



**DogWatch**®  
HIDDEN FENCES



**Owner's Guide**

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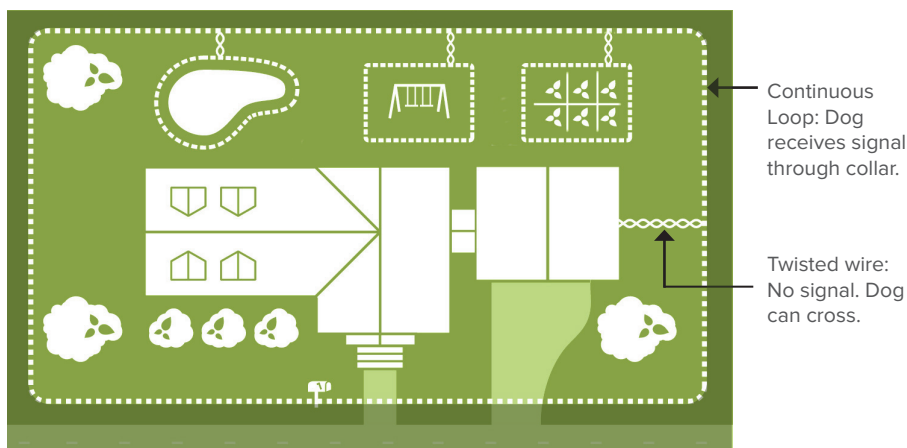
ProFenceX™

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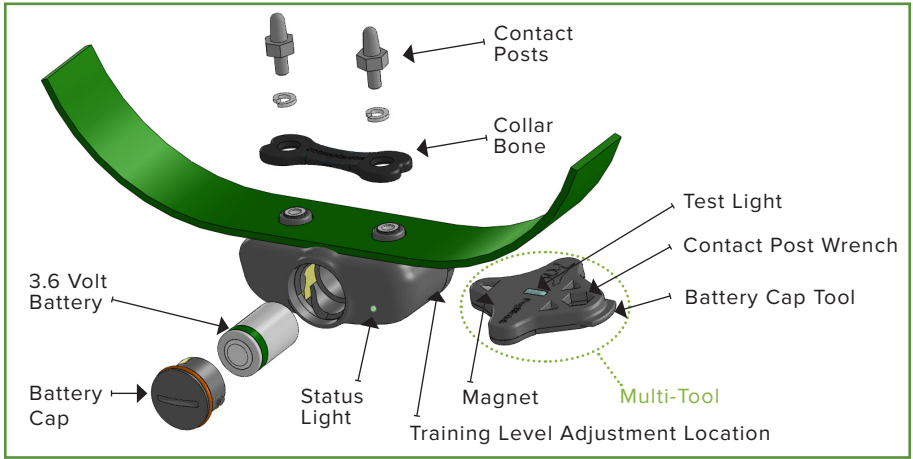
## How it Works



Our Hidden Fence can be customized to create a containment area for your dog to run and play. Small inner loops can keep your pet out of specific areas like gardens or pools. Your DogWatch Dealer will help design the best configuration for your dog and yard.

The "fence" boundary is a buried wire that emits a coded **digital radio signal** from a small transmitter in your home or garage. Your dog wears a collar that receives this radio signal. When your dog gets close to the boundary, the collar gives a gentle warning sound. With our Pet-Friendly™ training, your dog quickly learns where the safe play area is—so they stay happy, healthy, and safely at home.

# R10 Receiver Parts & Features



## FEATURES

**SafeLink® Digital Design:** This patented design ensures the receiver only responds to the unique DogWatch signal, preventing unintended corrections from other electronic devices.

**AutoMemory®:** This feature adjusts the training level if your dog challenges the boundary. For example, if the receiver is set to level 4 and the dog challenges the fence, AutoMemory increases the correction to level 5 for the next 24 hours. After 24 hours without challenges, the receiver resets to the original setting.

**TattleTale™:** If your pet has tested the boundary, the status light will double flash green every 40 seconds for 24 hours.

