

PATHFINDER MINI

(PM10U)

SMARTER WAY TO TRACK & TRAIN FOR SMALLER DOGS

Owner's Manual

Please read this manual thoroughly
before operating the Dogtra PATHFINDER MINI.

IMPORTANT SAFETY AND PRODUCT INFORMATION

WARNING

Please read all safety and product information below before using your Dogtra product. Failure to follow these safety instructions could result in injury to you, your dog and others, or it could result in damage to your Dogtra product or other property.

DOG SAFETY

Proper Use

Dogtra products should be used to train, educate, monitor, or track dogs. Each dog may have a different tolerance for and reaction to Dogtra products. Closely observe your dog when determining the right level of stimulation, collar fit, and other settings of your Dogtra product.

Training Methods

Dogtra products may be used with a variety of training methods that provide clear and consistent messages to your dog.

Fit and Wear

Proper fit and wear of your Dogtra product is important for the comfort of your dog as well as the functioning of your product. Dogtra collars should fit comfortably and not too tightly, so that the collar stays in place and does not move around your dog's neck. Do not leave a collar on your dog for an extended time. Although each dog is different, Dogtra recommends that its collars be used a maximum of 4 to 6 hours at any one time on your dog. A collar that is used for overly long periods or that fits improperly may cause skin irritation or sores on your dog's neck. Regularly check the collar's contact area on your dog's skin. If your dog exhibits skin irritation or sores, stop using the Dogtra product and consult with a veterinarian.

UNAUTHORIZED USE

Dogtra products should be used only in a safe and responsible manner to train, educate, monitor, or track dogs. Dogtra products are not intended for use in any other manner; they are not intended for use with other animals or with humans; and they are not intended for use in unsafe situations or environments that could lead to death, injury, loss or damage.

BATTERY

Your Dogtra product contains batteries. Do not attempt to replace the battery yourself. Contact Dogtra or your Dogtra retailer to replace your battery. Dispose of batteries as provided by your local regulations. Do not disassemble, crush, heat, or otherwise alter the battery as it may cause fire, explosion, injury and/or property damage.

OWNER SAFETY

Handling and Repair

Dogtra products can be damaged or malfunction if dropped, especially on hard surfaces, or otherwise improperly handled. Do not use a damaged or malfunctioning product as it may cause injury or property damage. If your product is damaged or malfunctions, contact Dogtra to obtain service before using the product.

Electrical Product

Your Dogtra product contains electrical components and batteries. Do not use or keep your product near heat or flammable sources. Such use or storage may damage your product and/or cause fire, explosion, injury, or property damage.

Charging

Only charge your Dogtra product with its accompanying Dogtra charger. Do not attempt to charge your product in any other manner or in temperatures less than 32°F (0°C) or over 113°F (45°C) as it may cause fire, explosion, injury, and/or property damage. If you notice damage to your product, its charger, or battery, obtain service from Dogtra before charging the product. Do not use more than one splitter cable with a single battery charger.

Medical Device Interference

Dogtra products contain electrical and magnetic components that emit low level electromagnetic waves and radio frequencies. These electromagnetic waves or radio frequencies may interfere with pacemakers, defibrillators, or other medical devices. Consult your physician or medical device maker before using your medical device with a Dogtra product. If you think that your Dogtra product is interfering with your pacemaker, defibrillator, or other medical device, stop using the Dogtra product.

Aggressive Dogs

Do not use Dogtra products with aggressive dogs as such dogs may react adversely and cause injury to people or other dogs. Seek the assistance of a dog-training specialist or veterinarian when dealing with aggressive dogs.

Children

Dogtra products are not toys. Adult supervision and close attention are necessary when Dogtra products are used by or near children.

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PACKAGE CONTENTS



GPS CONNECTOR (PT10U)



PATHFINDER MINI (PM10U)



