

Owner's Manual

# 3500NCP

SUPER-X SERIES



**Dogtra Company**

22912 Lockness Avenue  
Torrance, CA 90501 U.S.A.

**Tel.** 310.534.0101

**Fax.** 310.534.9111

**Toll Free.** 1.888.811.9111

**Website.** [www.dogtra.com](http://www.dogtra.com)

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Ver.9



# **3500NCP**

Remote Controlled Dog Training Collars

## **Owner's Manual**

Please read this manual thoroughly  
before operating the 3500NCP

# 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-collars. 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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# THANK YOU FOR PURCHASING THE WORLD'S FINEST DOGTRA E-COLLAR!

## **Dogtra 3500NCP Super-X Series Designed for X-treme training conditions**

The 3500NCP is labeled the Super-X because it has X-tra features, X-ceptional range and is designed for X-treme training situations.

Features include a one-mile range, fully waterproof transmitter and receiver, 127 levels of Nick and Constant stimulation along with a non-stimulating pager/vibration. You can also choose between Regular and Mild stimulation adjustment for highly sensitive dogs.

It also features an LCD window on the transmitter that displays the intensity level along with a three bar battery life indicator. A Lithium Polymer battery is included in the units, which allow a 2-hour rapid charge.

The Dogtra 3500NCP Super-X Series also comes in a two-dog model (Dogtra 3500NCP Super-X).

The Dogtra 3500NCP Super-X Series sets the standard for X-treme versatility and performance in the e-collar industry.

## MAIN FEATURES

- Easy-to-use, ergonomic transmitter.
- Rheostat dial allows for gradual increases in stimulation intensity with no jumps between levels (0-127).
- Two-dog models allow the trainer to control two different dogs from one transmitter without the hassle of handling unnecessary parts.
- Dogtra 3500NCP Super-X Series has a 1-mile range. Stimulation type - “Nick”, “Constant” and non-stimulating pager/vibration.
- Dogtra 3500NCP Super-X Series uses a new Lithium Polymer battery that provides a 2-hour rapid charge.
- Fully Waterproof receiver/collar and transmitter.
- No external antenna on the receiver/collar.
- One-charger system allows the transmitter and receiver(s) to be charged at the same time.
- Over 8000 different identity codes to prevent signal match-up with other e-collars.
- Easily visible blue LCD screen displays exact level of stimulation and can be seen in the dark or low light conditions.
- Three bar battery life indicator and LED colored indicator to show remaining battery life.

## PRODUCT SAFETY AND HEALTH STATEMENTS

### **Proper e-collar use**

Dogtra e-collars are intended for the sole purpose of behavior modification of dogs. They are not intended for human use or use on other animals. Dogtra Company does not assume any liability for improper use of the Dogtra e-collar.

### **Aggressive dogs**

Dogtra does not recommend using the e-collar to correct dogs that are aggressive towards other dogs or people. In many such cases the dog will associate the stimulation with the other dog or individual and become even more aggressive. Dog aggression is best treated by a dog-training specialist.

### **Interference with other electronic devices**

Dogtra’s industry-leading technology filtering system ensures minimal interference with other electronic devices (garage door openers, pacemakers, etc.). Our digital microprocessor offers thousands of unique codes to eliminate frequency match-up with other Dogtra e-collars.

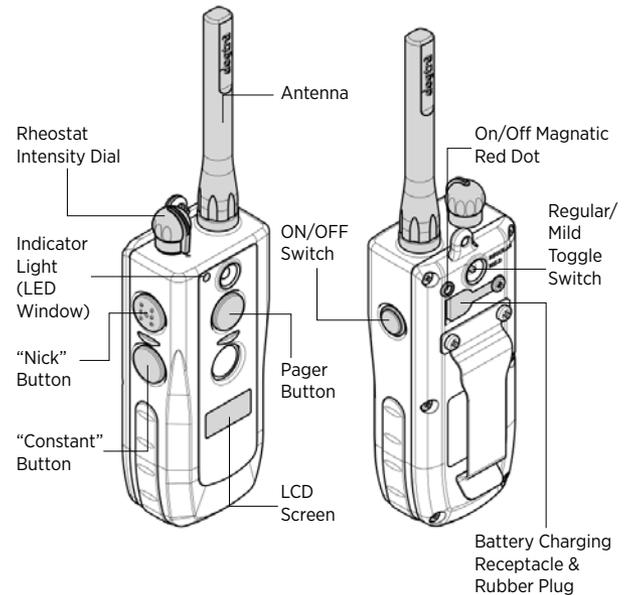
### **Inadvertent activation**

If the constant button is held down for 12 seconds or more the unit will automatically shut down. It will reactivate when the button is released.

