

## **CONGRATULATIONS!**

You have just purchased one of the finest dog training products available.

Before starting to use this unit, carefully read this Owner's Manual. It explains how to operate and maintain your Companion. A thorough understanding of its contents will help you use your Companion safely and effectively.

Tri-Tronics takes great pride in the design, manufacture, service, and safety of its products. If you have any questions after reading the manual, please contact our Customer Service Department at **1-800-456-4343**.

Thank you for choosing Tri-Tronics.

### **Product Specifications**

Product specifications may change without notice or obligation since Tri-Tronics is committed to a policy of continuous improvement.

Certain Tri-Tronics products are covered by one or more of these U.S. patent numbers: 4202293, 4335682, 4794402, 4802482, D298872, 4947795, 5054428, 5099797, 5193484, and patents pending.

Tri-Tronics products are made in the USA. However, certain materials may be sourced from quality suppliers in other countries.

### **Owner's Registration Reply Card**

Please take a moment to complete and return the Owner's Registration Reply Card. When you do, you'll be "on file" at Tri-Tronics. This will help ensure timely, no-questions-asked warranty work should you need it. You may also register on our website at **www.tritronics.com** by clicking on "Online Product Registration."

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## COMPONENTS

### STANDARD COMPONENTS

The Companion has been designed and tested to apply safe, effective electrical stimulation. It includes the following components:



**Collar.** A waterproof case containing a radio receiver and an electrical stimulator is mounted on an adjustable collar strap. The collar strap fits neck sizes from approximately 9 inches to 20 inches around.

**Transmitter.** A battery-powered, hand-held radio transmitter contains the controls used by the trainer to cause the collar to apply stimulation.

**Contact Points.** The contact points deliver electrical stimulation when the transmitter button is pressed.

The color-coded contact points are “variable intensity contact points” and affect the strength of electrical stimulation. The Companion is shipped with the lowest (blue) contact point installed. See page 14 for more information about the variable intensity contact points.

### **Contact Point/Battery Compartment Wrench.**

This plastic tool is used to unscrew the contact points from the collar and to attach other contact points. Also, use this wrench to check the tightness of the contact points



before each use. The contact points must be more than finger-tight. Be certain to use only the contact point wrench to tighten the contact points.

The contact point wrench should also be used to remove or tighten the battery compartment cap in the collar.

### **OPTIONAL COMPONENTS**

The following components are not included with the Companion. Call Tri-Tronics at **1-800-456-4343** for the dealer nearest you.

#### **Short Contact Points.**

The Companion is supplied with “long” contact points. This style is appropriate for most dogs. If your dog has a short coat or



especially sensitive skin, you may wish to use the optional “short” contact points. Both the black point and the color-coded contact point should match in length.

**Books and Videos.** Many books and videos about training with Remote Trainers like the Companion are available. Call Tri-Tronics at **1-800-456-4343** for more information on these resources.

**Storage Pouch.**

This vinyl pouch may be used to carry contact points and the contact point wrench.



**Dummy Collar.**

This collar has the same weight, feel, and appearance as the collar that comes with the Companion, but has no electronics.

**Carrying Case.**

This foam-lined, molded, plastic carrying case holds the collar, transmitter, and all of your accessories.



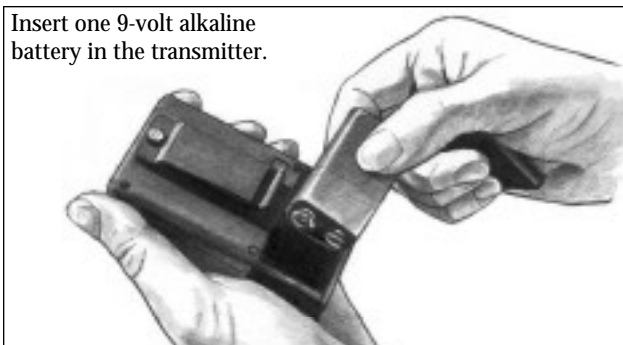
**Holster.**

This padded nylon holster slips right on your belt, and the transmitter may be easily pulled out of it for use.

