



Instruction Guide

CAUTION: The Virtual Fence pet containment system is NOT a solid barrier (physical fence). It is designed to act as a deterrent to remind animals by spray stimulation to remain within the established boundaries. This system is to be used only in the intended manner as specified in this instruction manual. Any misuse of the system other than as recommended in this instruction manual may result in short circuit, electric shock or fire. It is your responsibility to properly train your animal to remain within the established boundaries. It is important that you reinforce training if needed. Since the tolerance level to spray varies from pet to pet, Multivet CANNOT guarantee that this system will, in all cases, keep your pet within the established boundaries. NOT ALL PETS CAN BE TRAINED TO AVOID CROSSING A BOUNDARY. Therefore, if you have reason to believe that your dog may pose a danger to others or harm himself if he is not kept from crossing the boundaries, the Purchaser/User should NOT rely solely upon the Pet Containment System to confine your pet. Multivet shall NOT be liable for any property damage, economic loss or any consequential damages sustained as a result of an animal crossing the boundaries established with the Virtual Fence system.

DO NOT ALLOW CHILDREN TO USE THIS PET TRAINING SYSTEM.

This product is intended for residential use and for containment of healthy pets only. It is not intended for containment of guard dogs or vicious animals or to keep other animals out of the established boundaries. Seek the advice of your veterinarian to determine your dog's health and suitability for this pet training system.

QUESTIONS & ANSWERS

Q: How much area can the transmitter cover?

A: The transmitter will cover up to 100,000 square metres.

Q: Will the spray hurt my pet?

A: No. The spray is harmless. The spray will only startle your pet.

Q: How deep do you have to bury the wire?

A: From 2.5 to 7.5 cm (1 to 3 inches). The only reason for burying is so you don't accidentally trip over it or cut it.

Q: How many dogs can be put on the same system?

A: A large number but each must be wearing a receiver collar.

Q: What size or type of pet can the system be used for?

A: The adjustable collar fits all dogs over 5 lbs (2.3 kg). The pet must be trainable and able to comfortably wear the collar. It SHOULD NOT be used on vicious or attack dogs. If your pet is not healthy, you should consult with your veterinarian.

Q: Can the receiver spray device be used on my pet's regular collar?

A: Yes.

Q: How long does it take to install the system?

A: Installation time depends on the area's layout, soil conditions, tools, etc. A typical installation can be completed in one afternoon.

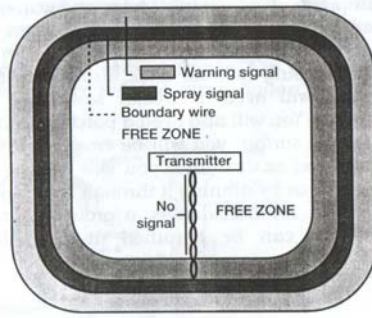
Congratulations on your purchase of VIRTUAL FENCE, Multivet's outdoor pet containment system. This system, using Multivet's spray technology, is designed to act as a deterrent to remind pets to remain within established boundaries. This manual and enclosed CD will explain how to operate, install your system and train your pet.

The Virtual Fence Pet Containment System eliminates the expense and maintenance of conventional fencing. Plus, it is portable! You may have to bury new wire, but you can take the rest of the system with you when you move.

How it works

The Virtual Fence system consists of three primary parts: the transmitter, the receiver spray collar and the antenna (boundary wire). The transmitter is an ultra-low frequency radio transmitter that plugs into a standard outlet. The signal it transmits is carried by the boundary wire which serves as an antenna. The range of the signal (i.e. the distance up to which the receiver spray collar can pick up the signal from the boundary) may be adjusted from a few centimetres up to 9 m (30 ft) by the range adjustment knob located on the transmitter.

Note: There may be some variations in these distances due to different ground and wire conditions, and the depth that the wire is buried. The deeper the wire, the weaker the signal. The ideal depth is between 1 to 3 inches (2.5 to 7.5 cm).



Caution: While all pet containment system transmitters use a microprocessor to send a coded signal, it is still possible that a stray signal can be picked up. This most often is the case around TV's. You may want to put the battery in the receiver spray device and hold it near various appliances in the home to test it; if it beeps, then you should either have your pet avoid these appliances or remove the collar when your pet enters the house.

As your dog approaches the established boundary, a low frequency signal is emitted from the transmitter, activating a warning sound on the receiver spray device to let your pet know that he has reached the limit. If the dog continues, he will receive a harmless spray and back away.

