

Troubleshooting

My RopriPet Active Collar Pro Training System does not appear to be working?

- Charge the Remote Transmitter and Receiver Collar for approximately 4 hours.
- Make sure the Remote Transmitter is turned ON by pressing any button.
- Make sure the Contact Points on the Receiver Collar are placed snugly against your pet's skin.
- If all of above does not work, you can re-pair the Remote Transmitter and Receiver Collar. (Refer "Pairing Remote Transmitter and Receiver Collar" of this Owner's Manual)

My RopriPet Active Collar Pro Remote Transmitter does not work

- Check if the Battery Indicator of the Remote Transmitter is low, the Battery Indicator will show up on the right side of LCD screen.
- The Remote Transmitter will automatically go into STANDBY MODE if no instruction is detected within 10 seconds. Press any button to re-activate the Remote Transmitter.

The Red LED Indicator on my RopriPet Active Collar Pro Receiver Collar starts flashing rapidly when I turn it on

- The Receiver Collar LED will flash rapidly on low battery status. Charge it for approximately 4 hours until it shows a solid green light.

If you continue to experience problems, please contact us at

CustomerService@ropricorp.com

Regular Maintenance Tips

- Check Contact Points for tightness weekly
- Clean Contact Points with alcohol weekly
- Check your dog's neck for irritation every time you place the collar on his neck (do not leave the collar on for extended time periods (ie: more than 2 hours)
- Charge both the Remote Transmitter and Receiver Collar at least once a month, especially when it's not in use to prevent damage to the rechargeable batteries.