

3500NCP

AVAILABLE IN 2-DOG SYSTEM: 3502NCP

Owner's Manual

Please read this manual thoroughly
before operating the 3500NCP training e-collar.

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.

PRODUCT SAFETY

Training Methods

Dogtra products may be used with a variety of training methods. However, each dog may have a different reaction to training methods and to Dogtra products. Closely observe your dog when determining the right training method to use with your 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.

PRODUCT DAMAGE

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.

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.

Inadvertent Activation

The digital microprocessor offers thousands of unique codes to eliminate frequency match-up with other Dogtra e-receivers. The Constant button will automatically shut down after being held down for 12 seconds or more as a safety feature.

UNAUTHORIZED USE

Your Dogtra product should be used only in a humane manner to train and educate your dog. Dogtra products are not intended for use in any other manner nor are they intended for use with other animals or with humans.

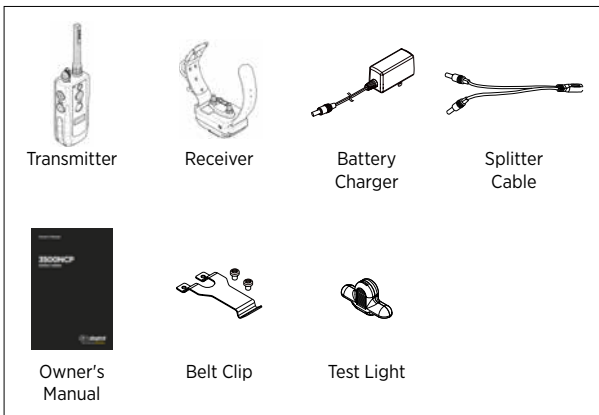
BATTERY

Your Dogtra product contains batteries. Take care when removing and installing batteries as your fingers may get caught. Dispose of batteries as provided by your local regulations. Do not disassemble, crush, heat, or otherwise alter the battery as it may cause fire, injury or property damage.

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AT A GLANCE



Optional Accessories

Auto Charger

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

European Charger

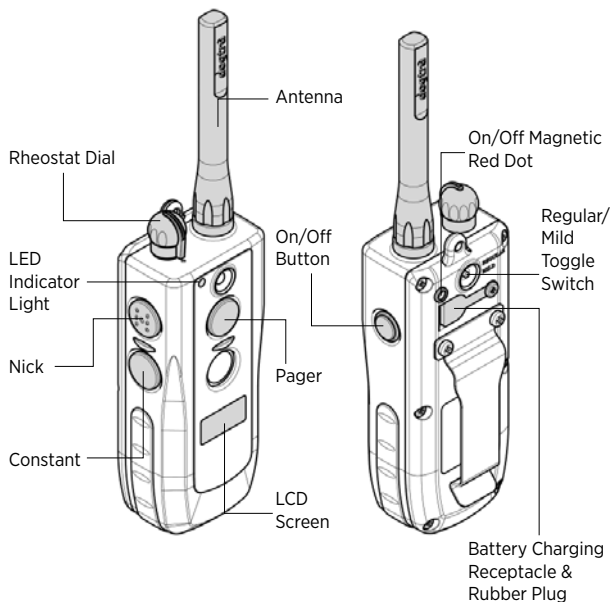
Dogtra's European chargers are designed for use with a 230 volt AC electrical outlet.

To purchase accessories, please visit www.dogtra.com or call customer service at (888) 811-9111.

