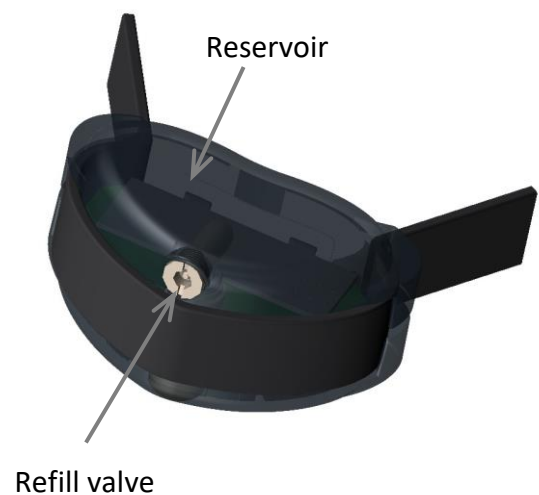
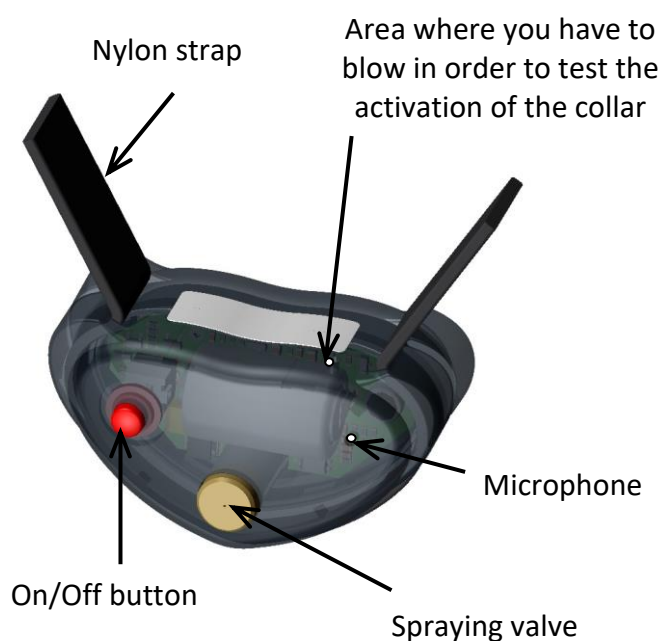


Canicalm Spray



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 product operates correctly.

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

- **Before doing so, take care to direct the spraying valve away from your body and particularly from your face** because the collar automatically emits a spray when you switch it on.
- Switch on the collar by pressing the red On/Off button so that it does not come out of the plastic case (button inserted approx. 1 mm inside the collar). Use a pointed object such as the point of a pen to sufficiently press the button.
- The collar will automatically emit a spray (or a “click” sound if the reservoir is empty).
- In order to test the proper operation of the collar, blow on the hole located close to the serial number label (see diagram above). The collar must emit a spray (or a “click” sound if the reservoir is empty).

Check the filling of the reservoir.

If the reservoir is empty, when checking the proper operation of the product, the collar will emit a “click” sound.

Precautions for filling the spray reservoir:

- To avoid unexpected triggering while you are filling the reservoir, the collar should be imperatively turned off.
- Do not fill the reservoir while your dog is wearing the collar.
- Fill the reservoir away from sources of ignition, naked flame or any incandescent material. Do not smoke when filling the reservoir.
- Direct the spray valve away from you body (especially from your eyes).
- Use only NUM’AXES branded spray refill cans with your Canicalm Spray.

To fill the reservoir, proceed as follows:

- Put the collar on a flat and stable surface with the refill valve upright and the spray valve directed away from your body and your eyes (see diagram below).
- Hold the spray can upside down (spray can in a vertical position) then insert the nozzle in the refill valve.
- Firmly push down on the spray can and hold for 3 seconds, then release.

If spray is escaping while you are filling the reservoir, you are not pressing firmly enough and/or you are not holding the can in a vertical position.

