

## Owner's Manual

# PATHFINDER

AVAILABLE IN GPS-ONLY SYSTEM:  
PATHFINDER TRX



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Ver.7



# PATHFINDER

AVAILABLE IN GPS-ONLY SYSTEM: PATHFINDER TRX

Compatibility:

Requires iOS 9.1 or later

Requires Android 4.3 or later

## **Owner's Manual**

Please read this manual thoroughly  
before operating the Dogtra PATHFINDER.

# 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



PATHFINDER: GPS E-Collar  
PATHFINDER TRX: GPS Collar



Battery Charger



Splitter Cable



Owner's Manual



Belt Clip

Not included with TRX



Test Light



Contact Point  
Extension Washer/  
Adjustment Tool



Non-Stimulation  
Contacts

# MAIN FEATURES



2-Second GPS  
Update Rate



Offline Maps



Tracking Only Mode



Precise and  
Up-to-Date Maps



9-Mile Range



Geo-Fence Option



Fully Waterproof



Expandable to  
21 Dogs



3.5-Hour Rapid  
Charge Batteries



Belt Clip

## Not included with TRX



Enhanced  
Contact Points



Audible Tone



Nick/Constant  
Stimulation



Low-High Output in  
1-100 Stimulation Levels

## For TRX Only

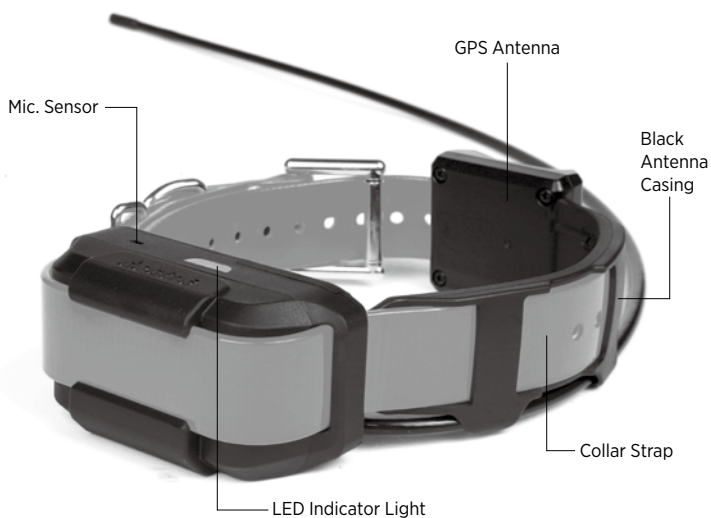
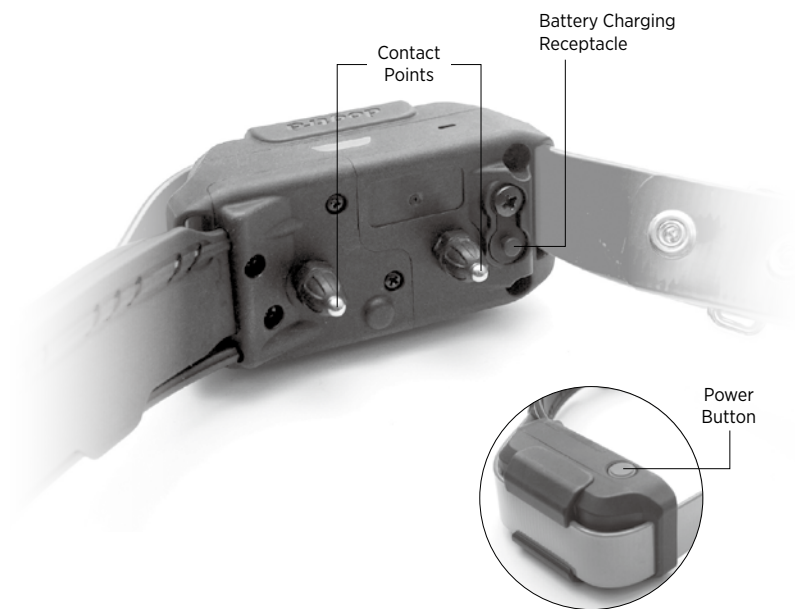
**UKC & AKC Events Approved**