Battery Charger



Splitter Cable



Owner's Manual



Belt Clip



Test Light



Contact Point
Extension Washer/
Adjustment Tool



Non-Stimulation
Contacts

MAIN FEATURES



2-Second GPS Update Rate



Offline Maps



Beacon & Locate LED Light



Precise and Up-to-Date Maps



4-Mile Range



Geo-Fence Option



Fully Waterproof



Expandable to 21 Dogs



2.5-Hour Rapid Charge Batteries



Belt Clip



Enhanced Contact Points



Audible Tone



Nick/Constant Stimulation

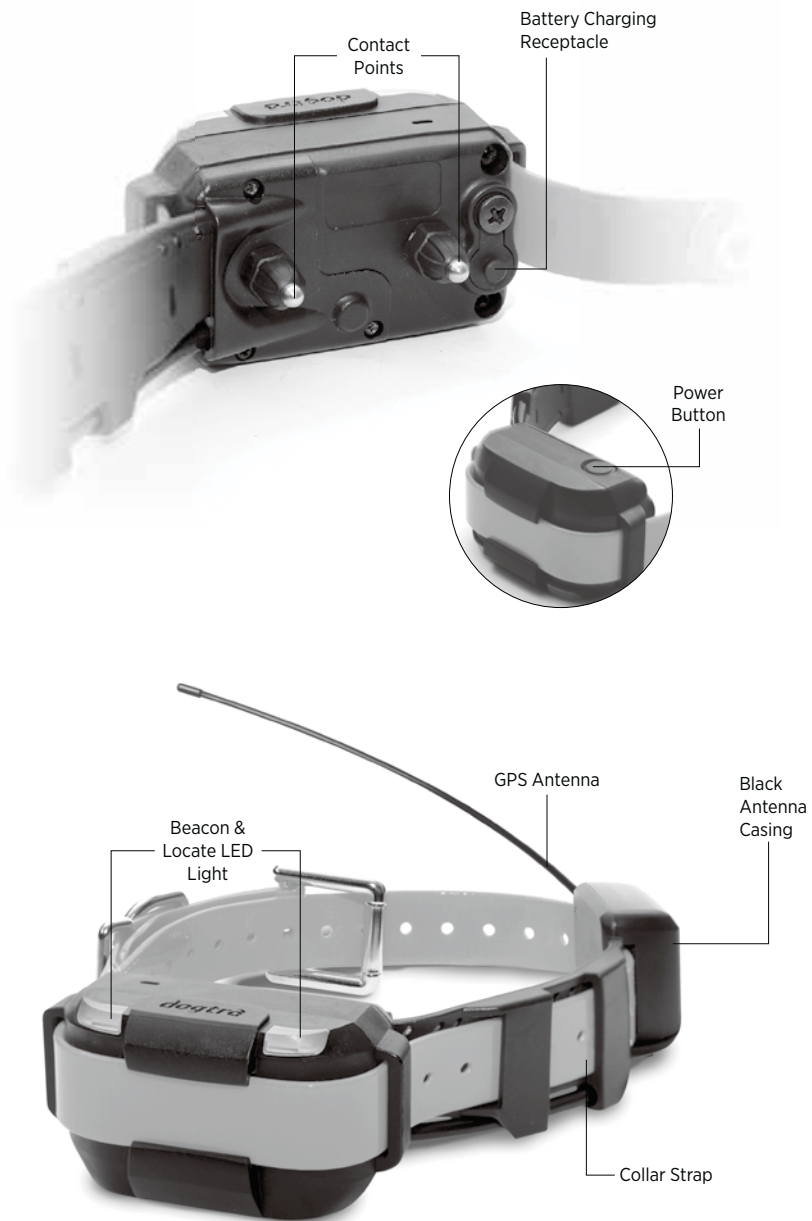


Low-High Output in 1-100 Stimulation Levels

OVERVIEW



**GPS CONNECTOR
(PT10U)**



**PATHFINDER MINI
(PM10U)**

UNDERSTANDING YOUR TRAINING SYSTEM

1. TURNING THE PATHFINDER MINI ON/OFF



GPS Connector(PT10U)

- To turn on the GPS Connector, press the blue Select button until the LED turns on.
- To turn off the GPS Connector, press the blue Select button until the red LED shows.



GPS Collar(PM10U)

- To turn on the GPS Collar, press the Power button until the LED turns on.
- To turn off the GPS Collar, press the Power button until the LED turns red.
- A tone will be played to indicate that the GPS Collar is turning on or shutting down.

2. BUTTON FUNCTION



GPS Connector(PT10U)

The SELECT button is used to turn the Connector on/off and select a device to pair. While turned on, press the Select button once to set pairing to the GPS Collar, press the Select button a second time to set pairing to the smartphone app.



The CONNECT button is used to connect the GPS Connector to a smartphone and GPS Collar.

Pairing: Use the Select button to set the GPS Connector to Collar to pair the Connector with the Collar. Set the GPS Connector to Phone to pair the Connector to a smartphone.

Press and hold down the Connect button until the LED blinks rapidly. The GPS Connector will now be ready for pairing.



GPS Collar(PM10U)

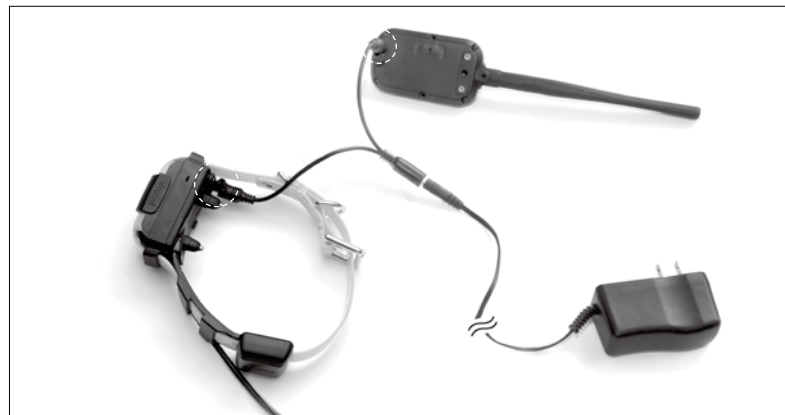
Power On: To turn the GPS Collar on, press the Power button until the green LED turns on.

Power Off: To turn the GPS Collar off, press the Power button until the LED turns off.

