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# ViceBreaker® H2

Owner's Guide



Includes Suggestions on How to Correct  
Common Behavior Problems

# ViceBreaker® H2

## *Owner's Guide*

Remote Controlled Electronic Collar



Now Field Expandable!

## CONGRATULATIONS!

Congratulations on the purchase of your ViceBreaker® H2. This remote controlled electronic collar is designed especially for horse use. The ViceBreaker® H2 is used successfully by horsemen worldwide to safely and humanely eliminate unwanted and dangerous horse behaviors. This product is veterinarian and trainer tested and approved.

Tri-Tronics takes great pride in the design, manufacture, service and safety of all our products. Any time you need customer support don't hesitate to contact us. Customer service for your ViceBreaker® H2 can be reached at [support@tthorse.com](mailto:support@tthorse.com) or **1-800-808-8423 (VICE)**. Visit us online at [www.tthorse.com](http://www.tthorse.com).

Thank you for choosing the ViceBreaker® H2. We are committed to helping you, our valued customer, eliminate dangerous or nuisance behaviors in your horses. Your complete satisfaction is our goal.

### 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:

4794402, 4802482, 5054428, 5099797, 5193484, 5471954, D298872, 4947795, 4202293, 4335682, D410206, 6178439B1, D445706S, D446144S, 6549133, D445707S, 6750758, and patents pending.

### Owner's Registration Reply Card

Please take a moment to complete and return the Owner's Registration Reply Card. When you do, your purchase of your ViceBreaker® H2 will be "on file" at Tri-Tronics. This will help ensure timely warranty work should you need it. You can also register your product online at [www.tthorse.com](http://www.tthorse.com).

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*Naturally you're anxious to get started working on your horse's bad habits, but please take a few minutes to read this guide. Understanding the use of your ViceBreaker® H2 is key in successfully eliminating bad habits.*

## **WARNINGS**

Because of the variation in individual horse's reactions, we advise the following:

Always use the lowest stimulation level that is effective with your horse.

- Always check the intensity dial on your transmitter prior to stimulating your horse to make sure it has not accidentally been changed.
- Do not use in areas with low ceilings.
- Do not use while riding.
- Do not use while horse is tied or cross-tied.
- Do not allow children to operate.
- Beware of striking, kicking, rearing or head throwing.
- Always place the collar on the same side of the neck that you are on. Horses have a tendency to move away from the stimulation.
- Do not overuse.
- Always use common sense.

## **COMPONENTS**

**Transmitter.** The transmitter is the part you hold in your hand. When you press a stimulation button ("L" or "M") on the transmitter, the horse will feel electrical stimulation. When you press the upper transmitter button ("BZ"), the horse will hear an audible buzzing sound and not feel stimulation. Both the sound and the stimulation will continue until you release the button, up to a "time-out," at about five seconds. The time-out is a safety feature.

The intensity of the stimulation is set by the numbered dial on the transmitter. There are ten levels of intensity. The dots between the numbers 1 – 5 indicate a level that is half way in between the numbered levels. See page 12 for how to find the right intensity for your horse. The transmitter contains a 9-volt battery that should be replaced if the transmitter light blinks rapidly when you press a button. The transmitter is waterproof.

**Collar.** The collar is the part the horse wears. The collar delivers stimulation to the horse through the contact points on the collar. The collar is impact resistant and waterproof. The light on the collar flashes when the collar is turned on, when a signal is received, and changes color from green to amber or red when batteries are low. The collar contains a rechargeable Nickel Metal Hydride (NiMH) battery. An optional "dummy" collar on its own collar strap is available for times that the active collar is being recharged or for the rare horse that associates the correction with the collar.

**Collar Strap.** The collar strap is handmade with a high quality leather. It has been designed as a break-away strap. It has an elastic insert to ensure proper fit, contact and comfort.

**Collar Charging System.** The ViceBreaker® H2 collar charging system consists of an AC power supply ("wall cube") and a charging cradle. The total time to recharge is 2 hours, and collars may be left on charge indefinitely without damage. The collar charging system keeps the ViceBreaker® H2 collar batteries in top condition.

