

IMPORTANT

⚠ CHECK the SmartReceiver® collar every week to make sure it is receiving the signal and functioning properly. Make sure your probes are snug, and see whether the Comfort Tips™, if used, require replacement. You should also examine the receiver for any damage.

⚠ The most common reason for escapes – over 75% – is a **LOOSE COLLAR**. Please be sure to check your pet's SmartReceiver® collar weekly to make sure it fits properly. Please call us if you need help determining proper fit.

⚠ REPAIR the wire (or call us to repair it) immediately if it is cut or damaged in any way. Oxidation can occur if breaks are left exposed for long periods. Remember, **WATERPROOF** connections are required on all outdoor splices. **DO NOT** attempt to service or alter any other component of the System. Please call us for assistance.

⚠ NEVER expose the transmitter to water, or install it where it may become exposed to outside elements. You should monitor the transmitter weekly to ensure it is functioning properly and producing a valid signal.

⚠ ALWAYS REMOVE your pet's SmartReceiver® collar before making any adjustments to the System or driving your pet across the boundary in a vehicle.

**Alabama's
Pet Fence Experts™
Established 1994**

PET STOP® Pet Fence Systems of Alabama

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Pet Stop® of Alabama

SYSTEM OWNER GUIDE

A Rough Guide for Pet Stop® System Owners

READ AND KEEP ALL THE INFORMATION we have provided for you. It has been carefully prepared to help you properly use and understand the operation and features of your Pet Fence System. If you have questions, please do not hesitate to ask. **We have a great deal of local experience in the pet containment industry, and can solve the most difficult containment or exclusion problems. We guarantee it.**

PURPOSE: The Pet Stop Pet Fence System is designed, first and foremost, to keep your pets in your yard, keeping them safe from outside hazards. Additionally, we can use the system to help protect landscape items, pools, gardens, and even interior spaces, rugs, or furniture from unwanted pet activities.

HOW IT WORKS: We install a heavy duty, polyethylene-jacketed wire around the perimeter of your yard (usually buried just beneath the surface). This wire is connected to the transmitter, located somewhere inside your home, which transmits a digitally modulated and encoded signal through the buried wire. Your pet wears a SmartReceiver® collar, which decodes the signal and becomes activated only when your pet gets too close to the perimeter wire. This SmartReceiver® then beeps and administers an electronic training correction. In a short time, your pet learns to respect the boundaries established for him during training. The Pet Stop Pet Fence System is designed to eliminate all the safety and reliability problems which plague ordinary electronic pet containment systems.

WARNING SYSTEMS: Your Pet Stop Transmitter is equipped with powerful, built-in lightning protection circuitry and ZappAlert™, to warn of power surge or lightning damage, in case it does happen. The transmitter also includes a wire break warning system, to alert you to any breach in your system wiring.


VERSATILITY & TRAINING are the keys to effectively, humanely containing your pets. Our training methods have proven the most effective in the industry, and we can tailor them to suit the most timid or stubborn pet. With literally thousands of firmware-based settings, each Pet Stop SmartReceiver® can be customized to suit your situation and your pet's personality. It can also be programmed for compatibility with most other premium brands of electronic pet containment, making it **the most technologically advanced, versatile, and powerful system available today, anywhere in the world.** We can explain all its features to you, in as much detail as you need.


**IT IS YOUR RESPONSIBILITY AS A PET OWNER TO
SECURE YOUR PETS IF YOUR PET STOP SYSTEM IS NOT
FUNCTIONING PROPERLY FOR ANY REASON**

OFFICE HOURS

OUR OFFICE is open Monday through Friday, from 8:00am till 4:00pm, excluding holidays. [Holidays include: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve, and Christmas Day. If any of these holidays falls on a weekend day, we may substitute the preceding Friday and/or the following Monday as that holiday.] If you need to come by our office for any reason, please call first to make sure someone who can help you will be there when you arrive, and for directions to our office. You can also get directions at this link on our website: <http://www.dogfenceal.com/about-pet-stop-of-alabama/visit-our-office/>.

SYSTEM SERVICE INFORMATION


 **IF** you experience any problem with your Pet Fence System, please contact us immediately. In order to provide you with the best possible service, we need to know of any training or repair problem as soon as you discover it.

 **ALL** calls to request service for your system **MUST** go through our office. You may call, email, or use our website contact form to request service. **Please do not call one of our cell phones to request a service call, as it is impossible to schedule appointments while driving or performing our various tasks.**


CONTACT US FOR SERVICE


By Phone: **205-982-5196** in the Birmingham Metro Area **877-740-3644** Toll-Free
Online: <http://www.dogfenceal.com/service-product-support/request-pet-fence-service/>
By E-mail: office@petstopalabama.com [Subject: SERVICE REQUEST]
By Fax: **205-982-7952** [write ATTN: SERVICE REQUEST on cover sheet]

IMPORTANT POLICIES: If you leave us a message or send an email requesting service, please leave all phone numbers we may need to contact you for scheduling. Messages or emails sent after 4:00pm on business days will be considered an 8:00am next business day request. Messages or emails sent during weekends (Saturday & Sunday) regarding service needs will be considered an 8:00am next business day request. Messages or emails sent on holidays will be considered an 8:00am next business day request. We cannot provide service until we have spoken to a person who can authorize service and arrange a confirmed appointment. We may return service request calls as early as 7:30am.


 **WE** can provide service for any brand of electronic pet containment system. We do not, however, grant any warranties or guaranties on equipment with any brand name other than Pet Stop[®], or manufactured by any company other than Perimeter Technologies, Inc. Repair charges for other brands of electronic pet containment equipment will be determined on a case-by-case basis.

SMARTRECEIVER[®] BATTERIES

 The battery in your SmartReceiver[®] should be replaced every 3 months. We have structured our Battery Replacement Plan for this purpose. Under our Plan, you will receive a post card to remind you change your batteries on the proper schedule. Your SmartReceiver[®] also includes FlashAlert™, which will activate a blinking red light on the face of the SmartReceiver[®] when the battery becomes too weak to deliver a sufficient correction. **NOTE:** If you want batteries on any other basis, you must order them individually as needed.

 Batteries can be ordered [online](#), by mail, phone, fax, or [email](#). We will mail them from our office at no extra charge within 3 business days of your order, or you may pick them up at our office. If you want home delivery of your batteries (*Birmingham Metro Only*), there will be an additional **\$30.00 delivery charge**.

TROUBLESHOOTING

 If your pet's SmartReceiver[®] is not beeping within the signal field, or if the Transmitter makes a loud, intermittent or continuous beep, your system is not functioning correctly. **In either case, you should secure your pets immediately.** Please contact our office so we can determine the proper steps needed to restore your system to proper functionality. For more troubleshooting information, visit our website at this link: <http://www.dogfenceal.com/service-product-support/troubleshooting/>.