

When the receiver is plugged in the charger and is charging, LED slowly flashes orange. When the receiver is fully charged, the LED is a constant green.

The battery lasts for approximately 30 days on one charge, and takes only a couple of hours to charge.

DGM4R

1. When the unit is connected to the AC/DC adapter and the battery is charging a steady red LED is on.
2. When the battery is fully charged, the LED changes to a steady green indicating charging is complete.

Charge time is 3 hours for fully drained battery. The battery can be charged at any time and can remain connected to the charger 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.

Changing batteries

DG9XT

1. Using a coin or a Dog Guard® key, turn the battery cap counter-clockwise to unscrew and remove the old battery (it will pop up).
2. Inspect the underside of the battery cap and the battery compartment to make sure it is clean and there is no corrosion. Also check the battery O-ring to make sure it is not cracked, dried out or broken. Vaseline can be applied to ensure water resistance.
3. Insert the new battery with positive (+) side up (and arrow pointing outward). Screw the cap back on, turning clockwise. Do not over-tighten—doing so will crack the receiver case and/or short out the receiver. It is best to hand-tighten the battery cap, then make the final ¼ turn a Dog Guard® key, or coin. **IMPORTANT: Do not use a screwdriver to install the battery cap; this may tear the o-ring, crack the casing or strip the battery cap.**
4. Be sure to test your new battery at the fence line.





Troubleshooting

My Dog Guard® system is not working.

If your system is not working, check the three main components of your system: The transmitter, the receiver, and the wire. If you still are having issues with your system after making the checks below, or if you have a problem not addressed below, please contact your Local Pro..

Check your T-4 Transmitter

Power light: If this is not lit, the system is not receiving power. Make sure the transmitter switch is set to “on.” If it is, but your transmitter still is not working:

- Check all connections—the power cord should be plugged into a Dog Guard-approved surge protector and into the transmitter.
- If the power light still is off, check the outlet with a known working device, such as a radio or lamp, to ensure the outlet itself is working properly.
- If the power light remains off after these checks, call your Local Pro.

Loop light: If this is not lit when the transmitter is on, your loop might be broken. You should also hear an audible alarm.

- If the loop light is off, check the loop wires (twisted wires) to make sure they are attached to the transmitter, and none are loose.

- If everything appears to be connected properly, and the loop light remains off, check for a wire break. Take note of any digging, landscaping or other construction outside in the areas where wires may be present.
- If you do find a break, and you feel comfortable repairing it yourself, we can send you a splice kit. If you cannot find a break, or you would rather have a professional repair it, call your Local Pro to schedule a service call.

Fault light: If this light is on, the system is not functioning properly (possibly due to a power surge, lightning strike or component failure). It may be accompanied by an audible alarm.

- If the fault light is on, call your Local Pro to have them examine your system.

Note: Your Local Pro will typically charge a fee for onsite service calls after initial installation is complete.

Check the receiver collar

The only way to be absolutely 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.

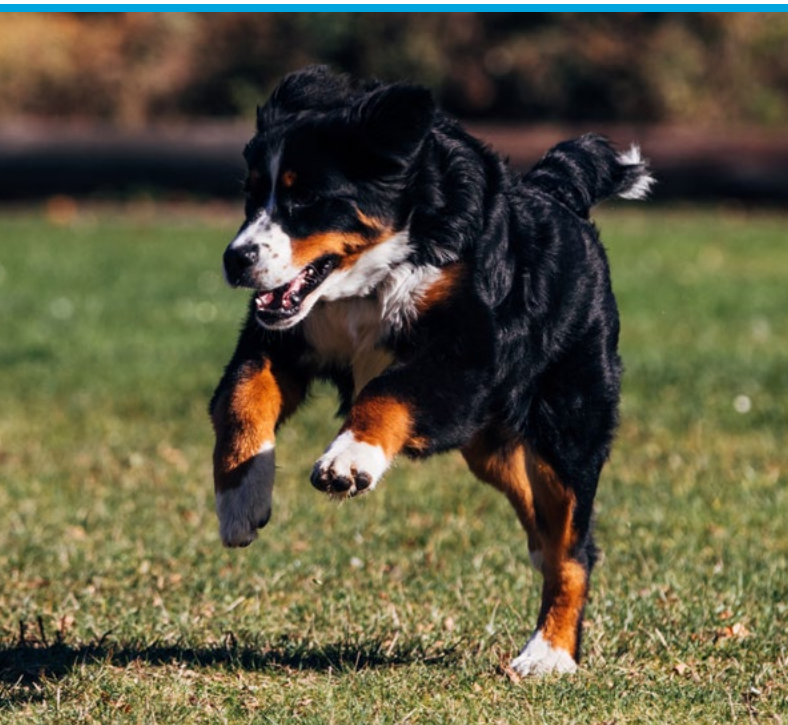
Take the receiver collar off your dog, snap the buckle together and hold the collar by the snapped buckle. Let the receiver hang down (as if the dog were in it) at your dog's neck height. You should start hearing the tone at least 2-3 feet before the wire.

