

# 2700T&B

AVAILABLE IN 2-DOG SYSTEM:  
2702T&B



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# **2700T&B**

AVAILABLE IN 2-DOG SYSTEM: 2702T&B

## **Owner's Manual**

Please read this manual thoroughly  
before operating the Dogtra 2700T&B or 2702T&B  
Training & Beeper Collar.

## THANK YOU FOR PURCHASING THE WORLD'S FINEST E-COLLAR

### 2700T&B Training & Beeper Collar

The 2700T&B Series remote training system will give you the ability to keep track of your dog's location when he/she is out of sight or on point.

The 2700T&B Series is also a training collar that can be used for behavior management.

The Dogtra Training & Beeper collars are waterproof, lightweight, and reliable. They are built to withstand the most rugged conditions that your dog may encounter.

The use of microcomputer technology, digital circuitry, and lithium polymer batteries make both the collar and transmitter compact and very reliable.

## PRODUCT SAFETY AND HEALTH STATEMENTS

### Proper E-Collar Use

Dogtra e-collars are intended for the sole purpose of behavior modification of dogs. They are not intended for human use or use on other animals. Dogtra does not assume any liability for improper use of the Dogtra e-collar.

### Aggressive Dogs

Dogtra does not recommend using the e-collar to correct dogs that are aggressive towards other dogs or people. In many cases, the dog will associate the stimulation with the other dog or individual and become even more aggressive. Dog aggression is best treated by a dog-training specialist.

### Interference With Other Electronic Devices

Dogtra's industry-leading technology filtering system ensures minimal interference with other electronic devices (garage door openers, pacemakers, etc.). Our digital microprocessor offers thousands of unique codes to eliminate frequency match-up with other Dogtra e-collars.

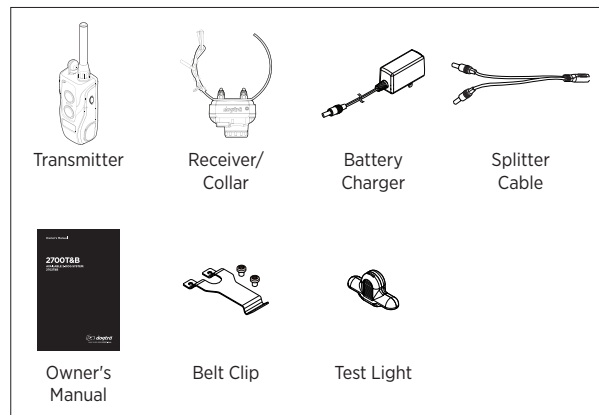
### Inadvertent Activation

If the Constant button is held down for 12 seconds or more, the unit will automatically shut down. It will reactivate when the button is released.

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# AT A GLANCE



## Optional Accessories

### Auto Charger

Dogtra's auto chargers are designed for use with a 10 volt car outlet.

### European Charger

Dogtra's European chargers are designed for use with a 230 volt AC electrical outlet.

To purchase accessories, please visit [www.dogtra.com](http://www.dogtra.com) or call customer service at 1-888-811-9111.

## MAIN FEATURES

- Easy-to-use, ergonomically fitted transmitter
- Rheostat Dial that allows for gradual adjustments in stimulation intensity with no jumps between levels (0-127)
- Two-dog models allow the trainer to control two different dogs from one transmitter
- 1-mile range
- 2 different stimulation types - Nick & Constant
- New High Performance Pager (HPP) vibration feature
- New advanced Accelerometer run/point sensor
- The freedom to choose between a high and low tone beeper (single-dog unit only)
- Three beeper modes - Run/Point, Point-Only, and Locate
- Innovative beeper volume control that lets you select between 2 different tones and 3 volume levels for each tone
- Combines the receiver with the beeper horn into one small, compact unit
- 2-hour rapid charge lithium polymer batteries
- Fully waterproof receiver/collar and transmitter
- No bothersome external antenna on the receiver/collar
- One-charging system allows the transmitter and receiver(s) to be charged at the same time
- Over 8000 different identity codes to prevent signal match-up with other e-collars
- Easily visible blue LCD screen displays the exact level of stimulation that can be seen in the dark
- A three bar battery life indicator and LED colored indicator to show the remaining battery life

