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1、 Customer Support

1.1 Dog training collars

1.1.1. Can't turn on remote

Please clockwise twist the knob which is on the top left side of the remote. Make sure the remote is fully charged.

1.1.2 Can't turn on receiver

(1) Check the light of receiver. Whether it is turn on red or green while it's been charging?

If it turns red, charge the receiver until it turns green.

If the light of receiver doesn't turn on after plug in power source, please use another charger.

If the light of the receiver is green and it blinks, yet it does not respond to the remote. Try step (2)

(2)Try re-pairing

There is a video link about re-connection:

<https://youtu.be/4XTecuRdahw>.

1. Hold Static Level Regulator Activation button and Beep Button simultaneously for 8 secs. The Channel Display will default to "0".

2. Connect the receiver with POWER SOURCE(because matching mode can only be activated during charging), then hold Channel Switch for 8 secs. The receiver will vibrate and beep, which indicated matching is complete. You will see "1" in the Channel Display if matching is successful.

(3) If it do not work- Send new whole set

1.1.3 How long does it take to charge?

Usually, it takes 2-3hours to fully charged the remote and receiver separately.

1.1.4 How to pair a new collar with the remote.

Commented [1]:

Remote Transmitter and Receiver Collar have been paired from delivery. Channel Display is "1".

(1) Connect the receiver to a power source via the USB cable. The matching mode can only be activated during charging.

(2) Press and hold Channel Switch/Match Button for 5 sec. The receiver will vibrate and beep, which indicates the Match is complete. You will see "2" (the subsequent number) in the Channel Display if matching is successful.

1.1.5 What exactly does the security key lock function do?

It locks the action buttons and prevents misoperation. No more accidental shock would happen to your dog with the Dogcare Remote Dog Shock Collar

1.1.6 Where can I purchase just the collar/receiver?

You can purchase the second collar via this link:

<https://www.amazon.com/dp/B075FVY2DK>.

And we don't sell the remote separately.

1.1.7 Can i remove the metal prongs and just use the beep and vibrate settings?

No, the metal prong cannot be removed. They can protect the dog's skin from being hurt when customers shock their dogs.

1.1.8 How to test if the shock works before putting on dog?

1 : Fully charge the receiver and make sure the collar is connected.

2: Adjust the shock level about 10. This intensity of shock would not affect our customer.--Press

and hold static level regulator activation button which in remote's top left and simultaneously rotate static level regulator until the digit on the screen reaches a suitable strength.

3: Put your 2 fingers attached the 2 electrodes

4: Press the shock button

If you still couldn't feel the static, which shows the remote program has a malfunction.

(Or use professional testing apparatus. This testing apparatus will be produced in the future.)

1.1.9 How to adjust the shock level.

Here is a link about how to change the shock level:<https://youtu.be/Qf0roDBtnsI>

Press and hold static level regulator activation button which in remote's top left and simultaneously rotate static level regulator until the digit on the screen reaches a suitable strength.

1.1.10 Does the collar stop barking without using the controller?

No, this collar does not work automatically. And it is a training collar, not bark collar.

1.1.11 What size dog is this for?

The collar fits for 10lbs-100lbs. And The receiver's belt is adjustable. The neck size of this collar is 9.8"-24.8".

2、 Troubleshooting

1.1.1 Dog training collars

1.1.1 The belt is too big to be threaded through the device. /How to adjust the collar size

It has been threaded during production. If customer find the belt not threaded yet, offer this video to him: <https://youtube/4XTecuRdahw>.

If the belt is too long, cut a little bit and burn the lead head.

1.1.2 My belt ripped where it was attached to the receiver.

(1)The belt is replaceable so customer could purchase another one instead: Any collar not wider than 0.94" and not thicker than 0.19", made of soft material, can be replacement for the current collar.

Commented [2]:

(2) If customer accepts, we could send him/her a returned item (returned by other customers) if he cannot find a suitable belt.

1.13 The remote charged perfectly and receiver is showing zero bars on the indicator and cannot pair them together? It is defective?

1. Check whether the light indicator on the receiver is green or red. If it is red, the receiver is of low battery. Please plug it into charger until the light turns green. If green, check further.

2. Check whether the receiver is within 1000 ft.

3. Receiver is in sleep mode – press any button on the remote to activate the receiver. Then the receiver light indicator flashes, indicating the receiver is in good condition. If not, the receiver is defective – send the new receiver.

4. Whether the "WIFI" icon on the remote flashes. If the icon flashes, indicating the remote is in good condition. If so, try the next tip. If not, the remote is defective. – Send new whole set.

5. Try re-pairing

(1) Hold Static Level Regulator Activation button and Beep Button simultaneously for 8 secs. The Channel Display will default to "0".

(2) Connect the receiver with POWER SOURCE (because matching mode can only be activated during charging), then hold Channel Switch for 8 secs. The receiver will vibrate and beep, which indicates matching is complete. You will see "1" in the Channel Display if matching is successful.

6. If it does not work – Send new whole set

1.1.4 How can I turn off the collar?

The receiver cannot be turned off manually. Put it in a quiet place and it will turn into sleep mode in around 5 min.