## BATTERIES

**Installing the Transmitter Batteries.** To open the battery compartment door, press down on the molded ridges on the cover plate and slide it in the direction of the “open” arrow. Install one 9-volt alkaline battery as shown in the illustration inside the battery compartment. Be sure the positive terminal (the smaller terminal) is on the correct side. Slide the battery cover plate back on.

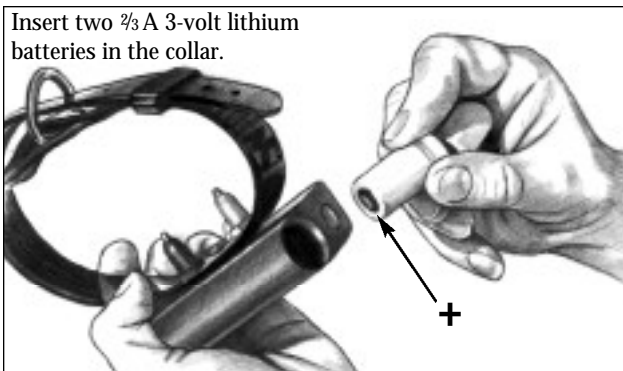
Insert one 9-volt alkaline battery in the transmitter.



**Important:** The positive and negative terminals of the transmitter batteries must match the positive and negative contacts in the battery compartment.

**NOTE:** Do not use non-alkaline batteries in the transmitter.

Insert two  $\frac{2}{3}$ A 3-volt lithium batteries in the collar.



**Installing the Collar Batteries.** To install the two  $\frac{2}{3}$ A 3-volt lithium batteries in the collar, unscrew the battery compartment end cap. Use the contact point wrench. Slide the batteries into the compartment as shown in the illustration on page 4. The positive end of both batteries goes in first, as indicated on the receiver's case.

Inspect the rubber O-ring on the end cap every time you change batteries. Make sure it is still there and is not cracked. Then screw the battery compartment end cap back

Check the O-ring that seals the collar battery compartment for signs of wear.



into the collar, tightening it with the wrench provided.



Tighten the battery cap until the raised plastic ridge is approximately “horizontal,” as shown in the illustration.

**NOTE:** New lithium batteries may cause the collar to produce higher stimulation than normal, which could startle your dog.

We recommend that immediately after installing new batteries, you “time-out” the collar using continuous stimulation four or five times before putting the collar on the dog. To “time-out” the collar, press and hold the transmitter button. After about ten seconds, the red LED in the collar will change from being on continuously to blinking once per second. Release the transmitter button. Wait a moment, then repeat the process.

**Battery Life.** The expected life of the lithium batteries in the collar varies depending on use. Most users experience at least six months to a year of battery life. If your use is very heavy, expect less battery life.

The transmitter batteries should last for about 3000 transmissions (with an assumed length of 1/2 second each).

**Preventing Battery Drain.** The collar draws current whenever it is active (when the red LED is blinking). This is because the collar is seeking a signal from the transmitter even though no stimulation is produced. You should turn the collar off whenever it is not in use in order to conserve the life of the collar batteries.

The transmitter uses no battery current except when the stimulation button is pressed.

**Checking the Collar Batteries.** When the batteries in the collar begin to fail, the red LED will blink rapidly (about eight times a second) when the collar is active.

Depending upon use, the collar may work for several more hours, but you may begin to experience inconsistent performance, or the collar may stop working in the middle of a training session. Plan on replacing the collar batteries soon after you see the collar LED begin to blink rapidly.

**Storing the Companion.** If you won't be using the Companion for several months, you should remove the batteries in both the collar and the transmitter.

