



# Pawz Away™ Mat

## Operating and Training Guide

Please read this entire guide before beginning.



Thank you for choosing PetSafe®, the best selling brand of electronic training solutions in the world. Our mission is to be the most trusted brand in the pet ownership experience. We want to ensure your pet's safety by providing you with the tools and techniques to successfully train your pet. If you have any questions, please contact the Customer Care Center at 1-800-732-2677 or visit our website at [www.petsafe.net](http://www.petsafe.net).

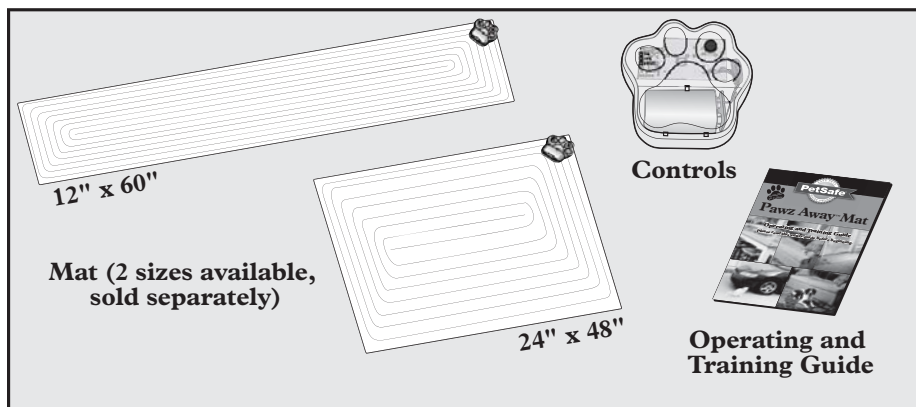
To get the most protection out of your limited warranty, please register your product within 90 days at [www.petsafe.net](http://www.petsafe.net). By registering, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Additionally, you will not have to save your product receipt as registering serves as proof of purchase. Most importantly, PetSafe® will never give or sell your valuable information to anyone.

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# Components



## Features

- Indoor training for dogs and cats
- Three easy to use training options
- Lightweight and portable for training in any room
- Low Battery Indicator
- Lifetime Limited Warranty

### Prevent your pet from:

- Entering a room
- Jumping on furniture
- Counter surfing
- Jumping on automobiles

## How the Pawz Away™ Mat Works

The PetSafe® Pawz Away™ Mat offers three training options designed to shorten training and promote good behavior. Options include **Tone+Stimulation**, **Tone without Stimulation** and **Stimulation without Tone**.

When the Pawz Away™ Mat is used for the first time it will be programmed for Tone + Stimulation. To change modes, press and release the pushbutton. The mode will advance each time the pushbutton is pressed in the following order:

Tone + Stimulation → Stimulation Only → Tone Only. The green LEDs will light to indicate the new mode. The controls are programmed to remember the last mode used after the controls are turned off/on and when the battery is changed.

### Important:

- **The energy (stimulation) from the Mat is small but can be felt by humans. Humans should avoid contact with the Mat.**
- **Not for use by children.**
- **This Mat is intended for use only with dogs and cats. Never attempt to use it for any purpose not described in this manual.**
- **For Use Indoors only.**

# Key Definitions

**Controls:** Control unit for the Mat.

**Pushbutton:** Used to turn the Mat on and off and to choose between the three training options.

**3 Colored LEDs:** Shows training option; low battery indicator and appears when the energy (stimulation) is being delivered.

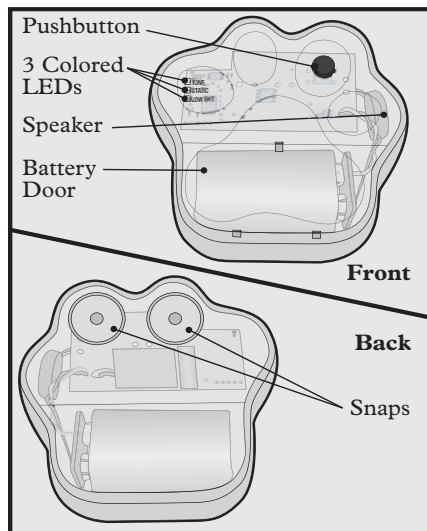
**Speaker:** Used to deliver the audible tone.