**FastReact®:** The receiver corrects within 1/4 of a second when your dog enters the avoidance zone. DogWatch collars have the fastest reaction time in the industry.

**Status Light:** The status light continuously monitors your receiver's operation and features.

## FITTING THE COLLAR

The collar should fit snugly on the dog's neck - no more than one thumb width between the contact post and the dog's skin. Check the snugness with the dog's neck in a down (sniffing) position, where it's smallest. A tight collar, worn for prolonged periods of time, can cause skin irritation, while a loose one won't provide the necessary correction.



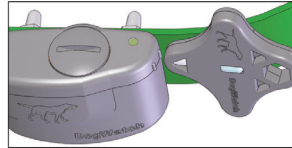
Regularly check for irritation, and remove the collar daily, especially when the dog is indoors.

# Receiver Settings

Your DogWatch Dealer will set the Training Level based on your dog's behavior. To adjust the level, hold the magnet on the multi-tool near the receiver's adjustment marks. Hold it in place until you hear a series of beeps that indicate the current level. Continue holding to cycle through levels. Release the magnet when the desired level is reached:

## Receiver Training Levels: *The receiver offers eight levels.*

<b>Audible Only:</b>	<i>(Long beep)</i>
<b>Level 1:</b> Extra low	<i>(1 beep)</i>
<b>Level 2:</b> Low	<i>(2 beeps)</i>
<b>Level 3:</b> Low-medium	<i>(3 beeps)</i>
<b>Level 4:</b> Medium	<i>(4 beeps)</i>
<b>Level 5:</b> Medium-high	<i>(5 beeps)</i>
<b>Level 6:</b> High	<i>(6 beeps)</i>
<b>Level 7:</b> Extra high	<i>(7 beeps)</i>

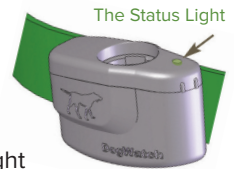


**\*\*\*Never change the receiver Training Levels when your dog is wearing the collar.\*\*\***

■ **Start-Up:** When you insert the battery, the status light will flash red and green. In normal operation, the status light will flash Green every 40 seconds. If it doesn't flash, check the battery orientation.

■ **Training Level Indicator:** When programming the training level, the status light will flash green with audible beeps. The number of flashes/beeps corresponds to the selected training level (see chart above).

■ **Battery Indicator:** When the battery voltage is low, the status light will change from green (every 40 seconds) to red (every 10 seconds), signaling that the battery should be replaced within 3-4 days.



# Replacing the Battery

## BATTERY INSERTION INSTRUCTIONS



**R10 Battery:** The R10 receiver is powered by a 3.6 volt lithium battery. The positive (+) end of the battery must be inserted down.

**IMPORTANT:** The use of any battery other than a battery authorized by DogWatch Inc. can cause erratic operation of the receiver collar or could cause permanent damage. The use of any unauthorized battery will void the warranty on the receiver collar. Batteries can be ordered from your Dealer's online store or at [www.dogwatch.com](http://www.dogwatch.com).

# Transmitter Parts & Features

The Transmitter sends a coded **digital radio signal** through the boundary wire. This signal can be adjusted, allowing you to control your Hidden Fence.



## FEATURES

**Power On/Off:** Use this switch to turn the transmitter on/off. The green Power light indicates it's operating.

**Training Mode:** Mode A provides an audible warning followed by a correction. Mode B (QuickAlert™) delivers a fast alert correction before the audible warning and correction.

**Rate:** The Extended Correction (rate) can be adjusted to three levels: (1 = 5 seconds, 2 = 10 seconds, 3 = 15 seconds). This allows you to customize the correction time on the outside of the boundary wire.