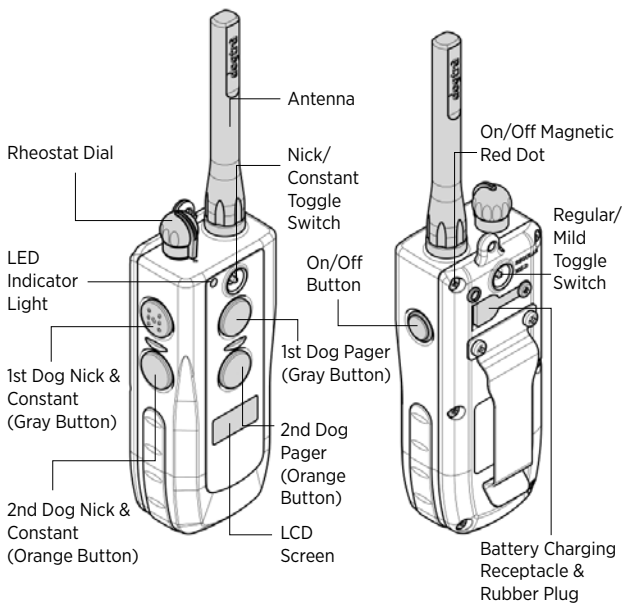
MAIN FEATURES

- Easy-to-use, ergonomically fitted transmitter
- Rheostat Dial that allows for gradual adjustments in stimulation intensity with no jumps between levels (0-127)
- 1-mile range
- 2 different stimulation types - Nick & Constant
- Pager vibration feature
- Fully waterproof receiver and transmitter
- One-charging system allows the transmitter and receiver to be charged at the same time
- Easily visible blue LCD screen displays the exact level of stimulation that can be seen in the dark
- A three bar battery life indicator and LED colored indicator to show the remaining battery life
- For dogs as small as 35 pounds

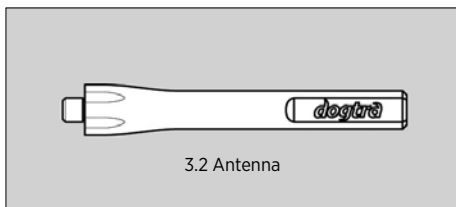
DESCRIPTION OF TRANSMITTER PARTS



3500NCP
Transmitter (1-dog)

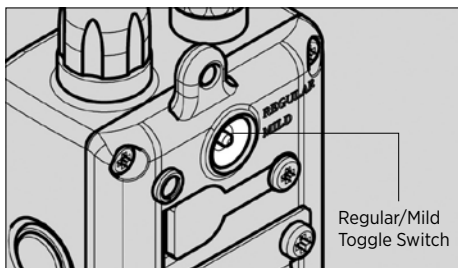


3502NCP
Transmitter (2-dog)



Transmitter Antenna

A 3.2" antenna is supplied with the Dogtra 3500NCP Super-X Series transmitter. The antenna must be fastened to the transmitter before using the unit.



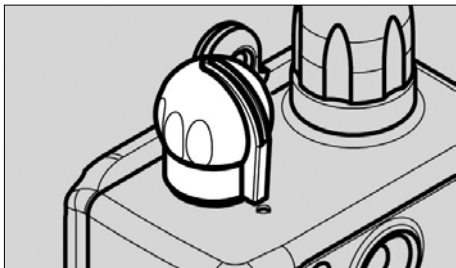
Regular/Mild Toggle Switch

The Regular/Mild toggle switch is located on the back of the transmitter near the top.

The Regular/Mild toggle switch allows you to select between Regular and Mild stimulations. When the toggle switch is put into the upper position, it is in the Regular Mode. When the toggle switch is put into the lower position, it is in the Mild Mode.

“Regular” has 127 stimulation levels: (0) is the lowest level and (127) the highest. The LCD will display the intensity level when you have the unit set in the “regular” mode.

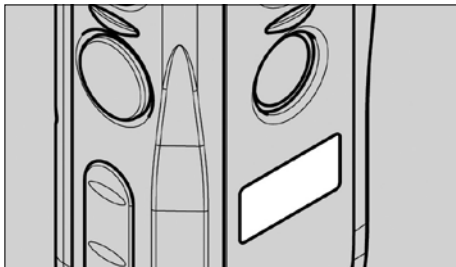
“Mild” has 63 stimulation levels: (0) is the lowest and (L63) the highest. This feature gives the trainer a much wider range in the power band for highly sensitive dogs. The LCD display will show (L) along with the intensity level (0-L63) when your unit is in the “Mild” setting.



Rheostat Dial

The Rheostat Dial is located on the top of the transmitter: (0) being the lowest level and (127) being the highest while in the Regular Mode.

While in the Mild Mode, your level options will be (0) being the lowest, and (L63) being the highest. The LCD screen will display the (L) to indicate that the toggle switch is positioned in the Mild Mode.



LCD Screen

The LCD screen indicates the stimulation level (0-127) for Regular or (0-L63) for Mild on the screen.