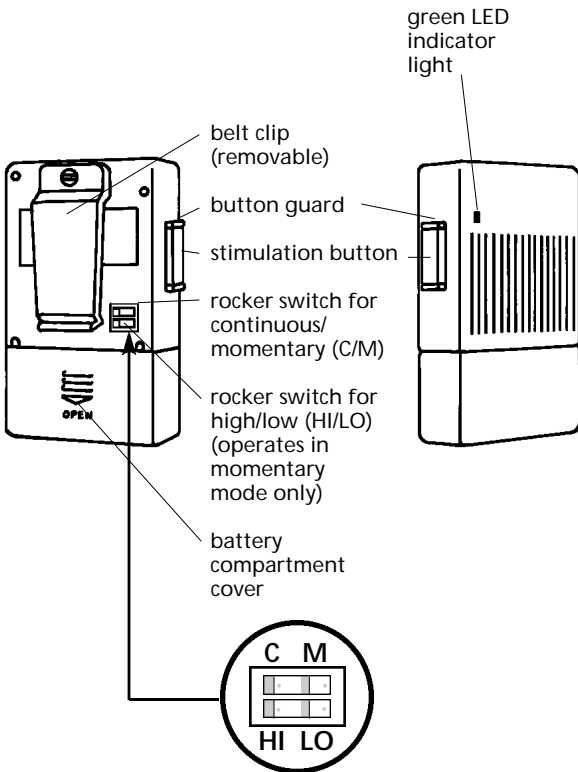
**Battery Disposal.** Tri-Tronics is concerned about environmental issues, so please dispose of batteries in accordance with state and local regulations.



# THE COMPANION TRANSMITTER

Back  
Side

Front  
Side



## TRANSMITTER

**Setting the Rocker Switches.** The upper rocker switch on the back of the transmitter is used to set the collar to produce either continuous (C) or momentary (M) stimulation. When the upper switch is set to M, the lower rocker switch can be used to set the length of the pulse the dog feels. The HI setting is about four times as long as the LO setting. The dog will feel both as brief bursts of stimulation, but HI will feel stronger than LO.

Three combinations are possible by setting the rocker switches.

- Upper rocker on C – pressing the stimulation button produces continuous stimulation. The HI/LO rocker switch has no effect. It may be in either position.
- Upper rocker on M and lower rocker on LO – pressing the stimulation button produces low-level momentary stimulation.
- Upper rocker on M and lower rocker on HI – pressing the stimulation button produces higher-level momentary stimulation.

See the section “Operating the Companion” on page 12 for information about continuous and momentary modes.

Another way to control the strength of stimulation is to change the variable intensity contact point in the collar. Doing this will change the strength of both the continuous and the momentary stimulation.

See the section “Contact Points” on page 14 for a discussion of this feature. Also see pages 16 and 17 for tips on what intensity levels to use for training.

**Applying Stimulation.** The gray button on the side of the transmitter is the stimulation button. Press this button to make the collar deliver electrical stimulation.

**Transmitter LED.** This LED will come on when the stimulation button is pressed. The time that it takes to turn off will depend on which mode (C or M) you're in. In momentary mode (M) in both HI and LO, the LED will turn off after approximately one-half of a second. In continuous mode (C), the LED will turn off when the button is released, or at "time-out" (about ten seconds), whichever comes first.

If the LED fails to light, or the light emitted is very dim, it's time to replace the transmitter battery.

**Belt Clip.** The Companion is shipped with a belt clip already attached. Tighten the screw prior to use. To remove the belt clip, loosen the small screw holding it in place.

You can slide the strap of the collar through the transmitter belt clip and buckle it – a convenient way to keep the transmitter and receiver together.

## COLLAR

**On/Off Switch.** To activate the collar, press the on/off switch until you hear a “click.” To turn off the collar, press this switch again until you hear the “click.”

When the collar is active, the red LED will blink slowly (once per second).

**Collar LED.** The LED on the collar has three functions. First, it tells you when the collar is active. Second, it tells you what the stimulation is doing. Third, it tells you when the collar batteries are beginning to get low.