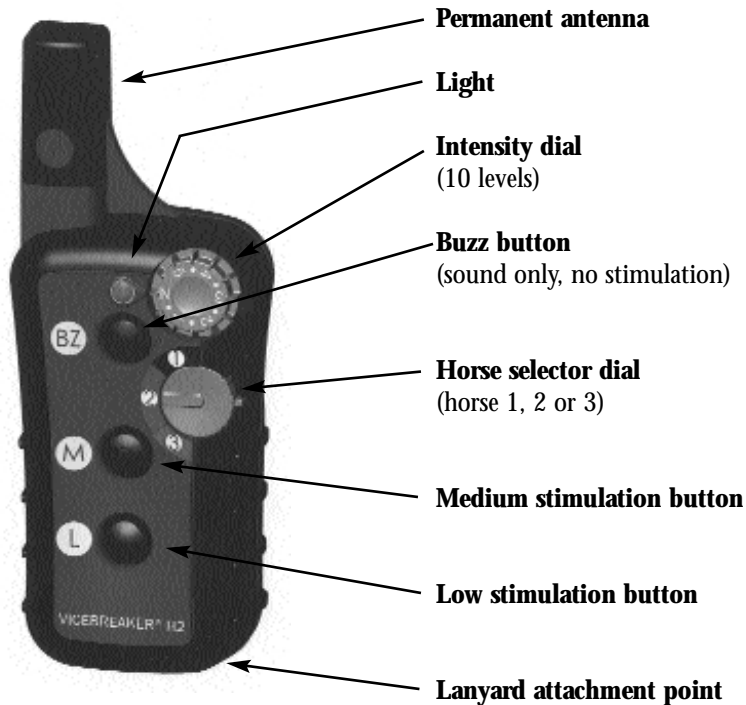
**Lanyard.** The lanyard attaches to the transmitter and enables you to keep it conveniently around your neck.

**Holster.** The transmitter holster has a convenient belt/pocket clip. The transmitter may be operated when clipped to your belt but its range will be reduced. For best range, hold the transmitter away from your body.

**Carrying Case.** A rugged carrying case is included and will protect your unit during travel and storage.

## FEATURE GUIDE

### ViceBreaker® H2 Transmitter



### Collar Light

(“Fuel Gauge”)

Flashes twice per second every four seconds when the collar is turned on.

This light will be:

**Green** when the batteries are full.

**Amber** when the batteries are partly discharged.

**Red** when the batteries need charging very soon.

Rapid red flashing means the batteries are completely dead and the unit will not function. Note that it takes 20 seconds after collar turn-on for the light to register battery level.

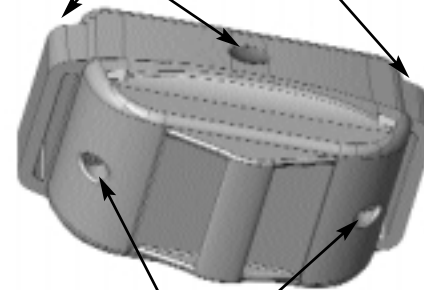
**The collar is waterproof.**

**Very important:** Do not remove or tamper with the receiver serial number label that is visible when the battery pack is removed. Doing so will void your warranty. This label is a seal that maintains waterproof integrity of the collar.

### Collar Strap Retaining Loops

(“Belt Loops”)

Insert the leather collar strap through all three belt loops and snug the strap against case.



### Battery Pack Access Screws

Remove these two screws to remove the battery pack. Position the new pack in place and replace the screws. (Note: The battery pack does not need to be removed for charging.)

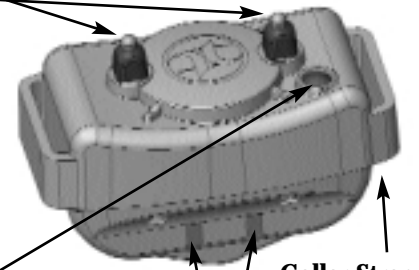
## NOTE: CHARGE COLLAR BEFORE FIRST USE.

### Contact Points

Tri-Tronics' patented insulated contact points ensure consistent stimulation under all conditions. Check contact points regularly for tightness. Use only our plastic wrench to remove or tighten and do not over tighten.

