

Trainer Dog Collar

Waterproof & Rechargeable

with 430 Yards Range

INSTRUCTION MANUAL

Please read this manual carefully before using.

SKU # 316587, # 316497

FC ♻ IP67 WATERPROOF RATING (Receiver Collar)

430
YARDS



Important Safety Information

WARNING:

Not for use with aggressive dogs. Do not use this product if your dog is aggressive, or if your dog is prone to aggressive behavior. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or certified trainer.

- For use with dogs over 6 months of age and over 8 lbs.
- DO NOT use when the dog or the collar is/are wet.
- DO NOT press and hold shock or vibrate for more than 10 seconds to avoid physical or psychological damage to your dog.
- Your dog should not vocalize or panic when receiving stimulation. If this happens, the stimulation level is too high and you need to go back to the previous level and repeat the process.
- DO NOT charge the device near any flammable substances.
- For dog use only. Not for use on children.
- This is not a toy, and should only be operated by responsible adult.

CAUTION:

For on leash training. Do not attach leash to training collar. Use a regular collar in addition to the training collar.

Risk of skin damage. Please read and follow the instructions in this manual. Proper fit of the collar is important. A collar worn for too long or fitted too tight on the dog's neck may cause skin damage. Ranging from redness to pressure ulcers; this condition is commonly known as bed sores.

- Do NOT leave the collar on the dog for more than 12 hours per day.
- When possible re-position the collar on the dog's neck every 1 to 2 hours.
- Check the fit to prevent excessive pressure; follow the instructions in this manual.

- Never connect a lead to the collar; it will cause excessive pressure on the contacts.
- Wash the dog's neck area and the contact probes of the collar weekly with a damp cloth.
- Examine the contact area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue use of the collar until the skin has healed. If the condition persists beyond 48 hours, see your veterinarian.
- Receiver collar meets IP67 waterproof rating, it can be submerged into water up to 1 meter for up to 30 minutes. If submerged and wet, please do not use.
- This product comes with conductive silicone covers, please ensure they are worn on the contact points before putting the receiver on your dog and check for the presence of the silicone cover every hour.

These steps will help keep your dog safe and comfortable. Some dogs are comfortable while they wear stainless steel contacts. Some dogs are sensitive to contact pressure. You may find some dogs are sensitive to the collar. If so, you may relax some of these precautions. It is important to continue daily checks of the contact area. If redness or sores are found, discontinue use until the skin has fully healed.

Rechargeable Lithium Ion Battery Warning:

1. Do not disassemble battery compartment.
2. Product contains a non-replaceable battery. If battery is exposed or removed, please ensure that the batteries are properly disposed of in accordance with your local waste rules regulations.
3. Discontinue use if the product is damaged.
4. Please ensure that product with batteries are properly disposed of in accordance with your local waste rules regulations.
5. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
6. Batteries should be charged prior to use. Charge only with specified charger.
7. Don't store product with battery in temperature over 60°C/140°F.



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Components



Remote Transmitter



Straps



based on
different
package



Contact Points



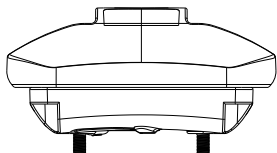
Conductive Silicone
Covers



Test Bulb Tool



USB Cable



Receiver Collar



User Manual



Wrist Strap

Other Items You May Need

- Scissors
- Lighter

How the System Works

The Remote Training Collar is easy to use with an advanced digital display that tells you exactly what level of stimulation you are using.

The Remote Training Collar can assist you in controlling your dog without a leash in a unobstructed range of up to 430 yards. At the push of a button, your remote sends a signal activating your dog's Receiver Collar. Your dog receives a safe but annoying stimulation. Your dog will quickly learn the association between his behavior and your correction; in no time, you'll have a better-behaved dog. The Remote Training Collar has been proven safe, comfortable, and effective for both small and large dog breeds at least 6 months of age and over 8 lbs.

