

**PREMIER™**  
Your Pets, Our Passion™



***GentleSpray*®**  
Citronella Anti-Bark Collar

**Instruction Guide**



**Congratulations**  
on your purchase of a

# **GentleSpray<sup>®</sup>**

**Citronella Anti-Bark Collar**

This revolutionary product allows you to combine patented Spraylogik™ technology with proven behavior modification techniques. By purchasing this product, you are well on your way to gaining control over your dog's problem barking.

The Gentle Spray® Citronella Anti-Bark Collar has been clinically proven to be 88% effective at stopping or reducing barking. The burst of citronella spray acts on four of your dog's five senses – it hears it, sees it, feels it and smells it. This training process occurs instantaneously and without pain.

Ready for your dog to become a quiet family member? Let's get started.

## **This kit includes:**



- ◆ Spray device with ON/OFF switch
- ◆ 24" adjustable nylon collar, Quick-snap buckle and Keeper
- ◆ Can of Premier branded stain-free, hypoallergenic citronella spray
- ◆ 6-volt battery
- ◆ Lifetime Warranty

## Preparing the collar

### Attach the spray device to the strap

Remove the keeper from the strap. (figure 1)

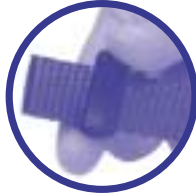


figure 1

Orient the device so that the fill port and spray valve are facing up and microphone is facing you. (figure 2)



figure 2

Grasp the strap in your right hand. Thread the strap from front to back through the ear on the right. Bring the strap around the back-side and then thread it back to front through the ear on the left. **Make sure not to cover the microphone with the strap.** (figure 3) Put the keeper back on the strap. The curved edge of the keeper should face the inside.



figure 3

Now it's time to attach the quick-snap buckle to the strap. Feed the free edge of the strap into the slot that is closest to the center, starting on the inside of the curve. Next, feed the free end through the slot on the edge of the buckle. (figure 4)



figure 4

Pass the loose strap through the keeper. Failure to do so will increase the likelihood that the strap will slip causing a need to constantly adjust the fit. The assembled collar should look as shown. (figure 5)



figure 5

### Fill the spray reservoir with citronella

Steady the device on a flat surface with the fill port facing up. Turn the spray can upside down and place the nozzle in the fill port. (figure 6) Using firm pressure, push down on the can and hold for 15 seconds. Repeat and hold for an additional 5 seconds to fully fill the reservoir. If spray is escaping as you attempt to fill, increase the downward pressure on the can to get a better seal. **You cannot overfill the device.** When completely filled, there should be approximately 25 sprays in the reservoir.



figure 6

### Insert the battery into the spray device

To insert the battery, remove the battery door. Make sure the + on the battery lines up with the + in the battery compartment. (figure 7) Replace the battery door. The ON/OFF switch (figure 8) is located at the bottom of the device. If the battery is in and the device is ON, it's 'listening.' To prolong battery life, make sure that you turn the device OFF when it's not in use.



figure 7

### Test the spray device

Before every use, it's best to test the spray action by turning it ON and blowing into the microphone.



figure 8

## Getting your dog acquainted with the collar

Be sure to read through the entire guide before putting the collar on your dog for the first time. It's important to start any training process on a day when you have ample time to be with your dog so that you can *focus on your dog's response and reward good behavior*.

### Fit the collar to your dog

Remove all other collars. Place the collar and spray device around your dog's neck with the microphone facing the dog's throat and spray valve directed upward toward the dog's muzzle. (figure 9)



figure 9

Adjust the collar to fit like a regular collar. You should be able to slip two fingers under the collar. If the collar is too tight, the sound waves caused by your dog's barking will not reach the microphone to trigger the spray. After you're done fitting the collar, take it off your dog if you wish to cut off any excess strap length. Should you choose to cut the strap, be sure to heat seal the end with a safety match or cigarette lighter to prevent fraying.

If your dog tries to take off the device, a harness can be used instead of the collar provided in the kit. Dog harnesses are available in all good pet shops.

**Caution** Don't leave your dog unattended wearing the training collar until it's accustomed to the receiver device and you've determined that the collar is fitted properly and working correctly.

### Using the collar as a training tool

Put the collar on your dog making sure that the microphone is facing your dog's neck. A good way to observe your dog's response to the spray is to put your dog in a situation where it usually barks.