# OVERVIEW



**2700T&B 1-Dog  
Transmitter**

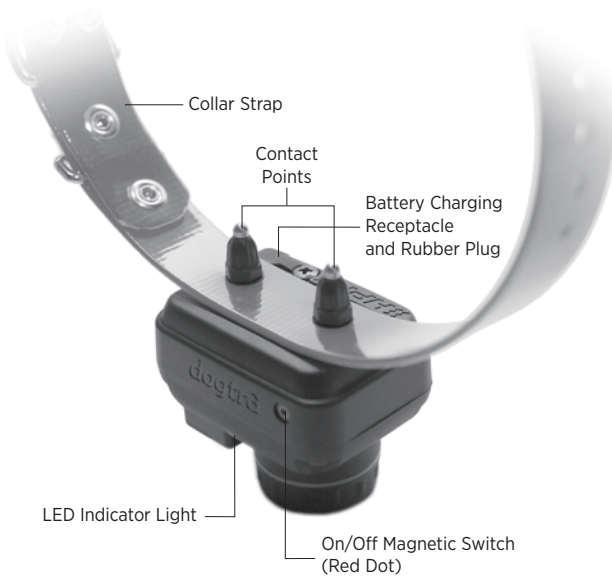


**2702T&B 2-Dog  
Transmitter**

## UNDERSTANDING YOUR TRAINING SYSTEM

### 1. Turning the 2700T&B On/Off

To turn the handheld transmitter on, hold down the button on the right side of the transmitter until the LCD screen illuminates. To turn the transmitter off, hold down the same button on the right side of the transmitter until the LCD screen shuts off.



**2700T&B, 2702T&B**  
**Receiver/Collar**

### Receiver On/Off Magnetic Red Dot

To turn on the receiver/collar, place the magnetic red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together for a moment until the LED light on the receiver/collar comes on. The receiver/collar will emit a melody when turned on.

To turn off the unit, repeat the same procedure holding the two red dots together momentarily. The LED light will turn red for a brief moment indicating that the receiver/collar has now shut off. The receiver/collar will emit a melody when turned off.



## 2. Transmitter Button Function

### 2700T&B



The transmitter for the 2700T&B Series has five buttons (two on the face of the transmitter, two on the left side, and one on the right side).



### Nick Button

When the Nick button is pushed, the receiver emits a single rapid pulse of electrical stimulation.

### Constant Button

Pressing the Constant button gives continuous stimulation as long as the button is pushed, for up to 12 seconds. If the button is not released after 12 seconds, the stimulation will automatically turn off as a safety feature. The collar will be ready to be reactivated once the button has been released.



## Locate Button

The Locate button is located on the left side. It causes the collar's beeper horn to emit a series of beeps when held down and gives you the ability to keep track of your dog's location. On one-dog models, the beeper can be adjusted between high and low tones.

**Note:** The high/low tone is not an option on two dog units. On two-dog models, the green collar emits the high tone and the orange collar emits the low tone automatically. The tones cannot be changed.

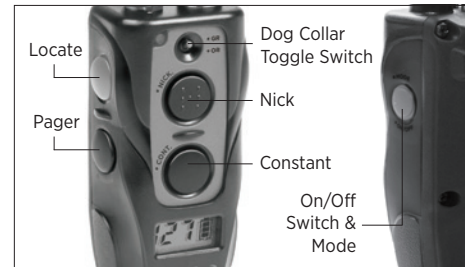
## Pager Button

The Pager button is located on the left side of the transmitter. Pressing it will give a vibration for as long as the button is pressed, for up to 12 seconds.

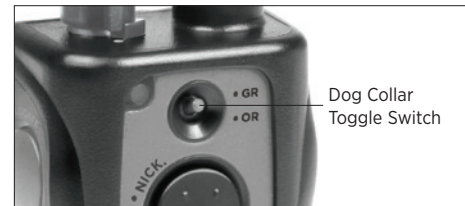
## Mode Button

Your 2700T&B has three different modes: Locate, Run/Point, and Point-Only. The Locate mode can be activated at any time, even when another mode is set, by pressing the top orange button labeled Locate on the left side of the transmitter. To set the beeper unit to Run/Point and Point-Only mode, press the black Mode button. This button is located on the right side of the transmitter.