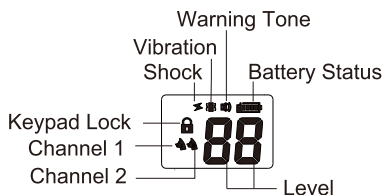
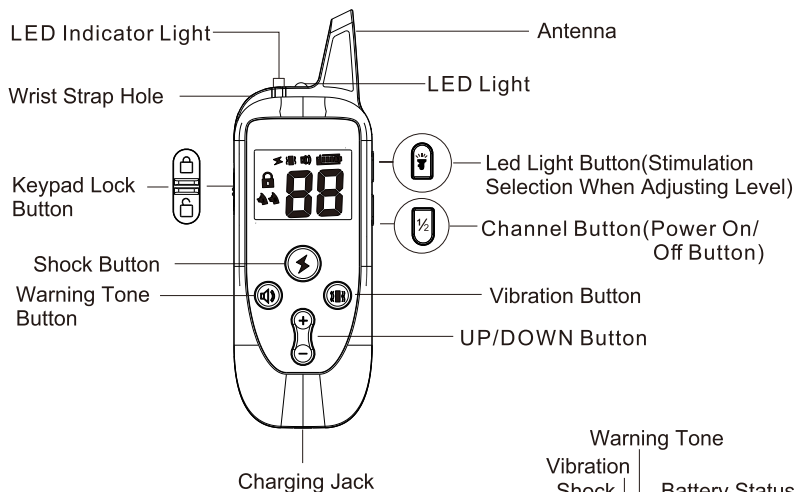
Using the Remote Trainer consistently and correctly, any basic obedience commands can be taught and will help to correct many misbehaviors that your dog exhibits.

Key Features

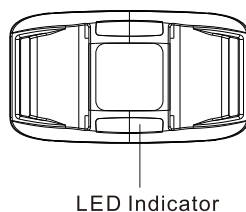
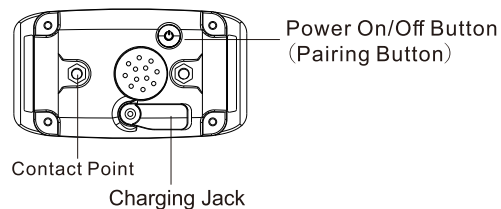
1. Separated function buttons on Remote Transmitter, easy for training.
2. Receiver collar is IP67 Waterproof rated, it can be submerged into water up to 1 meter for up to 30 minutes.
3. 8 Level Tone, 16 Level Vibration and 99 Level Shock help to provide behavior correction for dogs.
4. Receiver collar low battery & charging indication.
5. Rechargeable with High Quality Lithium Battery, with work time twice increased.
6. The maximum amount of time you can press the Stimulation Button and deliver stimulation to your dog continuously is 10 seconds. After this, the remote transmitter will time-out, and the stimulation button must be released and pressed again.

Definition of the Product

Remote Transmitter



Receiver Collar



Operating Guide

Step

1

Note: Fully charge receiver and remote for a minimum of 3 hours before first use.

How to Turn the Remote Training Collar On/Off

To turn the Remote Transmitter on

1. Press and Hold the channel button  for 2 seconds to power on the Remote Transmitter. The backlight will be on.
2. Backlight will be off after 15 seconds if there is no operation.
3. LCD display will turn off after 2 minutes if there is no operation. Any button on the Remote Transmitter will activate the Remote Transmitter.

To turn the Remote Transmitter off

Press and Hold the channel button  for 2 seconds to power off the Remote Transmitter.

To turn the Receiver Collar on

Press and Hold the power button  for 2 seconds, the Receiver Collar will vibrate and indicator will start blinking green.

To turn the Receiver Collar off

Press and Hold the power button  for 2 seconds, the Receiver Collar will beep and GREEN LED indicator will turn off.

Note: To extend the life of the batteries, turn off the Remote Transmitter and Receiver Collar when they are not in use.

Step 2 How the Transmitter Buttons Work

1. Press  /  /  once to send warning tone, vibration and shock command to Receiver Collar.
2. Press and Hold  /  / , Receiver Collar will have a consecutive warning tone, shock and vibration and will stop after 10 seconds.

Note: Do not press and hold  /  /  for long time to avoid physical or psychological hurt to your dog.

Press the Shock Button, then adjust Shock level by pressing the Up & Down Button.

Press the Vibration Button, then adjust Vibration level by pressing the Up & Down Button.

Press the Warning Tone Button, then select Tone types by pressing the Up & Down Button.

Notes: You can also press  button select the stimulation you want, then adjust the levels by pressing the Up & Down Button.