**Range and Boundary Loop Monitor Display (LMD):** The loop monitor display shows the status of your boundary wire and signal range. Each number on the scale represents how many feet the signal broadcasts from the wire. If the loop wire is broken or the signal is interrupted, the light will go out and an audible warning will sound. **If this occurs, call your Local Dealer for service!**

**\*\*\*Never adjust the transmitter when your dog is wearing the receiver collar.\*\*\***

## PARTS

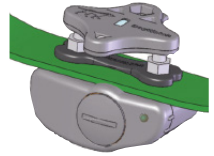
**Power Supply:** The transmitter is powered by the supplied adapter, plugged into the "PWR" jack on the transmitter. Connect the ground wire on the power supply to the "GND" jack on the transmitter.

**PowerPak™:** The optional battery back-up keeps the transmitter running during a power failure. When PowerPak is in use, the green power light will remain off. The PowerPak plugs into the "P-PAK" jack on the transmitter.

**Boundary Loop Plug:** A zip cord connects to the "Loop" jack. This starts the boundary wire that is buried in your yard.

# Using the Test Light

**Test Light:** The test light allows you to test the receiver. Hold the test light over the contact posts and carry the receiver into the signal field a few feet from the ground. When the receiver picks up the signal from the boundary wire, the audible or vibration warning will activate and the test light will turn on.



## Pet-Friendly™ Containment Training

### Dog Training Guide



This section provides general guidelines for training your dog to remain within the designated boundary of your property. Your DogWatch Dealer will customize the training for your dog and teach you the appropriate training approach.

Your DogWatch Dealer will install your DogWatch Hidden Fence, set the system to the appropriate training levels for your dog's personality, and place boundary flags around the perimeter of your yard. After installing the system, your Dealer will prepare you and your dog for the training process.

### Pet Friendly™

## Troubleshooting

If your dog is not staying within the boundary created by the DogWatch® Hidden Fence System, check the following:

- Is the battery status light on the receiver green or red?
- Is the battery installed properly?
- Is the receiver collar too loose?
- Is the receiver operating properly with the test light?
- Is the transmitter 'On' and operating properly?
- Is the signal field too narrow?
- Is the boundary wire unplugged?
- Is the boundary wire broken?

### Helpful

### How-To Videos



Other troubleshooting tips are available on line at [www.dogwatch.com](http://www.dogwatch.com). If you are unable to determine the cause of the problem, please contact your Authorized Dealer.

# Warranties

1. **TERMS AND CONDITIONS OF SALE:** The following terms and conditions apply to all sales of DogWatch® Brand Hidden Fence products by Dealer to Customer, except as otherwise stated in the Product User Guide; and supersede all prior discussions, negotiations, and representation between Dealer and Customer.

2. **LIFETIME LIMITED WARRANTY:** DogWatch Inc., subject to the terms and conditions set forth hereunder, hereby warrants that for the expected life of the product, or until the original owner no longer owns the system, whichever comes first, DogWatch, Inc. will repair or replace, at its own discretion, the Product (transmitter or receiver) or any part thereof (other than buried materials) which is found by DogWatch, Inc. to be defective by reason of improper workmanship and/or material. Warranty claims may be subject to Dealer service charges and/or Manufacturer shipping and handling charges. Replacement Product will be warranted for the remainder of the original Warranty Period or six (6) months, whichever is longer, or as otherwise required by applicable law.

3. **DEALER INSTALLED WARRANTY:** DogWatch Inc., subject to the terms and conditions set forth hereunder, hereby warrants that any transmitter installed by an authorized Dealer, equipped with a DogWatch Lightning Surge Protector, and grounded to DogWatch Inc. specifications, will be warranted against damage by lightning or electrical surge for the expected life of the product, or until the original owner no longer owns the system, whichever comes first.

4. **WARRANTY LIMITATIONS:** The warranties set forth in Paragraphs 2 and 3, above, do not apply to normal wear and tear, to buried components, or to claims arising from product misuse or abuse or to products that are damaged as a result of maintenance, repair, or service by unqualified individuals. SmartFence® Communication Portal and PowerPak™ are each warranted for 1 year.

