

Problem 1: It keeps shutting down. It's the same with the battery. / The mat keeps shutting down and changing the battery in 15 minutes won't help either.

Answer: Preliminary judgment may be caused by poor contact of battery shrapnel or components. Change another battery. If it doesn't work, Contact us via E-mail: 【 support@dogcareglobal.com 】

Problem 2: Is there a delay in pet pad response? Customers say it takes a long time to get a response if you put your hand on it or put your pet on it.

Answer: Make sure to touch two adjacent wires at the same time to trigger the shock/sound. The trigger of the product is started by the set value of impedance (0-20m ohms at normal temperature). When the pet's foot layer is thick or touched by hand, it may be in the intermediate value according to the different dry skin impedance of each person, and the start reaction will be slow.

Problem 3: why does the light keep flashing?

Answer: 1. If the mat is working all the time and the sound or light is flashing for 16S, the sound and LED will turn off, indicating that there may be dirt or liquid (such as water) on the mat.

2. The indicator light flashes once every 10 seconds, which is normal.

Problem 4: why does it keep beeping? Is there any reason other than having water and hair on the mat?

Answer: it keeps beeping, it may be because that Damp MATS or pets peeing on the mat, send a new one to customer. If it doesn't work, Contact us via E-mail: 【 support@dogcareglobal.com 】

Problem 5: pet MATS don't work when they are placed directly on the carpet or on the ground, and then they have to put a towel under them to work normally. Is there any other reason or solution besides the wet ground?

Answer: have not thought of other reason temporarily, the solution is thinking. Send a new replacement to customer. If it doesn't work, Contact us via E-mail: 【 support@dogcareglobal.com 】

Problem 6: the 9v battery won't fit, the lid won't fit, and the battery will fall out when it's moved.

Answer: Make sure the size of the battery is right. If it doesn't work, Contact us via E-mail: 【 support@dogcareglobal.com 】