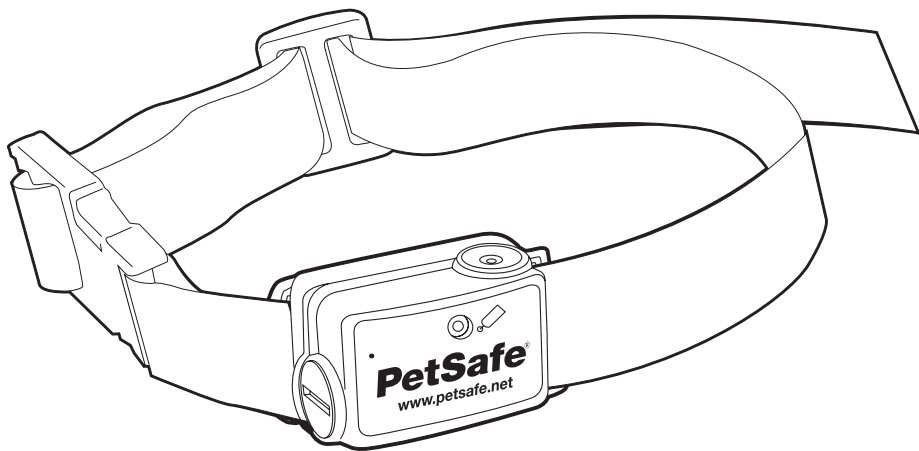


# **PetSafe® Big Dog Spray Bark Control**

## **Operating and Training Guide**

**Please read this entire guide before beginning.**

**PBC00-12724**



# Important Safety Information

## Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### **⚠ WARNING**

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### **⚠ CAUTION**

CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

### **CAUTION**

CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

### **⚠ WARNING**

**Not for use with aggressive dogs.** Do not use this Product if your dog is aggressive, or if your dog is prone to aggressive behavior. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or certified trainer.

## AEROSOLS:

- Keep out of reach of children.
- Contents of the refill can and the spray collar are under pressure.
- Use only in a well ventilated area. Use only as directed.
- May explode if heated, do not heat. Do not expose to temperatures over 113°F or 45°C.
- Do not burn. Do not dispose of in fire, even when empty.
- Keep out of direct sunlight.
- Do not leave the aerosol can in a vehicle where temperature could exceed 113°F or 45°C.
- Store in a cool location.
- Keep away from sparks or flame. Do not smoke while refilling.
- Do not puncture. Contact of liquid propellant with skin may cause frostbite.
- Do not ingest. In case of accident, seek medical care. If swallowed, call a poison control center immediately.

### **⚠ CAUTION**

Do not expose the device to freezing temperatures -32°F or 0°C or to conditions warmer than 113°F or 45°C. Do not leave the unit in direct sunlight. Never leave the unit in a car where the device can heat up to high temperatures 113°F or 45°C.

The PetSafe® Big Dog Spray Bark Control is not a toy. Keep it away from the reach of children. Use it only for its bark stopping purpose.

**CAUTION**

**Risk of skin damage.** Please read and follow the instructions in this manual. Proper fit of the collar is important. A collar worn for too long or made too tight on the pet's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.

- Avoid leaving the collar on the dog for more than 12 hours per day.
- When possible reposition the collar on the pet's neck every 1 to 2 hours.
- Check the fit to prevent excessive pressure; follow the instructions in this manual.
- Never connect a lead to the electronic collar; it will cause excessive pressure on the probe.
- When using a separate collar for a lead, don't put pressure on the electronic collar.
- Wash the dog's neck area and the probe of the collar weekly with a damp cloth.
- Examine the probe area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue use of the collar until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.
- For additional information on bed sores and pressure necrosis, please visit our website.

These steps will help keep your pet safe and comfortable. Some pets are sensitive to contact pressure. You may find after some time that your pet is very tolerant of the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the probe area. If redness or sores are found, discontinue use until the skin has fully healed.

The PetSafe® Big Dog Spray Bark Control must be used only on healthy dogs. We recommend that you take your dog to a veterinarian before using the collar if he is not in good health.

Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools promote a lifestyle of protection, teaching, and love—essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe® will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

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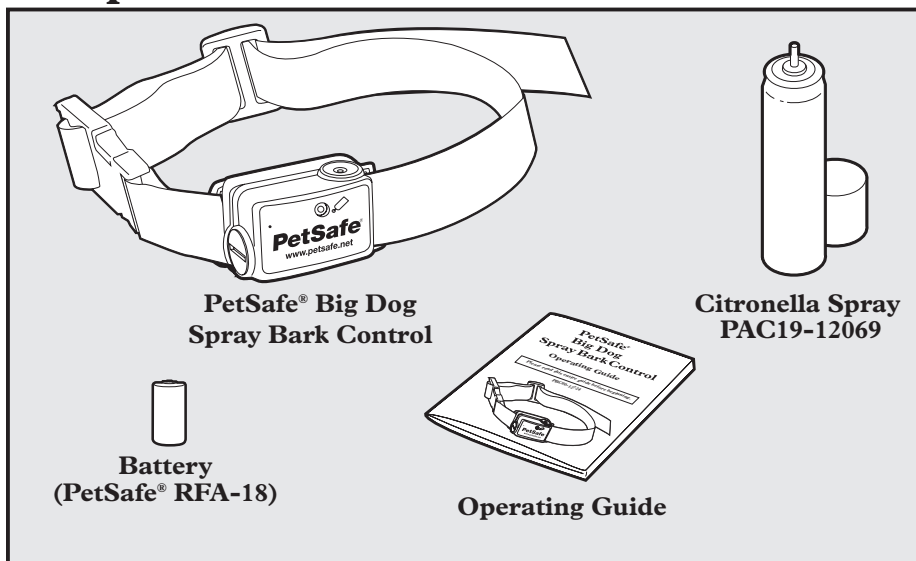
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“In a Tuskegee University study of adult shelter dogs wearing the PetSafe® Spray Bark Control Collar for six 30-minute sessions over two weeks, we detected no long-term adverse effects, and all dogs dramatically reduced their barking by the second day.”

Dr. Janet Steiss and Dr. Caroline B. Schaffer  
Tuskegee University

# Components



**PetSafe® Big Dog  
Spray Bark Control**

**Citronella Spray  
PAC19-12069**

**Battery  
(PetSafe® RFA-18)**

**Operating Guide**

## Features

- Patented Perfect Bark™ detection ensures your dog's bark is the only sound that will cause the correction
- Adjustable collar for neck sizes up to 28"
- For dogs 40+ pounds
- Citronella Spray is safe and effective
- Waterproof
- Good/Low battery indicator
- 40 sprays per refill
- Low spray indicator
- On/Off button

## How the PetSafe® Big Dog Spray Bark Control Works

The PetSafe® Big Dog Spray Bark Control senses your dog's barking. A unique, patented sensor uses both vibration of the vocal chords and sound sensors (dual-detection) to distinguish each bark from other external noises. As he barks, he receives a safe but annoying burst of spray. He'll quickly learn the association with this stimulation and stop the unwanted behavior. The PetSafe® Big Dog Spray Bark Control is proven effective in deterring barking when it is worn.

# Key Definitions

**Spray Nozzle:** Where the spray ejects when your dog's bark is detected.

**Sound Activated Sensor:** Detects the sound of your dog's bark.

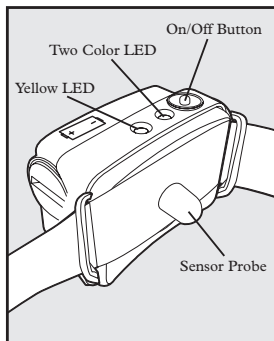
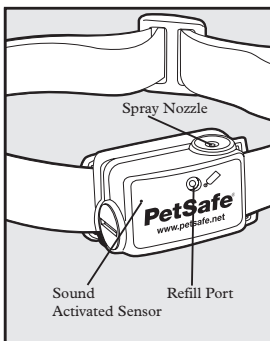
**Refill Port:** Where the spray is refilled.

**Yellow LED:** Low spray indicator.

**Two Color LED:** Shows good or low battery.

**On/Off Button:** Turns the collar on and off, and resets the spray counter.

**Sensor Probe:** Detects the vibrations of your dog's bark.



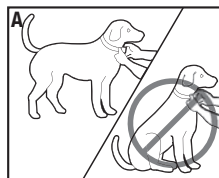
*Note: The Sensor Probe is not adjustable.*

## Fit the Bark Control Collar

**Important: The proper fit and placement of your Bark Control Collar is important for effective operation.**

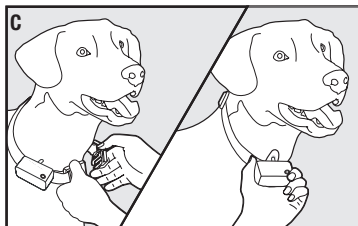
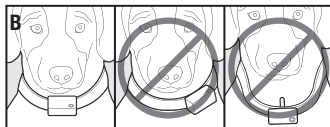
To assure a proper fit, please follow these steps:

1. Make sure that the Bark Control Collar is turned off.
2. Start with your dog standing comfortably (A).
3. Place the Bark Control Collar on your dog's neck close to the ears. Center the Sensor Probe underneath your dog's neck, touching the skin. Make sure the PetSafe® logo in the front of the unit is upright (B). *Note: It is sometimes necessary to trim the hair around the Sensor Probe to make sure that contact is consistent.*

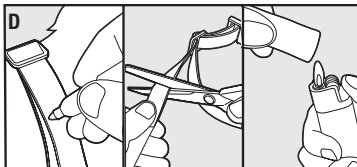


**CAUTION** Do not shave the pet's neck as this may increase the risk of skin irritation.

4. Check the tightness of the Bark Control Collar by inserting one finger between the Sensor Probe and the dog's neck (C). The fit should be snug but not constricting.
5. Allow your dog to wear the collar for several minutes, then recheck the fit. Check the fit again as your dog becomes more comfortable with the Bark Control Collar.



6. Trim the collar as follows: (D)
- Mark the desired length of the collar with a pen. Allow for growth if your dog is young or grows a thick winter coat.
  - Remove the Bark Control Collar from your dog and cut off excess.
  - Before placing the Bark Control Collar back onto your dog, seal the edge of the cut collar by applying a flame along the frayed edge.



**CAUTION** The Bark Control Collar should not be worn for more than 12 hours out of every 24-hour period. Leaving the collar on too long could lead to Skin Irritation. Please refer to page 3 for additional information.

## Ensure a Proper Spray Pattern

For the PetSafe® Big Dog Spray Bark Control to perform properly, the nozzle must be positioned correctly and there must be a clear path from the Spray Nozzle to your dog's snout. Follow these steps:

1. Make sure the PetSafe® logo on the front of the unit is upright and the Spray Nozzle is angled out and pointing up towards the dog's snout.
2. For long-haired dogs, it may be necessary to trim the neck hairs along the path of the spray. It is important that the spray reaches the dog's snout to be effective.

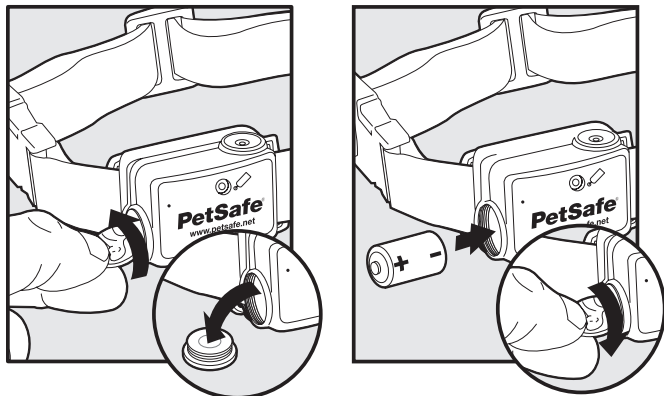
**CAUTION** Do not shave the pet's neck as this may increase the risk of skin irritation.

3. For optimal performance the spray bark collar should be refilled before each use.



# To Insert and Remove the Battery

*Note: Do not install the battery while the Bark Control Collar is on your dog.*



A replacement PetSafe® battery (RFA-18) can be found at many retailers. Contact the Customer Care Center or visit our web site at [www.petsafe.net](http://www.petsafe.net) to locate a retailer near you.

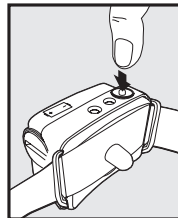
## Battery Life

Average battery life is 2 to 4 months, depending on how often your dog barks. However, due to greater use during your dog's training, your first battery may not last as long as replacement batteries.

## Modes of Operation

- To activate the unit, press the On/Off Button until the Green LED Light comes on and release. The Green LED Light will flash once every 5 seconds.
- To turn the unit off, press the On/Off Button and hold until the Red LED Light flashes.