Step 3 How to Fit the Receiver Collar

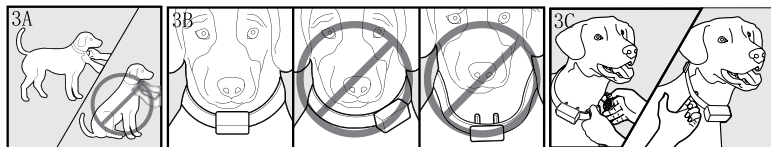
Important: The proper fit and placement of your Receiver Collar is important for effective training. The Contact Points must have direct contact with your dog's skin on the underside of his neck. To assure a proper fit, please follow these steps:

1. Make sure that the Receiver Collar is turned off.
2. Have your dog standing comfortably (Refer to picture 3A).
3. Place the Receiver Collar on your dog's neck close to the ears. Center the Contact Points underneath your dog's neck, touching the skin (Refer to picture 3B).

Note: It is sometimes necessary to trim the fur around the skin Contact Points to make sure that contact is consistent.

CAUTION: Do not shave the dog's neck as this may increase the risk of skin irritation.

1. The Receiver Collar should fit snugly, yet loose enough to allow one finger to fit between the strap and your dog's neck (Refer to picture 3C).
2. Allow your dog to wear the collar for several minutes then recheck the fit. Check the fit again as your dog becomes more comfortable with the Receiver Collar.



3. How to attach the strap to the Receiver Collar?
Follow the 1-2-3-4 steps instructed to thread the strap.

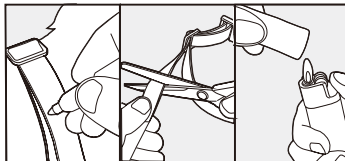


Note: In case you have the TPU collar in your package, mark the desired length of the collar, leaving some extra inches (if your dog is still growing or for the thicker winter coat), and cut off the excess.

Seal the cut edge of the strap using a lighter flame for a few seconds to allow the edge to flatten.



TPU Collar



Step 4

How to Find the Best Stimulation Level for Your Dog

Important: Always start at the lowest level and work your way up. The Remote Training Collar has 8 Stimulation Levels for warning tone, 16 for vibration and 99 for shock. This allows you to choose the Stimulation level that is best for your dog. Once you have placed the Receiver Collar on your dog, it is time to find the Stimulation Level that is best for them. This is called the Recognition Level. A slight change in your pet's behavior, such as looking around in curiosity, scratching at his collar, or flicking his ears, indicates the Recognition Level that is best for them.

Follow the steps below to find your dog's Recognition Level:

1. Starting at Level 1 on the Digital Display, press the Vibration/Shock Button continuously for 1 to 2 seconds. Note: When the Vibration/Shock Button is held down for 10 consecutive seconds, the Transmitter will "time-out", and you must release and press the button again before additional stimulation can be delivered.
2. If your dog shows no reaction, repeat the Stimulation Level several times before moving up to the next level.
3. **YOUR DOG SHOULD NOT VOCALIZE OR PANIC WHEN RECEIVING STIMULATION. IF THIS HAPPENS, THE STIMULATION LEVEL IS TOO HIGH AND YOU NEED TO GO BACK TO THE PREVIOUS LEVEL AND REPEAT THE PROCESS.**
4. Move through the Stimulation Levels until your dog reliably responds to the stimulation.
5. If your dog continues to show no response at highest level, check the fit of the Receiver Collar. If your dog has long or thick hair, please use the longer set of Contact Points in package. Then go back to step #1 and repeat the process.

If this still does not yield any results, your dog's hair will need to be trimmed around the contact point. If after completing all of these steps your dog still does not indicate they are feeling the stimulation, please contact chewy customer service.

Step 5 How to Maximize the Distance

The Remote Training Collar has a range up to 430 yards. Terrain, weather, vegetation, transmission from other radio devices, and other factors may affect the maximum range.

Hold the Remote Transmitter in a horizontal position away from your body to achieve optimum range. For Maximum signal strength, keep the device properly charged.



Maximum range



Typical range



Minimum range

*Avoid touching the antenna or the range may decrease substantially.