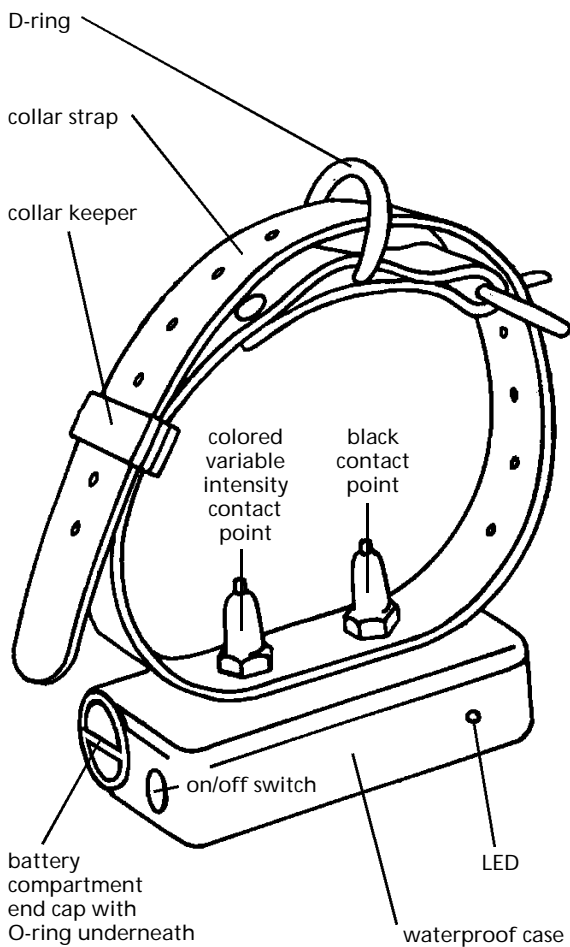
- Light blinks once per second – collar is active.
- Light glows steadily – stimulation is being delivered.
- Light blinks eight times per second – batteries are getting low.

When the transmitter is set for continuous stimulation (C), the light will stay on as long as the stimulation button is held down, or until time-out occurs.

When the transmitter is set for momentary stimulation (M), the light will stay on very briefly for LO and slightly longer for HI, no matter how long the stimulation button is held down.

Note that in the momentary mode, it is normal for the LED to continue to glow steadily for a few moments after the button is released.

## THE COMPANION COLLAR



## OPERATING THE COMPANION

Before putting the collar on the dog for the first time, take a few moments to practice your timing by pressing the stimulation button as you watch the collar LED.

**Activating the Collar.** Make sure there are batteries in the transmitter and collar. Activate the collar by pressing the on/off switch. The LED will begin to blink slowly.

**Continuous and Momentary Modes.** In continuous mode (C), stimulation starts when you press the button and stops when you release it. If you hold the button down for longer than ten seconds, the stimulation will time out at about ten seconds.

In momentary mode (M), stimulation starts when you press the button, and stays on only briefly, regardless of when you release it.

**Operating the Continuous Mode.** Set the upper rocker switch on the transmitter to C. Press and hold the stimulation button. Both the collar and transmitter LEDs will glow steadily.

After the button has been held down for about ten seconds, the transmitter LED turns off and the collar LED returns to blinking once per second. This change means that time-out has occurred and the collar has stopped stimulating.

Release the stimulation button, wait a few moments, and press it again. The collar and transmitter LEDs will glow steadily again.

**Operating the Momentary Mode.** Set the upper rocker switch of the transmitter to M, and the lower rocker switch to LO. Press and hold the stimulation button. The collar LED will glow briefly and then return to blinking once per second. The transmitter LED will stay on for about 1/2 second.

Now set the lower rocker switch to HI. Press and hold the stimulation button. The collar LED will glow slightly longer, then return to blinking once per second. The transmitter LED will stay on for about 1/2 second.