### Collar On/Off Button

Press to turn the collar on. Two confirming tones will sound and the collar light will flash periodically while the collar is on. Press to turn the collar off. One long tone will sound and the light will stop flashing. Turn the collar off when not in use to conserve batteries. You can also turn the collar on and off remotely using the transmitter.



### Collar Strap Retaining Loop ("Belt Loop")

### Charging Contacts

Place the collar in the supplied cradle to charge. Discharged batteries will take only two hours to fully recharge with our new battery charging system.

It will take 20 seconds after turn-on before the light will glow steadily or before the collar will stimulate.

## ATTACHING THE COLLAR STRAP TO YOUR COLLAR

Your ViceBreaker® H2 is shipped with the collar strap separate from the collar. Install the collar strap by sliding the leather strap through the three "belt loops" on the collar. Position the buckle where it is convenient. If you have purchased an additional collar for a second horse, slide the red sleeves over the strap of the additional collar, positioned so one will show on each side of the horse's neck. If you have purchased a second additional collar for a third horse, return the included card to Tri-Tronics to receive a set of blue sleeves. When you set your additional collar(s) to operate with your ViceBreaker® H2 transmitter (page 11) be sure that the correct colored sleeve matches the desired horse selector dial position (red or blue).

## CHARGING THE COLLAR

Approximately two hours is a full charge for a ViceBreaker® H2.

Charge the collar before first use. Plug the power supply into an outlet and plug the cord into the cradle. Insert the collar into the cradle so that the charging contacts on the collar line up with the cradle charging contacts. There will be a positive "snap" when the collar locks into the cradle correctly. The cradle light flashes briefly when power is connected. When the collar is charging the cradle light will be red. When charging is complete the cradle light will turn green. You may leave the collar on charge indefinitely without damage to the batteries.

If the cradle light is off there is no power to the cradle, the collar and cradle charging contacts are not seated properly, or the charger is faulty. Please see the troubleshooting section.

## Some pointers while charging the ViceBreaker® H2 collar:

- Do not charge cold batteries or charge batteries in especially hot areas.
- Keep both sides of the cradle free of dirt and debris.
- Ensure that the cradle vents are not blocked.
- Use only the power supply that is included.
- The charging cradle and power supply are not designed to get wet.
- If your unit is in storage, charge every four months and recharge prior to first use.

The transmitter comes with a 9-volt battery installed and does not need to be charged. If the storage time will exceed six months, remove the 9-volt battery from the transmitter.

**It's always best to store a ViceBreaker® H2 at room temperature.**

### When to recharge

When the light on the collar blinks amber or red, you need to recharge the collar soon. The amount of time that collar batteries have left after the low battery indicator comes on depends on what level of stimulation you use and how frequently you apply it, the temperature (less time remains during cold weather), and other factors. By using the remote turn on/off feature to turn the collar off when you will not be observing your horse, you can increase the length of time between charges.



## TURNING THE COLLAR ON AND OFF

The collar must be turned on before it can apply stimulation or the audible buzz. There are two ways to turn the collar on and off. You can use the collar on/off button or you can turn it on and off remotely with your transmitter. The remote on/off feature allows you to save battery life by turning the collar off remotely at appropriate times while not cueing the horse by your presence or physical manipulation of the collar.

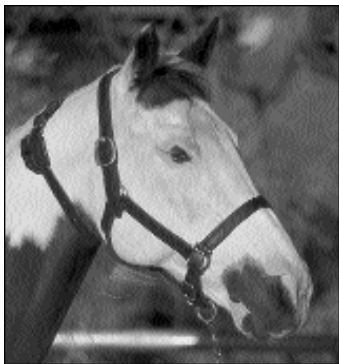
**Collar Button On/Off.** Press the round button on the collar. You will hear two beeps and the collar light will flash indicating the collar is now on. To turn off, press the collar button again. You will hear one long beep confirming turn off, and the collar light will stop flashing.

**Remote On/Off.** To turn the collar on or off remotely set the transmitter intensity dial to “N,” then press and hold any transmitter button for about three seconds. The collar light will flash in response to the transmitter's signal, indicating the collar has turned on or off. No collar beep is associated with remote turn on or off.