## PACKAGE CONTENTS

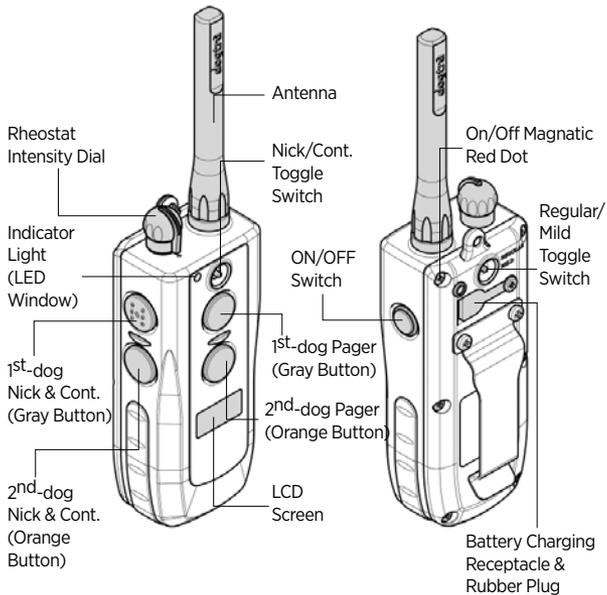
- Transmitter
- Receiver  
(two receiver/collars for Dogtra two-dog models)
- Lithium Polymer Battery charger and splitter cable
- Test light
- Owner's manual
- Carrying case

## DESCRIPTION OF TRANSMITTER PARTS

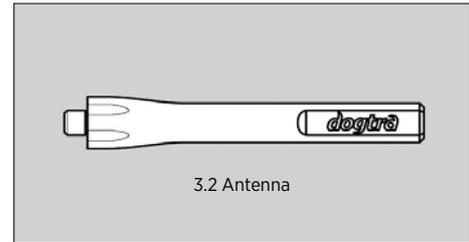


**3500NCP**  
**Transmitter (1-dog)**

# DESCRIPTION OF TRANSMITTER PARTS



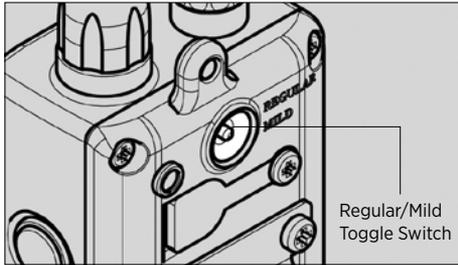
**3502NCP  
Transmitter (2-dog)**



## 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.



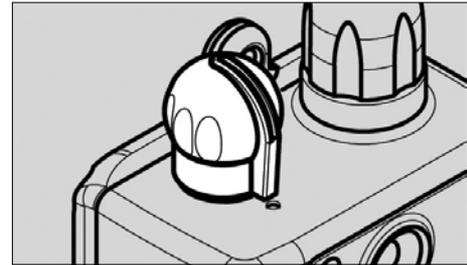
### Regular/Mild Toggle Switch

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.

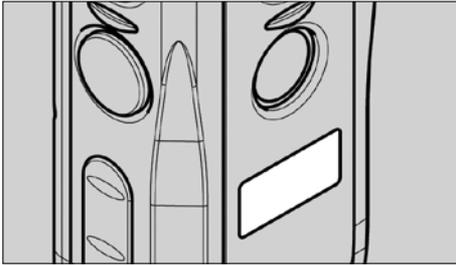
“Mild” has 63 stimulation levels: (0) is the lowest and (L63) the highest. This feature gives the trainer a much wider range in the power band for highly sensitive dogs. The LCD display will show (L) along with the intensity level (0-L63) when your unit is in the “Mild” setting.



### Rheostat Intensity Dial

The Rheostat Intensity 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/collar. When it emits a:

**Green color** = fully charged

**Amber color** = medium charge

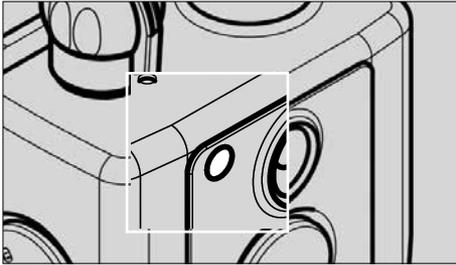
**Red color** = needs charge

### **\* Care for LCD Transmitters in Cold Temperature**

In cold temperatures (10 degrees 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. In this situation, if you turn the Rheostat Intensity Dial, and the intensity level on the screen does not increase, yet you emit an electrical stimulation, the level will be in agreement with the new changed intensity level.

