



Operating Guide  
Manuel d'utilisation  
Gebruiksaanwijzing  
Manual de funcionamiento  
Guida all'uso  
Gebrauchsanweisung

**D360SS-CA-17**

**D360SS-AU-17**

**D360SS-UK-17**

**D360SS-EU-45**

**360 Stainless Steel Pet Fountain - 3.8 Litres**

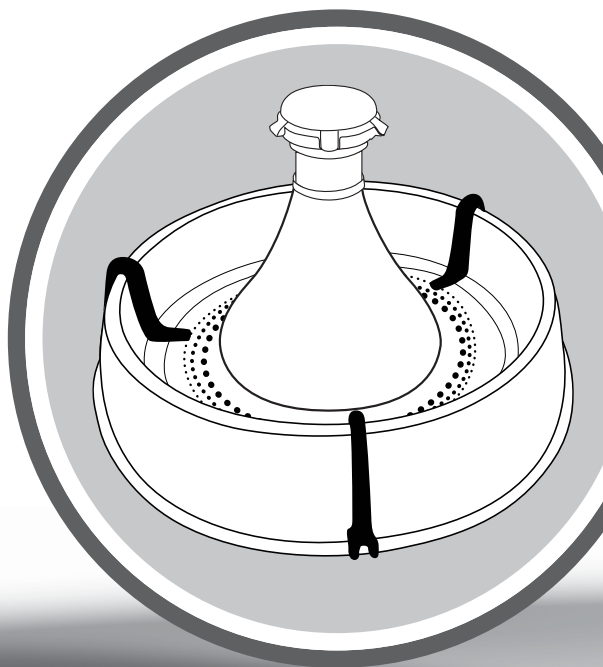
**360 Fontaine pour animaux de compagnie en acier inoxydable - 3,8 litres**

**360 Roestvrijstalen drinkfontein - 3,8 liter**

**Fuente para mascotas 360 de acero inoxidable - 3,8 litros**

**Fontana per animali domestici in acciaio inossidabile 360 - 3,8 litri**

**Edelstahl-Trinkbrunnen 360 - 3,8 Liter**



protect. teach. love.™

Please read this entire guide before beginning

Veuillez lire ce manuel en entier avant de commencer

Gelieve deze gids volledig door te lezen voordat u begint

Por favor, lea detenidamente este manual antes de empezar

Si prega di leggere attentamente la guida al uso prima di utilizzare il collare

Bitte lesen Sie die gesamte Betriebsanleitung vor dem Train

Hereinafter Radio Systems Corporation, Radio Systems PetSafe Europe Ltd., Radio Systems Australia Pty Ltd. and any other affiliate or Brand of Radio Systems Corporation may be referred to collectively as "We" or "Us".

## IMPORTANT SAFETY INFORMATION

Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### **⚠ WARNING**

**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### **CAUTION**

**CAUTION**, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

### **NOTICE**

**NOTICE** is used to address safe use practices not related to personal injury.

### **⚠ WARNING**

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock and/or injury to persons, including the following:

- To reduce the risk of injury, close supervision is necessary when an appliance is used by or near children.
- To protect against electric shock, do not place electrical Power Cord or Power Adaptor in water or other liquids.
- Do not use outdoors. **FOR INDOOR HOUSEHOLD USE ONLY.**
- Do not pull on the electrical Power Cord to remove the Power Adaptor from the electrical outlet. To unplug, grasp the Power Adaptor, not the electrical Power Cord.
- Do not operate any appliance if it has a damaged electrical Power Cord or Power Adaptor, or if it is malfunctioning or has been damaged. Call Customer Care Centre immediately for further instructions.
- For a portable appliance - To reduce the risk of electric shock, do not place or store an appliance where it can fall or be pulled into a bath tub or sink.
- Always unplug any appliance when not in use, before putting on or taking off parts and before cleaning.
- Do not use an appliance for anything other than its intended use.
- If the Power Adaptor of this device gets wet, turn off the electricity to that electrical outlet. Do not attempt to unplug.
- Examine this appliance after installation. Do not plug into electrical outlet if there is water on the electrical Power Cord or Power Adaptor.

**CAUTION**

- Do not allow pets to chew on or swallow any parts. If you are concerned about the electrical Power Cord, purchase a cord conduit (a hard plastic protector) at any hardware store.
- The plastic Pet Fountain parts are BPA-FREE. However, some animals have been known to be sensitive to plastic food and water containers. If your animal shows signs of an allergic reaction to the plastic, please discontinue use until you have consulted with your veterinarian.