# OVERVIEW

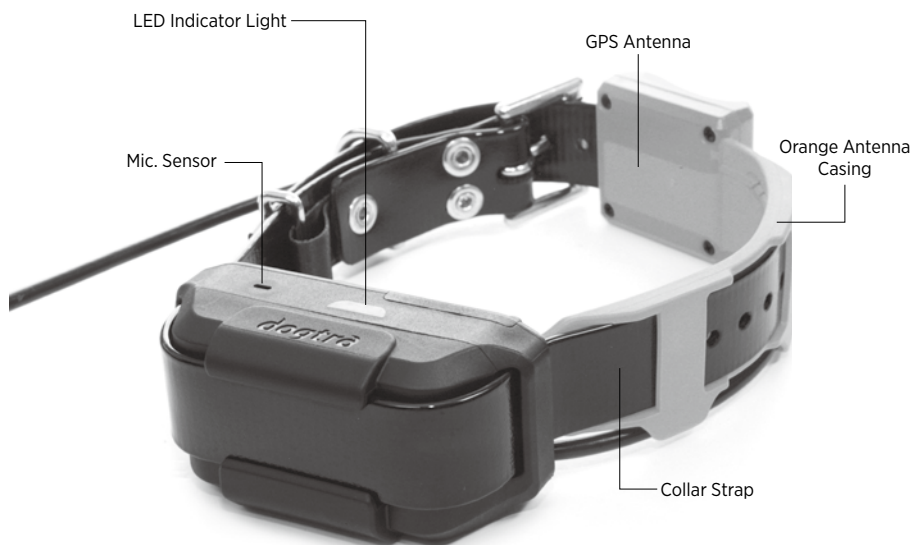
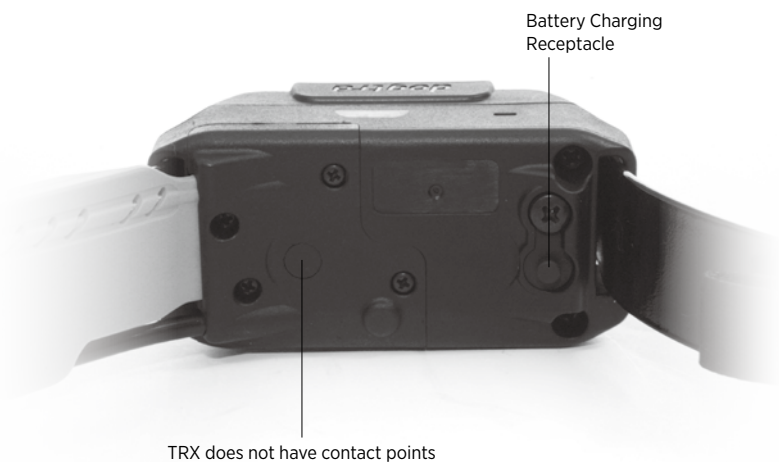


**PATHFINDER  
GPS Connector**





**PATHFINDER**  
**GPS E-Collar**



**PATHFINDER TRX  
GPS Collar**

# UNDERSTANDING YOUR TRAINING SYSTEM

## 1. TURNING THE PATHFINDER ON/OFF



### GPS Connector

- 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

- 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 play to indicate that the GPS Collar is turning on or shutting down.

## 2. BUTTON FUNCTION



### GPS Connector

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

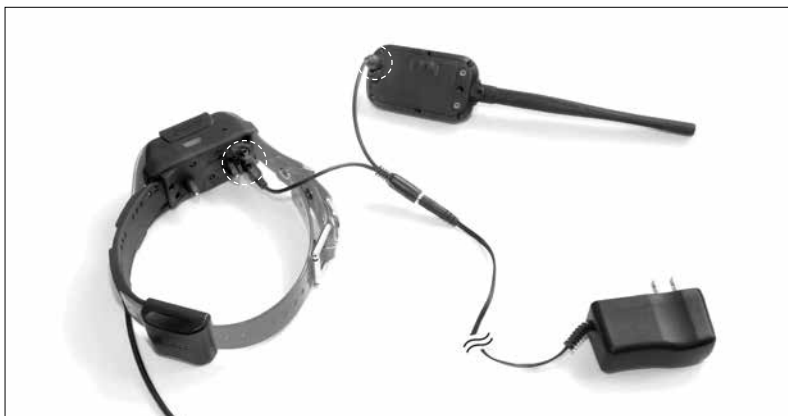
**Power On:** To turn the GPS Collar on, press the Power button until the green LED turns on.

**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 play 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 set comes with both parts paired to each other.**

### 3. CHARGING THE PATHFINDER



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

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

#### **When to Charge**

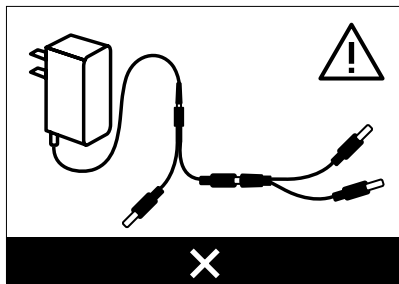
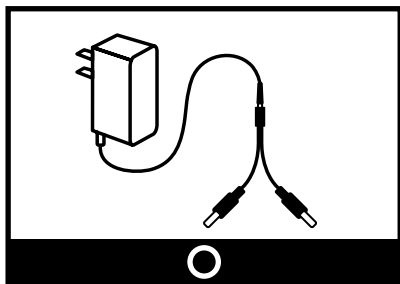
- When the LED is red on the GPS Connector or GPS Collar.
- When the PATHFINDER app displays a low battery percentage for the GPS Connector or GPS Collar.
- When the LED on the transmitter or receiver will not come on.
- When the indicator light turns on momentarily, but will not stay on when the Constant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