In this situation, it is ideal to either wait until your transmitter is back to working order before emitting a correction, or while holding the constant button down slowly turn the Rheostat Intensity Dial while watching your dog's reaction. Do not turn the Rheostat Intensity Dial at a rapid increase because the receiver/collar will emit a static correction based on the level of the Rheostat Intensity Dial, which might not be correctly reflected on the LCD screen.



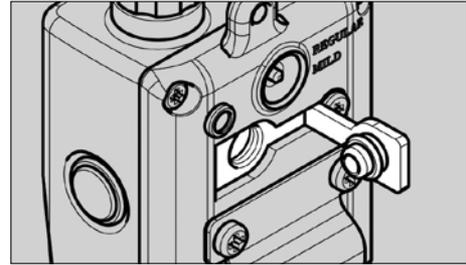
### **Transmitter Indicator Light (LED Window)**

The transmitter LED indicator light is located near the Rheostat Intensity 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 collar. When the transmitter indicator emits a blinking red light, the battery needs to be recharged.

**Green** = full charge

**Amber** = medium charge

**Red** = needs charge



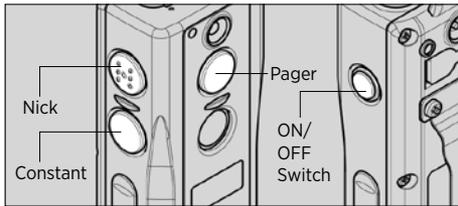
### **Transmitter Battery Charging Receptacle & Rubber Plug**

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 (See Battery Charging Procedure on page 26).

After charging is completed, close the receptacle with its rubber plug to make sure dirt or water does not get inside.

# 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 left. It is imprinted with the letter “N” for an easy, clear selection. When the “Nick” button is pushed the transmitter emits a single, rapid pulse of electrical stimulation.

### “Constant” Button

The “Constant” button is located on the bottom left. 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 collar will be ready to be reactivated once the button has been released.

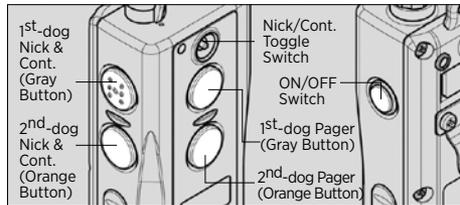
### “Pager” Button

The “pager” button is located on the face of the transmitter. Pressing it will give non-stimulating vibration as long as the button is depressed, for up to 12 seconds.

### Transmitter Power ON/OFF

The button on the right side of the transmitter is the “ON/OFF” button that activates the transmitter and LCD screen only. To turn the transmitter on, press the “ON/OFF” button on the right side until the LCD screen illuminates. To turn the transmitter off, press the “ON/OFF” button on the right side of the transmitter. When the LCD screen displays “OFF” release the 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 front 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/collar and gray for the black receiver/collar) 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, rapid pulse of electrical stimulation.

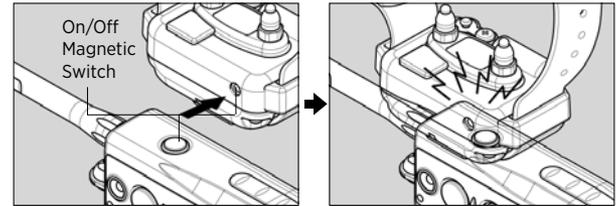
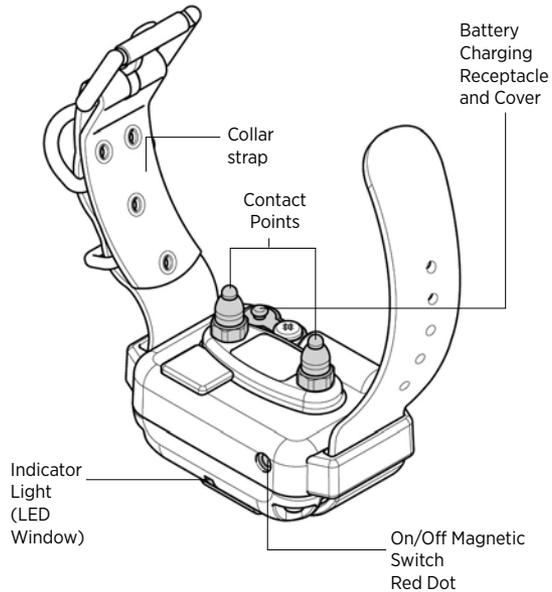
When you press either the orange or gray stimulation button, and the toggle is set on “Constant”, the receiver emits a continuous stimulation as long as the button is pushed, for up to 12 seconds to the corresponding collar. If the button is not released after 12 seconds, the stimulation will automatically turn off as a safety feature. The collar 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/collar and the gray with the black receiver/collar. Pressing it will give non-stimulating vibration as long as the button is depressed, for up to 12 seconds.