**NOTICE**

- The Pet Fountain is intended to run continuously (always plugged into an electrical outlet), as long as the water level is maintained and the Pet Fountain is cleaned regularly. Be sure to check the Pet Fountain regularly to help prevent damage to the Pump, as the water may get consumed or evaporate causing the Pump to run dry.
- Do not attempt repairs on the Pump.
- To avoid the possibility of the Power Adaptor or electrical outlet getting wet, the electrical outlet should always be above the level of the Pet Fountain.
- If an extension cord is necessary, an extension cord with a proper rating should be used.
- The electrical use of this appliance is 2.5 watts.
- The use of attachments not recommended or sold by the manufacturer may cause an unsafe condition. Do not modify the appliance.
- Do not install or store appliance where it will be exposed to weather or temperatures below 4.5° C.
- When cleaning your Pet Fountain, do not use any abrasive cleaning solutions, sponges, or pads. These abrasive surfaces can scratch the stainless steel parts.
- Read and observe all important notices listed on the appliance and in the packaging.
- Never wash the filters with soapy water, as the soap residue will seep into the filters and cannot be removed. Only rinse the filters with water.
- Use only PetSafe® brand authorised replacement filters. If unauthorised filters are used it may void the warranty.

**SAVE THESE INSTRUCTIONS**

Thank you for choosing the PetSafe® Brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools enhance the relationship between pets and their owners. **If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Centre. For a listing of Customer Care Centre telephone numbers, visit our website at [www.petsafe.net](http://www.petsafe.net).**

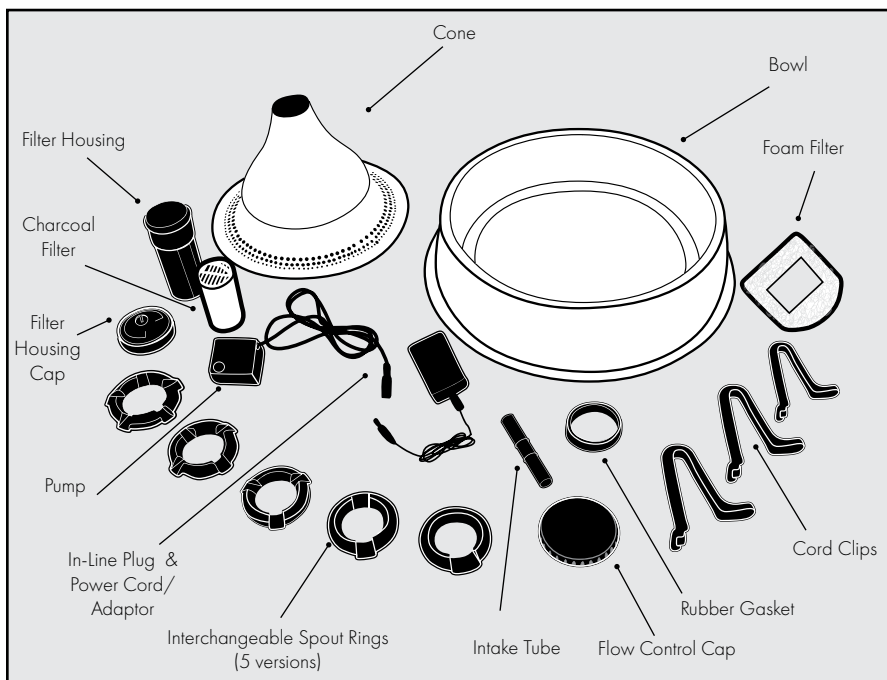
To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Centre, we will be able to help you faster. Most importantly, your valuable information will never be given or sold to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

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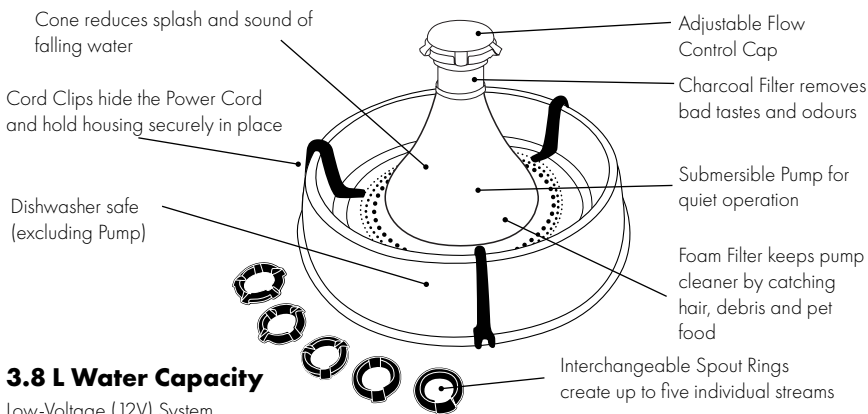


# Components



**Note:** Your Pet Fountain will come partially assembled, however, it is a good idea to make sure none of the Pet Fountain pieces have come loose in shipping.

## Features



**3.8 L Water Capacity**

Low-Voltage (12V) System

## Key Definitions

**Bowl:** The stainless steel Bowl is the foundation of the Pet Fountain. The circular Bowl piece can be carried by simply gripping underneath the sidewalls of the Bowl.