**Battery Door:** Allows access to the 9-volt battery (not included).

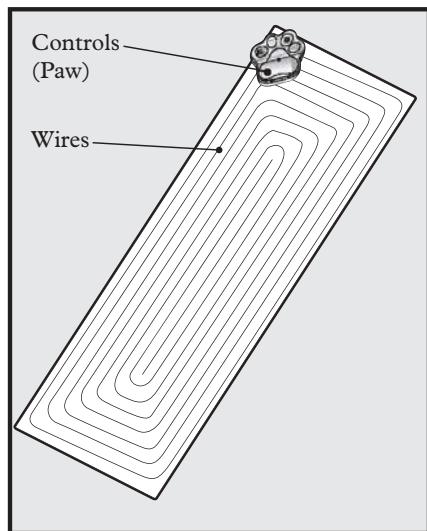
**Mat:** Used in conjunction with the control unit to train your pet to avoid certain areas.

**Wires:** Located within the Mat to detect when the pet is on the Mat and delivers the energy (stimulation).

## Controls



## Mats (available in 2 sizes, sold separately)



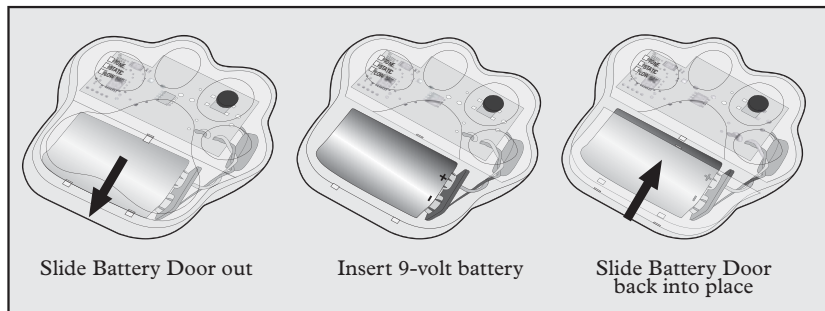
# Operating Guide

## Step 1 Prepare the Pawz Away™ Mat

After removing the Mat from the box, unroll the Mat from the cylinder and lay **flat**. The Controls are located inside the Cylinder. Gently squeeze the cylinder and the controls will slide out. There are two snaps on the Mat and two snaps on the back of the controls. Snap the two together. After inserting the battery, your Mat is now ready to use.

### To Insert and Remove the Battery

- The PetSafe® Pawz Away™ Mat utilizes a replaceable 9-volt battery (not included). The battery door is located on the front/bottom of the Controls. Slide the battery door open.
- Insert the 9-volt battery.
- Replace the battery door by positioning the top, and sliding the battery door back into place.



### Battery Life

Average battery life is 3-4 months. To conserve battery life, turn the Mat off using the Pushbutton on the Controls while the Pawz Away™ Mat is not in use.

## Step 2 Choose from Three Training Options

The PetSafe® Pawz Away™ Mat offers three training options designed to shorten training and promote good behavior. Options include **Tone+Stimulation**, **Stimulation without Tone** and **Tone without Stimulation**.

When choosing **Tone+Stimulation** the Mat provides a tone and sends immediate correction when your pet steps onto the Mat. The transparent Pawz Away™ Mat contains several small wires that send a quick burst of energy (stimulation) through the Mat when the pet's paw touches the Mat. The energy is harmless but startling to your pet. Most pets learn very quickly to avoid the area where the Pawz Away™ Mat is located.

When combining Tone+Stimulation the pet learns the energy follows the tone. After a few encounters you may choose the **Stimulation without Tone** option. There may also be times when you prefer to leave the stimulation on without the tone, for instance when you are sleeping. Stimulation Only sends immediate correction when your pet steps onto the Mat without sending the tone before the stimulation.

The third option for training is **Tone without Stimulation** option. The tone will activate when the pet steps onto the Mat but there will be no stimulation. After some training with Tone+Stimulation the Tone Only option can be used and pets will usually respond to the tone only and again avoid the area where the Pawz Away™ Mat is located.