## FITTING THE COLLAR ON YOUR HORSE

Place the collar on the smallest part of your horse's neck (the throatlatch area) making sure that both contact points are making contact. Avoid placing the collar against the jugular groove, because contact could be inconsistent. Fit the collar snugly. Whenever a horse shakes its head the collar may move on the neck – that is okay. Once you have the collar strap adjusted to the correct length, you may cut off the excess, leaving enough to slip through the keepers. Be sure to continue to check the tightness of the collar as the leather becomes more supple.

*Both contact points must press firmly against the horse's neck. Avoid placing the receiver against the jugular groove, because contact will be inconsistent.*



**CORRECT**



**INCORRECT**

Horses tend to move away from the stimulation, sometimes suddenly, when they feel it. Always place the collar on the same side of the neck that you will be on, if you will be standing anywhere near the horse when correcting it.

The contact points are made from surgical stainless steel but it is still important to check your horse daily for possible skin irritation. If your horse develops any signs of irritation, move the collar to a different area on the horse's neck.

## **SETTING UP A MULTI-HORSE VICEBREAKER® H2**

Please read all steps before starting.

- Install strap on the new collar and charge the new collar for two hours.
- Turn the collar on.
- Set transmitter horse selection switch to the color of the sleeves. Black (no sleeves) for the first horse, red sleeves for the second horse, and blue for the third horse. All additional collars come with a set of red sleeves. A card is included that you can mail in and we will ship to you a set of blue sleeves at no additional cost.
- Set transmitter intensity dial to a number, not a letter.
- Press and hold collar on/off button, then press and hold the lower or middle transmitter button. Hold both buttons down for about 5 seconds – until you hear two quick beeps (ignore the long beep that sounds right away). Release both buttons.
- Collar will now be set to match your transmitter, and will be turned off.
- Check for a successful match by turning collar back on and pressing a lower or middle transmitter button. The collar light will turn on. If you are not planning to use the unit now, turn the collar off after testing.

If the transmitter does not operate the new collar, try the procedure again. If you are still having trouble please call our Customer Service Department at **1-800-808-8423** for help.



## **STIMULATION LEVEL**

The ViceBreaker® H2 can give corrections at 20 different intensity levels, so you can match the level of correction to both the vice being corrected and your horse's temperament. We recommend starting at the lowest level for most vices.

There are two ways to change intensity, with the intensity dial and with the transmitter buttons.

The transmitter intensity dial is numbered 1 – 5 but gives you a choice of 10 intensities. The dot before #1 and between each number indicates an increase.

Once a dial level is selected, you can apply it in a milder or stronger version depending on whether you use the “low” (bottom) or “medium” (middle) button on the transmitter.

Start at the lowest stimulation level and work your way up until you get an appropriate response from your horse. Please note that the very lowest levels are designed for very sensitive horses and are so slight that many horses do not react to them at all. (In cases such as aggression towards humans you may want to start at a higher level.)

Please note that neither the buzz (ViceBreaker® H2) nor the stimulation will operate when the intensity dial of your transmitter is set to “N.” You must select a position other than “N” on the intensity dial to operate your unit.

## **THE AUDIBLE BUZZ**

Your collar produces an audible buzz when you press the upper button on your transmitter. This buzz can be used instead of stimulation in cases where you want to cue your horse without stimulating him. No stimulation is delivered with the buzz, and the buzz cannot be used at the same time as stimulation.

We recommend that you do not use any pre-stimulation warning buzz when you begin correcting your horse for a particular bad habit. You do not want to warn the horse prior to stimulating him initially. If he were to hear the buzz, stop the behavior and then be stimulated, he may not associate the stimulation with his behavior.

## **COMMON QUESTIONS AND ANSWERS ABOUT ELECTRONIC COLLAR CORRECTIONS**

### **1. Will the ViceBreaker® H2 injure my horse?**

Studies have proven that electrical stimulation is a safe, humane and effective way to communicate with many animals. ViceBreaker® H2 products have adjustable intensity levels to accommodate the most sensitive temperaments.

### **2. How does remote controlled electronic training work?**

Remote training is based on proven theories of conditioning. These theories establish that timing and remaining out of sight are of utmost importance. The ViceBreaker® H2 is an extremely effective way of communicating with your horse at the instant you need to, even if he is a half a mile away.