When your dog barks, the device should spray. (figure 10) Your dog will probably act a bit surprised and stop barking. It may jump to get

away from the spray, or shake its head, or sneeze. Do not yell "NO" or say anything when your dog barks. When your dog stops barking, say, "good quiet." When the stimulus that causes your dog to bark is present, but your dog is not barking, be sure to reward the desired behavior with verbal praise "good quiet" and a food reward.



figure 10

If you say "good quiet" and give a treat, your dog will soon start to associate "good quiet" with not barking. After repeatedly pairing the quiet behavior with the words "good quiet," you can expect your dog to stop barking with the verbal request for "quiet."

It's very important that you take the collar off and refill the spray reservoir with citronella *before* it runs dry. Otherwise you have taught your dog that if it's persistent, it'll be rewarded by getting rid of the spray. To avoid this, routinely refill the spray reservoir before every use. The reservoir will hold approximately 25 sprays.

### Where the collar can be used

The collar can be used anywhere you find your dog's prolonged nuisance barking to be a problem. The collar can be used indoors or out. The spray is organic and non-toxic to humans, animals, and the environment.

We strongly recommend that your dog is given free time without the collar to play and relax. This collar should not be left on dogs 24 hours-a-day.

**Caution** Don't use this collar while your dog is swimming or exposed to prolonged water spray. The spray device is water resistant, but not waterproof, and may stop working if submerged in water. In addition, don't expose the spray device to either freezing temperatures or conditions warmer than 113° F. Be particularly careful not to leave the device in direct sunlight, by a window or in a car on a summer day.



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## Removing the collar

Detach the collar with the quick-snap release. Remember to turn the device OFF after every use to maximize battery life.

## Purchasing spray refills and/or batteries

Replacement batteries, citronella and citronella-free 'scentless' spray refills are available for purchase. (figure 11) Check your local pet store or contact our customer service department at 888.640.8840 for more information.



figure 11

**Note** Only Premier branded spray refills should be used to fill the spray reservoir.

## Enjoy your quiet dog

Your dog will quickly and painlessly learn that there is a consequence for barking. It should completely assimilate to the collar within a few days.

The Gentle Spray Citronella Anti-Bark Collar is the most effective tool to stop problem barking. We've received countless letters and calls from veterinarians, trainers and dog owners about how the product has solved their dog's barking problem and has dramatically improved the relationship with their dog.

## Storage

Always remove the battery and empty the reservoir when putting the spray device away for more than a week. Use a ballpoint pen to depress the fill port stem and release any remaining spray. This practice will prolong the operating life of the spray mechanism.

## Important information

This system is not a toy. Please read all the operating instructions carefully, fill the spray device only with recommended spray products, and always store the spray device away from children's reach.

**Caution** The spray device should only be used on healthy dogs. If your dog has anxiety-based behavior or health problems, we suggest that you consult a veterinarian before using this training system.

If you have any questions about the proper use of your collar, please call 888.640.8840 and ask for a customer service representative or e-mail us at [info@premier.com](mailto:info@premier.com). We're happy to help you. Our office hours are Monday-Friday 8:00 a.m. – 6:00 p.m. (ET).

**We welcome your comments about the product.  
Feel free to e-mail us at [info@premier.com](mailto:info@premier.com).**



## Troubleshooting

### Problem

**The anti-bark device doesn't spray when your dog barks.**

### Solution

The spray reservoir is empty. Refill it with citronella.

Steady the device on a flat surface with the fill port facing up. Turn the spray can upside down and place the nozzle in the fill port. Using firm pressure, push down on the spray can and hold for 15 seconds. Repeat and hold for an additional 5 seconds to fully fill the reservoir. You don't need to worry about overfilling. Once the pressure in the reservoir equals the pressure in the can, the gas will stop flowing. If spray is escaping while you're attempting to fill the device, the reservoir is not filling. Increase the downward pressure on the refill can to insure a good seal. Escaping spray does not indicate a full reservoir.

### Solution

Check the battery.

The most common reason a receiver device stops working is a dead battery. When the battery is in and the device is ON, it's 'listening' whether on your dog or not. To extend battery life, be sure to turn OFF the device every time you remove the collar from your dog.

Because the batteries are so small, it's easy to put them in backwards. Make sure the + on the battery lines up with the + in the battery compartment.

Occasionally newly purchased batteries may have weakened or actually expired while "on the shelf." We recommend trying several different batteries before concluding the battery is not the problem.