**Cone:** The stainless steel Cone serves as the housing for the Pet Fountain components and encloses the Pump from curious pets. The Cone acts to reduce the splash and sound of the falling water.

**Filter Housing:** The Filter Housing slides into the opening at the top of the Cone and its main purpose is to hold the Charcoal Filter in place.

**Charcoal Filter:** The Charcoal Filter is made with granulated carbon derived from coconut shells. The Charcoal Filter absorbs bad tastes and odours as the water passes through and helps keep the water tasting fresh and more appealing to pets.

**Foam Filter:** The Foam Filter collects hair, debris and pet food before they reach the Pump. It is important to use the Foam Filter as it helps maintain proper Pump function.

**Filter Housing Lid:** The Filter Housing Lid is a screw on lid that attaches to the Filter Housing to keep the Charcoal Filter in place. It serves as the base piece to attach the interchangeable Spout Rings & Flow Control Cap.

**Spout Rings:** The five interchangeable Spout Rings can be easily changed based upon your pet's preference and can provide up to 5 streams of water for multiple pet households.

**Flow Control Cap:** The Flow Control Cap is attached to the top of the Pet Fountain and easily adjusts the flow of water by turning the Flow Control Cap to the left or right. Turn to the right, to increase the flow of water. Turn to the left to decrease flow.

**Pump:** The small submersible aquarium Pump can be dismantled for cleaning.

**Important:** THE PUMP IS NOT DISHWASHER SAFE! Remove Pump from Pet Fountain prior to cleaning (See "Pump Maintenance"). The Pump also features an In-Line Plug for easy attachment and removal.

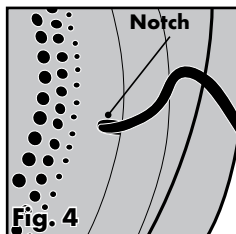
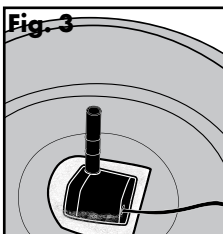
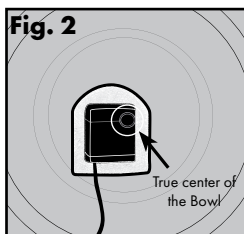
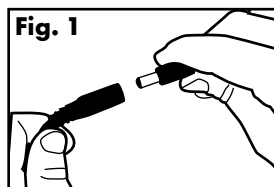
**Cord Clips:** The three plastic Cord Clips serve to cover the electrical Power Cord as it feeds over the rim of the Bowl and these Cord Clips are required to hold the Cone piece in place.

# Operating Instructions

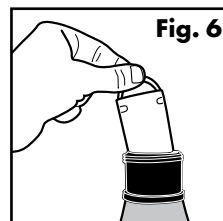
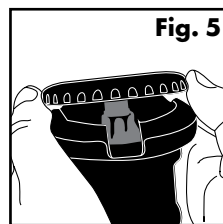
**Important:** DO NOT RUN DRY - FOR INDOOR USE ONLY.

**Note:** Rinse all fountain parts with warm water before operating the pet fountain. This will remove any dust or residue that remain in the system from the manufacturing process.

1. Carefully remove all the Pet Fountain components from the packaging and set aside prior to assembly.
2. As with any electrical device, check the electrical Power Cord for any tears or damage before use.
3. Make sure the In-Line Plug is connected (**Fig. 1**).
4. Place the Foam Filter around the Pump. The rounded side of the Foam Filter should be directly in front of the Faceplate on the Pump. Make sure the electrical Power Cord runs over the top of the Foam Filter, not underneath it, as this will keep the Foam Filter in place.
5. With the Foam Filter securely around the Pump, place the Pump inside the indentation in the Bowl. Position the Pump so that the circular opening on the top is in the true center of the Bowl (**Fig. 2**). Press down on the Pump to engage the suction cups. Place the Intake Tube into the circular opening on the top of the Pump (**Fig. 3**).

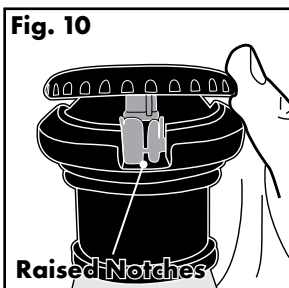
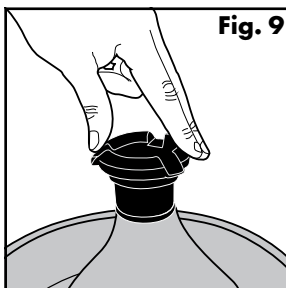
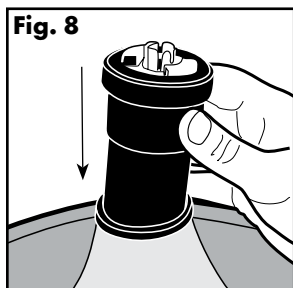
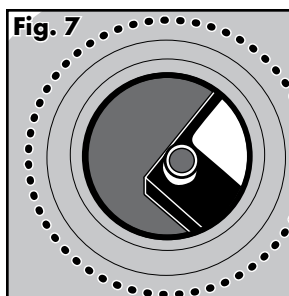