Step The LCD Display & LED Indicator

6

*LCD Display on Remote Transmitter

	Keypad Locked
	Shock Mode
	Warning Tone Mode
	Vibration Mode
	Battery Level
	Stimulation levels of Shock/Vibration and types of Warning Tone

*Remote Transmitter Indicator Light Definitions

Remote Transmitter Function	Remote Transmitter Indicator Light Response
Press  to deliver warning tone command to Receiver Collar	Green LED on when pressing the button
Press  to deliver vibration to Receiver Collar base on current level showed on LCD display (vibration will stop after 10 consecutive seconds and will reset after release the Vibration Button)	Green LED on when pressing the button
Press  to deliver shock to Receiver Collar base on current level showed on LCD display (shock will stop after 10 consecutive seconds and will reset after release the Shock Button)	Red LED on when pressing the button
Charging the Remote Transmitter	Green LED blinks
Remote Transmitter is fully charged	Green LED is on

*Receiver Collar Indicator Light Definitions

Receiver Collar Function	Receiver Collar Indicator Light Response
System Running	Slow blinking green
Low Battery	Fast blinking green
Fully charged/Pairing Mode/ Executing the Shock, Vibration or Warning Tone Command	Indicators become solid green
Charging	Slow blinking green

Step 7 Charging the Device

The Remote Training Collar use Lithium-Polymer batteries, DO NOT charge the device near any flammable substances. Fully charge the Remote Transmitter and Receiver Collar before use.

Charge the Remote Training Collar if:

- The indicator light on the Receiver Collar is blinking rapidly.
- There is only 1 battery level bar left on the Remote Transmitter LCD display.
- The indicator light on the Remote Transmitter and Receiver collar will not come on.

Charging Steps:

1. Plug the adaptor into a standard wall outlet.
2. Lift the rubber cover on the Receiver Collar charging jack.
3. Connect the USB cable connectors to the charging jack on Receiver Collar and Remote Transmitter.
4. Connect the USB cable port to the power charger, power bank or your PC.

Note:

Remote Transmitter: The Green LED indicator will become solid when fully charged.

Receiver Collar: The Green LED indicator will become solid when fully charged.

The charging time takes 2~3 hours, Green indicators on Remote Transmitter and that on Receiver Collar will blink slowly when charging.



Warning:

In case you have to use chargers for charging, please use those with 5V output voltage. Improper chargers will cause charging damage to the device.

If product is charging with improper chargers, receiver Collar will deliver Warning Tone continuously and red indicators will blink fast on the Remote Transmitter.

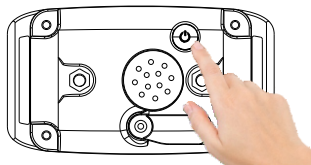
Notes:

1. Improper chargers mean those with output voltage over 5V.
2. Output Voltage usually can be seen

Step 8 How to Pair the Remote Transmitter & Receiver Collar

Your receiver and remote should come already paired. But, If your Receiver Collars does not beep when you press the Beep Button on the Remote Transmitter, or you feel the Receiver Collar is not responding to the Remote Transmitter, follow these steps to pair.

1. Press and hold the power button on the Receiver Collar for 2 seconds to turn on the Receiver Collar.
2. Press the power button 3 times to enter the pairing mode. You will hear a beep and the indicator will become solid. You will now have 10 seconds to finish the pairing.



3. Press the or or on the Remote Transmitter, and the Receiver Collar is responding correspondingly indicating that pairing is completed.

Tip: You can choose channel 1 or channel 2 to pair the Remote Transmitter & Receiver Collar. The system can pair 2 Receiver Collars at the same time. If you can not pair the device successfully, it maybe caused by the signal interference. Please move to another place to try or contact with our service center.

Note: The Remote Transmitter and Receiver Collar will only work on the channel you have paired. For example, if you have paired Remote Transmitter to Receiver Collar on Channel 1, Remote Transmitter can control Receiver Collar only on Channel 1, and it will not work on Channel 2.

The system can pair 2 Receiver Collars to 2 different channels at the same time. If you bought the dual Receiver Collars version, follow “Step 8” above to pair the other receiver (Choose the other channel by pressing the Channel Button on Remote Transmitter.)



1 Receiver Collar paired to Channel 1



1 Receiver Collar paired to Channel 2

Step 9 How to Test the Functions

Warning Tone Test

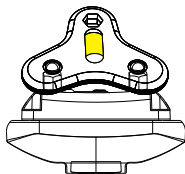
- Press the  Button to test the Warning Tone function.
- The Receiver Collar will beep along with solid green indicator on the Receiver Collar indicating that the Warning Tone function works.

Vibration Test

- Press the  Button to test the Vibration function.
- The Receiver Collar will vibrate indicating that the Vibration function works.