**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 to 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

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 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, XS MAX, XR  
iPad Generation 3 and above

2) Android: Android 4.3 and above

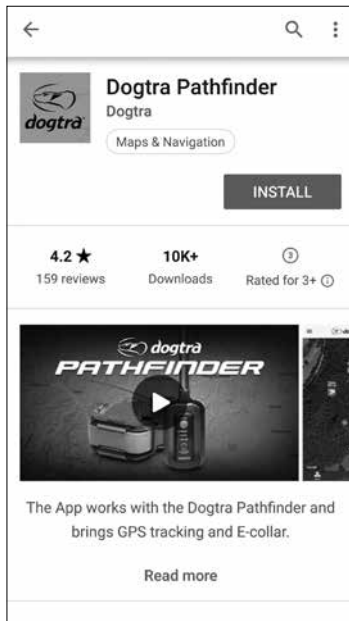
Samsung Galaxy S4 and above, Note 2 and above, and LG G3

### Downloading the App

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



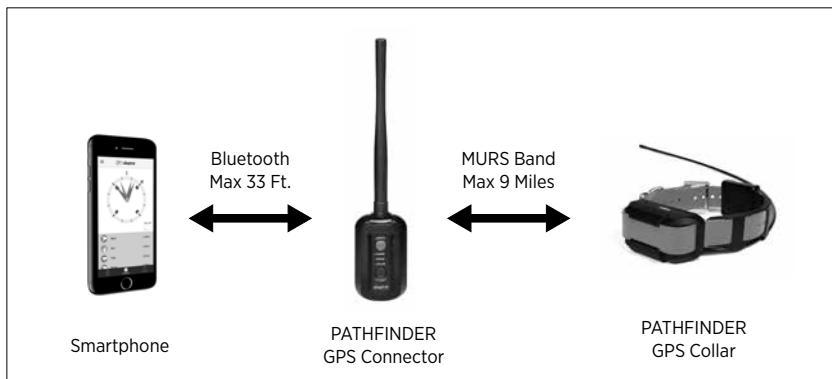
iOS App Store



Android Google Play Store

## 6. PAIRING

PATHFINDER GPS Connector connects between your smartphone and PATHFINDER GPS Collar. These devices need to be paired for the PATHFINDER 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 'Start Pairing' 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.

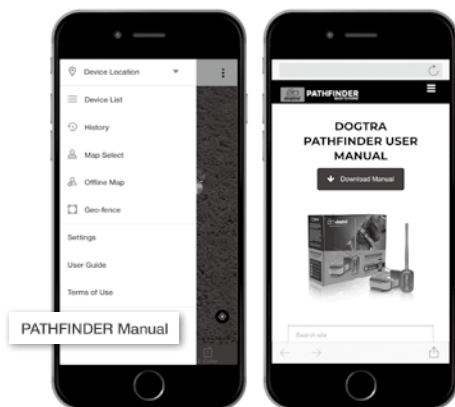
- 1) Turn the GPS Connector on.
- 2) Check that the GPS Collar is turned off.
- 3) Use the Select button on the GPS Connector to set the LED to Collar.
- 4) Hold down the Connect button for 5 seconds until the LED blinks rapidly. Release the button.
- 5) Hold down the Power button on the GPS Collar until 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**

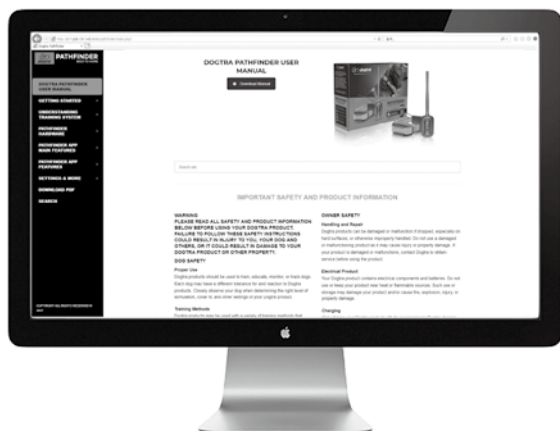
The PATHFINDER is meant for use in open outdoor areas. After pairing, take the GPS Collar outdoors to acquire a GPS signal. Once the signal is acquired, the GPS Collar icon will appear on the Map tab of the PATHFINDER app. Operating the PATHFINDER near tall buildings and other steel structures will reduce 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](http://www.DogtraPATHFINDER.com)



In the app, 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](http://www.DogtraPATHFINDER.com) for a full version of the PATHFINDER manual, Q&A, and more.