As a condition of this Warranty,

- (a) The installing Dealer and Customer must sign and complete the “Customer Order Form”.
- (b) Provide proof of purchase or complete the Warranty registration process with DogWatch Inc. within seven (7) days of purchase via online registration at [www.dogwatch.com](http://www.dogwatch.com).
- (c) Notify an authorized DogWatch Dealer or DogWatch Inc. within the Warranty period after the purchase of a claimed defect.
- (d) Mail product back, insurance and postage prepaid, to the authorized DogWatch Dealer or DogWatch Inc.

EXCEPT FOR THE EXPRESS WARRANTY STATED ABOVE, DOGWATCH INC. DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DOGWATCH INC.'S SOLE LIABILITY UNDER THIS WARRANTY WILL BE TO REPAIR OR REPLACE, AT ITS OPTION, ANY PRODUCT OR PART WHICH DOGWATCH INC. DETERMINES TO BE DEFECTIVE. IN NO EVENT WILL DOGWATCH INC. BE LIABLE FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE OR USE OF THE PRODUCT. IN NO EVENT SHALL DOGWATCH INC.'S LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT.

5. **MONEY BACK GUARANTEE:** Dealer agrees, at its sole cost and expense, to refund full purchase price (less the cost of installation and buried materials) of any DogWatch Inc. Hidden Fence product (hereafter the “Product”) sold hereunder within the first 30 days from the date of sale by Dealer if Customer is not completely satisfied for any reason. Product must be in its original condition.

6. **INSTALLATION AND MAINTENANCE:** Dealer shall, for a non-refundable installation fee, install the Product in accordance with DogWatch Inc. specifications. In no event shall the Dealer or DogWatch Inc. be responsible for damage to underground pipes, wires, lines, or other utilities, nor shall Dealer or DogWatch Inc. be responsible for restoring Customer's premises to its original condition. The use of any battery other than a battery authorized by DogWatch Inc. can cause erratic operation of the receiver and could permanently damage the receiver. The use of any unauthorized battery will void the Warranty on the receiver.

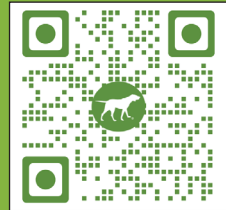
7. **WARNING:** YOU MUST TRAIN YOUR DOG IN ACCORDANCE WITH THE OWNER'S GUIDE OR AS SPECIFIED BY THE DEALER FOR THIS SYSTEM TO BE EFFECTIVE. THE SYSTEM IS NOT INTENDED FOR USE WITH DOGS WITH A HISTORY OF AGGRESSIVE BEHAVIOR. BY SIGNING THIS CONTRACT, CUSTOMER ACKNOWLEDGES THAT THEIR DOG(S) HAVE NO SUCH HISTORY. THE PRODUCT WILL NOT KEEP ALL DOGS WITHIN THE FENCED PREMISES IN ALL INSTANCES. IF CUSTOMER'S DOG(S) COULD CAUSE HARM TO ITSELF OR OTHERS INSIDE OR OUTSIDE THE FENCED PREMISES, CUSTOMER SHOULD TAKE ADDITIONAL MEASURES TO RESTRAIN THE DOG(S).

## Your Authorized DogWatch® Dealer

Please visit our website at [www.dogwatch.com](http://www.dogwatch.com) to find your local Dealer or to access additional support resources and our online store.

For quick access, hold your phone's camera over the QR code to open the website.

Customer Service is available by phone at 800-793-3436, x622 M-F, 9:00a-5:00p EST.



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### HOW ARE WE DOING?

Let us know if you like your DogWatch Hidden Fence!  
Leave us a review on Google, Facebook or Trustpilot. Thank you.

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DogWatch products are protected under U.S. Patents numbers:  
8,006,649; D708,798 and D,708,797

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions:  
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

DogWatch products are lead-free and compliant with the  
Reduction of Hazardous Substances (RoHS) initiative.

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INDOOR PET FENCES • OUTDOOR HIDDEN FENCES • DOG TRAINING COLLARS