

TECHNICAL SUPPORT

Canicom 200 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

Indicator light:
radio transmission indicator
+ battery level indicator



Beep sound

Continuous stimulation level 2

Continuous stimulation level 4

Red mark:
area where the On/Off switch magnet is located

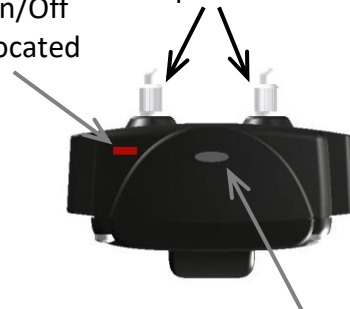
Continuous stimulation level 1

Continuous stimulation level 3

Continuous stimulation level 5

Red mark:
area where the magnet is located to switch On/Off the collar and to code the collar with the remote control

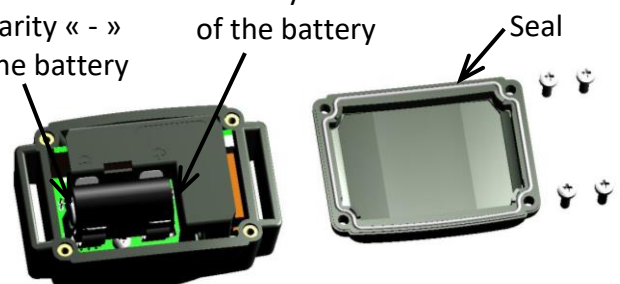
Contact points



Indicator light:
On/Off indicator
+ radio reception indicator
+ battery level indicator

Polarity « - » of the battery

Polarity « + » of the battery



Check the condition of the remote control battery.

To check the condition of the battery, observe the indicator light located on the front of the remote control. If the light flashes green 3 times when you press a button, the battery is weak.

Replace the weak battery with a new one of the same type (lithium 3-V CR2430) paying attention to follow polarity indicated on the battery housing.

After inserting the new battery, check the remote control by pressing a button:

- If the green indicator light located on the front flashes, the battery is properly inserted.
- If the indicator does not light, remove the battery and check polarity before inserting it once again.

Performance (radio range) of the remote control may deteriorate as battery becomes weak.

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 condition of the collar battery.

To check the condition of the battery, observe the On/Off indicator light located on the front of the collar:

- battery sufficiently charged: flashes slowly green
- weak battery: flashes quickly red

Replace the weak battery with a new one of the same type (lithium 3-V CR2) paying attention to follow polarity indicated on the battery housing.

When inserting the battery, a beep sound is emitted indicating the correct installation of the battery. If you do not hear any beep sound after having inserted the battery, remove it immediately from its housing. Check the polarity before inserting it once again.


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.

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


- Before doing so, make sure the collar is switched off (indicator light off).
- Place the neon test lamp in contact with each contact points (by unscrewing them then by screwing them up in order to grip wires of the test lamp under the contact points).
- Switch on the collar and remote control.
- When pressing the 1, 2, 3, 4 or 5 button, the neon test lamp must light with more or less intensity depending on the stimulation level.

- When pressing the  button, the collar must emit a beep sound.
- Before disconnecting the test lamp, make sure the collar is switched off (indicator light off).

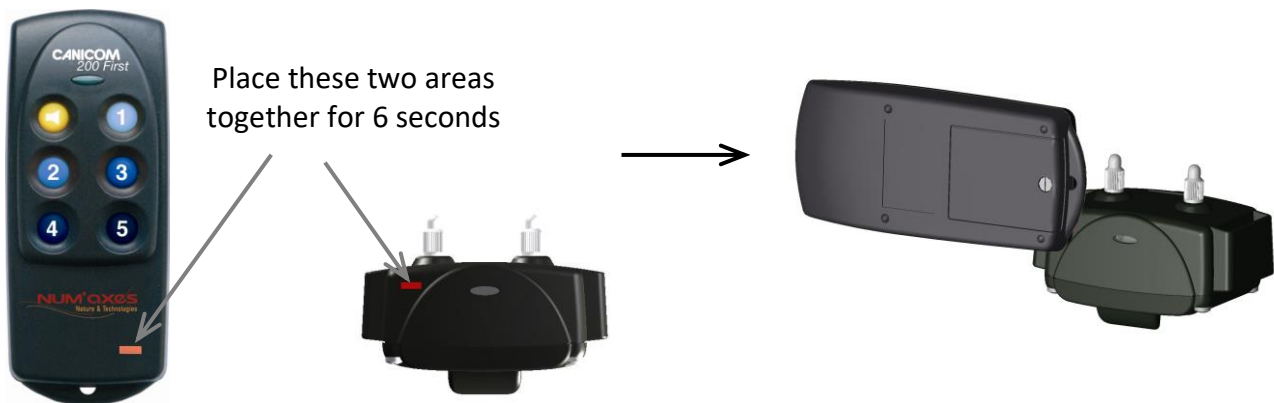
Renew the radio coding between collar and remote control.

Radio coding enables the transmitter (remote control) to work with the receiver (collar).

To code the remote control with the collar once again, proceed as follows:

- The remote control must be ready for use (battery in place).
- **The receiver collar must be switched off** (indicator light off).
- Move the remote control towards the collar so that the red mark on the remote control comes into contact with the red mark on the collar, **hold for 6 seconds** (see diagram below). The indicator light on the collar lights in fixed green then flashes in red.
- Move the remote control away from the collar.
- Press the  button of the remote control. A beep sound is emitted; the collar is synchronized with the remote control.

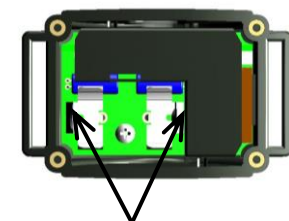
The receiver collar can be re-coded indefinitely, either with the same remote control, or with a new one from the Canicom range.



Re-initialize the collar (reset).

To re-initialize the system proceed as follows:

- Unscrew the 4 screws of the battery cover and remove the battery from its housing.
- With a metallic tool (e.g. scissors), connect the 2 battery supports for approximately 2 seconds.
- Insert the battery once again (one beep sound must be emitted indicating the correct installation of the battery).
- Test the product with the neon test lamp (see paragraph “Check the product operates correctly”).



Reset: connect the 2 battery supports

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 transmission of the stimulations.

- If the strap is too loose, the collar is likely to move and repeated friction can irritate your dog's skin. Furthermore, the collar 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 two fingers between the strap and your dog's neck.

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

Two series of contact points are supplied. The length of the contact points must be sufficient to have proper contact with the dog's skin enabling the product to operate properly.

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 provided.

A moderate manual screwing is sufficient. Do not use a key to tighten or loosen the contact points; 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, we recommend the replacement of the collar seal once a year.
- Remove the battery from the collar and remote control if you are not using the product for 3 months or more.
- Never leave a discharged battery in the collar or remote control.

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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