

Dog Guard Customer Help Center

This document is designed to assist Dog Guard customers with setup, troubleshooting, training, and warranty support for Dog Guard Out-of-Sight Fencing systems. Each section provides step-by-step guidance to ensure your system operates reliably and your dog remains safely contained.

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1. Dogs Breaking Through the Boundary

A dog crossing the boundary is almost always caused by one of a few correctable issues. Use this diagnostic guide to identify the cause.

1.1 Collar Fit Problems

Signs the Collar Is Too Loose:

- Your dog ignores the warning tone
- The dog only receives correction intermittently
- The dog can shake the collar or rotate it around the neck
- The dog's fur is thick enough to block contact

How to Correct Fit:

- Place the collar high on the dog's neck, just below the ears.
- Tighten until you can fit one finger between the contact posts and the skin.
- For long-haired breeds, use longer contact posts.
- Check fit daily for the first week, then weekly.

1.2 Correction Level Too Low

Some dogs require a higher correction level due to:

- High prey drive
- High excitement or distraction
- Thick coat
- Strong temperament

1.3 Boundary Width Too Narrow

Ideal Boundary Width:

- 6–10 feet from the wire for most dogs
- 10–12 feet for high-drive dogs

1.4 Battery Issues

Battery Guidelines:

- Replace every 3–6 months
- Use Dog Guard brand batteries only
- Check battery orientation when installing

1.5 Training Issues

- If the dog was never fully conditioned to the boundary, they may test it.
If your dog still breaks through the line, please refer to Tough Love method training.

2. How to Increase Correction on DG11 or DG9 Receivers

2.1 DG11 Receiver Correction Adjustment

Steps:

- Please Submit a Correction adjustment on the link below

2.2 DG9 Receiver Correction Adjustment

Steps:

- Locate the Dog guard transmitter, usually in the garage or basement of your house
- Use the tweaking tool or a small flat tip screwdriver and insert on the bottom right corner of the transmitter.
- Increase correction by at least 5 degrees
- If your dog is still being disrespectful to the boundary, please refer to tough Love Training , to achieve desired results.

3. How to Know if Your Line Is Broken

Symptoms of a Wire Break:

- Transmitter alarm beeping
- Transmitter Fault light turns red or
- Collar does not activate at the boundary
- Entire system stops working

Confirming a Break with a Test Loop:

- Unplug transmitter.
- Disconnect both boundary wires.
- Insert a 5' to 10' ft test loop of spare wire.
- Plug transmitter back in.
- If alarm stops: break is in your yard wire.
- If alarm continues: transmitter or surge protector issue.

4. How to Repair a Wire Break

Tools Needed:

- Waterproof gel-filled splice kit
- Wire strippers
- Shovel or edger
- Replacement wire (if needed)

Repair Steps:

- Dig down to expose both ends of the broken wire.
- Strip ½ inch of insulation from each end.
- Twist wires together firmly.

- Insert into waterproof splice until fully seated.
- Snap or crimp closed.
- Bury splice 2–4 inches deep.

5. How to Check if Your Collar Is Working Properly

5.1 Using the Test Light

Steps:

- Take the collar up to the transmitter (located in your garage or basement) and hold it up to the face of the transmitter. You should hear an audible tone, or if your receiver collar has a light, it should blink red & green.

5.2 Checking Warning Tone

Many receivers beep before correction.

If no tone is heard, check battery and correction level.

5.3 LED Status Indicators

DG receivers use LED flashes to indicate:

- Battery status
- Correction level
- Activation

6. How to Find Wire Location

6.1 Using the Collar

Steps:

- Hold collar at ground level.
- Walk slowly along expected wire path.
- Collar will activate when near wire.
- Place flag where the collar activates
- Now step outside of the boundary & repeat process from the outside.
- After you placed the 2nd flag, the wire should be located in the center of the 2 flags

6.2 Using an AM Radio

Steps:

- Tune to 530–700 AM.
- Walk perimeter.
- Listen for static or pulsing noise near wire.

6.3 Professional Wire Locating

Dealers use specialized equipment to:

- Trace wire
- Identify breaks
- Map system layout

7. How to Check Boundary Width

Measuring Boundary Width:

- Hold collar at dog-neck height.
- Walk toward wire until tone or test light activates.
- Measure distance from activation point to wire.

Adjusting Boundary Width:

- Turn Range Control clockwise to widen.
- Turn counterclockwise to narrow.
Range control is located in the left side of transmitter, and can be adjusted with a fine tip screwdriver, or the tweaking tool located on the transmitter

8. How to Train a New Dog or Puppy

Training Overview:

Training is essential for success. Most dogs learn in 7–14 days.

Training Schedule:

- Days 1–3: Walk dog on leash around flags. Allow dog to hear warning tone. Gently guide back with praise.
- Days 4–7: Introduce mild correction. Continue leash training twice daily. Reward retreat behavior.
- Days 7–14: Begin supervised off-leash time. Reinforce retreat behavior. Remove flags gradually.

Puppy Training:

- Puppies can start around 8–12 weeks.
- Keep sessions short and positive.
- Use high-value praise.

9. Warranty Submission Application

Customer Information:

- Full Name
- Address

- Phone Number
- Email Address
- Dog Guard Dealer Name

Product Information:

- Transmitter Model
- Receiver Model(s)
- Serial Numbers
- Battery Type
- Installation Date

Issue Description:

- Describe the problem in detail
- When did it begin?
- Has the system been altered?
- Has the dog escaped?
- Any troubleshooting already performed?

Upload Section:

- Transmitter photos
- Receiver LED photos
- Wire break photos
- Collar fit photos

10. Warranty Guidelines

What Is Covered:

- Manufacturer defects
- Receiver or transmitter failure
- Lightning damage (with Dog Guard surge protector installed)

What Is Not Covered:

- Chewed wires
- Damage from lawn equipment or landscaping
- Unauthorized repairs
- Non-Dog Guard batteries
- Improper collar fit

Customer Responsibilities:

- Maintain collar fit
- Replace batteries regularly
- Keep system operational
- Notify dealer immediately after an escape