Note that in the momentary mode, it is normal for the LED to continue to glow steadily for a few moments after the button is released.

It is not necessary to tap the button for a brief pulse of stimulation. The momentary mode does this for you automatically. Press and release the button in a natural fashion.

**Deactivating the Collar.** When you are through practicing, press the on/off switch on the collar to deactivate the collar. The LED will stop blinking. This prevents unnecessary drain on the batteries.

**Storing the Companion Between Training Sessions.** When you put your transmitter away, be sure the stimulation button is not accidentally in the “on” position, or you will drain your battery.

**Understanding the Time-Out Feature.**

The Companion is designed so that continuous stimulation cannot stay on longer than about ten seconds at a time. If the stimulation button is held down for a longer period, the transmitter will automatically “time-out” and turn off the stimulation.

When this happens, you can reactivate the transmitter by releasing the button and then pressing it again.

**IMPORTANT:** If you press the button several times in quick succession, you can time out the collar. If this happens, you must reset the collar by turning it off and then on again with the on/off switch. Always wait one-half second or more after releasing the button before pressing it again.

**Range.** The range of the Companion is approximately 200 yards in flat, open terrain. The range you achieve in actual use depends on many factors – terrain, foliage, humidity, metal fences, screen doors, antennas, and

their orientation to one another. Also, if you operate the transmitter while it's clipped to your belt or in your pocket, the range will be significantly reduced.

**NOTE:** Keep your thumb and fingers away from the top area of the transmitter. Any obstruction in this area will drastically reduce the range.

### **Contact Points.**

The collar has two contact points installed. They deliver electrical stimulation to the dog's neck when the transmitter button is pressed. The black point should remain on the collar except during cleaning. The other colored points are "variable intensity contact points" that affect the strength of electrical stimulation. One of these points is used with the black one.



The black point has female threads and the colored points have male threads, so they can't be installed in the wrong location.

The variable intensity contact points are color-coded, and numbered 1/2 - 5 to indicate increasing strength of intensity.

#1/2 blue (lowest)    # 1 – brown    # 2 – red  
# 3 – orange    # 4 – yellow    # 5 – green (highest)

The contact points must be more than finger-tight, but use only the plastic tool that comes with the Companion to tighten the contact points.

There is no need to remove the contact points when the collar is not in use.

**IMPORTANT:** Check both contact points for tightness every time you put the collar on the dog.



## WORKING THE DOG WITH THE COMPANION

### **Collar Positioning.**

The receiver should be positioned in the center of the dog's neck with the strap about halfway between his ears and his shoulders. Be sure that the LED is facing forward so you can see it. This also properly positions the internal antenna for maximum range.

### **Collar Tightness.**

The collar should fit snugly with the contact points touching the dog's skin at all times. A loose-fitting collar can cause inconsistent stimulation, which interferes with the dog's learning.

Tighten the collar by holding the buckle with the forefinger and thumb of one hand while you draw the strap tight with the other hand. Don't put any fingers under the collar strap as you tighten it. Slip the free end of the collar strap through both the D-ring and the plastic keeper to keep it out of the way.

If it seems that the dog is not feeling stimulation every time you press the button, try tightening the collar strap one more notch. Also, try wiggling the receiver on the dog's neck to better seat the contact points through his coat.

Position the collar in the center of the dog's neck with the LED facing forward. The collar should be snug.



When tightening the collar, keep fingers out from under the strap.