Pairing: To place the GPS Collar into pairing mode, begin with the device turned off and hold down the Power button until the LED blinks rapidly. A melody will be played when the GPS Collar is in pairing mode.

*** The GPS Collar pairing mode is used to pair the GPS Collar and the GPS Connector. The PATHFINDER MINI set comes with both parts paired to each other.**

3. CHARGING THE PATHFINDER MINI



Fully charge the PATHFINDER MINI GPS Connector and GPS Collar before the first use. The PATHFINDER MINI uses lithium polymer batteries.

- Only use official Dogtra chargers with the PATHFINDER MINI.
- Do not charge the PATHFINDER MINI near flammable substances.
- Fully charge the PATHFINDER MINI if storing for 1 month or longer.

When to Charge

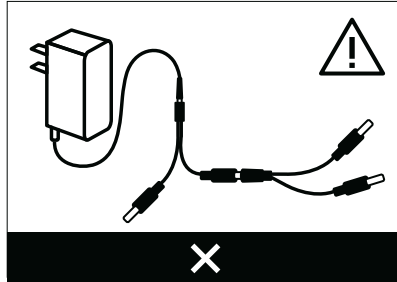
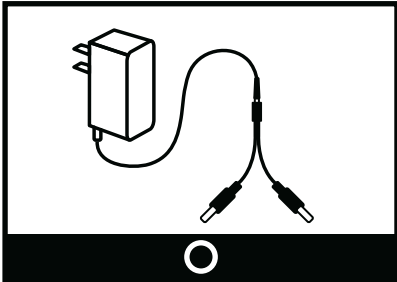
- When the LED is red on the GPS Connector or GPS Collar.
- When the PATHFINDER MINI app displays a low battery percentage for the GPS Connector or GPS Collar.
- When the LED on the transmitter or receiver will not come on.
- When the indicator light turns on momentarily, but will not stay on when the Constant button is pushed.

How to Charge

1. Connect the charger to the GPS Connector and GPS Collar using the splitter cable.
2. Plug the charger into a 120-volt outlet.
3. When fully charged, detach the cables and plug the rubber caps over the charging ports on the GPS Connector and GPS Collar.
4. The GPS Collar turns off and cannot be used while charging. The GPS Connector functions while being charged. The LED will display red while charging and green when the unit is fully charged. The GPS Connector LED will be green when turned on while charging. A depleted battery requires 2.5 hours to fully charge.

Splitter Cable

Do not use more than one splitter cable with a single battery charger.



4. LED INDICATOR



GPS Connector(PT10U)

Power: The Power LED blinks every 2 seconds while turned on. The LED colors represents the battery life: Green when 50-100% battery, Orange when 10-50% battery, Red when 0-10% battery.
Phone: When turned on, press the Select button to set the GPS Connector to Phone. When set to Phone, a green LED will stay on. Hold down the Connect button until the LED blinks rapidly to place the GPS Connector into pairing mode.

Collar: When turned on, press the Select button the set the GPS Connector to Collar. When set to Collar, a green LED will stay on. Hold down the Connect button until the LED blinks rapidly to place the GPS Connector into pairing mode.



GPS Collar(PM10U)

The LED on the GPS Collar blinks while turned on, and the LED colors represents the battery life: Green when 50-100% battery, Orange when 10-50% battery, Red when 0-10% battery.

5. INSTALLING THE PATHFINDER MINI APP

Compatible Phones

1) iOS: iOS 8.1 and above

iPhone 5, 5C, 5S, 6, 6+, SE, 6S, 6S+, 7, 7+, 8, 8+, X, XS, XR

iPad Generation 3 and above

2) Android: Android 4.3 and above

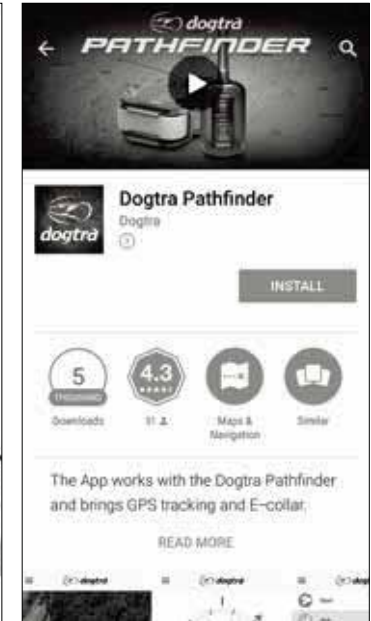
Samsung Galaxy S4 and above, Note 2 and above, and LG G3

Downloading the App

Search for Dogtra PATHFINDER in the App Store or in Google Play.



