



# NoBark 18 Operating Guide

**Please read this entire guide before beginning**



Thank you for choosing SportDOG Brand®. Used properly, this product will help you train your dog efficiently and safely. To ensure your satisfaction, please review this operating guide thoroughly. If you have questions regarding this product's operation contact our Customer Care Center at 1-800-732-0144, or visit our website at [www.sportdog.com](http://www.sportdog.com).

Please register your product within 90 days at [www.sportdog.com](http://www.sportdog.com) or by mailing in the registration card. By registering, 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. Additionally, you will not have to save your product receipt as registering serves as proof of purchase. Most importantly, SportDOG will never give or sell your valuable information to anyone.

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## Components



### How the SportDOG NoBark 18 Works

The SportDOG NoBark 18 uses a patented sensor system to provide the most reliable bark detection available. The unit delivers a Static Correction via the contact points only if it detects BOTH vibration from the vocal cords AND the sound of the bark. External noise or another dog's bark will not trigger a correction. The NoBark 18 provides six levels of correction in each of the Low, Medium and High modes, for a total of 18 levels. In each mode, the correction starts at the lowest level and progresses to the next level (to a maximum of six levels) each time your dog barks within 30 seconds of the previous bark. If your dog does not bark again within 30 seconds, the correction will be reset to the lowest level in that mode.

*Note: As a built-in safety feature, if your dog barks 15 or more times in 50 seconds, the unit will automatically shut off for three minutes.*

## Important:

- **DO NOT** attach a leash to the NoBark 18. You may put a separate non-metallic collar on your dog's neck and attach a leash. *Note: Be sure the extra collar does not interfere with the Contact Points or Vibration Sensor Probe.*
- Your dog may wear a harness for attaching a leash and/or tags while using the NoBark 18.
- Before playing with your dog, remove the NoBark 18. The activity may cause your dog to bark, which could lead to him associating the play with the Correction.
- Never leave the NoBark 18 on for more than 12 consecutive hours.

## Key Definitions

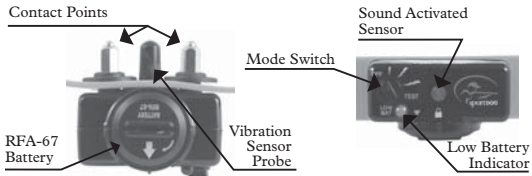
**Mode Switch:** Adjusts the levels of Correction your dog receives when barking. This switch is also used to turn the NoBark 18 off and to test it.

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

**Contact Points:** Deliver the safe Correction.

**Vibration Sensor Probe:** Detects the vibrations of your dog's barking. **Important: The Vibration Sensor Probe is not adjustable.**

**Indicator Light:** Indicates that the NoBark 18 is functioning properly in the TEST Mode. This light also serves as a low battery indicator.



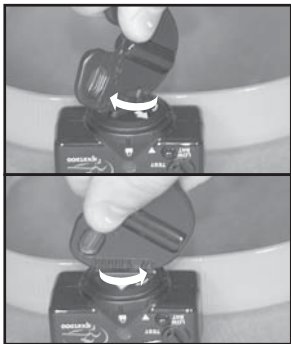
## To Insert and Remove the Battery

*Note: Do not install the battery while the NoBark 18 is on your dog.*

This NoBark 18 utilizes a replaceable RFA-67 battery. This unique battery is designed to make battery replacement easier and increase water protection.

### To Insert the Battery:

Make sure the Mode Switch is turned to the OFF position. To insert the battery, align the symbols on the battery (arrow) and NoBark 18 (triangle). Use the Test Light Tool to turn the battery clockwise until the arrow lines up with the lock symbol on the housing.



### To Remove the Battery:

Make sure the Mode Switch is turned to the OFF position. To remove the battery, turn the battery counter-clockwise using the Test Light Tool. **DO NOT** attempt to cut into or pry open the battery. Be sure to discard the used battery properly. A replacement RFA-67 battery can be found at many retailers. Contact the Customer Care Center at 1-800-732-0144 or visit our web site at [www.sportdog.com](http://www.sportdog.com) to locate a retailer near you.

*Note: After battery removal, turn the Mode Switch to TEST to ensure the NoBark 18 is deactivated. This will occur within 5 seconds.*

## **Battery Life**

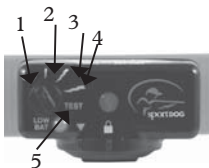
Average battery life is 3 to 6 months, depending on how often your dog barks. However, due to greater use during your dog's training, your first battery may not last as long as replacement batteries.

The Indicator Light acts as a low battery indicator. While in a Correction Mode, the light will flash once every 2 to 3 seconds to indicate a low battery. While in TEST Mode, a low battery will cause the Indicator Light to turn on, and the NoBark 18 will not respond to testing until the battery is replaced.