Once your pet is properly trained, he will learn to stay within the boundaries established by the Virtual Fence system.

THE KIT INCLUDES:

- A receiver spray device
- A transmitter
- An adjustable collar
- A can of stain free, hypo-allergenic spray
- An AC adapter
- A 6-volt alkaline battery
- Wire (150 m/500 ft) and flags (50)
- An instruction guide with a warranty card and a CD



Note: We strongly recommend using the wire supplied with this product or buying extra wire from the manufacturer who designed it. Extra wire and flags are sold separately.

INSTALLATION

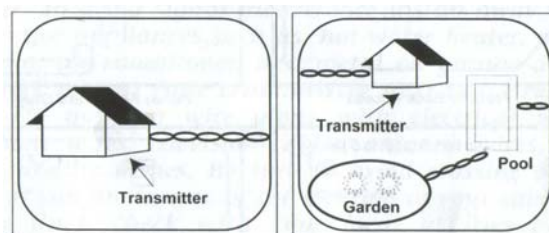
This section will explain how to operate and install your system. We want to make sure you are a satisfied customer. You can help by taking time to carefully read the following instructions. Your Virtual Fence system is easy to install. The time needed for installation will vary depending on the size of your yard.

The following tools are necessary to install the Virtual Fence Pet Containment System.

- A. Straight-edged spade, a lawn edger or a shovel. Installation in small to medium sized yards should only require use of the spade or shovel. For a large yard we recommend that you rent a power edger to make the installation easier.
- B. Wire stripping pliers, electrical tape, and waterproofing compound (e.g. silicone caulk) for insulating splice connectors (wire nuts).
- C. If you are going to cross brick, asphalt or concrete surfaces, you will need a circular saw fitted with a masonry blade. You will also need a patching compound suitable for the surface you will be crossing. If the wire is crossing a gravel or dirt drive, you will need to protect it, such as by running it through PVC pipe.
- D. **NECESSARY:** The transmitter should be grounded; a grounding rod and ground clamp can be obtained at any store selling electrical supplies. (See step 8.)

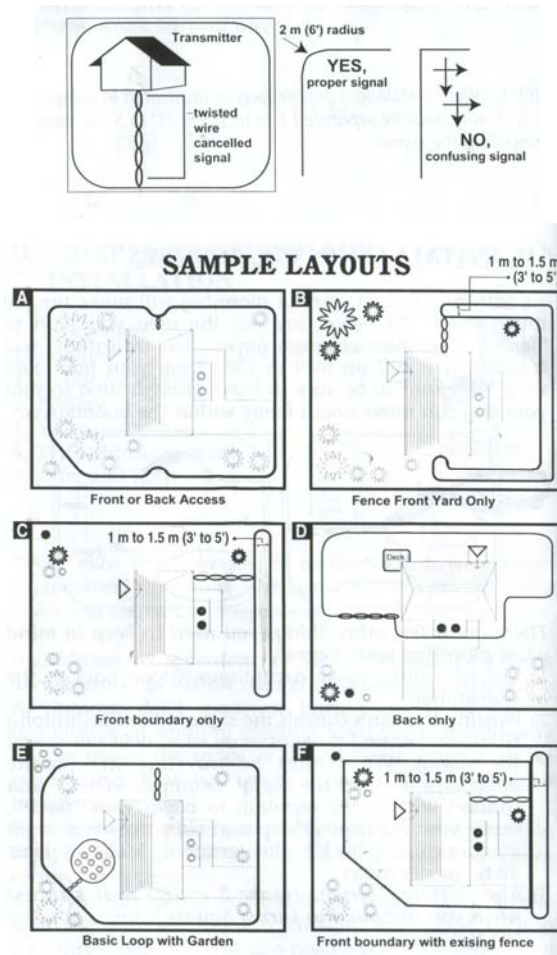
Installation procedures

As with any project, careful planning will make the job much easier. To begin, lay out the area you plan to "fence" on a sheet of graph paper. The signal will be transmitted up to 9 m (30 ft) from the boundary wire. You want to be sure to leave enough area so that your dog can move about freely within the boundaries you will establish.



There are a few other things you need to keep in mind when planning the installation of your 'Virtual Fence':

- 1) The wire must make a continuous loop back to the transmitter.
- 2) Twisting the wires cancels the signal (see illustration). However this does not happen when connecting together three or more wires in this fashion. Wires must travel in opposite directions to cancel the signal. Example: When you connect wire to the terminal to begin your "fence", make the complete loop, then twist the wires when you are coming back to the terminal. Make at least 25 to 32 twists per meter as recommended.
- 3) *Always round corners. Make 2 m (6 ft) radius turns when you are making turns. Square corners confuse the signal.*



Note: When installing a double loop as illustrated in samples B, C, and F, wire must be separated 1 m to 1.5 m (3 to 5 ft) to avoid cancelling the signal.