6. Align the Cone so that the electrical Power Cord runs through the Notch (**Fig. 4**) without moving the Pump from its original position. Once the electrical Power Cord is aligned, gently place the Cone piece into resting position.
7. Take the partially assembled Filter Housing and remove the Flow Control Cap by gently lifting straight up - DO NOT TWIST TO REMOVE (**Fig. 5**). Gently lift up and remove the Spout Ring to access the Filter Housing Cap.
8. Unscrew Filter Housing Cap and insert the Charcoal Filter into the Filter Housing with the pull-tab facing up (**Fig. 6**). The Charcoal Filter will slide easily into place. Next, screw on the Charcoal Filter Housing Cap.

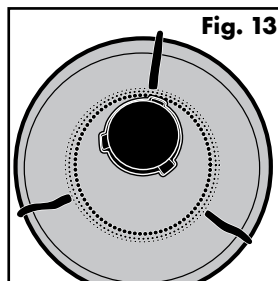
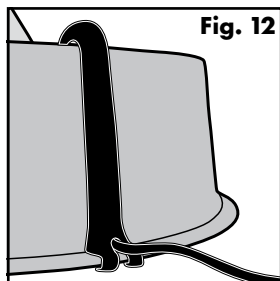
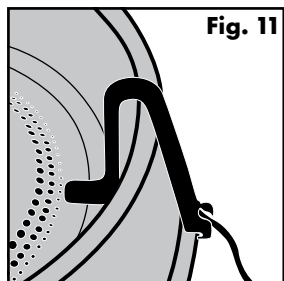


**Important:** Rinse the Charcoal Filter thoroughly under cold water to help remove any loose charcoal dust.

9. Look into the Cone opening and make sure the Intake Tube is sticking straight up from the Pump (**Fig. 7**). Carefully, insert the Filter Housing into the Cone opening and push straight down (**Fig. 8**). By pushing the Filter Housing all the way down to the rubber gasket, the Filter Housing should easily attach to the Intake Tube.
10. Select one of the five interchangeable Spout Rings based upon your personal preference or your pet's. Place the chosen Spout Ring on top of Filter Housing Cap and gently press down to secure in place (**Fig. 9**).



11. On the Filter Housing Cap, align the Flow Control Cap with the raised notches (**Fig. 10**). Press down gently and the Flow Control Cap will snap into place. With the Flow Control Cap, you will be able to easily adjust the intensity of the water flow. Turn the Flow Control Cap to the right to increase the flow of water and turn to the left to decrease. **Important:** If you notice a decrease in the flow of the water that is not corrected by increasing the flow control to max flow, this may be an indication of a clogged and dirty filter and/or the need to rinse and clean the Filter Housing. Consult the "Filters and Pet Fountain Cleaning" section of this Operating Guide for details on cleaning and maintaining your Pet Fountain.
12. Take one of the plastic Cord Clips and align with the electrical Power Cord hanging over the rim of the Bowl. With the two-prong end on the outside of the Bowl (**Fig. 11**), slide the Cord Clip all the way down until it clips onto the bottom of the Bowl (**Fig. 12**).
13. Take the other two plastic Cord Clips and attach them to the Bowl so that the three clips together form the three points of a triangle (**Fig. 13**). This will lock the Cone in place.



14. Fill the Pet Fountain Bowl with water. Make sure the water level is at least to the minimum MIN (minimum) fill line so the Pump does not run dry. This will prime the Pump for use. Do not fill the Pet Fountain past the MAX (maximum) fill line.
15. Place Pet Fountain in desired location. Do not pick up a full Pet Fountain by the Cone piece. To properly pick up the Pet Fountain, use both hands and grip the sidewalls of the Bowl and lift. **Important:** To protect your floor always use a protective mat, such as a towel or water-resistant placemat. This will help protect your floor from splashing or spills caused by your pet.
16. Make sure the electrical Power Cord, the Adaptor and your hands are completely dry before you plug the Pet Fountain into an electrical outlet. Connect the Inline Plug and make sure no silver is showing, then plug the Adaptor into an electrical outlet.
17. Add water to Pet Fountain as needed. Never let the water level fall lower than the MIN (minimum) fill line (approximately 2.5 cm above the bottom of the Bowl) or you may risk burning out the Pump. Replacement Pumps are sold separately by calling a Customer Care Centre. Visit [www.petsafe.net](http://www.petsafe.net) for a telephone listing of the Customer Care Centre near you.

