

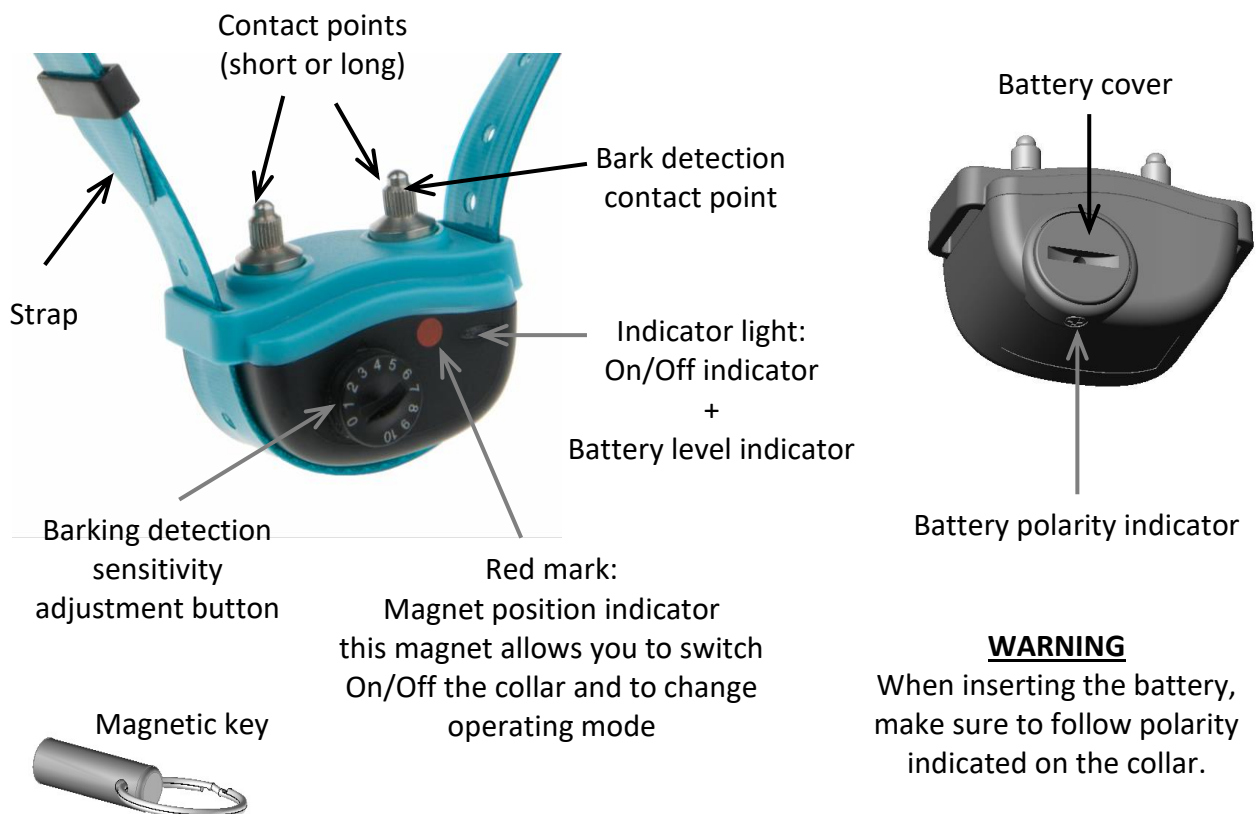
TECHNICAL SUPPORT

Canicalm Excel



If your product is not working as expected, we recommend you check the information in the following troubleshooting guide to see if the problem can be solved.

Overview of your product



Check the condition of the battery.

The battery condition is checked in 3 distinct occasions:

- when switching On the collar: 5 beep sounds + indicator light flashes in red 5 times (instead of 1 beep sound + 1 flash) = weak battery
- when the collar is On: indicator light flashes in red 5 times every 5 seconds (instead of 1 time every 5 seconds) = weak battery
- when switching Off the collar: 5 beep sounds + indicator light flashes in red 5 times (instead of 3 beep sounds + permanent red) then the collar goes out = weak battery

When the battery is too weak, the product switches to safety mode and the system locks up. Replace the battery with a new one of the same type (lithium 3-V CR2) paying attention to follow polarity indicated on the battery housing.

Due to greater use during your dog's training, the first battery may not last as long as replacement batteries.