After you have planned your fence design you are ready to complete installation.

Step 1: Select location for transmitter.

The transmitter should be located **INDOORS ONLY** in a dry, protected area, typically in a garage or wooden tool shed, and not exposed to the sun or to freezing temperature. To avoid signal interference, install away from any major appliances such as: hot water heater, metal shelving, air conditioner, and garage doors with metallic parts. **DO NOT mount your transmitter next to a breaker box.** Do not run wire along with electrical wires, telephone wires, television cables, antenna wires, and near satellite dishes. Be sure to avoid crossing power lines. If you are unsure of the location of your cables or power lines, check with your local utilities before installation.

Caution: Do not install in a barn or metal shed. A risk of short circuit, electric shock or fire could result if the transmitter is exposed to water or cold weather.

Step 2: Laying the wire and preliminary testing

Before burying the wire, lay the wire along your proposed boundary layout, connect it to the transmitter and turn the system on. Then, test the receiver spray collar on boundary wire to ensure it is working properly. Walk the entire perimeter while holding the receiver spray collar to test the boundary.

VERY IMPORTANT: Be sure to thoroughly test your system before burying the wire. It is recommended to bury the wire 2.5 to 7.5 cm (1 to 3 inches) deep to prevent damage and to avoid possible injuries to persons tripping over the exposed wire. Keep your manual in a safe place for further reference.

Step 3: Splicing the wire

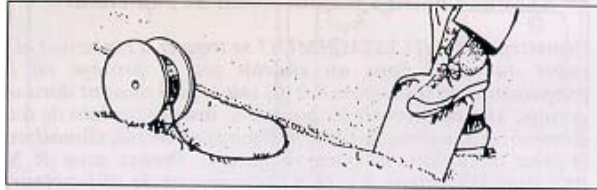
Note: If you use more than the 150 m (500 ft) of wire provided, you will need to splice the wire together with wire connectors.
Very Important: Be sure to note location of all splices. (Most wire breaks occur near the splices.)

Begin by stripping both ends of the wire to be spliced. Insert stripped ends into a wire connector and twist, then pull, making sure of a solid connection. Apply water-proofing compound (like silicon) in and around the wire connector. After the compound dries, you may also want to wrap the wires and connector with electrical tape to keep them from moisture and from pulling loose.

CAUTION: If your splice or connection pulls loose, your entire system will fail. Make sure of a secure connection.

Step 4: Burying the wire

Cut a trench 2.5 to 7.5 cm (1 to 3 inches) deep along your previously planned boundary. Avoid running the boundary wire (antenna) close to chain link fences. If crossing chain-link fences, do so at right angles, after crossing continue for at least 1.5 m (5 ft) before running parallel with other cables or metal fencing.



Step 5: Crossing hard surfaces

If you have to cross concrete, brick or asphalt surfaces, you will need to protect it, such as by running it through PVC pipe, or by using a circular saw with a masonry blade to create a groove. Place the wire in the groove and cover with an appropriate patching compound. Your local hardware store can help you choose the right compound depending on the surface material.



Step 6: Hooking up your transmitter

Wires to and from the terminals need to be tightly twisted.

At this stage, choose one of two connectors on the transmitter (less than 300 m/1000 ft or more than 300 m/1000 ft). The wires (to and from) should be connected to the red and black connectors on the terminal that represent the layout boundaries required (less than 300 m/1000 ft, or more than 300 m/1000 ft - **See illustration**). With the system on and the range adjuster knob turned all the way up (to the right, or clockwise), measure how far you can pick up a signal by walking toward your boundary wire (antenna) while holding the receiver spray collar. You will know you pick up the signal when you hear the receiver making a beeping sound.



Step 7: Adjusting the range

The range adjustment knob affects the size of the zone covered by the transmitter. Turn the knob to adjust to your desired range. A range of 1.5 m to 3 m (5 to 10 ft) is recommended. Have as wide a signal area as possible while still giving your pet a sufficient 'free-roaming' zone. The desired range should be chosen without jeopardizing your dog's freedom.

When turning on the transmitter, the green signal light will momentarily flash. Afterwards when turning the dial clockwise, the light will turn on again to indicate that the ground antenna is properly connected. If the green light fails to come on after turning the dial, this indicates that the ground antenna is badly connected or broken.

