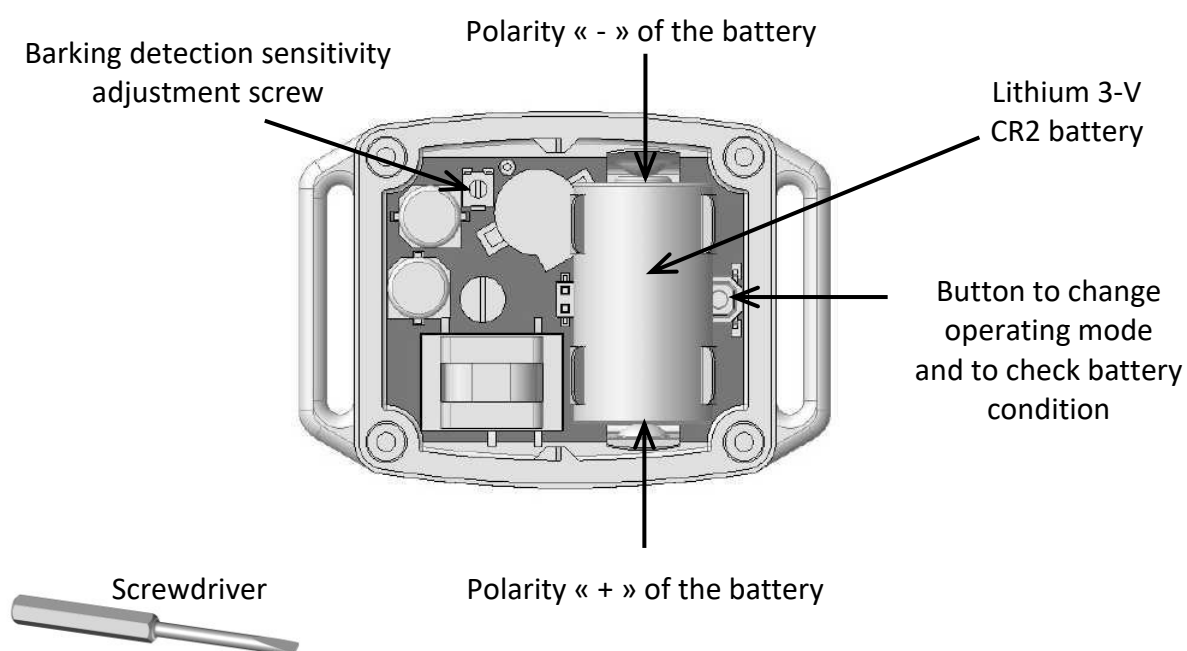


Canicalm Premium



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.

To check the condition of the battery, you have to press the button located inside the collar (see diagram above).

If the collar emits a continuous beep sound when you press the button, 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 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 purchased product. Other brand 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 control collar is set on mode 2 (beep sounds + light stimulations).

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

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).
- Make a streaked object (ex. knife with teeth and isolated sleeve) slide on one of the contact points (change the barking detection sensitivity if necessary).
- In operating mode 1 "beep sounds only", the collar must emit beep sounds and the test lamp must not light.
- In operating modes 2, 3 or 4 "beep sounds + stimulations", the collar must emit beep sounds and the test lamp must light.
- Before disconnecting the test lamp, make sure the collar is turned Off (battery removed from its housing).

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.

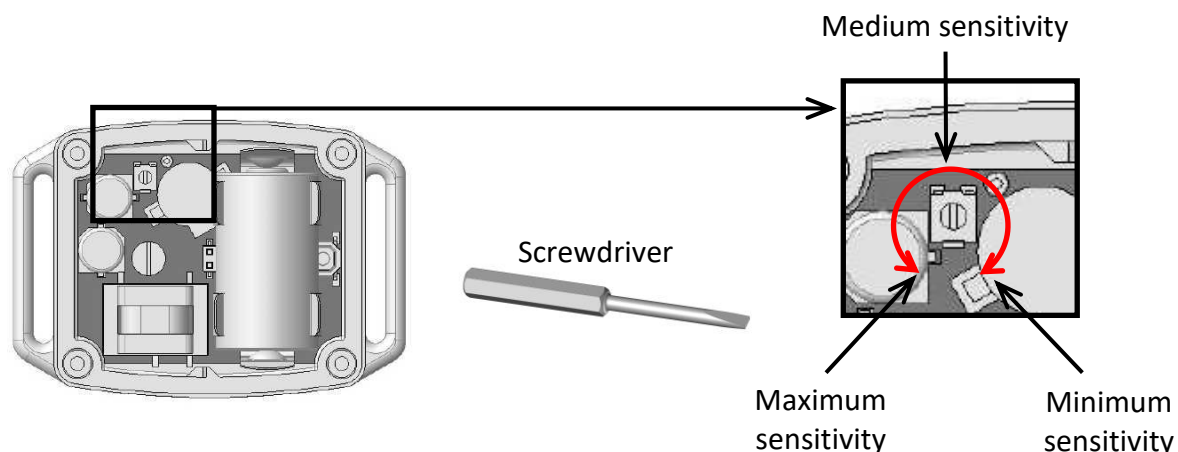
When leaving the factory, detection sensitivity is set on the medium position (medium sensitivity).

To adapt the detection sensitivity to the barking strength of your dog, you should proceed as follows:

- Remove the 4 screws from the battery cover.
- Remove the battery cover.
- Carefully turn the setting screw according to the sensitivity you wish

CAUTION: the adjustment system has a stop for the minimum sensitivity and a stop for the maximum sensitivity. Turn delicately and without forcing with the supplied screwdriver.

- Put the battery cover back in place and retighten the 4 screws.



Change the operating mode.

4 operating modes are available on each collar:

- mode 1 : beep sounds only
- mode 2 : beep sounds + light stimulations
- mode 3 : beep sounds + strong stimulations
- mode 4 : beep sounds + progressive stimulations

When leaving the factory, the collar is set on mode 2 (beep sounds + light stimulations).

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

To change the operating mode, proceed as follows:

- The collar must be ready for use (battery in place).
- Open the battery cover to reach the button located inside the collar (see diagram above).
- Press the button using a pointed object (e.g. a screwdriver).
- A series of beep sounds is emitted (from 1 to 4 beep sounds) indicating the selected mode.
- Keep pressing the button to run through modes.
- Release the button when you have reached the desired mode.
- The collar will memorize the selected mode. Next time you will switch on the collar, it will be turned on to the last mode you previously selected.

Re-initialize the system (reset).

Reset the system as follows:

- Remove the 4 screws of the battery cover.
- Remove the battery cover and the battery.
- With a metallic tool (ex. scissors), connect the 2 battery contacts for approximately 2 seconds.
- Insert the battery again (beep sounds are emitted indicating the collar is ready for use).
- Put the battery cover back in place and retighten moderately the 4 screws.
- Test the product with the neon test lamp (see paragraph “Check the product operates correctly” above).

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.
- In order to maintain water tightness of the collar, we recommend the replacement of the seal once a year.
- Remove the battery if you are not using the product 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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