## Filters and Pet Fountain Cleaning

### Filter System

The Pet Fountain is equipped with two types of filters that should be replaced on a regular basis. The Charcoal Filter removes bad tastes and odours, keeping water fresh. The Foam Filter collects hair, debris and pet food and prevents them from reaching the Pump, providing optimal filtration. The filters together will keep the Pump cleaner and provide fresher water to your pet.



**Charcoal Filter:** Filters should be changed every two to four weeks.

Replace filters more frequently when using the Pet Fountain for multiple pets or pets that produce a lot of saliva. **Important:** Always rinse the Charcoal Filter prior to use. A small amount of charcoal dust may be released for the life of the filter, this is normal and is not harmful to your pet.



**Foam Filter:** Replace the Foam Filter every four to six weeks, depending on the location of the Pet Fountain and the number of pets using it. If you do not intend to replace the filter at the time of cleaning, rinse the Foam Filter thoroughly with fresh water.

Filters are an added feature of the Pet Fountain. Using the filters is not required for normal operation. However, when used properly and changed regularly, the filters help keep the water cleaner and fresher, while extending the life of your Pet Fountain. Filters may be rinsed out when the Pet Fountain is cleaned.

#### NOTICE

- Never wash the filters with soapy water, as the soap residue will seep into the filters and cannot be removed. Only rinse the filters with water.
- Use only PetSafe® brand authorised replacement filters. If unauthorised filters are used it may void the warranty.

## Pet Fountain

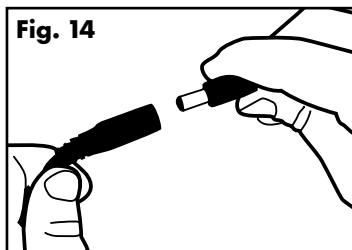
### NOTICE

When cleaning your Pet Fountain, do not use any abrasive cleaning solutions, sponges, or pads. These abrasive surfaces can scratch the stainless steel parts.

**Important:** Clean Pet Fountain once a week.

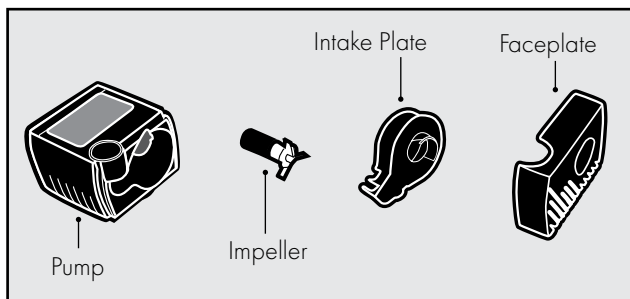
The Pet Fountain must be cleaned on a regular basis to continue working normally.

1. Unplug Pet Fountain from electrical source and disconnect the In-Line Plug from the Pump (**Fig. 14**).
2. Remove the Flow Control Cap and Spout Ring.
3. Next, remove the three Cord Clips by gently pulling the two-prong clip up and away from the bottom of the Bowl. Set the Cord Clips aside.
4. While holding the Cone steady, wrap your thumb and two fingers around the top of the Filter Housing and lift up to remove. If the Filter Housing is too tight and not moving easily, try twisting the Filter Housing back and forth in a circular motion until it loosens up enough to remove. Lift the Filter Housing up and set aside. Most likely, the Intake Tube will still be attached to the bottom of the Filter Housing.
5. Lift up the stainless steel Cone and set aside for cleaning.
6. Reach in the Bowl and lift up the Pump, remove and set aside for cleaning.
7. Remove the Foam Filter from the Pump. Clean away any hair, debris or pet food that may have accumulated on the Faceplate of the Pump.
8. While holding underneath the sidewalls of the Bowl, empty the water out of the Pet Fountain.
9. Clean the Pet Fountain parts with warm water and soap. You can also place the Pet Fountain in the dishwasher. **Important:** Do not use any abrasive cleaning solutions, sponges, or pads that could potentially scratch the stainless steel parts. Remove the Pump before placing the Pet Fountain in the dishwasher. **NEVER PLACE PUMP IN DISHWASHER!** See "Pump Maintenance" section of this Operating Guide for detailed instructions on how to properly clean the Pump.
10. If you have trouble reaching certain spots or hard-to-reach corners, try using a cotton swab or purchase the Drinkwell® Cleaning Kit, a 3-Piece Brush Kit. To purchase a Cleaning Kit, visit our website at [www.petsafe.net](http://www.petsafe.net) to locate a retailer near you or to find a listing of Customer Care Centre telephone numbers for your area.