The LCD battery life indicator shows 3 bars at full charge, 2 bars at medium charge and 1 bar when it needs to be charged. The battery life indicator only specifies the remaining charge for your transmitter. To find the remaining charge for your receiver, observe the LED indicator on the receiver. When it emits a:

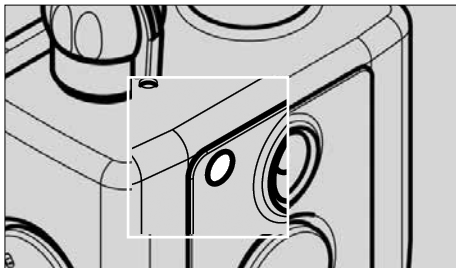
Green = Full charge

Amber = Medium charge

Red = Needs charge

Care for LCD Transmitters in Cold Temperature

In cold temperatures (10°F or below), the Liquid Crystal Display (LCD) on your transmitter may be dim or slow to respond. Wait until the display becomes visible before selecting any training level. Even though the LCD screen might be dim or slow to respond when you push the Nick or Constant button, the transmitter will still function properly. In the occurrence of extremely cold weather, the LCD screen might take a moment to respond causing the intensity level to freeze at that current level. If you turn the Rheostat Dial, the level on the screen may not change but the actual intensity from the receiver will change in agreement with the dial. In this situation, it is ideal to either wait until your transmitter is back in working order before emitting a correction or while holding the Constant button down, slowly turn the Rheostat Dial while watching your dog's reaction. Do not turn the Rheostat Dial rapidly, because the receiver will emit a static correction based on the level of the Rheostat Dial, which might not be correctly reflected on the LCD screen.



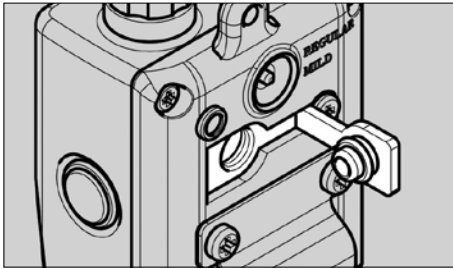
Transmitter Indicator Light (LED Window)

The transmitter LED indicator light is located near the Rheostat Dial. It will flash every 4 seconds when the transmitter has been turned on. The color of the light indicates the status of battery life. It flashes green when the battery is fully charged and turns to amber when the battery is at medium charge. It is acceptable to charge your unit even at medium charge without any damage incurred to your receiver. When the transmitter indicator emits a blinking red light, the battery needs to be recharged.

Green = full charge

Amber = medium charge

Red = needs charge

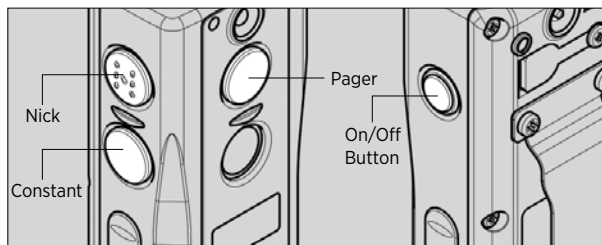


Transmitter Battery Charging Receptacle & Rubber Plug

Located on the backside of the transmitter, the charging receptacle is covered by a rubber plug. Insert one end of the battery charging cable into the receptacle to charge the battery. After charging is completed, close the receptacle with its rubber plug to make sure dirt or water does not get inside.

TRANSMITTER BUTTON FUNCTION

Dogtra 3500NCP Super-X Series (1-dog)



The transmitter for the Dogtra 3500NCP Super-X single dog unit has four buttons (one on the face of the transmitter, two on the left side and one on the right side).

Nick Button

The Nick button is located on the top of the left side of the handheld transmitter. When the Nick button is pressed, the receiver emits a single rapid pulse of electrical stimulation.

Constant Button

The Constant button is located on the bottom of the left side of the handheld transmitter. Pressing the Constant button gives continuous stimulation as long as the button is pushed, for up to 12 seconds. If the button is not released after 12 seconds, the stimulation will automatically turn off as a safety feature. The receiver will be ready to be reactivated once the button has been released.

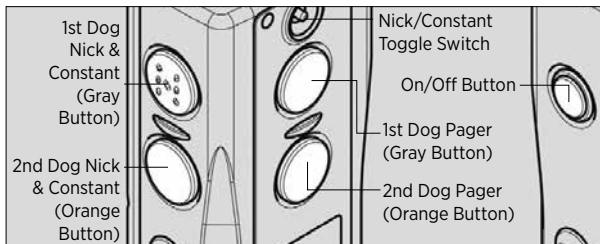
Pager Button

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

On/Off Button

The on/off button is located on the right side of the transmitter. To turn the transmitter on, hold the button until the LCD screen illuminates. To turn the transmitter off, press the button until the screen is off. To turn the LCD back light on and off, shortly press the on/off button.

Dogtra 3502NCP Super-X Series (2-dog)



The Dogtra 3502NCP Super-X two-dog unit has five buttons and a toggle switch on the transmitter. Two on the face of the transmitter, two on the left side, and one on the right side.