## 2702T&B



The two-dog model has a toggle switch on the face of the transmitter located above the Nick button. The toggle switch allows for selection of either collar.



Set the toggle switch on the green position to select the green collar and the orange position to select the orange collar. The stimulation (Nick and Constant) along with the beeper and Locate modes will only operate when the toggle is in the desired position for the appropriate receiver/collar.

### 3. Beeper Sound

When you press the Mode button the first time, the collar will beep twice. The beeper unit will always start in Run/Point mode. The beeper will sound every 7 seconds while the dog is running, and every 2 seconds when the dog is on point or becomes stationary. The second time you push the Mode button, it will beep once and remain silent while the dog is running and beep every 2 seconds when the dog is on point or stationary.

To turn the beeper unit off, press the Mode button a third time. The unit will emit three rapid beeps, and the beeper will turn off. The Locate mode can still be used!

When the 2700T&B toggle switch is set on low tone, the beeper will emit a double beep when it is in Run/Point mode or Point-Only mode. If the toggle switch is set on the high tone, a single beep will sound when using Run/Point or Point-Only mode.

	Initial Beeper Sound	Mode	Action
<b>Press 1st Time</b>	2 Beeps	Run/Point Mode	- Dog running/moving: emits double beep every 7 seconds - Dog stationary/pointing: emits double beep every 2 seconds
<b>Press 2nd Time</b>	1 Beep	Point-Only Mode	- Dog running/moving: silent - Dog stationary/pointing: emits double beep every 2 seconds
<b>Press 3rd Time</b>	3 Beeps	No Beeper Mode	No sound

**Note:** The Locate button can be used in any mode you are in.

### 4. Beeper Volume Adjustment

The beeper volume level for the Run/Point mode and Point-Only mode can be increased or decreased by holding the Locate button down and briefly pushing the Pager button. The tone of the beeper can be selected with a toggle switch located on the face of the transmitter. There are two beeper tones: High (H1 = lowest volume, H2 = medium volume, and H3 = highest volume) and Low (L1 = lowest volume, L2 = medium volume, and L3 = highest volume).

	Toggle Switch High LCD Displays	Toggle Switch Low LCD Displays
<b>Press Pager 1st Time (While holding down the Locate button)</b>	H1	L1
<b>Press Pager 2nd Time (While holding down the Locate button)</b>	H2	L2
<b>Press Pager 3rd Time (While holding down the Locate button)</b>	H3	L3

**Note:** The Locate beeper volume is not adjustable; it is always on the highest level, L3 on low tone, or H3 on high tone.

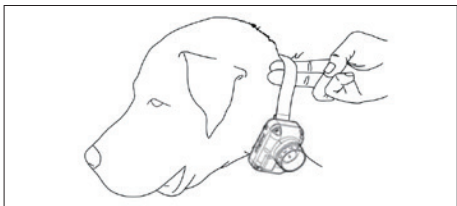
## 5. Collar Fitting

### Proper Fit

The collar should be fitted so that the surgical stainless steel contact points press firmly against the dog's skin. You should be able to fit a finger in between the contact point and your dog's skin. The best location is on either side of the dog's windpipe.

### Improper Fit

A loose fit can allow the collar to move around on the dog's neck. When this happens, the contact points may rub against the skin and cause irritation. If the collar is too loose, the contact will not be consistent and cause the corrections to be inconsistent. Dogtra uses surgical stainless steel contact points and anti-microbial plastic to protect the dog's skin.



### Attention!

Leaving the receiver/collar in the same location on the dog's neck for an extended period of time can cause skin irritation. If the dog is to wear the e-collar for long periods, occasionally reposition the collar so that the contact points are moved to a different location on the dog's neck. Make sure you check for skin irritation each time you use the unit.

## 6. Finding the Right Stimulation

### Intensity Selection

The 2700T&B Series has a Rheostat Dial on the top of the transmitter (0 is the lowest and 127 is the highest). Remember that you will need to adjust the setting (upward or downward) depending on your dog's temperament and threshold for stimulation. Also, as the dog's attitude changes, especially during times of increased excitement or distraction, you may need to adjust the intensity level.