The 3 Colored LEDs are located on the left corner of the controls. When choosing the training option an LED will appear next to the option you have chosen.

1. Place the Pawz Away™ Mat in a location where you don't want your pet to go (i.e. room entrance; on the furniture; on the counter, on the automobile)
2. When the Pawz Away™ Mat is turned on, the controls will be set for **Tone+Stimulation**.
3. Once the pet has stepped on the Mat and received the correction a few times, the tone will usually be enough for the pet to avoid the area the Pawz Away™ Mat is placed in.

## Step 3

# Turning the Mat On/Off

To turn the Mat on, press and release the pushbutton. The Green LED will flash and the tone will sound 5 times. Ensure nothing touches the Mat until the green LED has flashed. To turn the Mat off, press and hold the pushbutton for 3 seconds. The Red LED will flash 5 times to indicate the Mat is off.

## 3 Colored LEDs - Function and Response

Function	LED Light Response
On/Tone+Stimulation, Stimulation Only, and Tone Only	Green light flashes once every 5 seconds
Delivering Stimulation	Red light flashes
Tone only being delivered	Red light flashes
Low Battery	Red light flashes 3 times every 5 seconds
Off	Red light flashes briefly 5 times

# Training Guide

The PetSafe® Pawz Away™ Mat operates on the principle of positive and negative reinforcement. Your pet will learn to avoid the Pawz Away™ Mat after receiving a Tone, Static Stimulation, or combination of both (negative reinforcement). Your pet will learn that he is more comfortable when he avoids the Pawz Away™ Mat (positive reinforcement).

In some cases, it may not be necessary to train your pet. You can let your pet wander freely to determine the new boundaries. Monitor your pet during his first session. Pets learn at different rates and it may take several times for your pet to successfully understand and honor the Pawz Away™ Mat. Continue to use the Pawz Away™ Mat even if you are not successful on day one. It may take 2-4 days for your pet to learn to avoid the Mat.

## Begin Your Pet's First Session

1. Move your pet away from the Pawz Away™ Mat.
2. Choose the **Tone+Stimulation** training option on the control.
3. Allow your pet to wander freely around the Mat.

## Further Training

If your pet is confused or unsure how to avoid the Pawz Away™ Mat then you may need to teach your pet how to do so by following these easy training steps:

1. Place a collar on your pet and attach a long leash. (For cats we recommend using a harness.)
2. Walk your pet on the Pawz Away™ Mat. As soon as you hear the tone or you see that your pet is receiving a Static Stimulation, gently pull him away from the Mat and back into the safe zone.
3. Reward your pet with praise each time he leaves the Pawz Away™ Mat.
4. Practice this technique a few times until you feel that your pet is mastering avoidance of the Mat.

**Important: Be sure to never force or entice your pet onto the Pawz Away™ Mat.**

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## General Tips

### Automobile Use

To prevent any damage to the surface of the automobile, we recommend placing a soft cloth between the automobile and the Pawz Away™ Mat. For indoor use only.

### Care & Cleaning

Remove the Controls from the Mat by unsnapping. Clean the Pawz Away™ Mat as needed with a cloth and mild soapy water. Dry the Mat with a towel. Do not submerge the Mat or controls in water. After the Mat has dried, re-attach the controls. The PetSafe® Pawz Away™ Mat is very durable and with proper maintenance will last for many years.

### Storage

The PetSafe® Pawz Away™ Mat is packaged on a cylinder. We recommend that you keep the package and cylinder for storing. This will prevent creasing and will help provide many years of use from the Mat. It will also prevent damage to the vinyl/wires and to the controls.

## Water-resistant

The Pawz Away™ Mat is water resistant not waterproof. Water being on the Mat does not decrease its effectiveness. The controls are also water resistant. If the controls become wet, they will stop working until they become dry. Do not submerge the Mat or controls in water.

## Climate

If you are using the Pawz Away™ Mat in a cold climate (60 degrees F or less) the Mat may become creased. Move to an area that is above 60 degrees F to remove the creasing.