Nick & Constant Toggle Switch

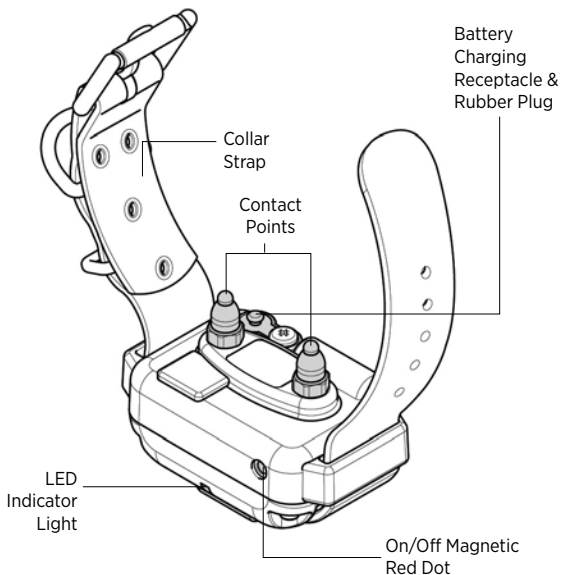
Located on the face of the transmitter is a toggle switch. The toggle switch has a setting for Nick and another for Constant. The color-coordinated buttons (orange for the orange receiver and gray for the black receiver) will implement the desired stimulation based on the toggle switch setting. When either the orange or gray stimulation button is pressed and the toggle is set on Nick, the receiver emits a single pulse of electrical stimulation. When you press either the orange or gray stimulation button and the toggle is set on Constant, the receiver emits a continuous stimulation as long as the button is pressed, for up to 12 seconds. If the button is not released after 12 seconds, the stimulation will automatically turn off as a safety feature. The receiver will be ready to be reactivated once the button has been released. When you press either the orange or gray stimulation button, and the toggle is set on “Constant”, the receiver

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

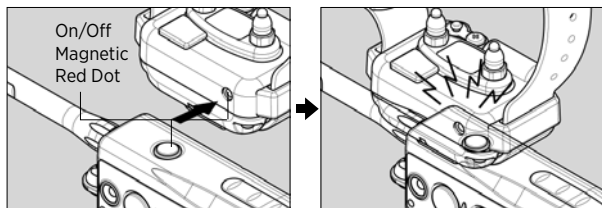
Pager Button

The Pager buttons are located on the face of the transmitter. The orange button corresponds with the orange receiver and the gray with the black receiver. Pressing it will give a vibration as long as the button is pressed, for up to 12 seconds.

DESCRIPTION OF RECEIVER PARTS

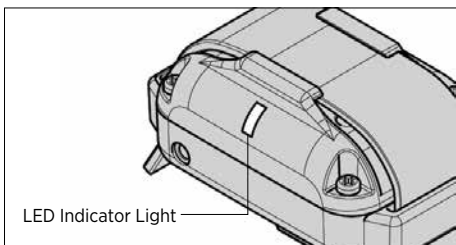


Receiver On/Off Magnetic Red Dot



To turn on the receiver, place the magnetic red dot on the back of the transmitter to the red dot on the receiver. Hold the two red dots together for a moment until the LED light on the receiver comes on.

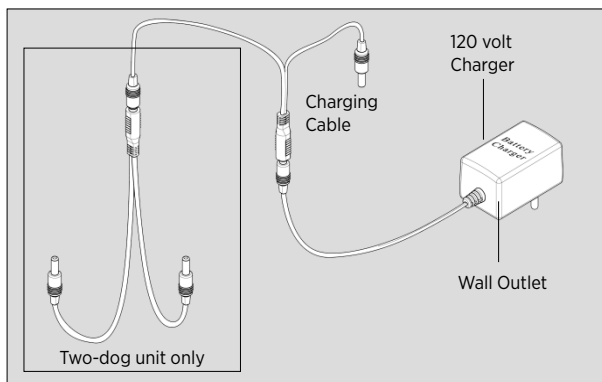
To turn off the unit, repeat the same procedure holding the two red dots together momentarily. The LED light will turn red for a brief moment indicating that the receiver has now shut off.