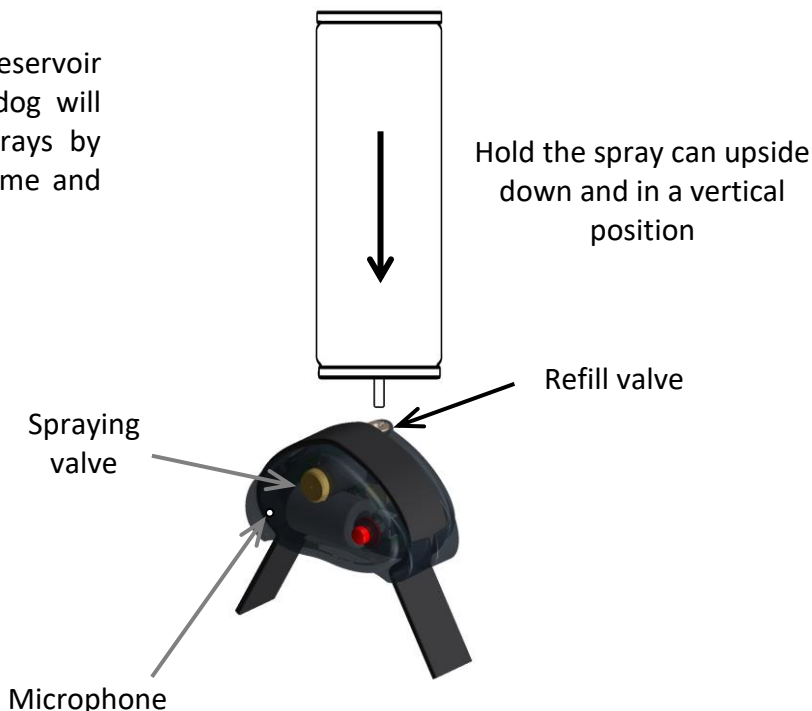
- Wait for a short time and then turn your collar on in order to trigger a spray. Blow on the hole located close to the serial number label 2 or 3 times in order to check the good operation of the product.
- In order to completely fill the reservoir, check the collar is switched off.
- Turn the spray can upside down and insert the nozzle in the refill valve (spray refill in a vertical position).

- Firmly push down on the spray can and hold for 10 seconds then release.

It is very important to refill the reservoir before it runs dry. Otherwise, your dog will understand that he can stop the sprays by barking during a certain amount of time and associate barking with reward.

WARNING

The spraying valve and microphone have to be directed away from your body (especially from your eyes).



Check the strap adjustment.

Strap adjustment is very important.

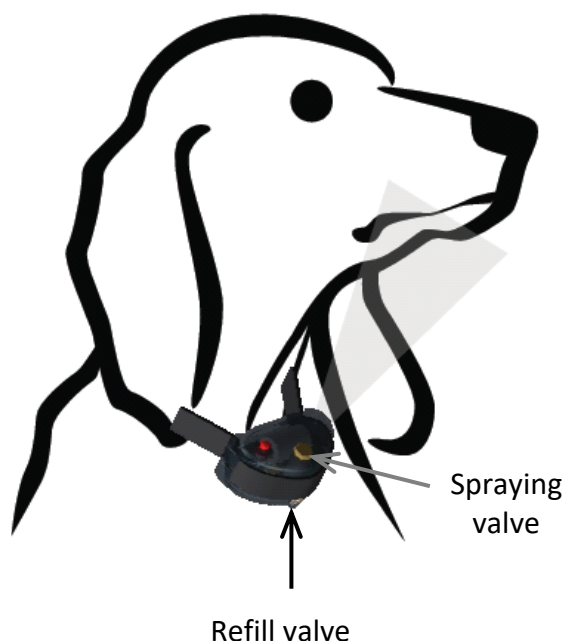
- If the strap is too loose, the collar is likely to move and it will not operate properly.
- If the strap is too tight, the dog will have breathing difficulties.

The strap is properly adjusted when you can insert 2 fingers between the strap and your dog’s neck.

The collar must be positioned on your dog’s neck in the following way:

- The spray valve and the microphone pointing up toward your dog’s snout
- The refill valve directed downward. Reservoir in contact with your dog’s neck.

If you have a long-haired dog, make sure the spray reaches the dog’s snout area. 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.
- The battery supplied in the collar is a lithium 3.6-V battery.

Battery life:

- approximately 3 years in regular use
- approximately 4 years in stand by

The battery can be replaced by the manufacturer only.

Do not under any circumstances open the Canicalm Spray collar. You could damage components. Moreover, opening the collar voids your guarantee.

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

ZAC des Aulnaies - 745 rue de la Bergeresse
CS 30157
45161 OLIVET CEDEX
FRANCE

Monday - Friday: 9h-12h / 14h-17h

Phone +33 (0)2 38 69 96 27

Fax +33 (0)2 38 63 31 00

You can also contact us at export@numaxes.com