### **3. Can the collar shock my horse by itself?**

The ViceBreaker® H2 uses modern microprocessing technology and built-in safety circuits to virtually eliminate outside interference. They also have an extra built-in safety feature which automatically turns stimulation off after five seconds of continuous use. See the section, “Product Safety,” on page 22.

### **4. How soon can I expect to see an improvement in my horse's behavior?**

Many problems can be substantially improved or completely resolved with one to two applications. A longer program may be needed depending on the problem to be corrected and the horse's personality and temperament. In our testing we have also found that some horses may need a reminder a few months later.

## SUGGESTIONS

*–Veterinarian and Trainer Tested and Approved*

In making your behavior corrections, please keep in mind the differences in personality and temperament of each horse. Each horse responds differently, and therefore these suggestions are only guidelines. Except in cases of aggression (see page 17) you should start at the lowest stimulation level and increase levels as needed to get the desired response from your horse. The higher settings will not harm your horse, so if you are not getting the desired results don't hesitate to raise the stimulation level.

The first few times you stimulate your horse on a low level, it may startle him although it does not hurt. Once your horse gets accustomed to the sensation and is no longer being startled he will soon realize that it didn't hurt and you may have to turn the level up.

**Important** –We recommend placing the collar on the horse a few days before correcting any bad habits. This prevents the horse from associating the collar with the correction. If he is allowed to become comfortable with the collar, then to him it is just another piece of tack, and the stimulation is associated with the particular bad habit and not the collar. We recommend leaving the collar on all the time (other than during recharging) until the bad habit is corrected. If you are constantly putting the collar on and stimulating the horse, then taking it off, he may learn to relate the correction to wearing the collar and not to his vice. Note that the remote turn-off feature allows you to turn the collar off from a distance when you wish to save battery life, without the horse being aware of the change.

*YOU SHOULD CORRECT YOUR HORSE ONLY  
WHEN YOU “CATCH HIM IN THE ACT.”*

Be consistent and persistent. Horses learn by experiencing consistent responses to their actions.

Some ingrained habits, such as cribbing, may take more persistence. For these habits especially, your observation and consistency is important. For example, if a horse cribs on his feeder and is corrected for it, he may then try to crib on the fence or the waterer. If he is not corrected at these places as well, he will probably learn that it's bad to crib on the feeder but the other places are OK. On the other hand, if he is consistently corrected every time he tries to crib no matter where it is, he will learn that it is the act of cribbing that is causing his discomfort. It is very important to stay out of your horse's sight whenever possible, especially with cribbing..

*Consistent correction is the key!*

If working on more than one bad habit with an individual horse, only correct one vice at a time to avoid confusing the horse. Allow at least 2-3 weeks between working on each different vice.

## CORRECTING BEHAVIOR PROBLEMS

Please read the section, “WARNINGS,” on page 1.

Abnormal horse behavior can have a variety of causes. Some actions may indicate illness or injury. Begin by ruling out any health problems that may cause your horse to behave in a certain way. **ONLY** your veterinarian can rule out possible health-related causes.

Other bad habits can be caused by boredom. It is important that once a bad habit is corrected, care be taken to make sure the horse receives enough exercise and mental stimulation.

## **Cribbing, Windsucking**

Cribbing is a vice in which the horse sets its upper incisor teeth against an object, arches its neck, pulls backward and sucks in air. This can lead to digestive problems. During this process, endorphins are released into the horse's system, giving the horse a "high." Most cribbers are hard to "keep" because of the digestive problems and the fact that in some cases they would rather crib than eat. An additional problem is the excessive wear on the front edges of the upper incisor teeth. Cribbers will have a very strong drive to crib, thus making it one of the more difficult vices to control.

Due to the "high" the horse receives while cribbing, you will most likely need to work up to the higher intensity levels before he is convinced to stop. Some very addicted cribbers may become restless and frustrated upon initially giving up the habit similar to a person who has quit smoking. This will pass, so be persistent. Leave the collar on for at least three weeks after you have seen the horse crib for the last time.