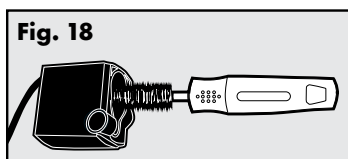
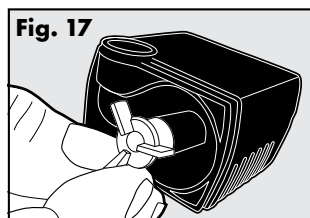
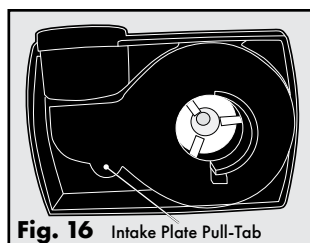
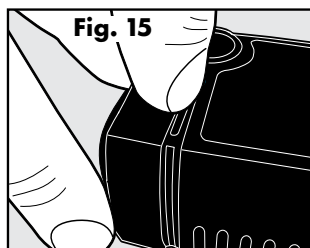


# Pump Maintenance

**Important:** Cleaning the Pump is essential to the longevity of the Pet Fountain as well as the cleanliness of the water. Clean the Pump at least every two weeks. Warranty may be voided if the Pump is not cleaned regularly.

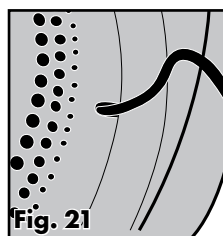
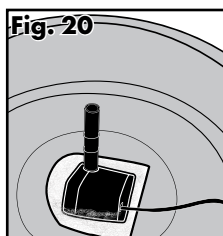
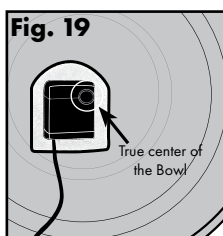


1. Remove Pump from the Pet Fountain as explained in the "Filters and Pet Fountain Cleaning" section of this Operating Guide.
2. Remove the Faceplate by using your thumb and forefinger to gently squeeze on both sides of the Faceplate and pull off. It may be necessary to insert a fingernail into the seam of the Faceplate to pry it off (**Fig. 15**).
3. Next, remove the Intake Plate by placing your fingernail under the small lip located on the narrow side of teardrop-shaped Intake Plate and pull out to remove (**Fig. 16**).
4. Once the Intake Plate is removed, remove the Impeller (white, 3-bladed propeller). The Impeller is held in place by a magnet, simply insert a fingernail or slim object underneath the plastic blade and lift out (**Fig. 17**).
5. Once the Pump is disassembled you can clean the parts with soap and warm water. Use a cotton swab or the "motor" brush from the Drinkwell® Cleaning Kit to clean inside the Pump's motor cavity and remove any build-up (**Fig. 18**). For added disinfecting and/or hard water removal, clean the Pump with a diluted vinegar solution (20% white vinegar & 80% water). Be sure to rinse thoroughly with fresh water.
6. Once the parts are clean and dry, you can reassemble the Pump for use.
  - a) Replace the Impeller.
  - b) Replace the Intake Plate.
  - c) Replace the Faceplate.

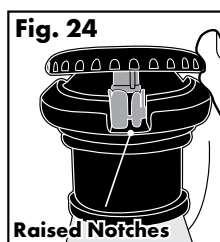
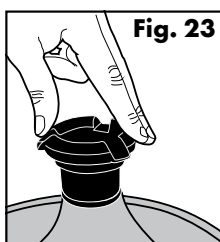
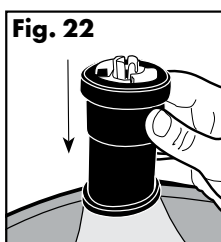


# Pet Fountain Reassembly

1. Place the Foam Filter around the Pump. The rounded side of the Foam Filter should be directly in front of the Faceplate on the Pump. Make sure the electrical Power Cord runs over the top of the Foam Filter, not underneath it, as this will keep the Foam Filter in place.
2. Replace the Pump into its original location (**Fig. 19**). Be sure that the circular opening on the top of the Pump is positioned in the Bowl's true center or the Intake Tube will not properly align with the Filter Housing. Gently push down to engage the suction cups.
3. Replace the Intake Tube into the circular opening on the top of the Pump (**Fig. 20**).
4. Align the Cone so that the electrical Power Cord runs through the Notch while keeping the Pump in its original position. Once the electrical Power Cord is aligned (**Fig. 21**), gently place the Cone piece into resting position.

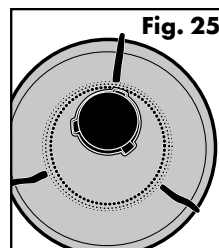


5. After cleaning your Pet Fountain, it is a good idea to replace the Charcoal Filter. After replacing the Charcoal Filter, screw on the Filter Housing Cap.
6. Look into the Cone opening and make sure the Intake Tube is sticking straight up from the Pump. Carefully, insert the Filter Housing into the Cone opening and push straight down (**Fig. 22**). By pushing the Filter Housing all the way down to the rubber gasket, the Filter Housing should easily attach to the Intake Tube.
7. Place chosen Spout Ring on top of the Filter Housing Cap and gently press down to secure in place (**Fig. 23**).
8. Replace the Flow Control Cap by aligning the Flow Control Cap with the raised notches on the Filter Housing Cap (**Fig. 24**). Gently push down to secure in place.