## To Test the Pawz Away™ Mat

There are two options for testing the Mat. After inserting the 9V battery (not included), press the pushbutton one time. The first setting on the controls is **Tone+Stimulation**, use this setting for testing. Ensure you are touching across two embedded wires of the Pawz Away™ Mat for each option listed below. This activates the Mat.

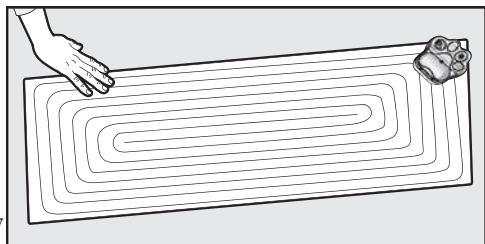
### Option 1 (0-20 Seconds)

To test the Mat *without* feeling the stimulation, briefly touch the Pawz Away™ Mat within the first 20 second after turning the controls on and you will hear a distinct “chirp”. The chirp indicates the Mat is working properly.

### Option 2 (20+ Seconds)

To test the Mat and feel the stimulation, briefly touch the surface of the Mat 20 seconds after turning the controls on. The Red LED light will flash, you will hear an audible tone and you will also feel the stimulation. The longer you touch the Mat the stronger the energy (stimulation) will be.

*Note: If your Pawz Away™ Mat does not respond during this test, see the “Troubleshooting” section.*



## Frequently Asked Questions

<b>Will the Pawz Away™ Mat work for my dogs or cats?</b>	The Pawz Away™ Mat is safe and effective for all breeds and sizes of dogs and cats.
<b>Is the stimulation safe and humane?</b>	While the stimulation is unpleasant, it is harmless to your pet. For more information about stimulation, visit <a href="http://www.trainmypet.net">www.trainmypet.net</a> .
<b>Is the Pawz Away™ Mat waterproof?</b>	The Pawz Away™ Mat is water resistant not waterproof. Water being on the Mat does not decrease its effectiveness. The controls are also water resistant. If the controls become wet, they will stop working until they become dry. Do not fully submerge the Mat or controls in water.

As a built-in safety feature, if your pet remains on the Mat for more than 15 seconds the static correction will time out and automatically shut off for 3 minutes.



# Troubleshooting

<b>My pet does not respond and there is no red LED.</b>	<ul style="list-style-type: none"><li>• Make sure the Pawz Away™ Mat contains a 9V battery (not included) and is turned on.</li><li>• Test the Pawz Away™ Mat. See “To Test the Pawz Away Mat”.</li><li>• Replace the Battery.</li><li>• If the green LED light is still not flashing, contact the Customer Care Center at 1-800-732-2677.</li></ul>
<b>The Pawz Away™ Mat will not turn on.</b>	<ul style="list-style-type: none"><li>• Check that the battery has been installed properly. See “To Insert and Remove the Battery”.</li><li>• Check that the snaps are securely snapped together for the Pawz Away™ Mat and the Controls.</li><li>• If the Mat is still not on, contact the Customer Care Center at 1-800-732-2677.</li></ul>

## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this product implies acceptance of all such terms, conditions, and notices.

### 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this product. We recommend that you not use this product if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, certified trainer or contact our Customer Care Center at 1-800-732-2677.

Proper use includes reviewing the entire Operating and Training Guide provided with your product and any specific Caution statements.

### 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

### 4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

### 5. Modification of Terms and Conditions

Radio Systems Corporation® reserves the right to change the terms, conditions and notices under which this Product is offered.

# Caution

**Important: The pet training device is not a toy, keep away from children.**

- **Do not use this product on or near a stairway.**
  - **Mats can present a tripping or slipping hazard.**
  - **Do not use this product near fire or open flame.**
  - **Keep away from children.**
  - **Warn others of the presence of the Mat.**
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## FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a practical installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the interfered receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Contact the Customer Care Center at 1-800-732-2677.
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## Non-Transferrable Limited Warranty

**WHAT IS COVERED:** Radio Systems® Corporation d/b/a PetSafe® (hereinafter referred to as “PetSafe®”) warrants to the original retail consumer purchaser, and not any other purchaser or subsequent owner, that its PetSafe® electronic product, when subject to normal and proper residential use, will be free from defects in material or workmanship for the life of the product. When serviced by PetSafe® Customer Service, PetSafe® covers labor for the first year of ownership; after the first year, a service charge will apply for the repair or replacement of the product. The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the PetSafe® product or transfers the property on which the PetSafe® product is installed. **In the event of defect, these are your exclusive remedies.**