**Note:** The stimulation intensity can be adjusted even when the stimulation is in use.

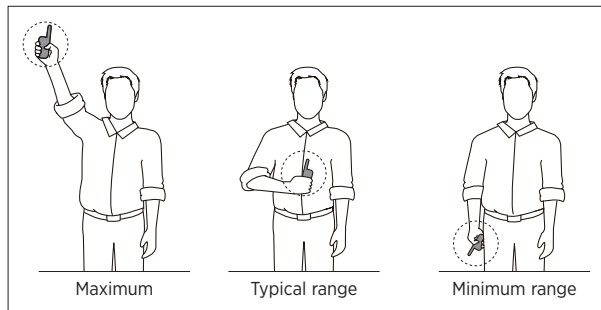
### 7. Familiarizing the Dog to the Beeper

Turn the beeper collar on and leave it outside the dog's kennel area for about 30 minutes. Repeat this several times until you can see that the dog disregards the beeper. Next, adjust the beeper volume level to level L1, the lowest level. Fit the beeper collar on the dog and select the desired beeper volume level as the dog becomes accustomed to the beeping sound.

## 8. Maximizing the Distance

The 2700T&B Series collar has a range of 1 mile. Depending on the way you use your transmitter, the transmitter range may vary.

To get the greatest range, hold the transmitter away from your body and avoid touching the antenna. Keep your unit properly charged for maximum signal strength.



## 9. LED Indicator

The LED indicator flashes every 5 seconds when the receiver is on and ready for use. The LED indicator will blink on both the transmitter and the receiver when the transmitter buttons are pressed.

The LED indicator color indicates the battery life level.

**Green** = Full charge

**Amber** = Medium charge

**Red** = Needs charge

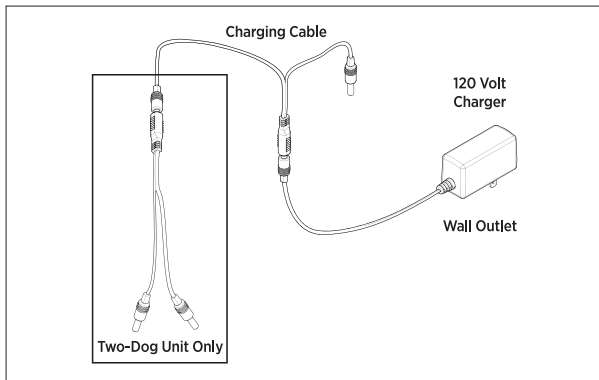
If the unit is used while the LED indicator is red, it may shut down automatically.



### Receiver Indicator Light

When the Constant button on the transmitter is pushed, the collar indicator light will glow steadily (either green, amber, or red based on the remaining battery life), as long as you hold the button down, for up to 12 seconds. When the Nick button is pushed, the light comes on for a fraction of a second.

## 10. Battery Charger

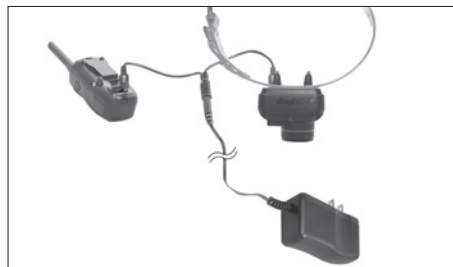


The battery charger and charging cables allow you to charge both the transmitter and receiver at the same time. The battery charger is designed for a 120 volt wall outlet (Also available: European 230 volt AC chargers and 10 volt car chargers for lithium polymer batteries).

To use the battery charger for the two-dog unit, combine both sets of charging splitter cables as shown. This enables you to charge the transmitter and both receivers at the same time.

**Note:** Only use Dogtra-approved lithium polymer battery chargers for your Dogtra e-collar. This will prevent any damage that can be incurred from attempting to use a different charger.

## 11. Charging the Battery



The 2700T&B Series uses lithium polymer batteries.

1. Charge the unit before using the unit for the first time.
2. Do not charge the batteries near any flammable substances.
3. Fully charge the batteries if the unit is to be stored without use for a period of 3 months or more.

### Recharge the Unit If:

- The LED indicator light on the receiver/collar is emitting a red color.
- If the 3 bar indicator on the transmitter LCD shows just 1 bar.
- The indicator light on the transmitter or receiver will not come on.
- The indicator light on the transmitter or receiver comes on momentarily, but will not stay on when the Constant button is pushed.