9. Attach the three Cord Clips around the base of the Pet Fountain to hide the electrical Power Cord and secure the Cone piece into place (**Fig. 25**).
10. Fill the Pet Fountain Bowl with water. Make sure the water level is at least to the minimum MIN (minimum) fill line so the Pump does not run dry. This will prime the Pump for use. Do not fill the Pet Fountain past the MAX (maximum) fill line.
11. Place Pet Fountain in desired location. Do not pick up a full Pet Fountain by the Cone piece. To properly pick up the Pet Fountain, use both hands and grip the sidewalls of the Bowl and lift. **Important:** To protect your floor always use a protective mat, such as a towel or water-resistant placemat. This will help protect your floor from splashing or spills caused by your pet.
12. Make sure the electrical Power Cord, the Adaptor and your hands are completely dry before you plug the Pet Fountain into an electrical outlet. Connect the Inline Plug and make sure no silver is showing, then plug the Adaptor into an electrical outlet.



## The Pet Fountain and Your Environment

If you live in a humid environment and have problems with mold or algae, soak all Pet Fountain parts in a diluted vinegar solution (20% white vinegar and 80% water) for 10 minutes after regular cleaning. Also, pour the diluted vinegar solution into the Pump's motor cavity.

If you have hard water, small white mineral deposits may form on or inside the Pump. This can eventually prevent the Impeller from turning properly. To avoid replacement or damage to the Pump, please take the following precautions:

- Clean the Pump more frequently.
- Clean the Pump with a diluted vinegar solution weekly.
- Use bottled water instead of tap water.

## General Tips

- When being introduced to the Pet Fountain, your pet may be cautious of this new and unusual object. After beginning operation of your Pet Fountain, simply allow your pet to adjust at his or her own pace. Some pets may take several days or longer to begin use, while others will start right away.
- Your pet may prefer that the Pet Fountain be placed away from their normal feeding area. Try placing it in another location, such as a different area of the kitchen or in a bathroom or utility room.
- Add ice cubes to the bowl for refreshing, ice-cold running water!

# Troubleshooting

The answers to these questions should help you solve most problems you may have with the Pet Fountain. If they do not, please contact our Customer Care Centre.

TROUBLESHOOTING	
PROBLEM	SOLUTION
Pump is not working or the water is not flowing as much as it used to.	<ul style="list-style-type: none"> <li>• Never let the water in the bowl get below the minimum fill level. This can cause the pump to overheat and stop functioning.</li> <li>• When refilling the bowl, make sure to add water before turning the pet fountain on.</li> <li>• Lack of regular cleaning may result in the pump becoming clogged with pet hair and food debris. The pump must be cleaned every 2-4 weeks to ensure proper function.</li> <li>• Fill the pet fountain with water up to the max fill line.</li> </ul>
Pet Fountain is loud.	<ul style="list-style-type: none"> <li>• A low humming noise is normal, but it should not be loud. Check the water level. If water level is too low then the pump will have to work harder causing it to be louder than normal.</li> <li>• Unplug the pet fountain for 15 seconds. If the noise does not stop when plugged back in, it's possible that some debris is caught on the impeller. Remove the pump and clean the impeller. Try rubbing a small amount of vegetable oil onto the magnetic pin with a cotton swab to lubricate the impeller.</li> </ul>
There are black particles in the bowl.	<ul style="list-style-type: none"> <li>• This is loose granulated charcoal dust from the filter and is completely harmless for your pet to drink. Rinse the charcoal filter in cold water before placing it in the pet fountain to prevent this.</li> </ul>
The pet fountain feels slimy.	<ul style="list-style-type: none"> <li>• If you have multiple pets or dogs using the pet fountain, the slimy feeling may be caused by your pet's saliva. Change the water and clean your fountain more frequently to prevent this.</li> <li>• Make sure the pet fountain parts are rinsed thoroughly after cleaning the fountain. Soap residue may cause the sliminess.</li> </ul>
The power adaptor is warm to the touch.	<ul style="list-style-type: none"> <li>• Unplug the pet fountain and plug it into a surge protector.</li> </ul>

The pet fountain is leaking.	<ul style="list-style-type: none"> <li>Sometimes water around the pet fountain is caused by pets drinking. Some pets are prone to spilling. Watch your pet when he drinks to see if this is the cause. If it is, you can purchase a pet fountain mat or other water-resistant mat to place under the pet fountain.</li> </ul>
The pet fountain seems dirty even after cleaning.	<ul style="list-style-type: none"> <li>If there is a white chalky substance in the pet fountain, your fountain may have a mineral deposit build-up from hard water. To remove these deposits, clean the fountain parts with a 80% water and 20% vinegar solution. Rinse all parts thoroughly afterwards. Use filtered or purified water instead of hard tap water to prevent this.</li> </ul>

## Warranty

### Two Year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/or are available by contacting your local Customer Care Centre.