*Note: The Yellow LED Light will flash briefly before the Red LED Light appears. This indicates the reset sequence.*



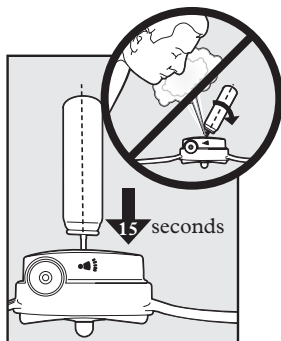
## Function and Response Table

Function	LED Light Response
Unit is on	Green LED Light flashes once every 5 seconds
Low battery condition	Red LED Light flashes 3 times every 5 seconds
Low spray warning	Yellow LED Light appears



# To Fill and Refill the Spray

- Remove the collar from your dog.
- Turn the unit off.
- Ensure the refill port is clean.  
*Note: If any dirt or debris enters the refill port when refilling, it could cause the unit to become clogged and malfunction. Please read the "Tips" section for proper care.*
- Hold the spray can upright and firmly press the nozzle down into the Refill Port. Hold for 15 seconds and remove.  
*Note: If spray leaks out, you may need to press harder to complete the seal.*
- Turn the unit on.
- For optimal performance the spray bark collar should be refilled before each use.



**Important: To reset the Spray Counter, press the On/Off Button until the Yellow LED Light comes on, and release the button. The Green LED Light will resume to 1 flash every 5 seconds.**

*Note: It is important that the On/Off Button be released immediately after the Yellow LED Light comes on or the unit will be turned off.*

**CAUTION** Do not puncture or incinerate the spray collar or the refill canister. Do not expose to extreme heat or store at temperatures above 113° F.

Refill canisters are available. Choose from citronella or unscented spray. Contact the Customer Care Center or visit our web site at [www.petsafe.net](http://www.petsafe.net) to locate a retailer near you.

## What to Expect During Use of the Bark Control Collar

**Important: Do not leave your dog alone the first few times he wears the Bark Control Collar.**

Place the Bark Control Collar properly on your dog and wait nearby until he barks. Most dogs will understand very quickly that the Bark Control Collar is disrupting their urge to bark and will relax and stop barking. Because the burst of spray from the Bark Control Collar may be surprising or startling at first, some dogs may bark more at the initial correction.

On rare occasions, a dog may get into a bark-spray-bark-spray cycle. If this happens, reassure your dog with calm, soothing tones. As your dog relaxes, he will understand that if he becomes quiet, he will not receive any more spray bursts. The small minority of dogs that have this reaction should only have it the first time they wear the Bark Control Collar.

You should notice a reduction in your dog's barking within the first couple of days that he wears the Bark Control Collar. At this point, it is important to remember the learning process is still not complete. Dogs will "test" this new learning experience and will increase their attempts to bark. This usually occurs during the second week a dog wears the Bark Control Collar. If this does occur, remain consistent and do not alter your use of the Bark Control Collar. You must place the Bark Control Collar on your dog in every situation when you expect him to be quiet. If your dog is not wearing the Bark Control Collar, he may resume barking and his learning would suffer a setback.

## Tips

- Before playing with your dog, turn the unit off and remove the Bark Control Collar. The activity may cause your dog to bark, which could lead to him associating the play with the burst of spray.
- The collar must be filled to maximum capacity before placing it around your dog's neck.
- Never fill the device while your dog is wearing it because it may damage the Refill Port.
- To ensure that your dog does not make the connection between you and the spray collar, don't let him see you prepare the device for the first try, or for subsequent use. Keep your dog away while you prepare the device as well as when you fill it or change the battery.
- It is important that your dog's hair doesn't block the Spray Nozzle. Try tying a bandanna (handkerchief) around your dog's neck, then place the spray collar over it. If necessary, you may also consider trimming a little of the long hair around the dog's neck for better spray effect.
- Avoid letting your dog wear the device with an empty reservoir. Make sure it is always full.
- Turn OFF the device while not in use.
- The PetSafe® Big Dog Spray Bark Control should only be used with pets that are over 6 months of age.
- If your pet is injured or its mobility is otherwise impaired, contact your veterinarian or professional trainer before use.
- Do not leave your device unattended where your dog could accidentally damage it through chewing.
- Never fill the Spray Bark Control Collar with any substance other than the one provided by the manufacturer. Using another substance, as well as opening the device, will void the manufacturer's warranty.
- Do not attempt to repair the device yourself. This will invalidate the warranty and make repairs more difficult.
- The spray from the Bark Control Collar may stick to the hair under your dog's snout. Clean your dog's hair weekly with a washcloth and a mild hand soap. Rinse and dry your dog's neck thoroughly.
- If spray, dirt or debris accumulates on the Bark Control Collar (including the nozzle and refill port), wipe the Bark Control Collar clean with a damp cloth and dry thoroughly. It is recommended that the unit be cleaned monthly or as needed to prevent clogging. The need for cleaning will depend on usage.

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## To Prevent Skin Irritation From Occurring

**CAUTION** **Risk of skin damage.** For comfort, safety and effectiveness of this product, please ensure that you check the fit of your pet's collar frequently. If any skin irritation is observed, discontinue the use of the collar for a few days. If the condition persists beyond 48 hours, see your veterinarian.