### Battery Charging Procedure

**Note:** The unit has a partial charge when it leaves the Dogtra facility. Upon receipt of the collar, be sure to give it a full 2-hour initial charge before the first use.

1. Attach the charging cables to both the transmitter and receiver(s), as shown on page 23.
2. Plug the charger into a 120 volt wall outlet or, if using the auto charger, plug into a cigarette lighter only for lithium polymer batteries (use a 230 volt European charger for Europe). All indicator lights should glow red when properly plugged in and the unit will automatically shut off during the charging process. You will need to turn the unit on again before use once the unit is fully charged and unplugged from the battery cable.
3. The lithium polymer battery is fully charged within 2 hours. The lights will stay red during the charging process. The red light will turn green once the unit is fully charged.
4. After charging, cover the battery charging receptacles with the rubber plugs on the transmitter and receiver.

**Note:** Only use Dogtra approved batteries, chargers, and accessories for your Dogtra e-collars. When a charger is not in use, disconnect it from the power source.

## 12. Handheld Transmitter LCD



The LCD screen indicates the stimulation level on the screen ranging from (0-127). The battery life indicator shows: 3 bars = full charge, 2 bars = medium charge, and 1 bar = needs charge.

When pressing the Mode button, the selected beeper volume level is shown on the LCD (Note: Pressing the Mode button once will also set the unit in the Run/Point mode). When the toggle switch is set on low tone the LCD will read: L1= lowest volume, L2 = medium volume and L3 = highest volume. When the toggle switch is set on high tone, the LCD will read: H1 = lowest volume, H2 = medium volume and H3 = highest volume.

### Care for LCD Transmitters in Cold Temperature

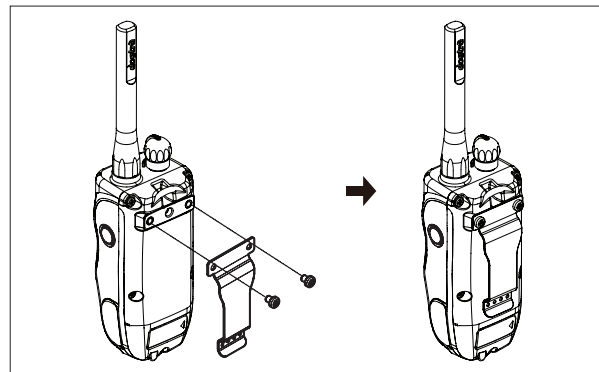
In cold temperatures (10°F or below), the Liquid Crystal Display (LCD) on your transmitter may be dim or slow to respond. Wait until the display becomes visible before selecting any training level. Even though the LCD screen might be dim or slow to respond when you push the Nick or Constant button, the transmitter will still function properly. In the occurrence of extremely cold weather, the LCD screen might take a moment to respond causing

the intensity level to freeze at that current level. In this situation, if you turn the Rheostat Dial, the level on the screen may not change but the actual intensity from the receiver/collar will change in agreement with the dial. In this situation, it is ideal to either wait until your transmitter is back to working order before emitting a correction, or while holding the Constant button down slowly turn the Rheostat Dial while watching your dog's reaction. Do not turn the Rheostat Dial rapidly, because the receiver/collar will emit a static correction based on the level of the Rheostat Dial, which might not be correctly reflected on the LCD screen.

**Attention!**

When using the unit in cold temperatures, it is recommended that the transmitter is placed under your jacket next to your body. The warmth of your body will greatly improve the battery life and usage.

### 13. Attaching the Belt Clip



Follow the instructions below to attach the included belt clip to the transmitter.

1. Align the belt clip to the grooves on the back of the transmitter.
2. With a firm grip, screw on the belt clip's Phillips head screws with a screwdriver.

**Caution!**

Tighten until firmly in place. Be careful not to over tighten.