**Europe** – Radio Systems PetSafe Europe Ltd., 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth, Ireland

**Canada** – Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

**Australia/New Zealand** – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows: Radio Systems Australia Pty Ltd. (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of two (2) years from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labour and parts for the first two years of ownership; after the first two years, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorised dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

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Claims Procedure: Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd. Customer Care Centre at:

Radio Systems Australia Pty Ltd.

PO Box 7266, Gold Coast Mail Centre QLD 9726, Australia

Australia Residents: 1800 786 608

New Zealand Residents: 0800 543 054

Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).

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## Compliance



This equipment complies with the EMC and Low Voltage Directives. Unauthorised changes or modifications to the product that are not approved by Radio Systems Corporation may violate EU regulations, could void the user's authority to operate the equipment, and will void the warranty.

The Declaration of Conformity can be found at:

[http://www.petsafe.net/customer care/eu\\_docs.php](http://www.petsafe.net/customer care/eu_docs.php).

### ACMA

This device complies with the applicable EMC requirements specified by the ACMA (Australian Communications and Media Authority).



## Important Recycling Advice

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. If you no longer require this equipment, do not place it in the normal municipal waste system. Please return it to where it was purchased in order that it can be placed in our recycling system. If this is not possible, please contact the Customer Care Centre for further information.

## Terms of Use and Limitation of Liability

### 1. Terms of Use

Use of this Product is subject to your acceptance without modification of the terms, conditions and notices contained herein. Use of this Product implies acceptance of all such terms, conditions and notices. If you do not wish to accept these terms, conditions, and notices, please return the Product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care Centre together with proof of purchase for a full refund.

### 2. Proper Use

If you are unsure whether this Product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. Proper use includes, without limitation, reviewing the entire Operating Guide and any safety information statements.

### 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. 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 or any of its associated companies be liable for (i) any indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the misuse of this Product. The Purchaser assumes all risks and liability from the use of this Product to the fullest extent permissible by law.

### 5. Modification of Terms and Conditions

Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this Product from time to time. If such changes have been notified to you prior to your use of this Product, they shall be binding on you as if incorporated herein.

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PetSafe® products are designed to enhance the relationship between you and your pet. To learn more about our extensive product range which includes Containment Systems, Training Systems, Bark Control, Pet Doors, Health & Wellness, Waste Management and Play & Challenge products, please visit [www.petsafe.net](http://www.petsafe.net).

Les produits PetSafe® sont conçus pour améliorer la relation entre vous et votre animal de compagnie. Pour en savoir plus sur notre vaste gamme de produits, comprenant des systèmes de confinement, de dressage, de contrôle de l'aboiement, des chatières, des produits consacrés à la santé et au bien-être, de gestion des déjections, ainsi qu'au jeu et aux défis, rendez-vous sur notre site [www.petsafe.net](http://www.petsafe.net).

PetSafe®-producten zijn ontworpen om de relatie tussen u en uw huisdier te verbeteren. Bezoek onze website op [www.petsafe.net](http://www.petsafe.net) voor meer informatie over onze uitgebreide productreeks die onder meer omheiningssystemen, trainingssystemen, blafbeheersing, kattenluiken, gezondheid en welzijn, afvalbeheersing en producten voor spel en uitdaging omvat.

Los productos PetSafe® están diseñados para mejorar la relación entre usted y su mascota. Para saber más acerca de nuestra amplia gama de productos, que incluyen limitadores de zona, sistemas de adiestramiento, control de ladridos, puertas para mascotas, salud y bienestar, gestión de residuos y productos de juego y reto, visite [www.petsafe.net](http://www.petsafe.net).

I prodotti PetSafe® sono progettati per migliorare la qualità della relazione tra voi e il vostro cane. Per ulteriori informazioni sulla nostra estesa gamma di prodotti comprendente sistemi antifuga, soluzioni per l'addestramento, controllo dell'abbaio, porte per animali domestici, i prodotti della linea salute e benessere, gestione dei rifiuti e gioco e prova, visitare: [www.petsafe.net](http://www.petsafe.net).

PetSafe® Produkte sind darauf ausgelegt, die Beziehung zwischen Ihnen und Ihrem Haustier zu verbessern. Um mehr über unsere breite Produktpalette zu erfahren, die Rückhaltesysteme, Trainingssysteme, Bellkontrolle, Haustiertüren, Gesundheit & Wellness, Haustiertoiletten und Sport und Spiel umfasst, besuchen Sie bitte uns auf [www.petsafe.net](http://www.petsafe.net).

Radio Systems Corporation  
10427 PetSafe Way  
Knoxville, TN 37932  
(865) 777-5404

Radio Systems PetSafe Europe Ltd.  
2nd Floor, Elgee Building, Market Square  
Dundalk, Co. Louth, Ireland  
+353 (0) 76 892 0427

[www.petsafe.net](http://www.petsafe.net)

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