Receiver Indicator Light

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

CHARGING THE BATTERY



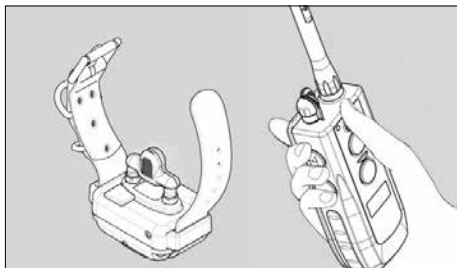
The Dogtra 3500NCP uses a lithium polymer battery. Recharge the unit if the indicator light is red or does not come on, the transmitter LCD shows only 1 bar on the indicator, or the system will not stay on when any button is pressed.

NOTE 1: Only use Dogtra-approved batteries, chargers, and accessories for your Dogtra e-collars. This will prevent any damage that can be incurred from attempting to use a different charger.

NOTE 2: The unit has a partial charge when it leaves the Dogtra facility. Upon receipt of the system, be sure to give it a full 2-hour initial charge before the first use away from any flammable substances.

NOTE 3: When a charger is not in use, disconnect it from the power source. Fully charge the batteries if the unit is to be stored without use for a period of 3 months or more.

TESTING YOUR 3500NCP

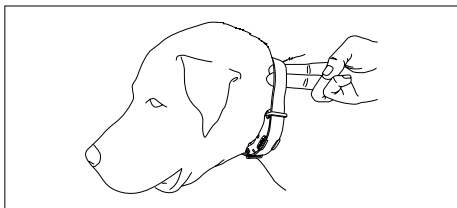


1. To turn on the receiver, place the red dot on the back of the transmitter to the red dot on the receiver. The indicator light will come on for a moment then blink once every 4 seconds, showing that the receiver is ready to use (the receiver needs to be charged if the indicator light is red).
2. Turn the transmitter on by holding down the on/off button on the right side of the transmitter. The LED will blink every 4 seconds and the LCD screen will show the remaining battery life.
3. Place the test light, included in the package contents, on the contact points as shown in the diagram.
4. Watch the test light as you push the Nick button on the transmitter. It should light up for just a moment. The higher the intensity, the brighter the test light will be.
5. Watch the test light as you push the Constant button on the transmitter. It should light up as long as the button is pressed. However, as a safety feature, the receiver will automatically stop the stimulation if the Constant button is pressed for 12 seconds or longer.

6. Turn the Rheostat Dial on the transmitter clockwise and then counterclockwise. The test light should glow brighter with higher levels of stimulation and dimmer with lower levels.

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

RECEIVER FITTING



Proper Fit

The receiver should be fitted so that the surgical stainless steel contact points press firmly against the dog's skin. You should be able to fit two fingers underneath the collar strap. The best location is on either side of the dog's windpipe.

Improper Fit

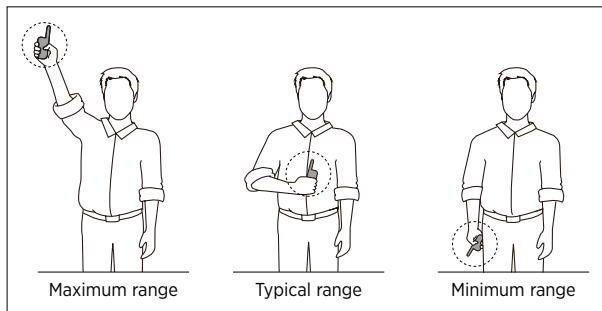
A loose fit can allow the receiver to move around on the dog's neck. When this happens, the contact points may rub against the skin and cause irritation. If the receiver is too loose, the contact will not be consistent and cause the corrections to be inconsistent. Dogtra uses surgical stainless steel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

Attention!

Leaving the receiver 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 receiver for long periods, occasionally reposition the receiver 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.

MAXIMIZING THE DISTANCE

The 3500NCP has a 1-mile range. Depending on the way you use your transmitter, the transmitter range may vary. To get the greatest range, hold the transmitter away from your body and avoid touching the antenna. Keep your unit properly charged for maximum signal strength.



MAINTENANCE

Basic maintenance

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

Storage maintenance

The 3500NCP should be fully charged before storing for extended periods. While in storage, the unit should be given a full charge once a month and before the first use. Store the units in room temperature. Do not keep the units exposed to extreme climates.

Troubleshooting

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

TROUBLESHOOTING GUIDE

1. My dog is not reacting to the receiver.

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

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

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

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

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

4. My unit is not holding a charge.

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

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

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. 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.

Dogtra Customer Service

22912 Lockness Avenue, Torrance, CA 90501

(888) 811-9111

repair@dogtra.com

Mon – Fri, 8:00 AM to 4:30 PM (PST)

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