NUM'AXES advises to use the same type and same brand of batteries as those supplied in your new purchase product. Other brands of batteries may not operate, or may not be completely compatible with your product.

You can purchase the suitable batteries from NUM'AXES or from your distributor.

Check the product operates correctly.

When leaving the factory, the bark limiter collar is set to mode 2 "beep sound + light stimulation".

4 operating modes are available on each collar (see paragraph "Change the operating mode").

You can check the collar is operating properly at any time using the following procedure:

- Before doing so, make sure the collar is turned Off (indicator light off).
- Fix each wire of the neon test lamp under each contact point (unscrewing them lightly and retightening them so as to pinch the test lamp wires).
- Switch on the collar with the magnetic key (Warning: after being activated, the collar remains in stand-by for 30 seconds).
- Make a streaked object (ex. knife with teeth and isolated sleeve) slide on the barking detection contact point (ref. diagram above). Modify the barking detection sensitivity if necessary.
- In mode 1 "beep sounds only", the collar must emit beep sounds and the neon test lamp must not light.
- In mode 2, 3 or 4 "beep sounds + stimulations", the collar must emit beep sounds and the neon test lamp must light.
- Before disconnecting the neon test lamp, make sure the collar is turned Off (indicator light off).

Check the barking detection sensitivity adjustment.

Setting the barking detection sensitivity is a very important operation. In fact, this setting determines the correct operation of the collar. It ensures detection of any barking and helps avoid unnecessary triggering.

The detection must therefore be sufficiently sensitive but not overly sensitive.

When leaving the factory, detection sensitivity is set on level 5 (medium sensitivity).

To adapt the detection sensitivity to the barking strength of your dog, turn the button located on the front of the collar according to the sensitivity you wish.

CAUTION: the adjustment button has a stop for the minimum sensitivity (0) and for the maximum sensitivity (10).

Level 0: minimum barking detection sensitivity (only strong barks will be detected and activate the product)

Level 10: maximum barking detection sensitivity (light barks will activate the product)

Change the operating mode.

4 operating modes are available on each collar:

- mode 1: beep sounds only
- mode 2: beep sound + light stimulation (sensitive dog)
- mode 3: beep sound + progressive stimulation
- mode 4: beep sound + strong stimulation (difficult dog)

When leaving the factory, the collar is set on mode 2 “beep sound + light stimulation”.

You can change the operating mode at any time in order to adjust the product to your dog (size, sensitivity, temperament).

To change the collar’s mode, proceed in the following way:

- When switching on the collar, keep the magnetic key in contact with the red mark located on the front of the collar.
- After the beep sound indicating that the collar is on, a series of beep sounds together with indicator light flashes is emitted (from 1 to 4) indicating the selected mode.
- Keep the magnetic key in contact with the red mark to run through modes.
- Remove the magnetic key when you have reached the mode you wish. The collar will memorize it. Next time you will switch on the collar, it will be turned on to the last selected mode.

Check the strap adjustment.

The strap should be adjusted so that the contact points come right into contact with the dog’s skin in order to ensure good barking detection and good transmission of the stimulations.

- If the strap is too loose, the collar will not operate properly. Moreover, it might move and repeated rubbing of the contact points can cause irritation.
- If the strap is too tight, the dog will have breathing difficulties.

The strap is properly adjusted when you can insert two fingers between the strap and your dog’s neck.

Check that you are using the right length of contact points.

Two different series of contact points are supplied with the product. The length of the contact points must be sufficient to have proper contact with the dog's skin in order to ensure good barking detection and good transmission of the stimulations.

If you have a long-haired dog and the short contact points fitted to the collar in the factory are inadequate, remove and replace them with the long ones supplied.

A moderate manual screwing is sufficient. Do not use a key to tighten or loosen them; it could damage some components underneath.

If necessary trim the hair on your dog's neck.

Maintain your product regularly.

- Do not use volatile liquids such as solvent or benzene to clean the product. Use a soft cloth slightly moistened with water or a neutral detergent.
- The strap can be washed with soapy water.
- Remove the battery if you are not using the collar for 3 months or more.
- Never leave a discharged battery in the collar.

If you are looking for an owner's manual,
you can download a copy at www.numaxes.com.

If the problem cannot be fixed with the steps provided,
do not hesitate to contact NUM'AXES.

When calling for service, you will need the following elements:

- model of your product (indicated on the product or its packing)
- serial number (listed on the product label)
- your product close by

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