Do not attach a leash to the Bark Control Collar. This can result in pulling the probe too tightly against your pet's neck. You may put a separate non-metallic collar on your dog's neck and attach a leash. Do use a harness for attaching a leash and/or tags while using the Bark Control Collar.

Please refer to page 2 for additional information.

# Accessories

To purchase additional accessories for your PetSafe® Big Dog Spray Bark Control, contact the Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net) to locate a retailer near you.

<b>Component</b>	<b>Part Number</b>
Battery	RFA-18
Big Dog Spray Bark Red Collar and Skin	PAC00-12727
Big Dog Spray Bark Blue Collar and Skin	PAC00-12728
Big Dog Spray Bark Pink Collar and Skin	PAC00-12729
Big Dog Spray Bark Green Collar and Skin	PAC00-12775
Big Dog Spray Bark Orange Collar and Skin	PAC00-12774

# Frequently Asked Questions

<b>Will another dog's bark set off the Bark Control Collar?</b>	<ul style="list-style-type: none"><li>• No.</li></ul>
<b>Will the Bark Control Collar work for my dog?</b>	<ul style="list-style-type: none"><li>• The Big Dog Spray Bark Control Collar is safe and effective for all breeds and sizes of dogs, however, it is recommended for dogs 40+ lbs.</li></ul>
<b>Will this work with long-haired dogs?</b>	<ul style="list-style-type: none"><li>• Yes. It may be necessary to trim the hair on your dog's neck so it does not block the spray from reaching his snout.</li></ul>
<b>Does the spray need to hit my dog's nose?</b>	<ul style="list-style-type: none"><li>• No. The spray is very fine and simply creates a mist in the region of the snout.</li></ul>

# Troubleshooting

<b>The Bark Control Collar does not spray.</b>	<ul style="list-style-type: none"><li>• Ensure that the battery is properly installed.</li><li>• Replace the battery.</li><li>• Refill the spray.</li><li>• Ensure the spray nozzle is not clogged. <i>Note: See "Tips" section.</i></li><li>• If the Bark Control Collar still does not spray, contact the Customer Care Center.</li></ul>
<b>My Bark Control Collar sprays, but my dog keeps barking (does not respond to the burst of spray).</b>	<ul style="list-style-type: none"><li>• Tighten the Bark Control Collar and make sure the Sensor Probe is centered on the front of the dog's neck.</li><li>• Check to make sure the Spray Nozzle points towards the dog's snout.</li><li>• Make sure your dog's hair does not block the spray. If so, trim the hair so the spray can reach the snout area.</li><li>• If your dog still does not respond, contact the Customer Care Center.</li></ul>
<b>When I try to refill the Citronella Spray, the spray leaks out around the Spray Nozzle.</b>	<ul style="list-style-type: none"><li>• Hold the spray can upright. If it is held at an angle, it will not create a good seal.</li><li>• Press firmly on the spray can to create a good seal.</li><li>• If the spray continues to leak, contact the Customer Care Center.</li></ul>
<b>I have refilled the Spray Bark Control Collar and the yellow LED continues to flash.</b>	<ul style="list-style-type: none"><li>• Ensure the spray counter has been reset. <i>Note: See "To Fill and Refill the Spray" section.</i></li><li>• If the yellow LED continues to flash after the spray counter has been reset, contact the Customer Care Center.</li></ul>

# Customer Care International

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM - 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 7:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

This product has the benefit of a limited manufacturer's warranty. Details of the warranty applicable to this product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/or are available by sending a stamped addressed envelope to PetSafe® Ltd. Redthorn House, Unit 9, Chorley West Business Park, Ackhurst Road, Chorley, Lancashire PR7 1NL, United Kingdom.

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## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this product implies acceptance of all such terms, conditions, and notices.

### 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this product. We recommend that you not use this product if your pet is less than 40 lb or under 6 months old, or if your pet is aggressive. If you are unsure whether this is appropriate for your pet, please consult your veterinarian, certified trainer or contact our Customer Care Center or visit our website at [www.petsafe.net](http://www.petsafe.net).

Proper use includes reviewing the entire Operating and Training Guide provided with your product and any specific Caution statements.

### 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State or local laws.

### 4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

### 5. Modification of Terms and Conditions

Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

# FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**CAUTION: Modification or changes to this equipment not expressly approved by Radio Systems\* Corporation may void the user's authority to operate the equipment.**

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult Customer Care, the dealer, or an experienced radio/TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.



Radio Systems Corporation®  
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