## CHANGING THE CONTACT POINT LENGTH

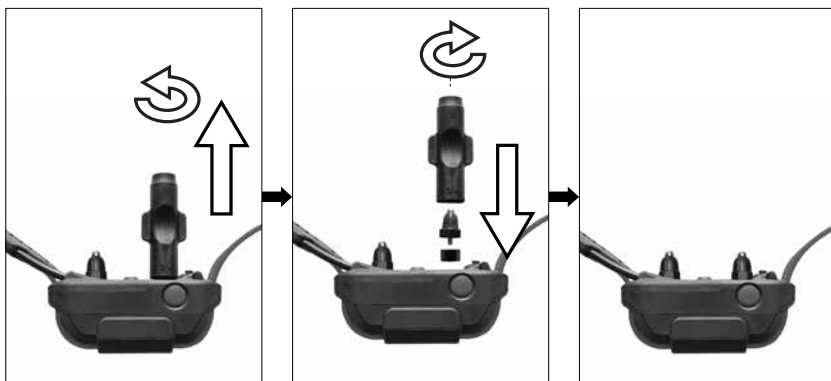
The Dogtra PATHFINDER comes equipped with standard 5/8" contact points that can be extended to 3/4" contact points, for use on dogs with longer coats. To increase the contact point length from 5/8" to 3/4", follow the steps below.

- 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

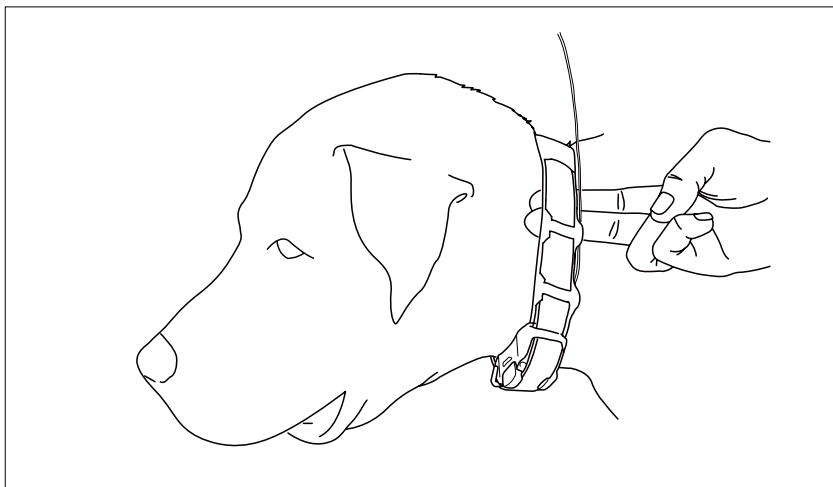
The collar should be fitted so that the surgical stainless steel contact points press firmly against the dog's skin. You should be able to fit a finger in between the contact point and your dog's skin. The best location is on either side of the dog's windpipe.

## 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.



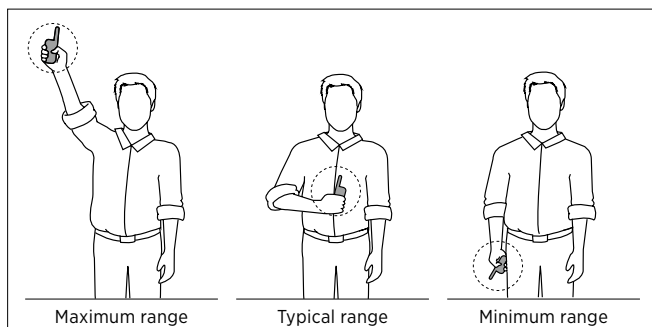
### For the Collar



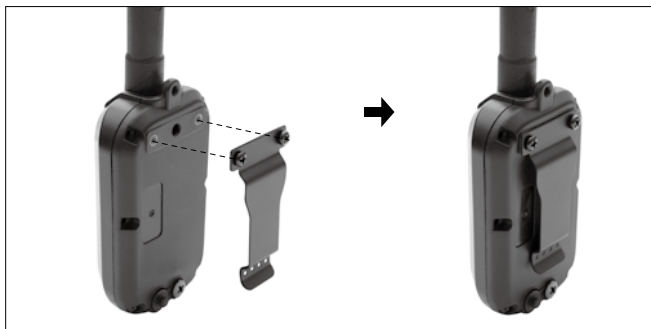
Open the antenna enclosure by removing the 4 screws and the contact points. Remove the screw holding the antenna in place to replace the antenna.