If you still do not hear any noises or cannot feel the correction, contact your Local Professional.

My dog is leaving the yard.

If your dog leaves your containment area even once, follow these steps before calling your Local Pro:

1. Check to ensure the receiver collar fits snugly. A loose fit is the number one reason dogs will leave the property, because they are not receiving the correction. If the receiver is not fitted properly on your dog, they cannot feel the correction. This is also a cause of poor battery life—when correction is not felt, your dog can wander into the field more often without consequence, which will result in additional usage and drained batteries.
2. Check the lights on your transmitter to be sure the “Power” and “Loop” lights are lit and there is no alarm sounding.
3. Check that the battery has been replaced, or your receiver has been recently charged. Batteries need to be installed with the positive (+) side up.



Still have questions?

Call your
Local Pro
for help.



locations.dogguard.com

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

If the receiver collar works in one place, that means it is working on the whole property—conversely, if the receiver is *not* working in one spot, it is not working anywhere.

If everything appears to be normal and working, but your dog still escapes, you may need to raise the correction level or call or contact your Local Pro.

Do not allow your dog to leave the property more than twice before calling your Local Pro!

My wire is broken or may be broken.

Call your Local Pro to set up a professional repair.

Phone Support and Service Calls

Whether over the phone or in person, we can troubleshoot equipment, repair, replace, reconfigure or relocate your Dog Guard® system. Contact your Local Pro for pricing on the following service calls:

- Complete wire reinstall (includes flags, splices and driveway crossing(s) as necessary).
- 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 (optional PVC piping)

If you cannot resolve a problem after consulting this manual, your Local Pro is happy to help you troubleshoot your system over the phone at no charge. There is a minimum charge for service calls to your home for wire breaks, troubleshooting, and other issues. This charge does not include materials and will vary depending on the scope of the repair.

Please call your Local Dog Guard® Pro for details.

Planning to dig in your yard? Call your Local Pro first!

Before doing any digging, construction, planting or aeration in your yard, it's advisable to locate and mark the wire to ensure it remains intact. Your receiver collar can locate the wire, or call your Local Pro to help.



System not working properly?

If your system is not working correctly, call your Local Pro immediately. Many times they can assist you over the phone without having to make a service call. Check your system frequently and keep fresh batteries in your dog's receiver collar.

Don't hesitate to call for support! Your Local Pro is here to help!

For your records, please complete the following reference sheet with information about your Dog Guard® system. If you need to contact your local Dog Guard® Pro with any questions about the installation, service of your system, or about training your dog, this form will help you have the necessary information right at your fingertips.

Your Dog Guard System

Installation date

Receiver type/serial number

Transmitter type/serial number



Warranty Information

dogguard.com/support-resources/warranty-information



Frequently Asked Questions

dogguard.com/support-resources/faqs-knowledge-base



**Happy with your
system and service?**

Share your story!

We would be honored if you shared your
Dog Guard® experience—leave an online
review for your Local Dog Guard Pro!