Illustration: When the fence is unconnected to the device, the transmitter light flashes on and off as soon as it is turned on. The light will stay on once the virtual fence is connected and the device is being used to set the range.

Step 8: Grounding

Transmitters are highly susceptible to lightning damage. To avoid such damage, always disconnect both loop wires, and unplug the transmitter if you expect a storm.

Proper grounding is necessary to reduce the chance of lightning damage to your transmitter. It is therefore important to connect a wire between **the ground terminal** of the transmitter and a **ground rod** buried at least 1 m (3 ft) into the ground. Use a heavy gauge wire to make this connection (#12 or larger).

Please consult your local electrician since the grounding process can vary from one place to another.

Step 9: Boundary Flags

Place boundary flags 3 m (10 ft) apart, with one at the point where the warning beep starts. The beeping sound should be at least 1 m to 1.5 m (3 to 5 ft) from boundary line. The flags serve as temporary visual boundaries for your pet and enable him to recognize the designated area he is to remain within. The flags will later be removed when your pet has become familiar with the "free zone".

CONGRATULATIONS! Your new Virtual Fence system is now installed!

It is important to check your Virtual Fence system occasionally for proper operation. To do this, hold the receiver spray collar in the same position as your dog wears it. As you approach the boundaries, the collar should begin to beep.

WARNING: Dead batteries can allow your pet to cross the established boundaries. To keep your dog from escaping, it is necessary to check the battery in your collar once a month. This can be done by removing the collar from your pet and approaching the boundary. If a beep is not heard, you need to replace the battery before further use. **DO NOT risk your pet's safety.** Replace the battery as needed in order to ensure proper operation of the system. Battery life will vary depending on how often your pet "tests" the system and which type of battery is used.

RECEIVER SPRAY DEVICE

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 that is closest to the Multivet logo 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 and then thread the keeper. When you have completed this section, the assembled collar looks as illustrated.

Note: If these instructions are not properly followed, the buckle can easily be pulled off the collar. This could lead to the device being lost or damaged.

Filling the device

1. Set the device on a flat surface, with the fill-up valve turned upwards. Shake the spray can before using it.
2. Hold the can upside down and then insert the aerosol tip in the fill-up valve – the deepest cavity – then press down firmly for 10 seconds. Release pressure and press down for another 10 seconds, then release.

Note: If spray is escaping as you attempt to fill the device, increase the downward pressure on the refill can to get a better seal. You cannot overfill the device. When completely filled, there should be enough gas in your device for 18-23 sprays.

Inserting the battery

Slide off the battery cover and insert the 6-volt alkaline battery without forcing it, keeping the polarity in mind (+ and -). Slide the cover back on.

Note: Since there is no on/off button on the device, it is important to remove the battery when not in use. It is also recommended to remove the battery when storing the device for a long period of time.

DO'S AND DON'TS

1. The collar must be filled to maximum capacity before placing it around your dog's neck.
2. Never force the pet to receive a spray. Let him discover the effect by himself as he approaches the off-limits zone.
3. Do not put the receiver collar on the dog before testing the zone limits first.
4. Never fill the device while your dog is wearing it because it may damage the fill-up valve.
5. Avoid letting your dog wear the device with an empty reservoir. Make sure it is always full.
6. It is important that your dog's hair doesn't block the spray valve. Try tying a bandanna (handkerchief) around your dog's neck and then place the spray receiver collar over it. If necessary, you may also consider trimming a little of the long hair around the dog's neck for better spray effect.
7. Never fasten a leash to the spray receiver collar.

TRAINING YOUR PET

Remember:

- Continuous training is critical. Even though your dog may appear trained after one or two days, it is important to continue the “learning” process for the entire training period.
- During the training period, your pet should be contained by other means and only be allowed in your yard on a long leash. Your dog should not freely cross the established boundaries at any time.
- Training can be tiring for your pet so limit training periods and always finish on a positive note.
- Let other family members share in the training so that your pet doesn't associate the training to only one member of the family.

WARNING: An improperly or poorly trained pet will always be able to escape the Virtual Fence system!

Boundary Training Day 1

Step 1: Holding the receiver spray collar in one hand and using a leash, walk your dog to the established boundary. The pet should be wearing a regular collar with a lead only. Shake a boundary flag and give your pet a strong “NO” command, allowing him to hear the beeping from the receiver spray collar.



