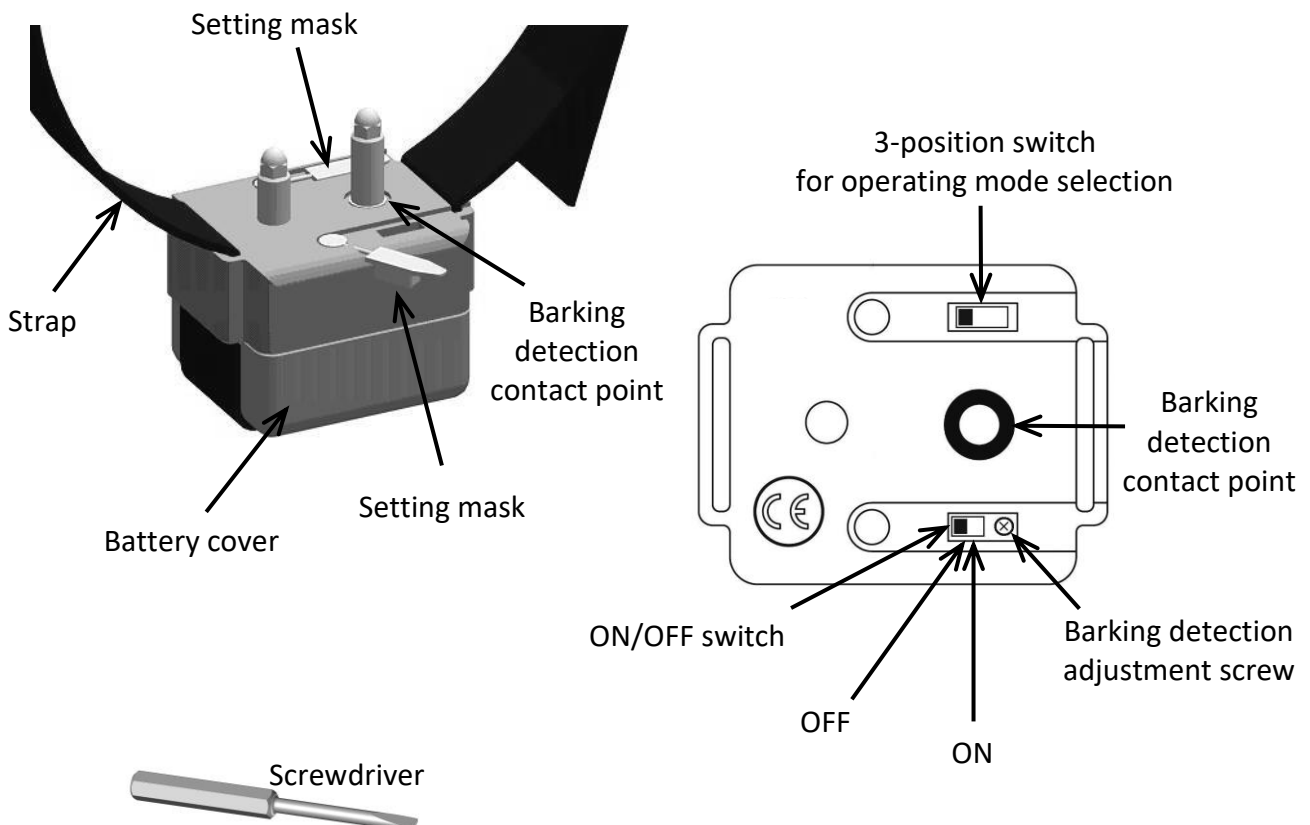


Canicalm



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.

Should the level of the battery come down, the collar emits a continuous beep sound.

Replace the battery with a new one of the same type (lithium 3-V CR123A) 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 control collar is set on "beep sounds only" operating mode. If you want the collar to emit stimulations together with the beep sounds, you have to select the "short stimulations" or "long stimulations" mode (see paragraph "Changing 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.
- 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.
- Make a streaked object (ex. knife with teeth and isolated sleeve) slide on the barking detection contact point (contact point with a black circle at the base)
- In "beep sounds only" mode, the collar must emit beep sounds and the neon test lamp must not light.
- In "short stimulations" or "long stimulations" mode, 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.

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.