## MAXIMIZING THE DISTANCE

- The PATHFINDER has a 9-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.

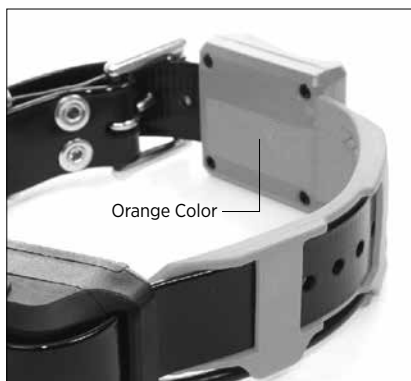
## USING THE TEST LIGHT



- 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 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.

## TRX COLLAR

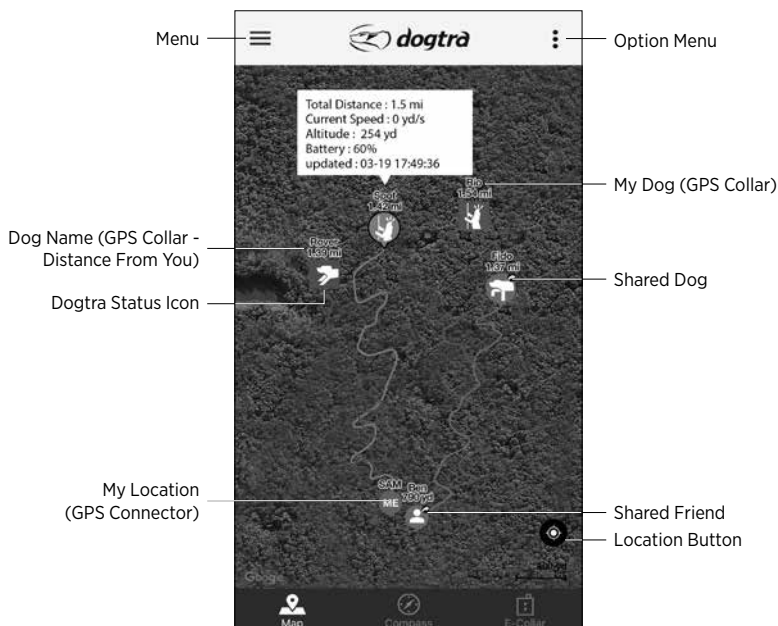


The TRX Collar is distinguishable by the orange GPS antenna casing.  
The TRX Collar does not come with stimulation or tone.



# 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.

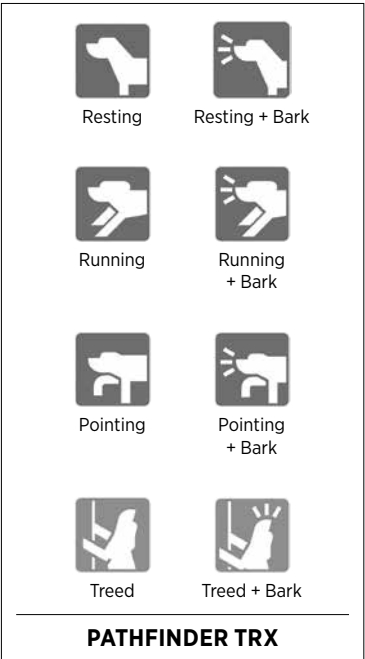
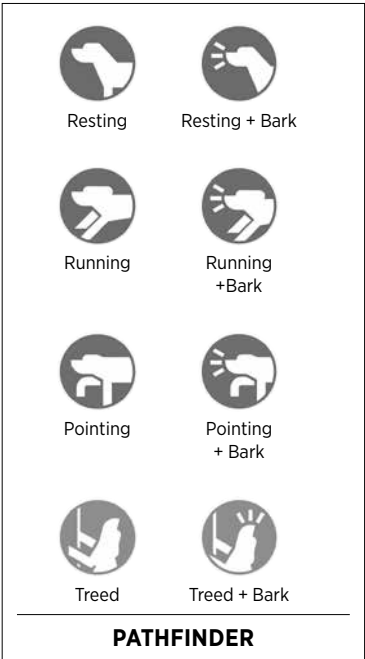
**\* Devices that are offline or hidden will not be displayed on the map.**

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

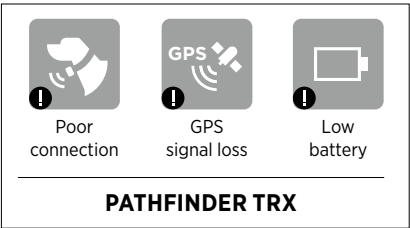
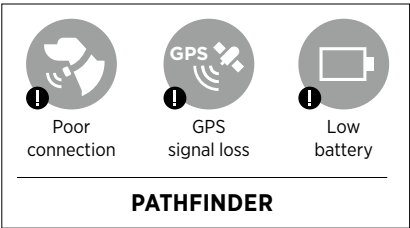
\*  : iOS