### Problem

**The anti-bark device sprays when you blow into the microphone, but it won't spray when your dog barks.**

### Solution

Check the fit of the collar.

A strap that is fit too tightly will not allow the sound waves to be picked up by the microphone. A strap that is fit too loosely may be too far from your dog's mouth to pick up the sound. Gravity should keep the spray device centered near your dog's Adam's apple.

### Solution

Prevent your dog's long hair from blocking the microphone.

- Try tying a bandanna around your dog's neck and then place the Gentle Spray Collar over it.
- Clip the hair a bit shorter in the neck area.
- Use hair bands to hold hair away from the microphone.

### Problem

**The anti-bark device sprays when your dog is not barking.**

### Solution

Remove all other collars when using the anti-bark device.

Jangling of dog tags, chains and buckles can sometimes cause the device to spray at inappropriate times.

### Solution

Check the fit of the collar.

The collar may be fit too loosely and is picking up other sounds.

# More cool stuff from Premier™ ...

## Gentle Leader® Headcollar

Considered a training favorite, it controls leash-pulling, lunging and jumping and is the number one recommended head collar endorsed by leading veterinarians, trainers and behaviorists worldwide.

## Premier® Collar

This Martingale-style collar provides greater control and reduces the risk of escape. It's better than a buckle and safer than a choke collar.

## Cloud Bed

Our signature two-piece design combines a cuddly overstuffed pillow with cushy bolsters to create a wonderfully comfortable bed. Completely machine washable and drier safe. Available in four distinctive, fully reversible styles and sizes to accommodate every breed.

## Busy Buddy™ Toys

A full line of treat-holding rubber chew toys designed to "keep your dog busy with good things to chew". Each toy offers a unique chewing experience and helps redirect potentially destructive behavior into positive playtime.

**PREMIER™**  
Your Pets, Our Passion™

Midlothian, VA  
888.640.8840 / premier.com

# No-Bark Collar

BC-50B

Operation Guide

INNOTEK™

## INTRODUCTION

This Innotek™ electronic dog collar is among the safest, most humane and effective training products you can buy. Used properly, the collar's electronic stimulus serves as a distraction that your dog will find undesirable. By obeying, your dog quickly learns to shut off the stimulus, thus gaining confidence in response to your commands. Like most Innotek training products, this collar has variable stimulation levels. This feature allows you to use the level that best matches your dog's temperament.

## IMPORTANT SAFEGUARDS

1. Obey all warnings contained in this manual.
2. The electronic dog collar is intended only for use on dogs. Never attempt to use this product for any purpose not specifically described in this manual.
3. If you have any reason to believe that your dog may pose a danger to others, harm itself, or react adversely after receiving a stimulation from the No-Bark Collar, you should not use this product to quiet your dog.
4. Do not leave the collar on your dog for more than 12 hours per day.
5. Never perform set-up procedures when the collar is on your dog.
6. Test the No-Bark Collar prior to use or after changing any settings to ensure that the unit is operating properly.
7. Do not use this system if you suspect the battery in the collar is low.
8. Keep out of the reach of children.
9. Your dog will not respond to the No-Bark Collar unless:
  - A. The No-Bark Collar has an appropriate battery.
  - B. The No-Bark Collar is worn properly by the dog.
  - C. The No-Bark Collar is adjusted so that the probes are touching your dog's skin.
  - D. The No-Bark Collar is positioned on your dog's neck an inch above or below its vocal cords.
10. Realize that because individual dogs have unique temperaments, there is no way of knowing how your dog will react to its introduction to the No-Bark Collar. Also realize that an aggressive animal could turn against the handler upon receiving the stimulation. Therefore, if you feel your dog has an aggressive temperament and/or it has a history of aggressive behavior, you should consult a certified animal behaviorist before using this product.
11. Read all instructions before using this product. If you have any questions or concerns after reading this information, contact Innotek at 1-800-826-5527.

## COMPONENTS

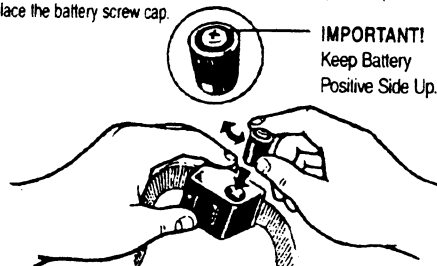
- A. Collar Receiver - This small black box is attached to a nylon collar strap. It is water resistant and houses the computerized electronics which deliver the correction stimulus via two probes.
- B. Stimulation Probes - Two sets of probes are included to accommodate different coat lengths and thicknesses. Special probes are available for dogs with extra-thick hair.
- C. Keychain Magnet - Used to program the stimulus to one of seven levels.
- D. 6-Volt Alkaline Battery - Power source for the receiver.
- E. Vibration Probes - Always use the short vibration probe with the short

stimulation probes and the long vibration probe with the long stimulation probes.