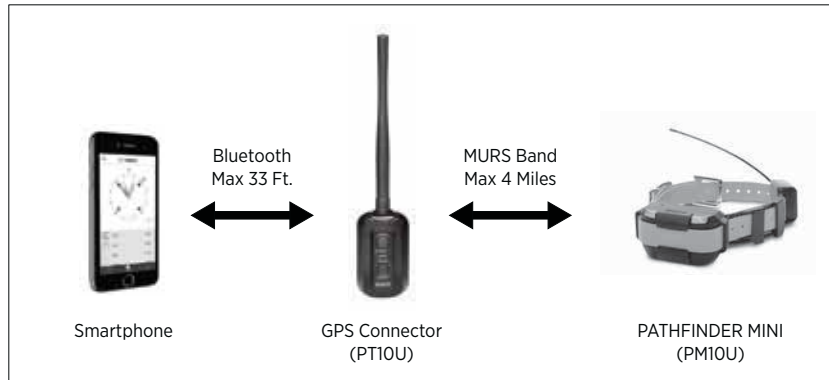
iOS App Store



Android Google Play Store

6. PAIRING

PATHFINDER MINI GPS Connector connects between your smartphone and PATHFINDER MINI GPS Collar. These devices need to be paired for the PATHFINDER MINI system to work properly.



Pairing a Smartphone to the GPS Connector

- 1) Launch the PATHFINDER app
 - 2) Turn on the GPS Connector
 - 3) In the PATHFINDER app, navigate to Menu → Settings → Bluetooth Pairing
 - 4) Set the GPS Connector to pairing mode and click search in the app.
- Once paired, launching the app when the GPS Connector is on will automatically connect the phone and Connector together.
 - The GPS Connector should be within Bluetooth range (33 feet) of your phone to operate.
 - The GPS Connector will reconnect with the phone when it is within range.
 - Reinstalling the app will require pairing with the GPS Connector.
 - The PATHFINDER app may need to be restarted for compatibility issues.

Pairing Additional GPS Collars

Pair the GPS Connector and GPS Collar in close proximity to each other. You can use the PATHFINDER app to check if the GPS Collar is properly paired.

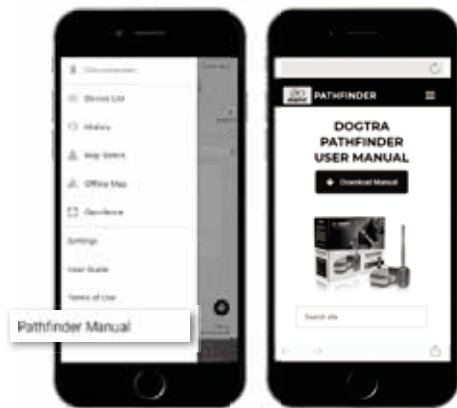
- 1) Turn the GPS Connector on.
- 2) Check that the GPS Collar is turned off.
- 3) Use the Select button on the GPS Connector to set the LED to Collar.
- 4) Hold down the Connect button for 5 seconds until the LED blinks rapidly. Release the button.
- 5) Hold down the Power button on the GPS Collar until the LED blinks rapidly and emits three beeps to show it has coded.
- 6) The GPS Connector and Collar will return to blinking in normal intervals when pairing is complete.

7. ACQUIRING GPS SIGNAL

The PATHFINDER MINI is meant for use in open outdoor areas. After pairing, take the GPS Collar outdoors to acquire a GPS signal. Once the signal is acquired, the GPS Collar icon will appear on the Map tab of the PATHFINDER app.

Operating the PATHFINDER MINI near tall buildings and other steel structures will reduce the range of the GPS signal. Not acquiring a GPS signal for prolonged periods of time while outside may indicate issues with the unit.

8. ONLINE WEB MANUAL FOR ALL APP FEATURES & Q&A @ www.DogtraPATHFINDER.com



Check the PATHFINDER Web Manual at the bottom of the Menu to see all the app features, such as:

- Map Features
- Marker
- History Record, File, Detail
- Device List Options
- Device Sharing & Receiving
- Map Management: Offline & Custom Map
- Geo-fence
- App Setting



From your computer, check out the manual at www.DogtraPATHFINDER.com for a full version of the PATHFINDER MINI manual, Q&A, and more.

CHANGING THE CONTACT POINT LENGTH

The Dogtra PATHFINDER MINI comes equipped with standard 5/8" contact points that can be extended to 3/4" contact points, for use on dogs with longer coats.

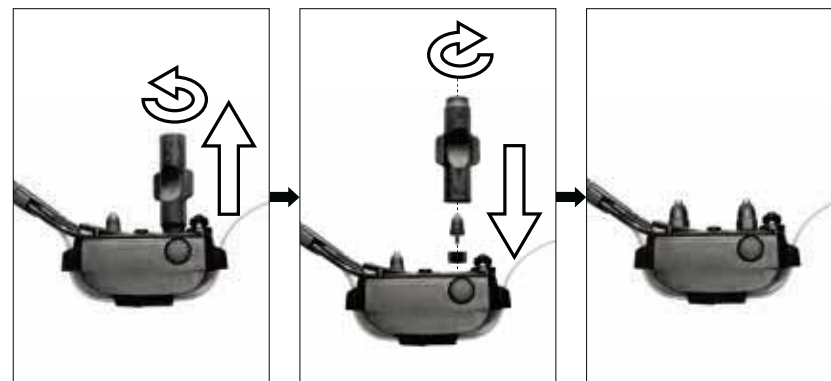
To increase the contact point length from 5/8" to 3/4", follow the steps below.

