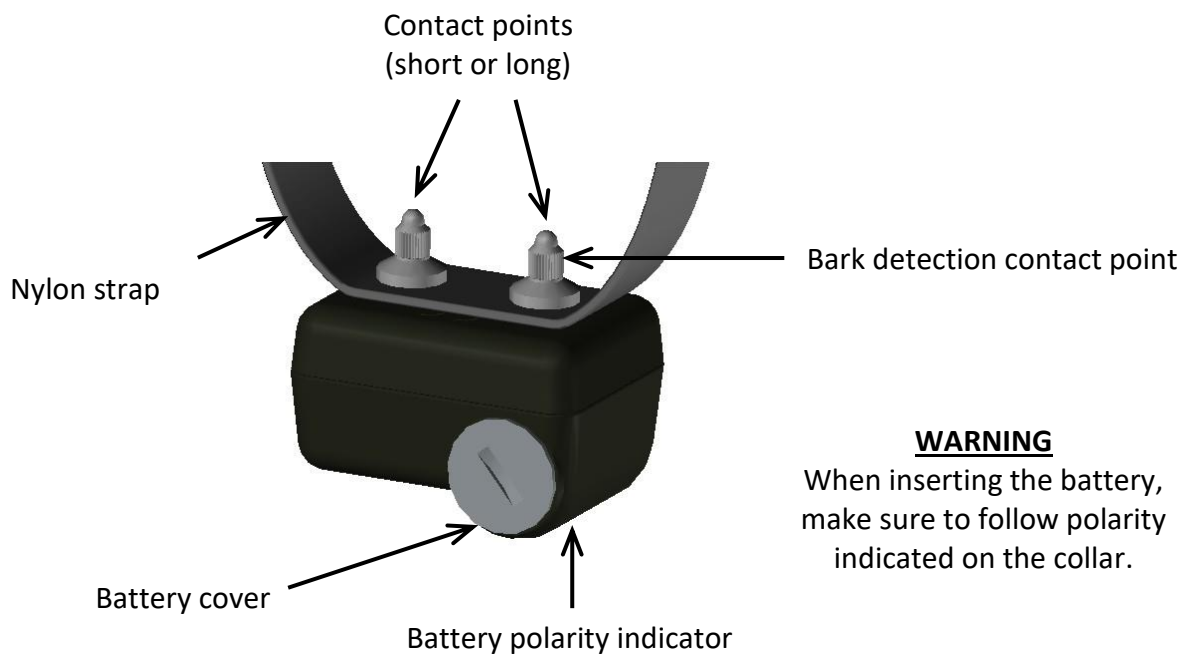


Canicalm First



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



WARNING

When inserting the battery, make sure to follow polarity indicated on the collar.

Check the condition of the battery.

If the battery is weak, replace it with a new one of the same type (lithium 3-V CR2) paying attention to follow polarity indicated on the collar.

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.

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 (battery removed from its housing).
- 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 (battery in place – Warning: after activating the collar, it 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).
- 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 (battery removed from its housing).

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

NUM'AXES

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You can also contact us at export@numaxes.com