1.1.5 My receiver will not charge and there is no light

Check whether the charging cord and charger can work – Charge with different chargers.

If doesn't work - send a replacement.

1.1.8 My shock button is not working, only the vibration and the sound. Whats wrong?

(1).Please make sure you or your dog simultaneously touch both electrodes. Only both electrodes are touched shock will work. If your dog has a long hair, please separate hair to make sure Both Electrodes Are Touched.

(2).Could you please change the shock level more than 40? The right top of remote display is the shock level. If it is too low, you may not feel shocked.

(3).Could you please tell us whether the “WIFI” icon on the remote flash (Go off and back then) when you press the shock button?

If doesn't flash, try re-pair steps:

There is a video link about re-connection:

<https://youtu.be/4XTecuRdahw>.

2. Hold Static Level Regulator Activation button and Beep

Button simultaneously for 8 secs. The Channel Display will default to "0".

3. Connect the receiver with POWER SOURCE(because matching mode can only be activated during charging), then hold Channel Switch for 8 secs. The receiver will vibrate and beep, which indicated matching is complete. You will see "1" in the Channel Display if matching is successful.

If re-pair doesn't work: send a replacement.

1.1.9 Can't be charged.

(1).Could you please tell us whether the light of receiver is turn on red or green while it's being charging?

(2).Whether the light blink after it's plugged out from the power source?

If no: receiver is defective, send a replacement.

Commented [3]:

1.1.10 The collar doesn't fit my dog. No reaction with it.

Check whether the remote is on;

Check whether the lock button is on;

Test on himself(adjust the shock level to 10 firstly);

Suggest on how to use it:

1. Use verbal commands first, and supplement with a corrective stimulus only as needed. Be consistent with your verbal commands, using the same words every time. Work with your pet on one behavior at a time to avoid confusion and frustration. Use as little stimulus as possible and only to reinforce verbal commands when necessary. Do not over correct your dog.

2. For example, use the beeps as warning by pressing Beep button. The dog will become conditioned to the beep preceding the corrective stimulus and will soon learn to recognize the beep as a warning along with your verbal command. Do not rely on this product solely to train your dog. Some dogs will not respond to this product. We cannot guarantee the effectiveness of this or any trainer on your dog. If your dog shows signs of growling, snarling, biting or aggression while using the collar, discontinue use immediately and contact a professional trainer for advice.

1.1.11 Too big for my dog's neck.

Recommend our new version with smaller receiver:

<https://dwz.cn/WBSnMqw0>

Commented [4]:

1.1.12 When I put the orange button, there is no shock But with a delay about 5-10 seconds?

Make sure the receiver battery is enough. When it's low battery, The shock function will delayed.

If customer has full charged the receiver but there still exists a long delay: replacement.

1.1.13 The receiver is not water proof .

we have some tips on how to make a better waterproof function:

- The receiver is made of waterproof materials but the charging port might loosen during usage. There is a very small gap between the charging port and the lid.

So before it has any contact with water, please make sure the receiver charge port is covered tightly. So that the water couldn't get into the receiver.

- You could also stick a tape on the port to prevent the water in.

- The most important thing is that please wipe the water at charging port before charging.

- If it possible, you could dry out the receiver in rice for around 8 hours or dry it with an air dryer patiently if the water get into the receiver unfortunately.

These steps can help a lot on waterproof. Send new receiver.

3、Complains

1.1.1 The product hurt my dog.

For easing babydogs suffering, we would like to take the responsibility and fully undertake medical expenses.

In order to solve this problem for you could you please kindly offer me these information :

1 Dog's name

2 your dog's age and breed.

3 Dog's weight

4 Dog's hair. Does he/her has thick hair?

To process a solution, we need you write a email to

【 support@dogcareglobal.com 】

Your email could contain

Paypal account, bill. Also please send us the pictures on the vulturous and the diagnosis. I will solve this problem within 24 hours.

We sincerely suggested that for your dog and your safety:

1: When you use the dog training collar, be sure to attached the silicone

caps to the two electrodes.

2: The electrodes don't directly touch the dog's skin. The silicone caps protect the dog from continuous electric shock and makes the dog more comfortable.

3: Do not wear receiver for more than 8 hours.

4 : In case the shock button is pressed by mistake, please carefully observe the dog's use.

1.1.2 The remote does not work.

(1) Could you please make sure you have turned on the remote. (the button is on the left of the remote.)

(2) Please clockwise twist the knob which is on the top left side of the remote

(3) After the second steps, if the remote screen is still black, which indicates the remote is broken.

1.1.3 The remote/receiver's battery is dead.

(1) Could you please tell me How long do you charge it?

(2) Did the receiver overcharged?

(3) Could you please tell us whether the light of receiver is turn on red or green while it's being charging?

(4) Whether the light blink after it's plugged out from the power source?

Usually, you could charge the receiver about 2-3hours. When the light turns green, Please unplug it in time.

If you charge it for a long time, which will kill the battery.

The receiver couldn't hold battery, this is battery problem.

We will issue you the replacement within 12 hours after we receive your reply.

Please offer me your shipping address and order number.