## 14. Using the Test Light



1. To turn on the receiver/collar, place the red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together for a moment until the LED light on the receiver/collar comes on. The indicator light will come on for a moment then blink once every 5 seconds, showing that the collar is ready to use (the receiver needs to be charged if the indicator light is red). The receiver/collar will emit a melody when turned on.
2. Turn the transmitter on by pressing the black button on the right side of the transmitter until the LCD screen illuminates. The LED will blink every 5 seconds and the LCD screen will show the remaining battery life (the transmitter needs to be charged if there is only 1 bar showing on the battery icon for the LCD transmitter screen).
3. Place the test light, included in the package contents, on the contact points as shown in the diagram.

4. Watch the test light as you push the Nick button on the transmitter. It should light up for just a moment. The higher the intensity, the brighter the test light will be.
5. Watch the test light as you push the Constant button on the transmitter. It should light up as long as the button is pressed. However, as a safety feature, the receiver/collar will automatically stop the stimulation if the Constant button is pressed for 12 seconds or longer.
6. Turn the Rheostat Dial on the transmitter clockwise and then counterclockwise. The test light should glow brighter with higher levels of stimulation and dimmer with lower levels. When you change the intensity dial, the number on the LCD screen will change as well.

**Note:** The test light may not be visible if the intensity level is set below level ten.

7. To make sure that your beeper is working properly, press the Locate button once with the horn portion facing away from you (or place your hand over the horn). The sound may be extremely loud and may cause discomfort to your ears. If you do hear an audible beeper sound, your Locate button is in working order.
8. Press the Mode button once; you should hear 2 rapid beeps. This will put you into the Run/Point mode. Keep the receiver/collar steady to mimic your dog at a standstill point. Wait for a moment until you hear a double beep every 2 seconds. You may proceed to the next step if the double beep occurs.



9. Press the Mode button a second time; you should hear 1 rapid beep. This will put you into the Point-Only mode. Once again, keep your receiver/collar steady and wait for a moment until the collar emits a double beep every 2 seconds. If it is audible, move onto the next step.

10. Press the Mode button a third time; you should hear 3 rapid beeps. This mode will turn off your beeper and remain silent.

**Note 1:** The tone that the beeper will emit will vary depending on your selection with the (high/low) toggle switch. The two-dog model: Dogtra 2702T&B has a fixed beeper tone based on the color of the collar. The tone cannot be changed.

**Note 2:** When using the Run/Point mode or the Point-Only mode, the beeper volume level reverts back to the volume level that was last used.

**Note 3:** In the Run/Point or Point-Only mode the volume can be changed by holding down the Locate button and then pressing the Pager button when the high/low toggle switch is in the desired position. The unit must be turned on and in the Run/Point or Point-Only mode first.

**Note 4:** In the Run/Point or Point-Only mode, it is still possible to use electrical stimulation.

**\* To make sure that your beeper volume is in working condition, please refer to page 17 for further testing instructions.**

## GENERAL TRAINING TIPS

### Getting Started With Your 2700T&B

Your dog must know some basic obedience commands before beginning training with the 2700T&B. A dog learns by first being shown a command, followed by lots of repetition over an extended period. As the dog becomes proficient at these commands, the trainer can introduce distractions and different locations to strengthen them.

### Obedience Training on the Leash

Your dog must fully understand the obedience commands (sit, stay, here, heel, and kennel) before using the e-collar for reinforcement of these commands. A leash attached to a standard collar is used to "teach" the dog the basic obedience commands (here, heel, sit, and stay). A tug on the leash/collar is used to reinforce the command. When the dog complies with the command, use positive reinforcement/praise. Once the dog understands these commands, the e-collar can be used to reinforce them.

### Beginning E-Collar Training

When you feel your dog understands the obedience commands on the leash we can now start with the e-collar training. With the dog on the leash and wearing the e-collar, continue with your obedience drills. Apply light stimulation (Nick or Constant) when a command is given; the stimulation can be removed as the dog complies. Through repetition, the dog learns to perform the command.

The final step is the avoidance phase in which the dog learns that he can avoid the stimulation altogether by performing your commands. When these training procedures are complete, the e-collar is used as a reminder when the dog does not comply with your commands at home or in the field. Keep your initial training sessions short and positive as dogs have a short attention span.

### **How Much Stimulation to Use**

Always start with low levels of stimulation and work your way up depending on the disposition of your dog and the given situation. By using the correct amount of stimulation to get your point across, you will have a more controllable environment and a dog that is under less stress. Animals (and humans) perform better in a less stressful environment.