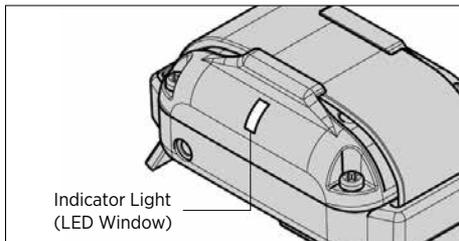
## DESCRIPTION OF RECEIVER / COLLAR PARTS



### Receiver ON/OFF Magnetic Red Dot

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

To deactivate 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/collar is now shut off.



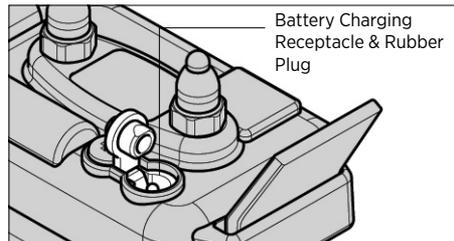
### Receiver Indicator Light (LED window)

Located on the front of the receiver/collar, the indicator light comes on and blinks once every 4 seconds after the collar has been turned on. The color of the LED indicates the battery life of the receiver.

(**Green** = full charge, **Amber** = medium charge, **Red** = needs charge)

When the “Constant” button on the transmitter is pushed, the collar 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 pushed, the light comes on for a fraction of a second.



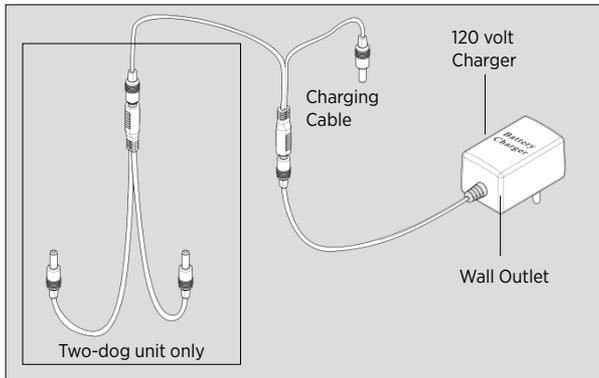
### Receiver Battery Charging Receptacle & Rubber Plug

On the inside of the receiver/collar, next to the collar strap, is a battery-charging receptacle with a rubber plug.

### Internal Antenna

All Dogtra E-collars have non-exposed antennas that are located inside the receiver/collar.

## BATTERY CHARGER

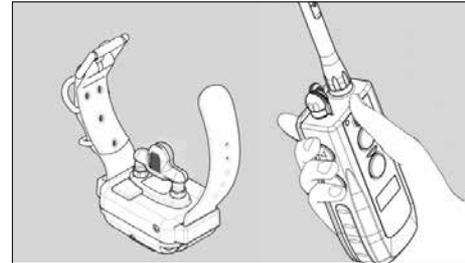


The battery charger and charging cables allow you to charge both the transmitter and receiver at the same time. The battery charger is designed for a 120-volt wall outlet (European 230-volt AC chargers and 10-volt field charger for Lithium-Polymer batteries for your automobile are also available.).

To use the battery charger for the two-dog unit, combine both sets of battery charging (splitter) cables as shown. This enables you to charge the transmitter and both receivers at the same time.

**NOTE :** Only use Dogtra-approved Lithium- Polymer Battery Chargers for your Dogtra e-collar. This will prevent any damage that can be incurred from attempting to use a different charger.