## SECTION 1.

### INSTALLING THE 6-VOLT BATTERY

Before first use, you need to install the battery. Use a dime or slotted screwdriver to loosen the battery screw cap on the side of the receiver, turning it counterclockwise. Install battery with positive (+) side up and replace the battery screw cap.



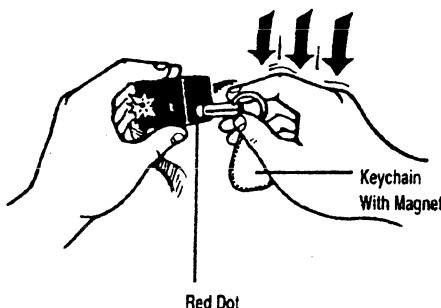
## SECTION 2.

### SETTING THE STIMULATION LEVEL

The No-Bark Collar has a programmable stimulation option that allows you to choose one of seven levels. Level 1 is mildest and Level 7 is the most intense. After installing/replacing the battery, the collar will default to level 1; so if you want to use a higher level, you will have to reprogram it.

#### Step 1 (Current Stimulation Level)

When the magnet is slid across the red paper dot on the receiver, a solid red light will come on for approximately 1 second. Then it will flash to indicate the programmed level of stimulation. For example, if the red light flashed three times after the solid red light comes on, it is set at level 3.



#### Step 2 (Set New Stimulation Level)

Within 3 seconds after Step 1, the magnet **MUST** be held over the red paper dot to change the stimulation level. Count the number of flashes to correspond with the desired stimulation level. For example, to change the stimulation level to Level 4, hold the magnet over the red paper dot until it flashes 4 times. Then pull the magnet away from the red paper dot.

#### Step 3 (Confirm New Stimulation Level)

After the stimulation level is set, the receiver will automatically confirm the level of stimulation. Count the number of flashes to be sure it is set at the desired stimulation level. If it flashes four times, then the receiver is set at level 4.

If the collar is not set correctly at the desired stimulation level, allow the collar receiver to cycle through Step 3 before attempting to repeat these steps.

## SECTION 3.

### SETTING THE SENSITIVITY

The center black vibration probe needs to be 1/16th to 1/8th of an inch higher than the two outside metal probes. This allows the receiver to sense the vibration from the dog's vocal cords, which in turn activates the correction. If this center vibration probe is too short, too long or even with the two outside probes, the unit will not function properly.

#### SECTION 4.

##### TESTING THE COLLAR RECEIVER

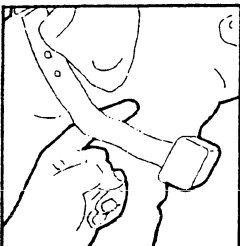
To check the height of the probes, simply place the unit so the probe side is down on a hard flat surface. The receiver should rock back and forth on the center probe.

To test to see if the collar receiver is sensing vibration, gently rub the probes over a hard flat surface (not glass). A red light indicates that the receiver is sensing vibration and delivering stimulation. **Only when certain the collar is working properly should you proceed with fitting the collar to your dog.**

#### SECTION 5.

##### FITTING THE COLLAR TO YOUR DOG

Careful selection of the probes and positioning of the collar are important. Use the short probes for short-haired dogs and the longer ones for dogs with long coats. Finger-tighten the probes, then turn one-half additional revolution with the probe wrench; do not over-tighten. Always use the rubber insulators between the collar and the probes to help keep the probes secure and provide insulation in damp conditions.



**Proper Fit:** The collar strap fit should be snug, yet loose enough to allow one finger to fit between the strap and dog's skin.

You may find that a small amount of hair removal or thinning allows better probe contact. **DO NOT** shave the dog's neck. If your dog has an extremely thick coat, contact the Innotek Contact Center about getting special probes.

Fit the strap as snugly as possible without restricting breathing. Place the collar on the smallest part of the neck, positioning the receiver an inch above or below its vocal cords. The probes must be touching the dog's skin.