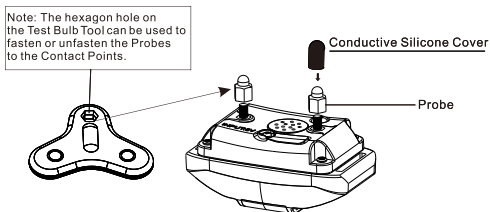
Shock Test

- Secure the Test Bulb Tool on the Receiver Collars' Contact Points.
- Press the  Button to test the shock function.
- The Test Bulb Tool will light up indicating the static shock stimulation works. The Test Bulb Tool will become brighter at higher shock levels.



Note:

For your dog's comfort and safety, please ensure the conductive silicone covers are worn on the contact points before putting the Receiver Collar on your dog. The conductive silicone covers can still deliver the static shock.



General Training Guide

General Tips

- Eliminate one misbehavior or teach one obedience command at a time. If you move too fast with training, your dog may become confused.
- Be consistent. Correct your dog every time they misbehave .
- Unless you can supervise your dog, it is recommended that you restrict your dog from situations in which they have a history of misbehaving. However, setting up a situation as a training session can dramatically improve your chances of success.
- If your dog reacts to the beeps by hiding or acting fearful, redirect your dog attention to a simple and appropriate behavior, such as the "sit" command.
- Dogs should be at least 6 months old before using the Trainer.
- Only let responsible family members use the Trainer. It is not a toy!
- Other dogs in hearing range will be affected by the training beeps. Therefore, training sessions should be conducted out of hearing range of other dogs.

CAUTION:

Never use the Remote Trainer to correct or eliminate any form of aggressive behavior. We recommend you contact your local veterinarian or a professional trainer to determine if your dog might be aggressive. See page 1 for more information.

Frequently Asked Questions

Is the Stimulation safe for my dog?	While the Stimulation is unpleasant, it is harmless to your dog. Electronic training devices require interaction and training from the owner to achieve desired results.
How old does my pet have to be before using the Remote Training Collar?	Your pet should be able to recognize basic obedience commands such as "Sit" or "Stay". Dogs should be at least 6 months old before using the Trainer.
Once my dog is trained and has been obeying my commands, will he have to continue to wear the Receiver Collar?	Probably not. You may need to reinforce training with the Receiver Collar from time to time.
Is the Receiver Collar water-resistant?	Yes. The Receiver Collar meets IP67 waterproof rating. Make sure to keep the area dry when charging. Note: Remote Transmitter is not waterproof.
Will I get exactly 430 yard of range with the Remote Training Collar?	The range of the Remote Training Collar will vary according to terrain, weather, vegetation, as well as transmission from other radio devices. See "How the System Works" for tips on maximizing your range.
How long can I continuously deliver stimulation to my dog?	The maximum amount of time you can press the Stimulation Button and deliver stimulation to your dog continuously is 10 seconds. After this, the Remote Transmitter will time out, and the Stimulation Button must be released and pressed again.

Trouble Shooting

My dog does not respond when I press a button.	• Make sure the Receiver Collar has been turned on. • If your range has reduced from the first time you used the Remote Training Collar, the batteries may be low in either the Remote Transmitter or Receiver Collar. • Many factors can impact the amount of range you have with the Remote Trainer. For a list of these factors, see "How the System Works". • Test the Receiver Collar. See "How to test the functions" for details. • Increase the Stimulation Level. Refer to "How to find the best Vibration/ Shock Level for Your Dog" for more information. • Make sure the Receiver Collar's Contact Points are placed snugly against your dog's skin. Refer to "How to Fit the Receiver Collar" for more information.
The Receiver Collar will not turn on.	• Make sure the Receiver Collar has been charged. For the initial charge, be sure to charge it for 4 hours. Subsequent charges only take 2~3 hours.
The Receiver Collar is not responding to the Remote Transmitter.	• Verify the Receiver Collar is on. • If the indicator light is blinking rapidly, fully charged the Receiver Collar. • If the first two solutions did not resolve your problem, see "How to pair the Remote Transmitter & Receiver Collar."

FCC

USA

Transmitter: FCC ID:2AYAF-P20

Receiver: Dog Training Collar Model: P20

This device 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.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a specific installation. If interference does occur to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult customer care, the dealer, or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Responsible Party and Distributor, Chewy, Inc.
1855 Griffin Road, Suite B-428, Dania Beach, FL 33004
1-800-672-4399

QUESTIONS?

**CALL OUR FRIENDLY CUSTOMER SERVICE TEAM ANYTIME.
WE'RE HERE 24/7! 1-800-672-4399**