

S/C Model Code Setting Guide

Expanding to a 2-Dog Unit

1. If your model has an ON/OFF button on the handheld transmitter, turn it on now. Models without an ON/OFF button are on stand by and ready for the next step.
2. Set the Rheostat intensity dial on the handheld transmitter to level “0”.
3. Starting with the receiver/collar turned OFF, place the receiver/collar in code setting mode by holding down the ON/OFF button for 5 seconds or by placing the two red dots together for 5 seconds. The LED on the receiver/collar will rapidly blink green when successfully in code setting mode. Once in code setting mode, separate the receiver/collar and the handheld transmitter.
4. While the LED on the receiver/collar is rapidly blinking, press the two orange buttons together on the handheld transmitter. The code setting is complete when the LED on the receiver/collar blinks every 5 seconds.
5. With the code setting complete, the orange buttons will now control the orange receiver/collar and the gray buttons will control the black receiver/collar. Pressing a button on the handheld transmitter will activate the LED on the corresponding receiver/collar.

Code Setting a 1-Dog Unit

6. Follow steps 1 through 3 above. While the LED on the receiver/collar is rapidly blinking, press the two gray buttons together on the handheld transmitter.
7. With the code setting complete, pressing a button on the handheld transmitter will now activate the LED on the receiver/collar.

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Warranty and Repair Information

2-Year Limited Lifetime Warranty

Dogtra Company provides the original purchaser with a 2-YEAR WARRANTY for the 175NCP, 180NCP, 200NCP/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 Series, 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 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, 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 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 8:30AM - 4:00PM, 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.