 : Android

2. DOG ICONS



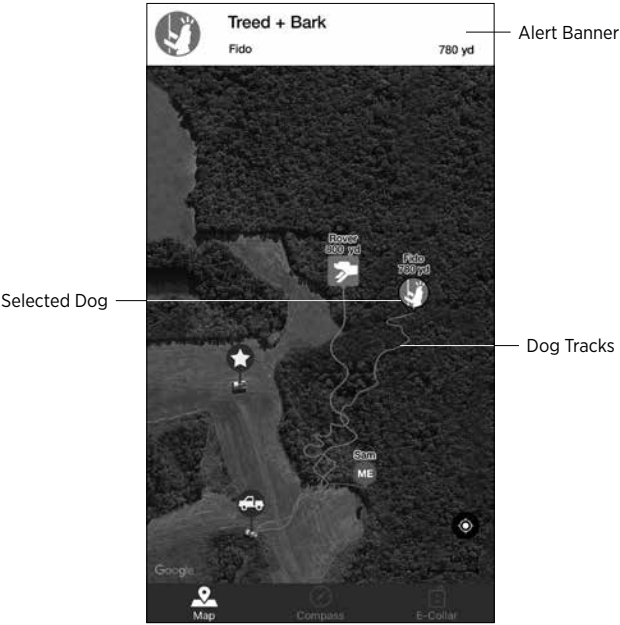
When your dog’s action changes, the icon action status will change as well. The dog display icon will change to an icon that represents these issues, such as poor connection, GPS signal loss, or low battery. Devices shared will display the shared symbol on the device icon.



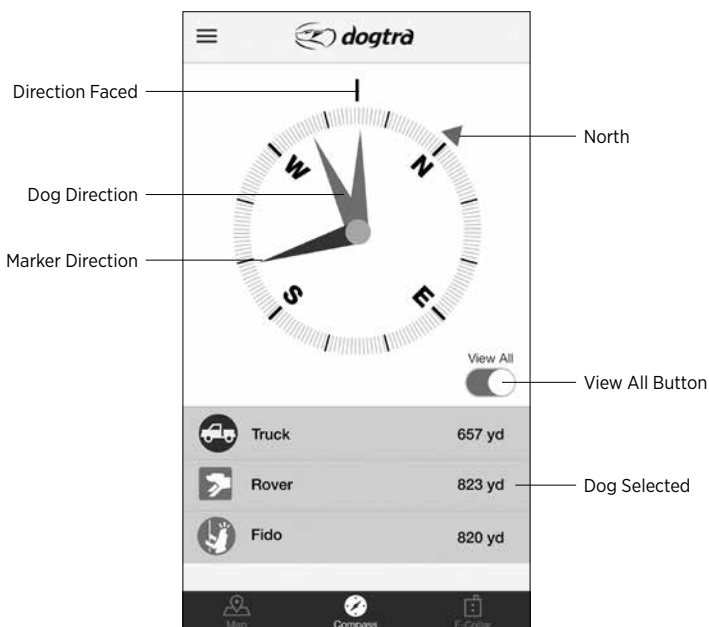
The TRX Collar is a tracking only collar that does not have tone or stimulation. The TRX Collar is displayed as a square icon(  ) in the Map and Compass tab, Device List, and Dog Status page. TRX Collars will not be displayed in the E-Collar tab. All other functions are available for the TRX Collar, since both the PATHFINDER and PATHFINDER TRX can be used together in a multi-dog set up.

### 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 or All Collars. The current selected dog is displayed with an outline around their icon.