## TESTING YOUR Dogtra 3500NCP Super-X Series COLLAR

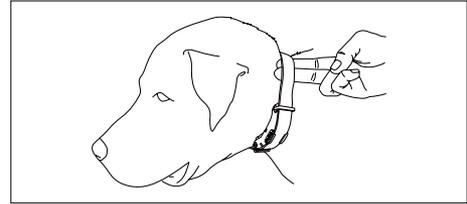


1. To activate your Dogtra 3500NCP Super-X Series place the red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together for a moment until the green colored LED indicator light comes on.
2. Place the test light included in the package contents on the contact points as shown in the diagram.
3. Turn the transmitter on by pressing the blue button on the right side of the transmitter until the LCD screen illuminates. The LCD screen shows the amount of battery life remaining and the LED blinks once every 4 seconds.
4. Watch the test light as you push the "Nick" button on the transmitter. It should light for just a moment.

5. Watch the test light as you push the “Constant” button on the transmitter. It should light for as long as the button is pressed. However, as a safety feature, the receiver/collar will automatically shut off stimulation if the constant button is depressed for 12 seconds or longer.
6. Turn the Rheostat Intensity Dial on the transmitter clockwise and then counterclockwise. The test light should glow brighter with higher levels of stimulation and dimmer with lower levels. When you change the intensity dial, the number on the LCD screen will change as well.
7. Pressing the “Pager” button on the front of the transmitter causes the collar to vibrate for up to 12 seconds. The collar will reactivate when you push the button again.

**NOTE :** The test light may not come on if the intensity level is set below level ten.

## FITTING THE COLLAR ON THE DOG



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.

A loose fit can allow the collar to move around on the dog's neck. When this happens, the contact points may rub the skin and cause irritation. If the collar is too loose, electrical contact will be inconsistent and your corrections will be inconsistent also.

Dogtra uses Surgical Stainless Steel contact points and Anti-microbial plastic to protect the dog's skin.

### **ATTENTION!**

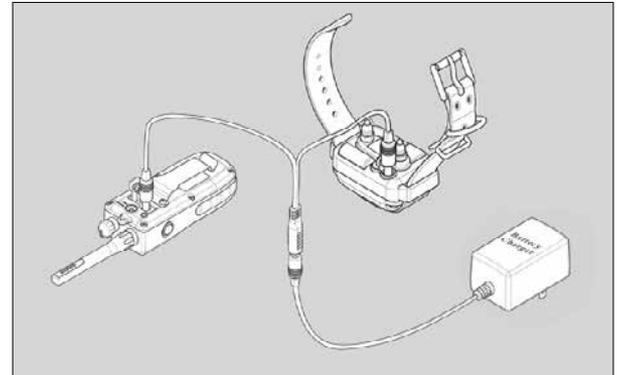
Avoid having the dog wear the collar for more than 8-hour out of every 24-hour period. Leaving the points on the same spot for extended periods of time can cause skin irritation. If the dog is to wear the e-collar for long periods, occasionally reposition the collar so that the contact points are moved to a different spot on the dog's neck.

### **INTENSITY SELECTION**

The Dogtra 3500NCP Super-X Series has a Rheostat Intensity Dial on the top of the transmitter (0 is the lowest and 127 is the highest). Remember that you will need to adjust the setting (upward or downward) depending on your dog's temperament and threshold for stimulation. Also, as the dog's attitude changes, especially during times of increased excitement or distraction, you might need to adjust the intensity level.

**NOTE :** The stimulation intensity can be adjusted even while the stimulation is in use.

## **CHARGING THE BATTERIES**



Dogtra 3500NCP Super-X Series uses Lithium- Polymer batteries.

1. Charge the unit before using the unit for the first time.
2. Do not charge the batteries near any flammable substances.
3. Fully charge the batteries if the unit is to be stored without use for a period of 3 months or more.

### **Recharge the unit if :**

- The indicator light on the collar is emitting a red color.
- If the 3 bar indicator on the transmitter LCD shows just 1 bar.
- The indicator light on the transmitter or receiver will not come on.
- The indicator light on the transmitter or receiver comes on momentarily, but will not stay on when the "Constant" button is pushed.

## Battery Charging Procedure

**NOTE :** The unit has a partial charge when it leaves the Dogtra facility, upon receipt of the collar, be sure to give it a full 2-hour initial charge before the first use.