Step 2: Lead him back to a “safe” area and praise and play with him. Using food rewards is recommended.

Step 3: Repeat steps 1 and 2 around the established boundaries.

Step 4: After a short rest/play period, place the spray receiver collar on your dog (this is in addition to the collar with the leash).

Step 5: Let your pet experience a *spray* as he walks into the signal field on his own. Then, immediately lead him back into the “safe zone” area and praise him. Shake the boundary flag again with a strong “NO” command. Do not encourage the pet to cross the boundaries, as this will confuse him. If the pet will not venture into the signal field on his own, have someone else cross the boundary and allow the pet to follow. Your dog needs to feel the spray to make sure he recognizes the boundaries.

Step 6: Repeat step 5 again around the perimeter boundaries. Your dog should receive a *spray* only when he willingly attempts to cross the boundaries.

Step 7: Remove the spray receiver collar. Do not leave your dog alone with the collar until fully trained.

Boundary Training Days 2 through 14

Repeat steps 4 through 7 at least once per day. You should notice your pet starting to avoid the boundaries. This indicates learning.

Boundary Training Days 15 through 30

When your dog shows learning progress (with different persons and at different times), remove the training leash and allow him full use of the “free zone” area. Over several days gradually remove the boundary flags, every other one every other day. Should your dog venture out of the boundaries, remove the spray receiver collar, then lead him back within the boundaries and put the receiver spray collar back around his neck.

Monthly Reinforcements

While most pets will be fully trained after approximately two weeks of training, it is highly recommended that you repeat steps 4 through 7 once every month to reinforce the training. It should take only a few minutes of your time each month.

Leaving and Entering the Boundary

You can train your dog to leave the boundaries with a leash through an imaginary gate.

Step 1: Remove the receiver spray collar and replace with a regular collar and leash.

Step 2: Walk your dog out to a specific place in your yard, preferably the end of your driveway. Always lead him out at this spot and with the lead. If he refuses to cross, put him in the car and drive him in and out a few times.

Step 3: Your dog will gradually learn that he must wear a leash to venture outside the boundaries established by the Virtual Fence System. Alternate different members of your family during this process so that your dog identifies leaving with the leash and not with the person.

Note: All pets react differently. Some will be conditioned in a few days, others will require a few weeks. However, some pets may become frightened by the training process altogether. If this happens, remove the spray receiver collar from your pet and

take him to a "safe" area. Resume training the next day with the spray collar, and alternate every other day after that. Soon your pet will become comfortable with the Virtual Fence system as he gets familiar with the "safe" area.

SOUND PIECES OF ADVICE:

- Immediately after the dog receives the spray, try to redirect the dog towards an acceptable or safe area.
- Reward the dog when he respects the warning sound (beep).

TROUBLESHOOTING

PROBLEM: The device on the receiver collar does not beep until it is a few centimetres (inches) from the boundary wire.

POSSIBLE CAUSE:

1. a) The wire is broken.
b) The insulation around the wire has sustained damage, allowing a short to ground.
c) A splice has come undone.
2. The range setting on the transmitter is too low. Turn the knob clockwise.
3. The transmitter or the boundary wire is too close to metal such as chain-link fence.

PROBLEM: The receiver does not beep or spray.

POSSIBLE CAUSE:

1. The wire is broken.
2. The battery in the receiver spray collar is too weak.
3. The transmitter is turned down or off.
4. The receiver spray collar is damaged and needs repair.

PROBLEM: The receiver collar beeps wherever the dog stands within the established boundaries.

POSSIBLE CAUSE:

1. The range on the transmitter is set too high. Turn the knob counter clockwise.
2. The signal is reflecting off of metal which is too close to the boundary wire or the transmitter.

PROBLEM: The signal light does not stay on.

POSSIBLE CAUSE:

1. The wire is broken.
2. The transmitter is turned off or down.
3. The transmitter is damaged and needs repair.

PROBLEM: The signal light does not come on.

POSSIBLE CAUSE:

1. The transmitter is unplugged or turned off.
2. The fuse has blown.
3. The transmitter is damaged and needs repair.

PROBLEM: The fuse blows continuously.

POSSIBLE CAUSE:

1. The fuse is the wrong type.
2. The transmitter is damaged and needs repair.

VERY IMPORTANT: SHORT LOOP TEST

To diagnose what may be wrong with your fence, the best and simplest method is the short loop test. It's quick and easy and will help you determine whether your problem is in the fence wire, the transmitter, or the receiver.

Step 1: Turn off the transmitter.

