

Common aftersales Q&A of DOGCARE Dog Bark Collar

1- Customer Support

2- Troubleshooting

3- Complains

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1- Customer Support

1) Q: Will this collar fit our **lbs dog?

A: Our bark collar fits dogs from 22lbs to 100lbs and a few small size dogs. If customer's dog doesn't fit this range, check the neck perimeter - Our collar is adjustable from 8.8" to 20.8" .

2) Q: Does it work for howling/huffing?

A: Our collar reacts only when the sound exceeds 113 db. It will work if the howling/huffing is louder than that.

3) Q: Can I connect this to a controller?

A: No, it is a collar operating alone.

4) Q: How do I open the battery compartment?

A: The battery compartment is on the back of the collar, and you could easily pry open the battery cover at the groove.

5) Q: What type of battery needed by this bark collar?

A: It uses 6V Alkaline battery or 4LR44 6V battery.

6) Q: What is the correction cycle and reset period?

A: Firstly, the collar has two modes (vibration & static mode), and you can select the mode as you want:

Vibration mode - Long press the "on/off" button for 3 seconds, the collar will be turned on, and the default mode is vibration mode. The indicate light will flash in blue. When dog barks, it will beep-beep for 0.2s, 85dB + vibrate for

0.5s + indicate light flashes in blue.

Static mode (7 level) - Long press the "on/off" for 3 seconds to turn on the collar, and then long press the "mode" button for 3 seconds, the collar will turn to Static level. The indicate light will flash in red. When the bark control collar detects barking 7 times in 30 seconds, it will release correction signals in 7 levels as bellow:

First barking -- Level 1: beep-beep for 0.2s, 85dB + indicate light flash in red

Second barking -- Level 2: beep-beep for 0.2s, 85dB + vibrate for 0.5s + indicate light flash in red

Third barking -- Level 3: beep-beep for 0.2s, 85dB + vibrate for 0.5s + level 1 static + indicate light flash in red

Fourth Barking -- Level 4: beep-beep for 0.2s, 85dB + vibrate for 0.5s + level 2 static + indicate light flash in red

Fifth Barking -- Level 5: beep-beep for 0.2s, 85dB + vibrate for 0.5s + level 3 static + indicate light flash in red

Sixth Barking -- Level 6: beep-beep for 0.2s, 85dB + vibrate for 0.5s + level 4 static + indicate light flash in red

Seventh Barking -- Level 7: beep-beep for 0.2s, 85dB + vibrate for 0.5s + level 5 static + indicate light flash in red

As for the reset time, if your dog does not bark again within 30 seconds under static mode, the collar will reset itself to the lowest level of static mode. As a safety feature in static mode, if your dog barks over 7 times in 30 seconds, the safety

feature will be activated to protect the dog by stopping working for one minute.

7) Q: Can I charge this collar ?

A: No, you need replace the batteries. It uses 6V Alkaline battery or 4LR44 6V battery.

2- Troubleshooting

1) Q: How to test the collar on myself firstly?

A: Firstly, turn on the bark collar and switch to vibration mode(the light indicator will flash blue);

Secondly, hold the collar with the LED indicator facing against you. The unit should be within 6~10 inches of your mouth;

Thirdly, blow shortly and frequently into the sound activated sensor, and then the collar will beep and vibrate, suggesting that the collar is working properly.

But if the unit doesn't work properly, replace the battery. If still doesn't work, contact support@dogcareglobal.com for help.

2) Q: Bark collar doesn't respond

A: Tighten the strap and/or trim dog's hair where the contact points touch its neck to ensure good skin contact.

Test the collar to see if it works properly. (Firstly, turn on the bark collar and switch to vibration mode by pressing the mode button for 3s and the light indicator will flash blue);

Secondly, hold the collar with the LED indicator facing against you. The unit

should be within 6~10 inches of your mouth;

Thirdly, Blow shortly and frequently into the sound activated sensor, and the collar will beep and vibrate, suggesting that the collar is working properly.

If not works properly, replace the battery and test again.

Still not working - contact support@dogcareglobal.com

3) Q: The collar works when my dog is not barking. It beeps when my dog moves.

A: 1. The strap was loosen during usage so when your dog move the sensor will tap on his neck, causing a voice at the sensor. In this situation you could check whether the strap is tightened when you could put 1 finger in.

2. Set the sensitivity level lower so that the collar will not that sensitive.

Still not working - contact support@dogcareglobal.com

4) Q: The light indicator keeps flashing

A: Replace the battery. If the light continues flashing with a new battery, ask the customer contact support@dogcareglobal.com for help.

5) Q: The bark collar cannot be turned on

A: Confirm whether the battery has been installed correctly;

If it has - replace the battery;

If still not works - contact support@dogcareglobal.com for help.

3- **Complains**

1) Q : This product hurts my dog.

A:We would like to take the responsibility and fully undertake medical expens

es.

Hope you can tell us the diagnosis so we can improve our products and insure against accidents.

To process a refund we need you offer

your email address and paypal account on the bill. Also please send us the pictures on the vulturous and the diagnosis. I will solve this problem within 24 hours.

2) Q: The strap doesn't fit my dog

A: Ask customer to adjust the strap. The strap is adjustable from 8.8" to 20.8" . If the strap is too long, fix this problem by trimming the collar as follows:

- a. Mark the desired length of the strap with a pen. Remember to allow for growth if your dog is young or grows a thick winter coat.
- b. Remove the collar from your dog and cut off the excess part.
- c. Before placing the bark collar back onto your dog, seal the edge of the cut collar by applying a flame along the frayed edge.

If the strap still doesn't fit, please contact support@dogcareglobal.com for help.