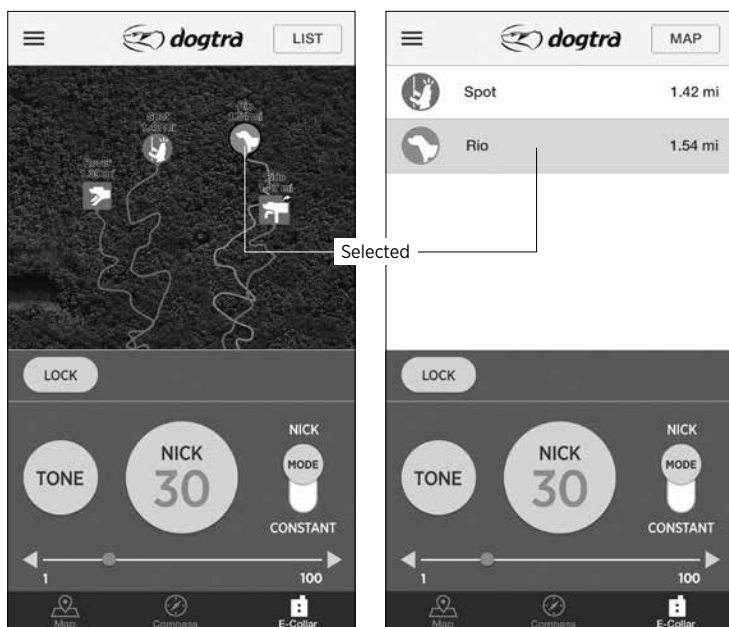
## 4. COMPASS TAB



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 stay on as long as the button is pressed, for up to 12 seconds.

\*\* PATHFINDER MINI Only

## E-COLLAR BUTTONS

### List/Map View

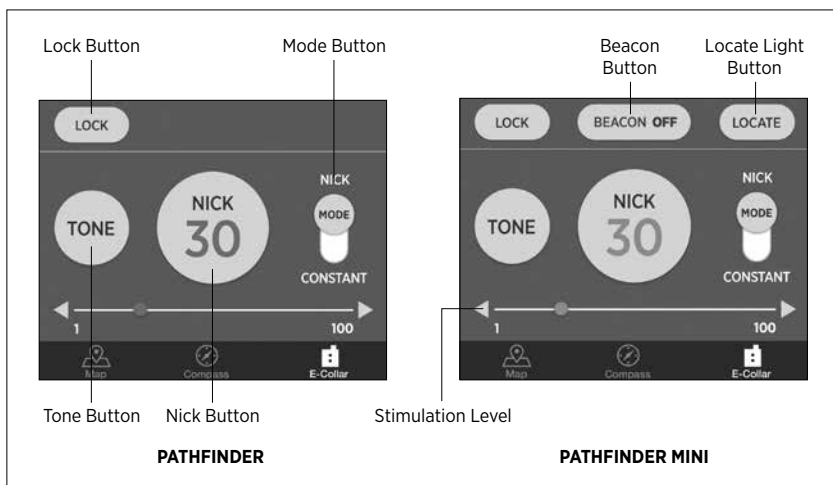
Dogs can be selected using the dog list or in Map view.

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 TRX Collars, Shared Collars, Shared Friend E-Collars will not show on the List view.**



### **Mode Button**

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

### **Lock Button**

The Lock button disables training functions until unlocked.

Use the lock feature so that you do not accidentally stimulate your dog.

### **Sending Stimulation**

- 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 E-Collar tab is disabled when the Tracking Only Mode is turned on in the Settings menu.**

### **\*\* Beacon Button**

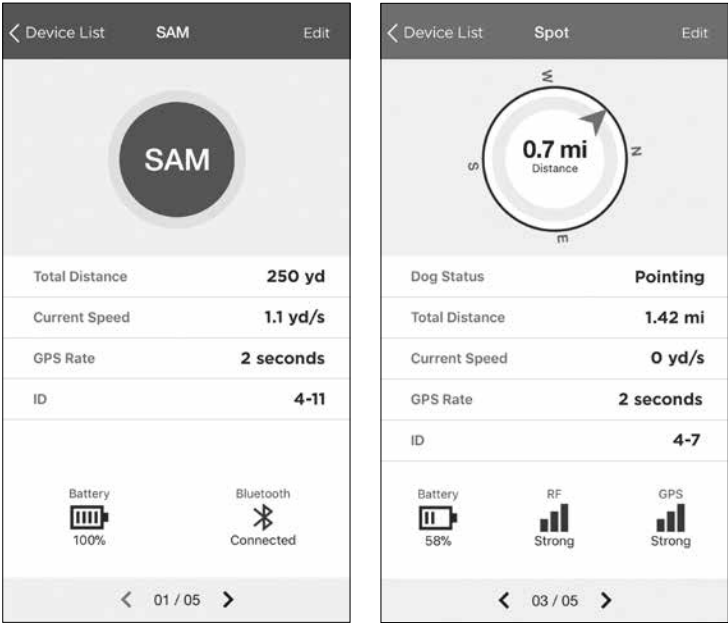
The light will blink every 3 seconds when the button is turned on.

### **\*\* Locate LED Light**

The light will stay on as long as the button is pressed, for up to 12 seconds.

**\*\* PATHFINDER MINI Only**

6. DEVICE DETAILS



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 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 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 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 0.2m 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.