1. Attach the charging cables to both the transmitter and receiver(s), as shown on page 31.
2. Plug the charger into a 120-volt wall outlet or, if using the accessory field charger, plug into a cigarette lighter only for Lithium-Polymer battery(Use a 230-volt European charger for Europe.). When properly plugged in, all indicator lights should glow red. During the charging process, the unit will shut off. Once the battery cable is unplugged from the unit after a full charge, you will need to turn the unit on again before use.
3. The Lithium-Polymer battery is fully charged within 2-hour. The lights will stay red during the charging process. The red light will change into a steady green light when the battery is fully charged (When you disconnect the charger after finishing the charge, you will need to restart the units).
4. After charging, cover the battery charging receptacles with the rubber plugs on the transmitter and receiver.

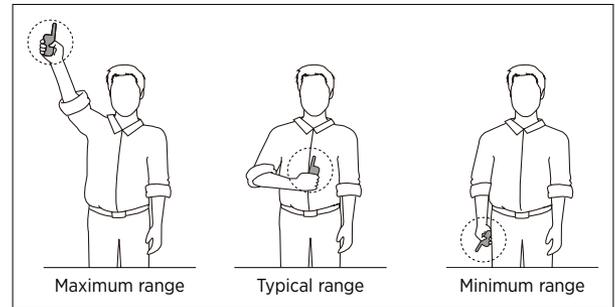
**NOTE :** Only use Dogtra-approved batteries, chargers, and accessories for your Dogtra e-collars. When a charger is not in use, disconnect it from the power source.

## RECEPTION

The Dogtra 3500NCP Super-X Series collar has a range of 1-mile. Depending on the way you use your transmitter, the range may vary.

Hold the transmitter away from your body and avoid touching the antenna, to get the greatest range.

For maximum signal strength, keep your unit properly charged.



## ACCESSORIES

The following items may be purchased separately by calling our customer service at 1-888-811-9111. You may also browse the selection at [shop.dogtra.com](http://shop.dogtra.com).

### **European Charger**

Designed for use with 230V AC electrical outlets in Europe.

### **Field Auto Charger (for Lithium-Polymer Battery only)**

Designed for use with the 10-volt cigarette lighter in your car.

## BASIC MAINTENANCE

Be sure that the rubber charging plugs are always secured when the collar is in use. If your plugs break or are ripped, please contact Customer Service at [info@dogtra.com](mailto:info@dogtra.com) or 1-888-811-9111 to obtain replacements.

After each session, carefully inspect your unit for any missing parts, or casing damage. Broken casings on either the receiver or transmitter may affect the waterproof guarantee of the unit. The transmitter antenna should be secured and tight for optimum performance. Rinse the unit after each session and clean off any dirt or debris.

### **Storage Maintenance**

Your unit should be fully charged for 2-hour before extended storage. During storage, the unit should be charged every 3 months for 2-hour, and once before the first use.

When traveling, try to store your units in room or slightly warmer temperatures, do not transport the unit exposed in extreme climates.

### **Troubleshooting :**

If you suspect your unit is malfunctioning please refer to the “Troubleshooting Guide” before you send your unit in for service. If you have any questions or concerns, you may direct your inquiries to [info@dogtra.com](mailto:info@dogtra.com) or call 1-888-811-9111.

# TROUBLESHOOTING GUIDE

## 1. My dog is not reacting to the collar.

- Make sure the receiver is turned on. Place the two red dots together to activate the receiver. Push the blue button on the transmitter until it illuminates to activate 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 contacts appropriate for your dog, please call 1-888-811- 9111.  
If you are already using the longest contact point 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 by neck movement, head shaking, looking over his shoulder, etc (response may be very subtle so pay attention.).

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

- Your tolerance may be higher than your dogs, or your skin very thick, so you may need to try the unit on your fingertips where sensitivity is higher. Be sure both contact points are touching your fingertips.
- The battery may be low, 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](mailto:info@dogtra.com) or 1-888-811-9111.

## 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 1-888- 811-9111.
- 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. Try also moving to higher ground.
- Any electrical conductors will affect the range, such as cars, chain-link dog runs, metal buildings, radio towers. For best results, operate away from these structures.

## 4. My collars are 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](mailto:info@dogtra.com) or 1-888- 811-9111. You can send in your charging units in 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's Dept. 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.

- Your batteries may need to be replaced. You can replace them yourself by ordering the parts from Dogtra. This is the only time you should open the unit, any other unauthorized servicing of the unit voids your limited lifetime warranty.

## 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

Mon – Fri, 8:00 AM to 4:30 PM (PST)

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