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## **Modes of Operation**

*Note: When using the NoBark 18, always start training at the lowest level of correction (Mode 2). Watch how your dog reacts, and if necessary, progress to the next correction level.*



1	<b>OFF</b>	Turn to this position when not in use to conserve battery life and to avoid accidental correction. Always have the switch in this position when handling the unit.
2	<b>LOW</b>	Levels 1 - 6
3	<b>MED</b>	Levels 7 - 12
4	<b>HIGH</b>	Levels 13 - 18
5	<b>TEST</b>	This mode helps verify the unit is working properly (see "To Test the NoBark 18"). Do not use this mode for normal operation.

# To Test the NoBark 18

**Important: To avoid feeling the Correction yourself, never touch the two Contact Points simultaneously.**

1. Turn the Mode Switch to TEST.
2. Hold the unit by the collar with the Indicator Light facing towards you and fit the Test Light Tool to the Contact Points. The unit should be within 6-10 inches of your mouth.
3. Say “Test” loudly into the Sound Activated Sensor.
4. The Indicator Light and Test Light Tool will flash three times to show that it is functioning properly.
5. If the Indicator Light and/or Test Light Tool do not flash, ensure that the battery is properly installed, and/or replace the battery.

If the Indicator Light and/or Test Light Tool still do not flash, contact the Customer Care Center at 1-800-732-0144.

6. Return the Mode Switch to Low before replacing the NoBark 18 on your dog.

*Note: The TEST Mode is not intended for normal operation. If the NoBark 18 is left in TEST Mode while on your dog, it can cause false correction and may reduce battery life.*

## To Fit the NoBark 18

**Important: The proper fit and placement of your NoBark 18 is important for effective operation. The Contact Points must have direct contact with your dog's skin on the underside of his neck.**

To assure a proper fit, please follow these steps:

1. Make sure that the battery is not installed in the NoBark 18.
2. Start with your dog standing comfortably.
3. Place the NoBark 18 high on your dog's neck close to the ears. Center the Contact Points underneath your dog's neck, touching the skin.



*Note: It is sometimes necessary to trim the hair around the Contact Points to make sure that contact is consistent.*

4. Check the tightness of the NoBark 18 by inserting one finger between the end of a Contact Point and your dog's neck. The fit should be snug but not constricting.
5. Allow your dog to wear the NoBark 18 for several minutes then recheck the fit. Check the fit again as your dog becomes more comfortable with the NoBark 18.

**Important: Never leave the NoBark 18 on for more than 12 consecutive hours.**



**Important: For comfort, safety and effectiveness of product, please ensure the following:**

- **Check the fit to prevent excessive pressure by being able to insert one finger between a Contact Point and your dog's skin.**
- **Examine your dog daily for any signs of a rash or sore.**
- **If a rash or sore is observed, discontinue the use of the NoBark 18 for a few days.**
- **If the condition persists beyond 48 hours, see your veterinarian.**
- **Your dog's neck and the Contact Points must be washed weekly with a wash cloth and mild hand soap, then rinsed thoroughly.**

**A condition called Pressure Necrosis, which is a devitalization of the skin due to excessive and prolonged contact against the Contact Points, may occur if the steps above are not followed.**

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## **Regular Maintenance**

- **Check your dog's neck for irritation (daily).**
- **Check fit of NoBark 18 on dog (daily).**
- **Check Battery for proper fit in NoBark 18 (weekly).**
- **Check Contact Points for tightness, finger tight plus  $\frac{1}{4}$  turn with pliers (weekly).**
- **Clean Contact Points and wash neck (weekly).**

## What to Expect During Use of the NoBark 18

**Important: Do not leave your dog alone the first few times he receives a Correction.**

Place the NoBark 18 properly on your dog and wait nearby until he barks. Most dogs will understand very quickly that the NoBark 18 is disrupting their urge to bark and will relax and stop barking. Because the Correction from the NoBark 18 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-correction-bark-correction 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 Corrections. The small minority of dogs that have this reaction will only have it the first time they wear the NoBark 18.

You should notice a reduction in your dog's barking within the first couple of days that he wears the NoBark 18. 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 NoBark 18. If this does occur, remain consistent and do not alter your use of the NoBark 18. You must place the NoBark 18 on your dog in every situation when you expect him to be quiet. If your dog is not wearing the NoBark 18, he may resume barking and his learning would suffer a setback.

## Caution

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 contacts.
- When using a separate collar for a lead, don't put pressure on the electronic collar.
- Wash the dog's neck area and the contacts of the collar weekly with a damp cloth.
- Examine the contact 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. Millions of pets are comfortable while they wear stainless steel contacts. 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 contact area. If redness or sores are found, discontinue use until the skin has fully healed.