Once the collar is adjusted to the correct length, cut off the excess strap, leaving 4 to 6 inches. Remove it from the dog's neck and seal the end with a lighted match for 1-2 seconds. This will prevent fraying.

Remove the collar before leaving the dog unattended. Check your dog periodically for skin irritation. If you need to leave the collar on your dog for extended periods, call the Innotek Contact Center about purchasing a dummy collar.

#### SECTION 6.

##### TROUBLESHOOTING

If the collar appears to not be working:

- Adjust collar fit.
- Trim hair or use longer probes.
- Make sure probes are touching the dog's skin.
- Increase the height of the vibration probe to 1/16th or 1/8th of an inch higher than the stimulation probes.
- Replace the battery.
- Adjust the stimulation level.
- Check the probes for tightness.

#### SECTION 7.

##### GENERAL MAINTENANCE TIPS

This product requires very little maintenance. The collar receiver is water resistant and should not be immersed in water. To remove dirt, simply wipe with soap and water. Never place the collar in a dishwasher.

Do not attempt to dismantle or repair any components of this product; this will void the manufacturer's warranty. These components contain computerized circuitry that should be serviced only by an authorized expert.

#### LIMITED LIFETIME WARRANTY

Innotek warrants that this product will be free from defects in material and workmanship under normal use for one year from the date of original consumer purchase.

Within 30 days of the original consumer purchase, this product is covered by Innotek's 30-day money-back guarantee. If you are not satisfied with the performance of this product, you may return it with the original receipt to the place of purchase for a full refund, subject to dealer approval (less shipping charges).

After 30 days and during the Limited Warranty period we will, at our option, repair or replace the defective part(s) for a \$15 processing fee.

This Limited Warranty is offered only to the original consumer purchaser. This Limited Warranty is subject to the condition that any covered defect occurs under normal conditions of use and maintenance and that Innotek receives prompt written notice of the discovery of the defect within the Limited Warranty period. It does not apply to damage or failures that result from physical abuse or misuse of the product. The Limited Warranty is void if any attempts are made to alter or repair the product prior to returning it to our facility within the Limited Warranty period. This Limited Warranty does not cover lost or stolen parts, broken probes, or damage due to dog chews.

EXCEPT AS SPECIFICALLY SET FORTH HEREIN, THERE ARE NO WARRANTIES, REPRESENTATIONS, PROMISES OR ASSURANCES BY INNOTEK, EITHER EXPRESSED OR IMPLIED, WHETHER BY LAW, CUSTOM PREVIOUS TRANSACTION OR OTHERWISE, INCLUDING WITHOUT LIMITATION, WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH REGARD TO THE PRODUCT. INNOTEK'S LIABILITY IS SOLELY AS STATED HEREIN AND NO OTHER LIABILITY SHALL EXIST, WHETHER BY NEGLIGENCE, STRICT LIABILITY, TORT OR ANY OTHER CAUSE OR ACTION. ALL LIABILITIES FOR INNOTEK STATED HEREIN ARE THE SOLE AND EXCLUSIVE REMEDIES OF THE ORIGINAL CONSUMER PURCHASER. IN NO EVENT SHALL INNOTEK BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, OR ANY OTHER TYPE OF DAMAGE WHICH MAY BE CAUSED IN WHOLE OR IN PART BY ANY FAILURE, DEFECT OR PROBLEM OF THE PRODUCT.

This product is not a substitute for traditional obedience training. Innotek does not guarantee the effectiveness of this product due to variances in canine personality, temperament and influences beyond our control.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply in all instances.

If services are required, call the Innotek Contact Center to obtain a Return Materials Authorization (RMA) Number and return instructions. The defective part or the complete system should be sent by a trackable carrier such as insured U.S. mail or UPS to the address below. A \$15 charge to your Visa or MasterCard is required for processing and handling.

## INNOTEK®

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[www.innotek.net](http://www.innotek.net)

#### WARNING:

Occasionally a dog cannot be trained to respond to a No-Bark Collar. Sometimes even a properly trained dog may disobey a command. Therefore, Innotek, its distributors, and dealers cannot guarantee that the system will, in all cases, keep the Customer's dog from barking, howling, or growling. Accordingly, if the Customer has reason to believe that his or her dog may pose a danger to others, harm itself, or would react adversely after receiving stimulations from this system, the customer should not rely solely on this product to quiet his or her dog.

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'Enjoy your dog' is a trademark of Innotek, Inc.

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