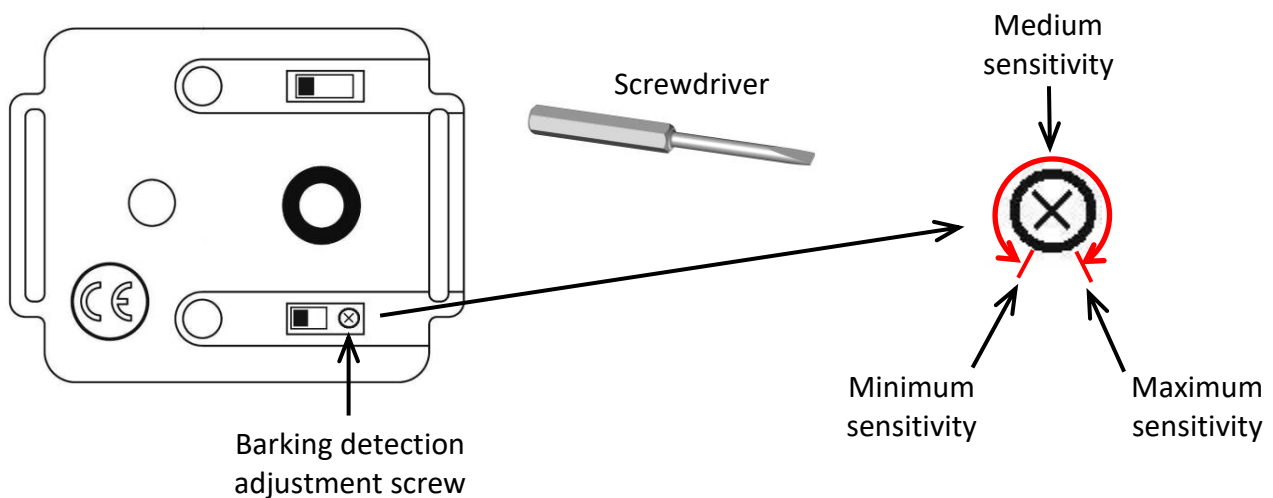
When leaving the factory, detection sensitivity is set on the medium position (medium sensitivity).

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

- Lift the black setting mask to reach the setting screw.
- Carefully turn the setting screw according to the sensitivity you wish (see diagram below).

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 setting mask back in place.



Change the operating mode.

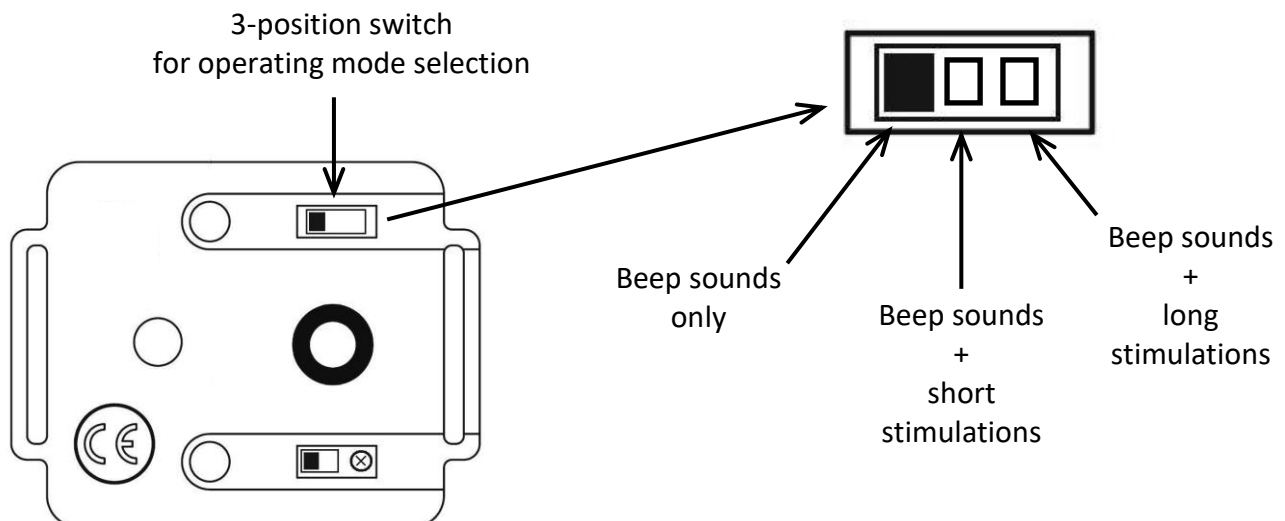
3 operating modes are available on each collar:

- beep sounds only
- beep sounds + short stimulations
- beep sounds + long stimulations

When leaving the factory, the collar is set on “beep sounds only”.

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, lift the black setting mask and use the 3-position switch (see diagram below).



Re-initialize the system (reset).

Reset the system as follows:

- Collar switched Off, unscrew the battery cover screw and remove the battery from its housing.
- With a metallic tool (ex. scissors), connect the 2 battery contacts for approximately 2 seconds.
- Insert the battery again (a beep sound is emitted indicating the battery is in correct position).
- Put the battery cover back in place and retighten moderately the screw.
- 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.
- 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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