- 1) Using the included adjustment tool with the side marked 5/8", unscrew the contact points counter-clockwise.
- 2) Place the contact point extension over the exposed threads, flat side down.
- 3) Place the contact points over the extensions and tighten the contact points and extensions clockwise using the adjustment tool with the side marked 3/4".

Caution!

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

To shorten the contact points back to the standard 5/8", start with the adjustment tool with the side marked 3/4", remove the contact point extensions, and tighten the contact points with the adjustment tool with the side marked 5/8".



COLLAR FITTING

Proper Fit

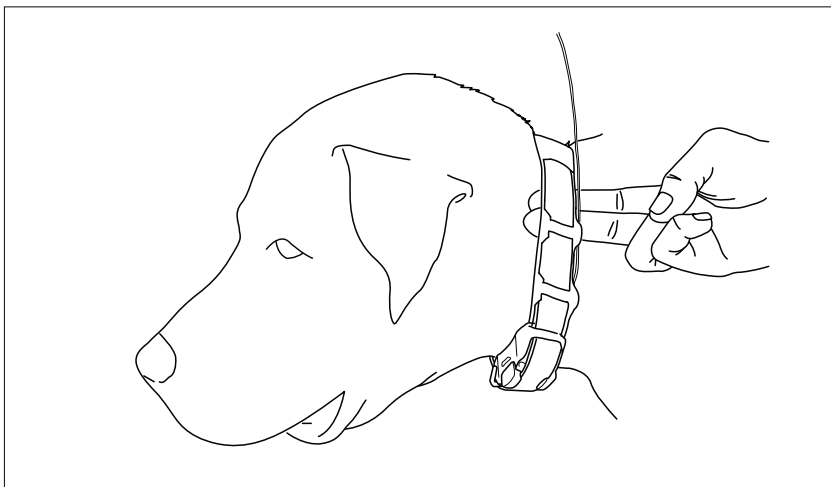
The collar should be fitted so that the surgical stainless steel contact points press firmly against the dog's skin. You should be able to fit a finger in between the contact point and your dog's skin. The best location is on either side of the dog's windpipe.

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.



Finding the Right Stimulation

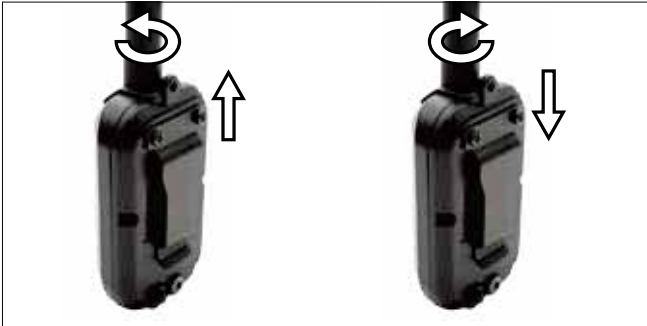
- Open the PATHFINDER app to the E-Collar tab and select your dog and stimulation level.
- The stimulation levels are from 1 (lowest) to 100 (highest).
- Always start at the lowest level of stimulation and work your way up.
- The appropriate level can be found when your dog responds to the stimulation with a mild reaction, such as a tensing of the neck muscles.

Note: Every dog has a different tolerance and reaction to the stimulation. Please look at your dog's reaction to find the right level of stimulation. The stimulation level may vary depending on the situation and distractions. A distracted dog will require a higher level of stimulation compared to when there is no distraction.

REPLACING THE ANTENNA

For the GPS Connector

1. Twist the antenna counter-clockwise to remove.
2. Place the new antenna on the bolt and turn clockwise to tighten the antenna.



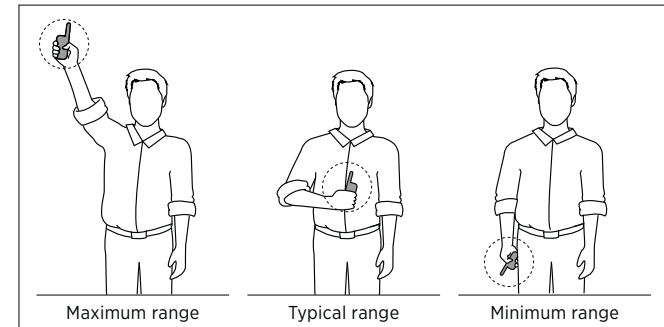
For the Collar



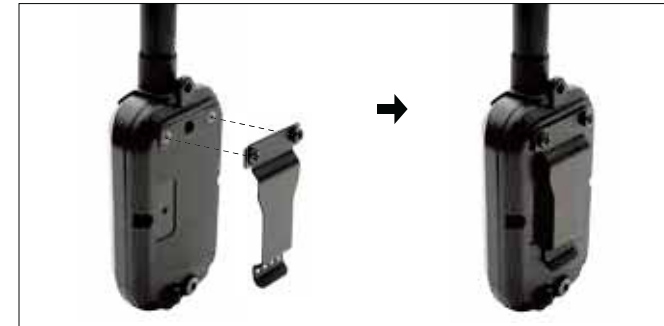
Open the antenna enclosure by removing the 3 screws and the contact points. Remove the screw holding the antenna in place to replace the antenna.