# DOGTRA PRODUCT WARRANTY

## LIMITED WARRANTY

### For Dogtra Products Purchased from Dogtra Authorized Dealers

#### One-Year Warranty

Except as otherwise provided below, Dogtra warrants to the original retail purchaser (“You”) that its Dogtra products shall be free of defects in materials and workmanship for a period of one (1) year from the date of purchase (“Warranty”). The Warranty covers the cost of repair (parts and labor) or replacement (if repair is not feasible) of a defective Dogtra product during said one-year period. For such repaired or replaced products, the remaining portion of the original warranty period, or ninety (90) days, whichever is longer, shall apply. Dogtra, at its sole discretion, shall determine whether to repair or replace a product covered by the Warranty.

#### Warranty Conditions

The Warranty is not transferrable and applies to your Dogtra product only if:

- (1) You are the original retail purchaser of the product,
- (2) You bought the product from a Dogtra authorized dealer, and
- (3) You present a receipt or other proof of purchase showing a valid purchase date, the name and address of the authorized dealer, and the purchased product identified by model and/or serial number.

#### Warranty Exclusions

The Warranty does not cover damage, loss, or deterioration to your Dogtra product caused: by misuse, neglect, abuse, or other improper handling of the product; by failure to follow use or care instructions; by use of the product for other than its intended purpose; by accident or natural forces such as fire or flooding; or by normal wear and tear such as scratches to the product surface.

The Warranty also does not cover Dogtra products that: are purchased from non-authorized dealers; are purchased outside of the United States or Canada; have been damaged during shipment (even if Dogtra paid or arranged for shipping); have been modified or tampered with in any manner; are opened or repaired by anyone other than Dogtra; or have serial numbers that have been altered or defaced.

#### Sole Warranty

This Warranty is the only warranty offered by Dogtra for its Dogtra products. Other than said Warranty, Dogtra makes no other representations or warranties whatsoever regarding its products, whether oral or in any product manual, on any packaging, on any website, or in any other written material. No dealer of Dogtra products, nor any employee or agent of Dogtra, is authorized to make any additions, changes, or extensions to the Warranty. Dogtra, at its sole discretion and at any time, reserves the right to modify the Warranty.

## **DISCLAIMER OF OTHER WARRANTIES**

**THE FOREGOING WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. DOGTRA DISCLAIMS ANY IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

### **Limitation of Remedies**

Dogtra's liability is limited to the cost of repair or replacement of the Dogtra product under Warranty. Any claim or action to enforce the Warranty must be commenced within thirty (30) days of the Warranty's expiration for your product. Dogtra will not be liable for any indirect, incidental, special, consequential, or similar damages based on breach of warranty, breach of contract, negligence, strict tort, or any other legal theory related to Dogtra and its products. Damages that Dogtra will not be responsible for include, but are not limited to: loss of income or profits; loss of revenue or savings; loss of use of the product or associated products; cost of any substitute products or services; inconvenience, downtime, or any other time; loss of goodwill; claims of third parties including customers; and damage to property.

### **Legal Rights May Vary By State or Jurisdiction**

The Warranty gives You specific legal rights, and You may also have other rights which vary by state or jurisdiction. Some states or jurisdictions do not allow certain limitations of implied warranties or of incidental or consequential damages or other remedies, so certain of the foregoing limitations may not apply to You.

If any portion of the Warranty is held by a court to be invalid or unenforceable, the remaining portions of the Warranty shall remain in full force and effect and shall in no way be affected or invalidated, and the invalid or unenforceable portion shall be modified so as to most nearly achieve the intent of the Warranty.

### **Product Registration**

Dogtra recommends that customers register their products as soon as possible after purchase. Product registration will facilitate any future warranty service. You may also receive useful information and updates about your existing and future Dogtra products. To register your product, visit [\*\*www.dogtra.com/product-registration\*\*](http://www.dogtra.com/product-registration). If your product is not registered with Dogtra, You will be required to provide a receipt or other proof purchase (as provided above) to qualify for warranty service.

### **How to Obtain Warranty Service**

Should your Dogtra product require warranty service, please contact Customer Service by phone or email for a warranty evaluation (see below for contact information). Upon approval of your warranty work, Dogtra will repair or replace (at Dogtra's election) your product without charge for labor or parts. You are responsible for shipping, including cost, of your product to Dogtra for warranty service. Dogtra will handle shipping, including cost, of the repaired or replaced product back to customers in the USA. Dogtra will not be responsible for shipping, including cost and/or applicable taxes or fees, for products sent to Canada. Such costs, taxes, or fees will be borne by the customer.

To register your product, visit **[www.dogtra.com/product-registration](http://www.dogtra.com/product-registration)**.

#### **Dogtra Customer Service**

**22912 Lockness Avenue, Torrance, CA 90501**

(888) 811-9111

[repair@dogtra.com](mailto:repair@dogtra.com)

Mon – Fri, 8:00 AM to 4:30 PM (PST)

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