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## Accessories

To purchase additional accessories for your SportDOG NoBark 18, contact the Customer Care Center at 1-800-732-0144 or visit our website at [www.sportdog.com](http://www.sportdog.com) to locate a retailer near you.

<b>Component</b>	<b>Part Number</b>
Battery - two pack	RFA-67D-11
Replacement Collar	RFA-68
Accessory Pack (Extra Contact Points, washers, and battery)	RFA-118

## Frequently Asked Questions

<b>Will my dog stop barking completely?</b>	<ul style="list-style-type: none"><li>• The NoBark 18 effectively and humanely stops barking when it is worn. It should only be worn during periods of unwanted barking.</li></ul>
<b>My dog has a sensitive nature. Can I lower the Correction level?</b>	<ul style="list-style-type: none"><li>• You can obtain a resistor to reduce the Correction level by contacting the Customer Care Center at 1-800-732-0144.</li></ul>
<b>Will another dog's bark set off the NoBark 18?</b>	<ul style="list-style-type: none"><li>• No.</li></ul>
<b>Is the NoBark 18 safe and humane?</b>	<ul style="list-style-type: none"><li>• Yes. The NoBark 18 is designed to get your dog's attention, not to punish him. However, the initial Correction may startle your dog.</li></ul>
<b>Will the NoBark 18 work for my dog?</b>	<ul style="list-style-type: none"><li>• The NoBark 18 is safe and effective for all breeds and sizes of dogs, though it may be too large for dogs under 8 pounds to wear comfortably.</li></ul>
<b>Can I leave the NoBark 18 on my dog all the time?</b>	<ul style="list-style-type: none"><li>• No. Never leave the NoBark 18 on for more than 12 consecutive hours. (See "Caution" on page 11.)</li></ul>

<p><b>Is it possible for my dog to learn not to bark only when the NoBark 18 is on?</b></p>	<ul style="list-style-type: none"> <li>• Yes. This is best accomplished by placing the NoBark 18 on your dog only in situations where you never want him to bark, and never placing the NoBark 18 on your dog in situations where you find it acceptable for him to bark.</li> </ul>
<p><b>I have more than one dog, but only one dog with a barking problem. Will it cause problems between the dogs if I keep them together?</b></p>	<ul style="list-style-type: none"> <li>• It should not be a problem, especially if you follow the procedures described in this guide.</li> </ul>
<p><b>Can I attach a leash to the NoBark 18?</b></p>	<ul style="list-style-type: none"> <li>• No. This can result in pulling the Contact Points too tightly against your dog's neck. Attach a leash to a separate, non-metallic collar, making sure the extra collar does not put pressure on the Contact Points.</li> </ul>

## Troubleshooting

<p><b>My dog keeps barking (does not respond to the Correction).</b></p>	<ul style="list-style-type: none"><li>• Tighten the NoBark 18 and/or trim your dog's hair where the Contact Points touch his neck to ensure good skin contact.</li><li>• Test the NoBark 18 (see "To Test the NoBark 18" section).</li><li>• Increase the Correction Mode.</li><li>• Replace the battery.</li><li>• If your dog still does not respond, contact the Customer Care Center at 1-800-732-0144.</li></ul>
<p><b>The NoBark 18 Indicator Light is flashing.</b></p>	<ul style="list-style-type: none"><li>• Make sure the Mode Switch is not set to TEST.</li><li>• Replace the battery</li><li>• If the light continues to flash with a new battery, contact the Customer Care Center at 1-800-732-0144.</li></ul>

## **Service**

If you need service, please contact the Customer Care Center at 1-800-732-0144 for help in troubleshooting and, if necessary, to arrange a repair for your product (a service charge may apply). Also, please visit our website at [www.sportdog.com](http://www.sportdog.com) for more Frequently Asked Questions and Troubleshooting Tips.

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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 dogs where training is desired. The specific temperament of your dog may not work with this Product. We recommend that you not use this Product if your dog is less than 8 pounds or if your dog is aggressive. If you are unsure whether this is appropriate for your dog, please consult your veterinarian, certified trainer or contact our Customer Care Center at 1-800-732-0144.

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 dogs only. This dog 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.

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## **International Waaranty**

Canada - Tel: 800-732-2677

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

Australia - Tel: 1800 786 608

Monday - Friday 9 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 12 PM - 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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## **Perchlorate Battery**

Perchlorate Material – special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).





Radio Systems Corporation  
10427 Electric Avenue  
Knoxville, TN 37932  
1-800-732-0144  
www.sportdog.com  
400-646/2

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and #5,927,233

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