For more training information, please visit our website at [www.dogtra.com](http://www.dogtra.com).

## **MAINTENANCE**

### **Basic Maintenance**

Be sure the rubber charging cap is securely in place when the collar is in use. After each training session, carefully inspect the unit for any missing parts or damage to the casing. Damaged or broken casing may affect the waterproof guarantee on the unit. After confirming that there is no damage to the casing, rinse the receiver/collar and clean out any dirt or debris.

### **Storage Maintenance**

The 2700T&B should be fully charged before storing for extended periods. While in storage, the unit should be given a full charge once a month, and before the first use. Store the units in room temperature. Do not keep the units exposed to extreme climates.

### **Troubleshooting**

If the unit is malfunctioning, please refer to the “Troubleshooting Guide” before sending it to Dogtra for service. If you have any questions or concerns, you may email them to [info@dogtra.com](mailto:info@dogtra.com), or call customer service at 1-888-811-9111.

# TROUBLESHOOTING GUIDE

## 1. My dog is not reacting to the collar.

- Make sure the receiver is turned on: Place the two red dots together to turn on the receiver and push the black button on the transmitter until it illuminates to turn on the transmitter.
- Be sure the collar strap is tight enough so both contact points are touching the dog's skin.
- The contact points may be too short for the dog. To place an order for longer contact points that are more appropriate for your dog, please call (888) 811- 9111. If you are already using the longest contact points available, you might need to trim down the hair on the dog's neck so both contact points are touching the dog's skin.
- The intensity level may be too low for your dog. Keep increasing the stimulation until the dog responds, usually with neck movement, head shaking, looking over its shoulder, etc. (response may be very subtle).

## 2. The test light comes on, but I do not feel any stimulation.

- Your tolerance may be higher than your dogs. We recommend placing both contact points on your inner wrist, where the sensitivity is higher, in order to test the unit.
- The battery may be low, so check the LED light for battery life.
- If you have a full charge and you have done all of the above, your unit may need to be serviced. Please contact customer service at [info@dogtra.com](mailto:info@dogtra.com) or (888) 811-9111.

## 3. The transmitter has no range or stimulation is less when the dog is farther away.

- The antenna(s) may be damaged. To order parts, please contact customer service at (888) 811- 9111 or go to [www.dogtra.com](http://www.dogtra.com).
- The range indicated on the unit's box is for flat terrain. Heavy brush, trees, hills, or moisture will affect the range of your unit. For best range, hold the transmitter vertically above your head, and/or try moving to higher ground.
- Any electrical conductors will affect the range, such as cars, chain-link dog runs, metal building, and radio towers. For best results, operate away from these structures.

## 4. My unit is not holding a charge.

- The batteries might not be charged properly, or the charger, splitter, and the charging port needs to be looked at. If you suspect your charger/splitter is not functioning properly please contact customer service at [info@dogtra.com](mailto:info@dogtra.com) or (888) 811-9111. You can send in your charging units to have us inspect them.
- The charging pin may be damaged. Inside the charging port, there is a metal pin that should be standing straight up and stiff. If the pin is wobbling, broken, or missing, you will need to send the unit in to the Repair Department. The charging port must be clean prior to charging; clean the dirt out with a cotton swab and some rubbing alcohol. If the dog is in salt-water, be sure to rinse the receiver and charging port with clean water.

- For Dogtra units over two years old from the purchase date, the batteries may need to be replaced. You can replace them yourself by contacting Dogtra. But, damages incurred to the unit due to improper battery installation are not covered under any warranty and any other unauthorized servicing or tampering with the unit voids your limited lifetime warranty. This will be up to the user's discretion. If you are still having problems after replacing the batteries, Dogtra strongly recommends sending the unit in for inspection.