If you need an active collar on your horse at all times, consider buying an extra collar. This option enables you to charge one collar while the other is on the horse. However, remember that the ViceBreaker® H2 requires only two hours for a full recharge.

Very rarely an older chronic cribber may associate the stimulation with wearing the collar. We attribute this to the number and variety of cribbing collars these horses have worn in their lifetime. These few horses will stop cribbing when the collar is on, but may resume when it is removed. These horses need to wear a dummy collar. The dummy collar can be worn loosely but is still effective, and leaves no scars, marks or other ill effects.

## **Aggression Towards People, Kicking, Striking and Attacking**

**Kicking** - The horse that habitually kicks at other horses or people is dangerous to own or handle. Handle such horses cautiously, so that you are never where the horse can kick you.

**Striking** - Striking with the forefeet is a dangerous vice, because the handler is always vulnerable to injury. While handling these horses, always remain alert and be sure to stay at the horse's side, not in front of it.

**Attacking/Charging** - This is one of the most dangerous problems that the ViceBreaker® H2 can help you with. Fortunately, deliberate attacks on people are not as common as the other vices. Not many horses are actually vicious, but any aggressive horse must be controlled. The ViceBreaker® H2 is very effective in these cases in that it teaches the horse to respect the handler without fear. The handler never personally inflicts discomfort on the horse, so he is able to gain the horse's confidence while still teaching it to obey.

As soon as the horse makes any attempt to kick, strike, or attack, he must be corrected immediately!

For a very aggressive horse, we recommend, for your safety, that you set the transmitter at a higher level. Leave the collar on the horse at all times. As soon as the horse's ears go back and he comes at you, command him with a sharp "No" and simultaneously press the button. In this case hold the button down until you are sure the horse has ceased his attack on you.

(If you hold the button down for longer than five seconds, the stimulation will "time out." To start another correction, just press the button again.)



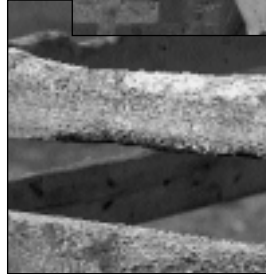
**Aggression Toward Other Horses or Animals** - Fighting is aggressive behavior by dominant individuals. Once dominance is established, usually the fighting is rare unless a new horse is introduced to the herd, at which time the collar can be useful again.

**Wood Chewing** - Wood chewing is one of the most common vices. Some horses chew wood every chance they get due to boredom, while others chew wood only when the weather changes, especially in wet conditions. This vice can be dangerous to the horse because it can swallow, or be punctured by splinters of wood.

**Stopping the Hot Walker** - This bad habit may seem like merely a nuisance to horse owners but it can lead to serious problems. Fortunately it is very easily corrected. Be careful not to use the collar if the hot walker is at a lower height. Typically you will only need the lower intensity levels to cure this problem.

**Stall or Confinement Vices** - Stall vices may cause injury to the horse, may cause poor performance, or may waste energy. They are often an expression of boredom. These include weaving, stall kicking, stall walking, pawing, self-mutilation, and eating bedding or dirt. Horses can mimic each other so stall vices can spread.

**Weaving** - Weaving is a rhythmical shifting of the weight of the forehead from one forefoot to the other. This is a nervous habit that takes a tremendous amount of energy. It results from too much high energy food and/or insufficient exercise. This vice is rapidly learned by horses that see it being performed.



**Stall kicking** - Stall kicking can cause serious injury to the hind legs and especially the hocks. Some horses kick the walls of their stable for no reason other than just to kick. Other horses kick the walls of their stable at feeding time to display their impatience. Some horses only kick at night.

### **General Procedures for Correcting Vices**

1. Place the collar on your horse two days before you begin correcting him.
2. Timing is crucial. Correct your horse as soon as the behavior begins.
3. Consistent corrections are key to success. Correct your horse for the bad habit as often as possible.
4. Stay out of sight as much as possible. Don't react and don't say anything.
5. Start with a low stimulation level, and work your way up if necessary.
6. Correct one vice at a time. If working on more than one bad habit with an individual horse, only correct one vice at a time to avoid confusing the horse. Allow 2-3 weeks between working on each vice.
7. Once the behavior has stopped keep the collar on your horse for three weeks.
8. Persistence pays!