**PROPER PRODUCT USE:** This product is designed only for use with domesticated animals; do not use this product for any other purpose. However, the specific temperament of your animal may not work with this product. **We recommend that you do not use this product if your animal is aggressive.** If you are unsure whether this product is appropriate for your animal, please consult with your veterinarian or certified trainer before you use this product. Please see the instruction manual for additional important information.

**WHAT IS NOT COVERED:** This non-transferrable limited warranty does not provide protection against, and PetSafe® will have no liability under this non-transferrable limited warranty for any failure, defect or damage caused by events and situations beyond normal residential exposure conditions, including, but not limited to: commercial use, misuse, abuse, neglect, improper installation or installation not in accordance with PetSafe’s instructions, use of non-PetSafe® accessories, impacts of foreign objects, acts of God, abnormal or improper use, improper storage, attempted repair or service by anyone other than PetSafe® Customer Service, accident, alteration, defects in or failure of the surface the PetSafe® product is installed in or upon, discoloration or other damage caused by pollution, sunlight, other environmental conditions, mold, dirt, mildew, or exposure to harmful chemicals and any other cause not involving manufacturing defects

in the PetSafe® product. Furthermore, this non-transferrable limited warranty does not cover damage to or defects in the products caused by any animal.

Under no circumstances will PetSafe® be liable for any non-PetSafe® labor charges or any expenses whatsoever in connection with the removal, repair or installation of either the original or replacement component(s).

**REGISTERING THE PRODUCT:** Within thirty (30) days of purchase, please go to [www.petsafe.net](http://www.petsafe.net) to register your purchase. You may be required to provide proof of purchase to obtain warranty coverage. Please keep this information in a safe place.

**MAKING A WARRANTY CLAIM:** To obtain warranty service, call the PetSafe® Customer Care Center at 1-800-732-2677 (US), 1-800-457-3911 (Canada) for assistance.

Pursuant to this non-transferrable limited warranty, PetSafe® will replace the part with a new or refurbished part. This non-transferrable limited warranty will then apply to either the new or refurbished part for the remainder of the original non-transferrable limited warranty period.

**EXCLUSIONS: REPLACEMENT AS PROVIDED UNDER THIS NON-TRANSFERRABLE LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. NEITHER LABOR TO REMOVE THE PART NOR LABOR TO INSTALL THE REFURBISHED OR REPLACED PART IS COVERED.**

**THIS NON-TRANSFERRABLE LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. PetSafe® EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PetSafe® ALSO DISCLAIMS AND EXCLUDES ALL LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, DIRECT, INDIRECT, SPECIAL OR ANY OTHER DAMAGES ARISING OUT OF OR CONNECTED WITH THE PURCHASE, USE OR MISUSE OF THIS PRODUCT OR FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTIES OR BREACH OF CONTRACT OR OTHERWISE. PURCHASER ASSUMES ALL RISKS AND LIABILITIES FROM THE USE OR MISUSE OF THIS PRODUCT. PetSafe® DOES NOT AUTHORIZE ANY OTHER PERSON OR AGENT TO MAKE ANY OTHER EXPRESS OR IMPLIED WARRANTIES.**

**FURTHERMORE, PetSafe® WILL NOT BE LIABLE FOR ANY LOSS, DAMAGE OR INJURY RESULTING FROM DELAY IN DELIVERY OF REPLACEMENT PARTS OR FOR ANY FAILURE BY PetSafe® TO PERFORM COVERED REPAIR WORK DUE TO CIRCUMSTANCES BEYOND PetSafe's CONTROL.**

**GOVERNING LAW:** This non-transferrable limited warranty shall be governed by the law of the State of Tennessee, U.S.A., and by the laws of the United States of America, excluding their conflicts of laws principles. Furthermore, the United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this non-transferrable limited warranty. Jurisdiction and venue shall be exclusive to the courts of Knox County, Tennessee.

These warranties give you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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