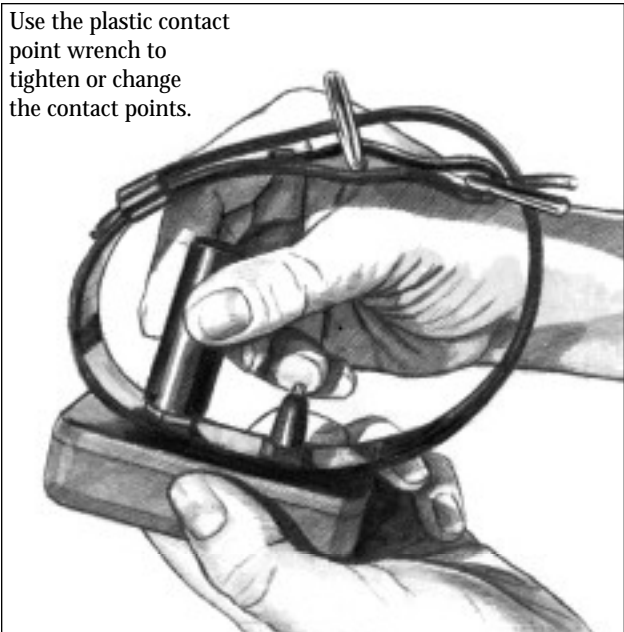
**Finding the Dog's Sensitivity Level.** Before you train your dog with the Companion, you must find the dog's sensitivity level. Dogs are like people in that they all have individual sensitivity levels.

The correct intensity to begin basic training is one that will motivate your dog to obey, but that will not overwhelm him.

To select the right intensity level, start with the lowest variable intensity contact point (the #1/2 blue point) in the collar. Be sure you have set the upper rocker switch on the transmitter to C (continuous stimulation).

Press the stimulation button on the transmitter and hold it down for about a second. Watch the dog's expression. You want to see him cock his ears or quickly move his head. Usually he'll have a quizzical expression on his face. This tells you that the dog has felt the stimulation.

Use the plastic contact point wrench to tighten or change the contact points.



Some dogs cannot feel the lowest level at all, but you should start with it just to be sure.

Work your way up through the different levels from lowest to highest (blue, brown, red, orange, yellow, green), until you find the level that makes your dog react as described. If your dog overreacts (vocalizes) when you press the button, you have selected a level that's too high.

**NOTE:** Be sure you have “timed out” new collar batteries a few times, as described in the Note on page 5. This procedure “takes the edge off” new lithium batteries.

The variable intensity contact point you select using this method will be the right level for basic training and most problem solving.

You may wish to increase the level of the contact point if (1) the dog is not responding to the corrections, particularly when he is distracted or excited, (2) you are using the Companion to stop the dog when he is chasing something, or (3) you use momentary stimulation for most of your corrections.

You may wish to decrease the the level of the contact point if (1) the dog appears increasingly concerned or anxious when corrected, (2) you are correcting the dog when he is not very far away from you, especially when he is not distracted or excited, or (3) the dog frequently overreacts (vocalizes) when he is corrected.

**Note:** If your dog does not seem to be feeling the corrections, always check your collar for tightness. It should be snug.

**Training.** There are two ways to use your Companion in dog training. You can use it to reinforce commands, like “Come” or “Sit,” and you can use it to stop misbehaviors, like chasing, digging, and jumping up.

If you are unfamiliar with training with Remote Trainers, our Customer Service Department will be happy to direct you to some resources. We have several books, videos, and training booklets covering different aspects of the use of Remote Trainers. For more information, contact Tri-Tronics Customer Service at **1-800-456-4343**.

**Avoid Making Your Dog “Collar-Wise.”** A “collar-wise” dog is one that has learned that he might be corrected if he’s wearing the collar, and that he won’t be corrected if he’s not wearing it. Dogs don’t automatically become “collar-wise” from being trained with the Companion, but they can if they learn to compare results. Here are some tips to follow to prevent this:

First, if you are using the collar for reinforcing commands, do not work the dog without the collar on until his habit of obeying your commands is established. This way you don’t put the dog in a position where he is likely to disobey a command and you can’t correct him. In other words, consistency in reinforcing a command is what keeps your dog from becoming “collar-wise.”

Second, if you are using the collar to stop misbehaviors, like chasing, digging, or jumping up, put the collar on the dog well before you plan to correct him with it (20 minutes minimum). This way, he will not relate having the collar put on to the correction he receives.