## WARRANTY AND REPAIR INFORMATION

### 2-Year Limited Lifetime Warranty

Dogtra provides the original purchaser with a 2-Year Limited Lifetime Warranty for the 175NCP, 180NCP, 200NCP Gold/C Series, 210NCP Series, 280NCP/C Series, 300M Series, 1400NCP Series, 1500NCP Series, 1600NCP Series, 1700NCP Series, 1800NC Series, 1900NCP/S Series, 2000T&B Series, 2200NCP Series, 2300NCP Series, 2500T&B Series, 3500NCP Series, SureStim Series, ARC, COMBO and the EDGE RT. The warranty begins from the date of purchase. For the first two years, coverage is for both parts and labor on warranty repair services. Accessories such as chargers, splitter cables, antennas, straps, and batteries are covered for the first year only. After the first two years, the Limited Lifetime Warranty covers parts only and does not cover labor fees and accessories. All shipping fees incurred, the cost of the accessories after the first year, and labor fees associated with out of warranty repair work are the customer's responsibility. Labor fees will be variable depending on the extent of the work required. The Limited Lifetime Warranty expires 5 years after a model is discontinued from production by Dogtra.

### To Qualify for the Dogtra Warranty

All products must be registered and/or a proof of purchase is required to initiate repair work under warranty. To register your Dogtra product, log onto our website at [www.dogtra.com](http://www.dogtra.com), click on the warranty registration link, and fill out the required information. Registration must be completed within 30 days of purchase. If you do not have access to a computer, you can call our toll free number at 1-888-811-9111, and one of our customer service representatives will register the product for you. If you were unable to register your product within 30 days of purchase, we will accept all products for repair with a proof of purchase. We strongly recommend keeping the original receipt. If your product is not registered and a proof of purchase is not available at the time of service, Dogtra will estimate the age of the unit by the serial number. Serial number estimates can differ from the actual purchase date. A serial number estimate is the only method of determining an approximate date of purchase without product registration or a proof of purchase.

### Not Covered Under Warranty

Dogtra DOES NOT offer warranty for products that have been bought secondhand or as a resold product. Dogtra DOES NOT replace defective units or provide refunds for products purchased from us after 30 days

from the date of purchase. Dogtra DOES NOT cover the cost of shipping outside of the Continental United States. Issues of replacement and refunds on units purchased less than 30 days from an authorized dealer must be addressed to the dealer directly. If the products purchased from an authorized dealer are after 30 days from the date of purchase, please send the units to Dogtra for service and repair.

Dogtra DOES NOT cover the cost of repairs and replacements due to misuse by the owner or dog, improper maintenance, and/or lost units. Any water damage on the water resistant transmitters of the 175NCP, 180NCP, 200NCP Series, 1400NCP Series, 1500NCP Series, and iQ Pet Series, and the water resistant receivers of the RRS, RRD, and RR DELUXE, will not be covered. All replacement costs for either the transmitter or receiver will be the owner's responsibility. The warranty is void if the unit has been altered or an unauthorized person has damaged the unit while attempting repair work. Battery replacement by the customer during the first year of the 2-year Limited Lifetime Warranty is not recommended. If the customer chooses to replace the batteries, any damage to the unit during the change-out by the owner will void the warranty. The removal of serial numbers from any Dogtra products will void the warranty. Dogtra reserves the right to retain and discard any parts or accessories that have been found damaged upon replacement and repair.

#### **Procedure for Repair Work**

If the unit is malfunctioning, please refer to the "Troubleshooting Guide" in the Owner's Manual and call customer service at 1-888-811-9111 for technical support before sending it to Dogtra for service. The cost of shipping products under warranty back to Dogtra is the customer's responsibility. Dogtra is not responsible for units damaged or lost in transition to Dogtra. Dogtra is not responsible for loss of training time or inconvenience while the unit is in for repair work. Dogtra does not provide loaner units or any form of compensation during the repair period. A copy of the sales receipt showing the purchase date may be required before warranty work is initiated. Please include a brief explanation outlining the problem and include your name, address, city/state/zip code, daytime phone number, evening phone number, and email address. Or you can visit our website at [www.dogtra.com](http://www.dogtra.com) for a service request form. If the repair costs are not covered under warranty, we will call you for payment information and authorization. For any questions concerning your Dogtra products, call us toll free at 1-888-811- 9111, M-F 8:00AM - 4:30PM Pacific Standard Time, or email us at [repair@dogtra.com](mailto:repair@dogtra.com) for specific repair inquiries.

**Send repair units to  
Dogtra Company / Repairs  
22912 Lockness Avenue,  
Torrance, CA 90501  
U.S.A.**

The diagrams and representations in the manual may differ slightly from the actual product depending on the model type.