### **Other Vices**

- Chewing leg wraps or bandages
- Tongue flapping or hanging
- Chewing fly masks
- Teeth grinding
- Blanket chewing
- Chewing wounds (not for medical reasons)
- Eating dirt or bedding
- Excessive licking or chewing objects
- Noise making

- Walking in place
- Fence walking or pacing
- Stall walking
- Stall digging
- Pawing (not for medical reasons)
- Door banging
- Foot stomping (not for medical reasons)
- Head bobbing, shaking or throwing
- Rubbing blankets on fences
- Excessive grooming
- Tail or mane eating
- Unruliness in a breeding stallion
- Leaning over or running through fences
- Excessive dominance of pasture mates
- Jumping out of pastures
- Charging the fence or stall
- Banging the feeder
- Self-mutilation

## **BATTERY REPLACEMENT**

### **Replacing the Transmitter Battery**

Your ViceBreaker® H2 is shipped with one 9-volt battery installed. This battery will last for many months in normal usage. If you see the transmitter light flash rapidly when a button is pressed, it is time to replace the transmitter battery.

To change the battery, unscrew the four Phillips head screws on the back of the transmitter, and lift the battery cover off. Remove the old battery and install the new battery in the correct direction. Use a Duracell or Eveready 9-volt alkaline battery. Note that some other brands may be too long and may not fit correctly. Never force a battery into this compartment. Replace the battery cover, tighten the screws (do not over-tighten), and check for transmitter function by pressing a button while you watch the transmitter light. If the light does not illuminate, you may have installed the battery backwards. If so, take it out and turn it around.

### **Replacing the Collar Batteries**

Proper battery care will help ensure maximum life from your rechargeable collar batteries. When your collar batteries do need to be replaced, you can replace them yourself with a convenient battery pack obtained from Tri-Tronics. Follow the included instructions.

### **RANGE**

Your ViceBreaker® H2 has a range of one-half mile. Terrain, weather, vegetation, transmission from other radio devices in the area, and other factors affect the range. For the very best range, hold the transmitter away from your body, and even above your head.

### **RADIO SIGNAL ISSUES**

Modern microprocessor technology virtually eliminates the possibility that your collar could be unintentionally activated. Please contact our Customer Service Department at [support@tthorse.com](mailto:support@tthorse.com) or **1-800-808-8423 (VICE)** with any questions.

### **FCC COMPLIANCE**

Tri-Tronics products are manufactured to operate within Federal Communication Commission (FCC) specifications. It is a violation of FCC rules to modify your equipment. Tri-Tronics certifies its products to operate under Part 95 of FCC regulations. Unauthorized modifications to your equipment could result in its not meeting specifications and thus violating FCC regulations. Only technically qualified personnel authorized by Tri-Tronics should perform adjustments. Any replacement of circuit components including antennas must meet Tri-Tronics manufacture specifications.

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.

## PRODUCT SAFETY

The ViceBreaker® H2 by Tri-Tronics has two independent circuits that are designed to prevent 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 analysis.

## SERVICE AND WARRANTY

### Customer Service

We hope that this guide has been helpful. If you have any questions, or you suspect your ViceBreaker® H2 is malfunctioning, please contact our Customer Service Department at [support@tthorse.com](mailto:support@tthorse.com) or **1-800-808-8423 (VICE)**. Before you call, please read the “Troubleshooting Guide.”

### Factory Warranty

The ViceBreaker® H2 is covered by a two-year warranty on parts and labor. The warranty is transferable to a new owner, but does not cover physical damage or abuse. The warranty is also void if the ViceBreaker® H2 has been altered or unauthorized service work has been attempted.

### Repair Procedure

Always call our Customer Service Department before sending your ViceBreaker® H2 in for repairs. If you send your ViceBreaker® H2 in for repair, either while under warranty or out of warranty, we may replace it with a reconditioned unit.