MAXIMIZING THE DISTANCE

- The PATHFINDER MINI has a 4-mile line of sight range.
- To get the greatest range, hold the GPS Connector away from your body and avoid touching the antenna.
- Keep your unit properly charged for maximum signal strength.
- The GPS Connector device must be near your phone for proper operation, preferably less than 33 feet.



ATTACHING THE BELT CLIP



Follow the instructions below to attach the included belt clip to the GPS Connector

- 1) Align the belt clip to the grooves on the back of the GPS Connector.
- 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.

USING THE TEST LIGHT



- 1) Turn on the GPS Collar and place the test light over the contact points.
- 2) Press the Nick button in the PATHFINDER app and the test light will light up momentarily.
- 3) Press the Constant button in the PATHFINDER MINI app and the test light will light up as long as the button is pressed, for up to 12 seconds.
- 4) The test light will glow brighter at higher levels of stimulation and dimmer with lower levels.

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

APPLICATION

1. MAP TAB



With the GPS Connector paired to a GPS Collar and phone or when receiving shared GPS Connector/Collar devices, the positions will be displayed on the map.

Dog Position Display

Your dog's location is viewed on the map along with the collar name and distance from your position. The dog icon displays your dog's current action status.

The real time 'Collar Icon' information has been added to check the Traveled Distance, Current Speed, Altitude, Battery, Updated Time, and Shared Device.

My Position

When the GPS Connector is paired with your phone, your current position and tracks will be displayed.

When viewing shared GPS Connector devices, an icon (📍 or 📍) will be displayed along with the device name and distance from your position.

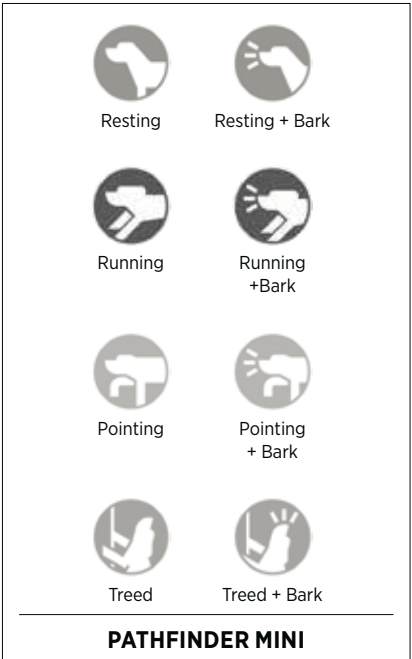
*** Devices that are offline or hidden will not be displayed on the map.**

*** The GPS Collar name and color can be edited from Menu/Device List/Device/Edit.**

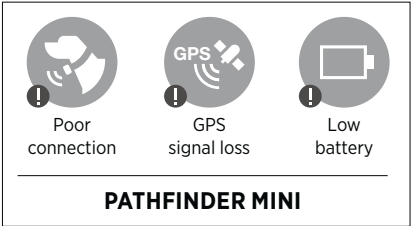
* 📍 : iOS

📍 : Android

2. DOG ICONS



When your dog's action changes, the icon action status will change as well. The dog icons that will display are for Resting, Running, Pointing, and Treeing. A Bark Indicator will display in combination with these icons if the dog barks while doing any of these actions.



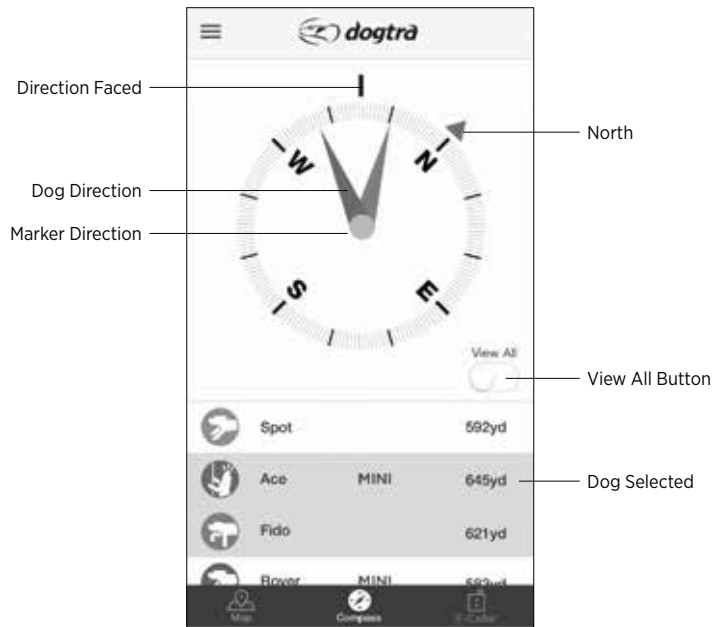
The dog display icon will also change to an icon that represents issues, such as poor connection, GPS signal loss, or low battery. Devices shared will display the shared symbol on the device icon.