Be sure that his problem behavior has been eliminated before you put him in a situation where he could misbehave and not be corrected because the collar isn’t on.

## RADIO SIGNAL ISSUES

**Operating Code.** The operating code for the Companion is a two-letter code found on the Owner's Registration Reply Card, and is also located inside the transmitter battery compartment. The operating code tells you whether your Companion and any other Tri-Tronics Remote Trainer could interfere with each other and cause each other to produce unwanted stimulation. They can interfere only if they have identical two-letter codes. There are 200 separate two-letter codes, so such interference is very rare. Also, several series of Tri-Tronics Remote Trainers do not have two-letter operating codes at all, because they use a different radio system. No interference resulting in unintended stimulation is possible between such units and the units, such as the Companion, that have two-letter operating codes.

**Other Interference Issues.** Occasionally other sources of RF (radio frequency) interference generate competing signals that can cause a Remote Trainer not to activate at all, even though the stimulation button is being pressed. When this type of interference occurs, the decoding electronics in your collar will cause it to not activate at all. If this happens, wait a few moments and try again. Also try moving the transmitter closer to the collar.

## CARE AND CLEANING

A little care can extend the life of the Companion and reduce service costs.

**Battery Life.** Avoid leaving the collar or transmitter for long periods in very warm areas, such as closed automobiles in the sun. If you will not be using the Companion for several months, remove the batteries.

**Dirt and Corrosion.** Outdoor conditions can be harsh on the surfaces of the collar. After exposure to brackish, salt, or alkaline water, wash the collar with clean drinking water and use a small brush to remove any foreign materials, particularly around the contact points, the on/off switch, and the battery compartment end cap. Do not use acids, alkalis, solvents, or abrasive tools for cleaning.

**Contact Point Tightness.** The contact points on the collar can become loose. Inspect the contact points for tightness each time you put the collar on your dog. If the contact points need tightening, use the plastic tool that comes with the Companion.

**Battery Compartment Seal.** A good O-ring in the collar battery cap is very important. If the O-ring becomes cracked, worn, or missing, water can enter the battery compartment and cause damage. Inspect the O-ring for signs of cracking and replace it if needed. O-rings can be purchased at most hardware stores.

Whenever you install new batteries in your collar, make sure that the O-ring is still present, and that it's in good condition. Make sure you tighten the battery compartment end cap to the recommended position.

## **SERVICE AND WARRANTY**

Tri-Tronics provides a one-year Factory Warranty on parts and labor for the Companion. Of course, the warranty does not cover physical damage nor abuse. The warranty is also void if the Remote Trainer has been altered or unauthorized service work has been attempted.

## **FCC COMPLIANCE**

The manufacturing of the Companion involves exacting production methods, precise tuning, and stringent quality control tests. In addition, this product is designed and manufactured to operate within Federal Communication Commission (FCC) specifications. It is a violation of FCC rules to modify this equipment.

Tri-Tronics certifies this product to operate under Part 95 of FCC regulations. Unauthorized modifications to your equipment could result in not meeting specifications and violating FCC regulations. Adjustments should only be performed by technically qualified personnel authorized by Tri-Tronics. To continue to meet FCC operating specifications, any replacement of circuit components must meet Tri-Tronics' manufacturing specifications.

## PRODUCT SAFETY

Clinical animal safety studies have been designed and conducted for Tri-Tronics by veterinarians and physiologists at a major university. The scientific studies tested for possible cardiopulmonary and epidermal effects of Tri-Tronics' electrical stimulation applied to the ventral surface of the neck of healthy dogs. These studies showed that there were no clinically significant changes in electrocardiograms, blood pressures, or properties of the skin underlying the contact points.

The clinical investigations involved parameters of electrical stimulation (e.g. maximum output voltage, output impedance, current density, and repetition rate) that were basically the same as the Companion. The safety of the Companion is strongly supported by the scientific, clinical data.