Step 2: Disconnect the boundary wires and the ground wire from the transmitter (keep braid tight).

Step 3: Cut a 3 m (10 ft) piece of boundary wire and strip about 1 cm (1/2 inch) of insulation from both ends. Connect the 3 m (10 ft) piece of wire to the less than 300 m (1000 ft) terminal and spread the wire out in a circle.

Step 4: Turn the range knob down all the way. The signal light will turn on, then off almost instantly. Begin to turn the range knob back up. The signal light should begin to stay on continuously. If it does not, then there may be a problem with your transmitter. Please contact our customer service: **North America: 1.800.303.0244 / Europe: 00800-MULTIVET** or by email at info@multivet-inter.com

Step 5: First, make sure the battery in your receiver is in correctly. Then bring the receiver collar toward the test loop wire. The receiver should begin to beep at least 15 to 25 cm (6 to 10 inches) away from the test loop wire. If it does, then your system is operating properly and the problem is in the boundary wire. If it does not beep, then there may be a problem with your receiver

collar. Please contact our customer service: **North America: 1.800.303.0244 / Europe: 00800-MULTIVET** or by email at info@multivet-inter.com

IMPORTANT REMARKS

1. **The Virtual Fence is not a toy. Keep it away from the reach of children. Use it only for its training purpose.**
2. Multivet's Virtual Fence must be used only on healthy dogs. We recommend that you take your dog to a veterinarian before using the system if he is not in good health.
3. Your spray receiver collar is splash proof but not completely watertight. Remove it before letting your dog go for a swim.
4. Keep the device (spray receiver collar) clean at all times. Do not immerse it in water when cleaning. Simply use a dry cloth to wipe away dirt.
5. Do not leave your device unattended where your dog could get a hold of it and damage it through chewing.
6. Make sure that the batteries you are using are still adequate to operate the device. The device requires 6-volt alkaline batteries, easily available from Multivet.
7. If your dog tries to take off the device, a harness can be used instead of the collar provided in the kit. Dog harnesses are available in all good pet shops.
8. Virtual Fence and Virtual Barrier use the same spray receiver collars. You may also purchase extra collars separately for your other pets as the system can accommodate more than one receiver collar.
9. Never fill the device with any other substance than the one provided by Multivet. Using another substance, as well as opening the device, will void the manufacturer's warranty.
10. The hypo-allergenic spray can is a pressurized container. Do not pierce it, heat it or dispose of it in a fire as it may explode. Please read instructions on the can.
11. Do not expose the device neither to freezing temperatures nor to conditions warmer than 45°C. Be particularly careful not to leave the device in direct sunlight, either by a window or in a car on a summer day, etc.
12. Do not attempt to repair the device yourself. This will invalidate the warranty and make repairing more difficult. If your device doesn't work, please contact our Customer Service - **North America: 1.800.303.0244 / Europe: 00800-MULTIVET** or by email at: info@multivet-inter.com.

WARRANTY

- This device carries a warranty that covers against all manufacturing defects in materials and workmanship for a period of 24 months starting on the date of purchase. This warranty is limited to repair or replacement, at option of manufacturer.
- Accessories such as straps, spray refill cans, batteries and packaging are not covered under this warranty.
- The purchaser must complete, date, stamp, and return the warranty card to **North America / Multivet International Inc.**, 17420 rue Centrale, St-Hyacinthe, QC, J2T 3L7, Canada / **Multivet Europe**, Ninaberlaan 83, 7447 AC Hellendoorn, The Netherlands.

Note: The warranty can also be completed on-line at www.multivet-inter.com.

- The warranty may be void if:
 - The warranty card was not duly completed, dated, stamped and returned with proof of purchase within 15 days of purchase;
 - The problem is due to improper care or rough treatment;
 - The problem is caused by misuse or by failure to follow instructions included in his kit;
 - The damage is due to shock, fire, chewing, water submersion, exposure to high temperatures (+45°C), or by a destructive animal;
 - The problem is due to improper repairs or adjustments made by anyone other Than the manufacturer;
 - The device is used with a substance other than the aerosol spray provided by Multivet.
- The warranty cannot, in any way, be used in cases of damage claims.
- Once the warranty expires, the buyer is responsible for all costs relating to the purchase of replacement parts, labour and shipping.
- Multivet assumes no responsibility for any loss or claim by third parties that may arise through the use of this product.

If you have any questions, comments, or suggestions, or if you need more information on our product line, please email us at info@multivet-inter.com or visit our website: www.multivet-inter.com.