3. DOG ALERTS

Select a dog on the map to receive notification alerts for that dog. In the Alarm Settings for Dog Alerts, you can receive notifications for the Selected Collar and All Collars. The current selected dog is displayed with an outline around their icon.



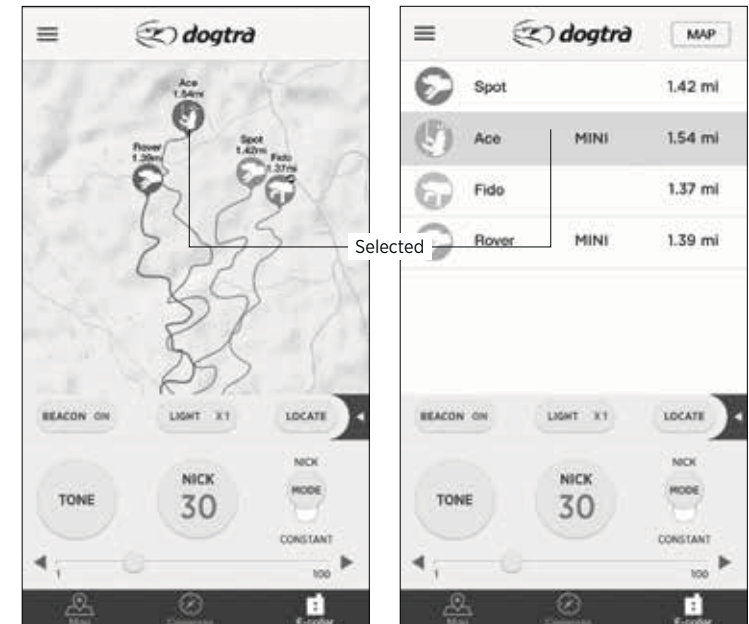
4. COMPASS TAB



View the direction and distance of dogs, or a selected marker and hunter at a glance. Select dogs and hunters from the list to display them on the compass. You may also tap on a marker on the map to show the information on the Compass tab. Use the 'View All' button to view all dogs and hunters at once. Dogs and hunters are not displayed when hidden or offline.

- Metal phone cases or metal objects attached to the phone will interfere with the compass.
- The phone may need to be calibrated for the compass to work properly.

5. E-COLLAR TAB



Map View

List View

TRAINING FUNCTIONS

The Nick or Constant stimulation or an audible tone or light can be sent to the selected dog.

The tone sound level cannot be adjusted and the tone will ring each time the button is pressed. The Nick and Constant stimulation modes have stimulation levels from 1 to 100. The stimulation level is controlled by the stimulation slider and stimulation increase/decrease buttons on the left and right of the slider. The stimulation level can be set for individual dogs.

The light button has two functions:

1. Beacon Light: will continuously blink every 3 seconds when the button is turned on.
2. Locate LED Light: will blink when the button is pressed.

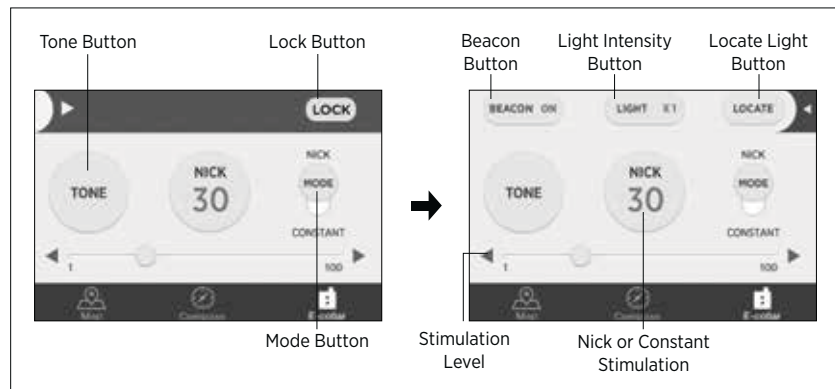
List/Map View

List view displays dogs in a list along with their distance from you. The List view is recommended when training multiple dogs.

Map view displays selectable dog icons on a mini map. The Map view is recommended for long distance recall commands.

*** Dogs are not displayed when hidden or offline.**

* The Shared Collars and Shared Friend E-Collars will not show on the List view.



Use the Mode button to switch between Nick and Constant stimulation modes.

The Lock button disables training functions until unlocked.
Use the lock feature so that you are not accidentally stimulated.

- 1) Select a dog from List or Map view.
- 2) Select the stimulation level using the stimulation slider or stimulation increase/decrease buttons.
- 3) Set the stimulation to Nick or Constant using the Mode button.
- 4) When Nick is selected, the receiver emits a single rapid pulse of electrical stimulation. When Constant is selected, the stimulation will give continuous stimulation as long as the button is pushed, for up to 12 seconds.

The light will blink every 3 seconds.

Adjust the intensity of the light.

The light will turn on when button is pressed.

The figure displays two screenshots of the ACE mobile application interface, showing the profile and statistics for two different users: 'ME' and 'ACE'.