## TROUBLESHOOTING GUIDE

### Note: About Cold Weather Performance

All batteries experience a normal drop in voltage during cold weather. As a battery powered device, your ViceBreaker® H2 can be affected by normal voltage drops during winter months and experience such things as:

- Batteries can run down more rapidly
- Unit can be “dead” before you expected based on last charging
- Stimulation can be less strong
- Unit can turn itself off (evidence of low batteries)

For best performance during winter months, follow these guidelines:

1. Keep the unit at room temperature when it is not being used. Do not store overnight in unheated areas such as vehicles, sheds, or garages.
2. Charge the unit at room temperature. If the unit is cold, give it two hours to reach room temperature before charging.
3. Charge more frequently. Note: The ViceBreaker® H2 collar may be left on charge when not in use (“trickle charge”).
4. Check frequently for the low battery indicator.

Your ViceBreaker® H2 is likely to function trouble-free for years. If you do experience difficulties, please consult this troubleshooting guide.

**Problem #1: No stimulation – the collar light won’t illuminate when a transmitter button is pressed.**

**The collar has not been activated.** The collar must be turned on or it won’t work at all. *Page 9.*

**Transmitter intensity dial is set on “N”.** Select a position other than “N”. *Page 9.*

**The batteries in either the collar or the transmitter are dead.** Recharge or replace, as needed. *Pages 7, 8, 20 & 21.*

**The collar batteries are not taking a charge.** Either you need new batteries (*pages 20 & 21*) or the battery charger is not working. See whether the cradle light is glowing red while connected. The power may not be working. Try another wall outlet. If you are using a power strip, make sure it is switched on and working.

**Problem #2: No stimulation – the collar light illuminates but the horse does not seem to feel it at all.**

**The collar is not in good contact with the horse's skin.** The collar may be too loose, or thick winter hair may be interfering with the contact. If your horse consistently puts his head down to perform a vice and the collar is becoming loose simply tighten the collar. Due to individual horse conformation, some horses will have a very deep jugular groove in their neck. This is especially common with Thoroughbreds. With these horses, one contact point will sit in the groove and not make contact, while the other contact point above or below it is making excellent contact. The horse will NOT feel any stimulation unless both contact points are making good contact with the skin. Try to position the collar above or below the groove. One might try wetting the horse's neck or using a water base gel such as KY jelly where the contact points rest to improve the contact.

**The stimulation level is not correct.** The ideal intensity level depends on the situation to be corrected and the individual horse. Try a different level. Also note that in very cold weather, you may need to use a slightly higher setting to achieve the same level of intensity.

**The batteries in either the collar or the transmitter are dead.** Recharge or replace as needed. *Pages 7, 8, 20 & 21.*

**Debris or contaminants are interfering with electrical stimulation.** Clean the collar and contact point area.

**Problem #3: The ViceBreaker® H2 doesn't have range, or the range has been significantly reduced.**

**The battery in the transmitter may be low and need to be replaced.** Replace the transmitter battery as described on *page 20.*

**Either you or the horse is shielded by a metal structure.** Metal fences, chain link fence, screen doors, buildings, and other metal structures can affect the radio signal. For the very best range, hold the transmitter away from your body, and even above your head.

**Problem #4: The collar light indicates low charge very quickly.**

**The collar has been left on.** Make sure the collar is turned off after use. *Page 9.*

**You are using your ViceBreaker® H2 in very cold weather.** The low battery indicator comes on prematurely in very cold weather. *Page 8 & 23.*

**Make sure the batteries are well charged.** *Pages 7 & 8.*

**Problem #5: The collar deactivates itself while in use.**

**The batteries have run down.** The collar light may require 20 seconds to register "low batteries" after you turn the unit on. Check the collar after 20 seconds to see if the low battery indicator is on.

**Make sure the batteries are well charged.** *Pages 7 & 8.*

**Problem #6: The cradle light does not come on when the charger is plugged in.**

**Faulty charger.** First, be sure the unit is properly installed. Contact us at **support@tthorse.com** or **1-800-808-8423 (VICE)** to order a replacement.

**No AC current or contact is interrupted.** Check all the connections. Wipe connections for collar and cradle with a dry, clean cloth. Be sure battery pack is securely attached and that the collar is securely snapped into the cradle with the charging contacts of the collar and the cradle touching each other.

**Problem #7: A multi-horse (red or blue) collar has stopped working.**

The additional collar has lost its set. Repeat the steps to set a collar to operate from your transmitter. *Page 11.*