The Companion has two independent circuits that are designed to inhibit excessive electrical stimulation. One is located in the transmitter; the other is in the collar. Like all other parts of our products, these safety circuits receive special attention in Tri-Tronics' environmental, reliability, and quality analyses.

**NOTE:** Your dog should be able to wear the collar comfortably for long periods of time during the day or night. However, it is not designed to be worn continuously. The collar should be removed for several hours each day to protect against skin irritation that could be caused by the contact points rubbing against the neck. Also, take a moment each day to inspect the dog's neck for signs of redness or irritation caused by such rubbing. If signs of irritation appear, temporarily discontinue use of the Companion on the dog.



## TROUBLESHOOTING GUIDE

The Companion should require little service if properly maintained. In addition, many usage problems can be avoided by proper selection of contact points and correct collar tightness.

If you do have problems, however, check this Troubleshooting Guide before calling for service. You could save yourself time and repair costs. Tri-Tronics Customer Service Representatives are available at 1-800-456-4343.

### **PROBLEM # 1: The Companion doesn't have enough range or the range has been reduced.**

**You are holding the transmitter too close to your body.** Holding the transmitter close to your body will interfere with the RF (radio signal) being transmitted. If you experience range problems, try holding the transmitter away from your body. Make sure your hand is not covering the top edge of the transmitter or you will shield the transmitter's internal antenna. Page 14.

**Either you or the dog are shielded by a metal structure.** Metal fences or chain link dog enclosures, screen doors, buildings, and metal structures, will affect the transmission signal. Operate the Companion away from these structures. Page 13.

**The terrain or foliage is affecting the transmission.** Try moving 10-20 yards in any direction to improve transmission; move to higher ground. Check the range in flat, open terrain before sending the unit in for repair.

**Temporary radio interference.** Wait a short while then try again, or move to another area. Page 19.

**The receiver is on backwards.** Position the collar so that the red LED faces forward. Page 15.

**PROBLEM # 2: The LED on the collar glows steadily when the button is pressed, but the collar doesn't seem to work on the dog.**

**The collar strap is not tight enough to provide consistent contact.** The collar should be snug enough so that it doesn't slip around as the dog moves. Contact points must touch the dog's skin to provide efficient, consistent stimulation. Page 15.

**The variable intensity contact point is not correct for the dog.** Dogs have individual sensitivity levels, and you must test your dog to determine his. Pages 16 and 17. Try the next higher variable intensity contact point.

**PROBLEM # 3: The LED blinks slowly, indicating the collar is active, but doesn't glow steadily when the stimulation button is pressed, or it lights intermittently.**

**The transmitter lower rocker switch is set for momentary mode (M).** When the transmitter is set on M, it is normal for the LED to return to blinking slowly – almost right away. Move the rocker switch to C and test again.

**The batteries in the collar and/or transmitter need replacing.** When the batteries begin to get low, intermittent operation can result. Follow the recommendations in this booklet about batteries. Page 4.

**The transmitter is being held too close to the collar when the button is pressed.** Holding the collar in one hand and the transmitter in the other when you test the unit may cause intermittent operation. Place the collar on the floor or a table and maintain several feet of separation.

**PROBLEM # 4: The LED on the collar doesn't light at all.**

**The collar has not been activated.** Activate the collar by pressing the on/off switch once. The LED should begin to blink slowly. Page 12.

**The batteries in the collar and/or transmitter are missing, installed backwards, of the wrong type, or are fully discharged.** Follow the recommendations in this booklet about batteries. Page 4.

**PROBLEM # 5: The LED on the transmitter doesn't light when the stimulation button is pressed.**

**The batteries in the collar and/or transmitter are missing, installed backwards, of the wrong type, or are fully discharged.** Follow the recommendations in this booklet about batteries. Page 4.

If you've taken all the above steps, and the problem seems to persist, your unit needs service. Call our Customer Service Department at **1-800-456-4343**.