Left Screenshot (ME Profile):

- Header:** Device List | ME | Edit
- Profile Picture:** A circular icon with the text 'ME'.
- Statistics:**
 - Total Distance: 250 yd
 - Current Speed: 1.1 yd/s
 - GPS Rate: 2 seconds
 - ID: 4-11
- Status Icons:**
 - Battery: 100%
 - Bluetooth: Connected
 - Dog Status: Pointing
- Bottom Navigation:** < 01 / 05 >

Right Screenshot (ACE Profile):

- Header:** Device List | ACE | Edit
- Profile Picture:** A circular icon with the text '0.7 mi Distance'.
- Statistics:**
 - Total Distance: 1.2 mi
 - Current Speed: 0 yd/s
 - GPS Rate: 2 seconds
 - ID: 4-11
- Status Icons:**
 - Battery: 58%
 - RF: Strong
 - GPS: Strong
- Bottom Navigation:** < 03 / 05 >

Press a device from the Device List to go to the device details page. The device details displays the total distance traveled, current speed, ID, GPS strength, radio frequency strength, battery level, and shared and hidden statuses. Slide the device details page to view other devices.

BASIC MAINTENANCE

- Be sure the rubber charging cap is securely in place on the GPS Connector/Collar when in use.
- Carefully inspect the unit for any missing parts or damage to the casing after use. Damaged or broken casing may affect the waterproof guarantee on the unit.
- The antenna must be securely in place for maximum range.
- Charge the unit for 2.5 hours before storing for extended periods.
- Charge the unit fully once a month while in storage or before use.
- Do not keep the unit exposed to extreme climates.
- Dogtra may include updates and improvements to the PATHFINDER MINI app which can be downloaded through the App Store and Google Play.

TROUBLESHOOTING GUIDE

1. Dog Does Not Respond to Stimulation

- Make sure the receiver/collar is turned on.
- Be sure the strap is on the dog tight enough so that both contact points are touching your dog's skin.
- The contact points may be too short for your dog's thick or long coat. To place an order for longer contact points, please contact Dogtra or a Dogtra dealer. If you are already using longer contact points, you may need to trim the hair on your dog's neck, so that both contact points are touching your dog's skin.
- The intensity level may be too low for your dog. Increase the stimulation until your dog responds, usually by a neck movement, head shaking, or looking over the shoulders. The response may be very subtle.

2. The LED indicator light comes on, but I do not feel any stimulation.

- Your tolerance may be higher than your dog's. 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. Check the LED indicator lights or the app for battery life.

3. The PATHFINDER MINI has no range or the stimulation is weaker when my dog is farther away.

- Check to see if your fingers are touching the antenna as the range may decrease substantially.
- Keep objects away from touching the GPS Connector antenna as the range may decrease substantially.
- The range indicated is for line-of-sight flat terrain. Heavy brush, trees, hills, buildings, and/or moisture will affect the range of your unit. For the best range, hold the GPS Connector 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 structures, and radio towers. For the best results, operate away from these structures.

4. The GPS Connector/Collar is not holding a charge.

- The charging pin may be damaged. A metal pin inside the charging port should stand straight up and firm in the center. If the pin is wobbly, broken or missing, you will need to send the unit in for repair.
- The charging port must be clean prior to charging, clean out any dirt with a cotton swab and some rubbing alcohol. If your dog was in salt-water, be sure to rinse the GPS Collar 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 for a replacement battery. Damages incurred to the unit due to improper battery installations are not covered under the warranty. Dogtra strongly recommends sending the unit in for inspection and repair.

5. My dog has skin irritation.

- This may be due to an improper fit or from wearing the collar too long. If your dog exhibits signs of skin irritation, consult with a veterinarian. Once your dog's skin returns to a normal condition, continue to use the collar and check your dog's neck each time you use the unit.

FCC WARNING

The PATHFINDER MINI complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This is a sensitive radio device. Any unauthorized changes or modifications to this device that are not expressly approved by Dogtra will void the warranty and may void the user's authority to operate the equipment. Please do not tamper or modify the unit.

Radio Frequency Radiation Exposure

This device is a mobile transmitter and receiver that uses an external antenna to send and receive low levels of radio frequency (RF) energy for data communications. The device emits RF energy below the published limits when operating in its maximum output power mode and when used with Dogtra Co. authorized accessories. To comply with RF exposure compliance requirements, the device should be installed and operated with a minimum of 0.27m between the device and your body. The device should not be used in other configurations. This device must not be co-located or operated in conjunction with any other transmitter or antenna.



It has been tested and found to comply with RCM standards.

WARRANTY AND REPAIR INFORMATION

2-Year Limited Lifetime Warranty

Dogtra Company 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, 2700T&B Series, 3500NCP Series, SureStim Series, ARC Series, COMBO EXPANDABLE, EDGE RT, PATHFINDER, and the PATHFINDER MINI. 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 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, 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, iQ Series, HANDSFREE remote controller, and BALL TRAINER, and the water resistant receivers of the RRS, RRD, RR DELUXE, and BALL TRAINER, BALL TRAINER PRO 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 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 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.