

iQ Plus⁺ Code Setting Guide

1-Dog code setting

1. Start with the receiver/collar turned off and the Rheostat intensity dial level on the handheld transmitter set to “0”. On the handheld transmitter, slide the dog selector switch left to align with “T”.
2. Place the red dot on the back of the handheld transmitter to the red dot on the receiver/collar. Hold the two red dots together for 5 seconds. Release them when the green LED blinks rapidly on the receiver/collar.
3. With the handheld transmitter, press the Nick and Constant buttons simultaneously. The code setting has been successfully done if the receiver/collar vibrates when the pager button is pressed on the handheld transmitter.

2-Dog code setting

1. Start with the receiver/collar turned off and the Rheostat intensity dial level on the handheld transmitter set to “0”. On the handheld transmitter, slide the dog selector switch right to align with “II”.
2. Place the red dot on the back of the handheld transmitter to the red dot on the receiver/collar. Hold the two red dots together for 5 seconds. Release them when the green LED blinks rapidly on the receiver/collar.
3. With the handheld transmitter, press the Nick and Constant buttons simultaneously. The code setting has been successfully done if the receiver/collar vibrates when the pager button is pressed on the handheld transmitter.

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.iqpet.com

iQ Plus⁺ Warranty and Repair Information

1-Year Comprehensive Warranty

iQ Pet provides the original purchaser with a 1-YEAR WARRANTY for all products in the iQ Pet Series. The warranty begins from the date of purchase. For the first year, coverage is for Parts, Labor, and Accessories. After the first year, the cost of Parts, Accessories, Labor fees, and Shipping fees incurred are the customer's responsibility. Labor fees will be variable depending on the extent of the work required.

To Qualify for the iQ Pet Warranty

All products must be registered and/or a proof of purchase is required to initiate repair work under warranty. To register your iQ Pet product, log onto our website at www.iqpet.com, click on the warranty registration link, and fill out the required information. Registration must be completed within 30 days of purchase. If you do not have access to a computer, you can call our toll free number at 1-888-811-9111, and one of our customer service representatives will register the product for you. If you were unable to register your product within 30 days of purchase, we will accept all products for repair with a proof of purchase. We strongly recommend keeping the original receipt. If your product is not registered and a proof of purchase is not available at the time of service, iQ Pet will estimate the age of the unit by the serial number. Serial number estimates can differ from the actual purchase date. A serial number estimate is the only method of determining an approximate date of purchase without product registration or a proof of purchase.

Not Covered Under Warranty

iQ Pet DOES NOT offer warranty for products that have been bought secondhand or as a resold product.

iQ Pet DOES NOT replace defective units or provide refunds for products purchased from us after 30 days from the date of purchase.

iQ Pet DOES NOT cover the cost of shipping outside of the Continental United States.

Issues of replacement and refunds on units purchased less than 30 days from an authorized dealer must be addressed to the dealer directly. If the products purchased from an authorized dealer are after 30 days from the date of purchase, please send the units to iQ Pet for service and repair.

iQ Pet DOES NOT cover the cost of repairs and replacements due to misuse by the owner or dog, improper maintenance, and/or lost units. Any water damage on the Water Resistant Handheld Transmitters will not be covered. All replacement costs for either the transmitter or receiver will be the owner's responsibility.

The warranty is void if the unit has been altered or an unauthorized person has damaged the unit while attempting repair work.

The removal of serial numbers from any iQ Pet products will void the warranty.

iQ Pet reserves the right to retain and discard any parts or accessories that have been found damaged upon replacement and repair.

Procedure for Repair Work

If the unit is malfunctioning, please refer to the "Troubleshooting Guide" in the Owner's Manual and call customer service at 1-888-811-9111, for technical support, before sending it to iQ Pet for Service. The cost of shipping products under warranty back to iQ Pet is the customer's responsibility. iQ Pet is not responsible for units damaged or lost in transition to iQ Pet. iQ Pet is not responsible for loss of training time or inconvenience while the unit is in for repair work. iQ Pet does not provide loaner units or any form of compensation during the repair period. A copy of the sales receipt showing the purchase date may be required before warranty work is initiated.

Please include a brief explanation outlining the problem and include your name, address, city/state/zip code, daytime phone number, evening phone number, and email address. Or you can visit our website at www.iqpet.com for a service request form. If the repair costs are not covered under warranty, we will call you for payment information and authorization. For any questions concerning your iQ Pet products, call us toll free at 1-888-811-9111, M-F 8:30AM - 4:00PM, Pacific Standard Time, or email us at repair@iqpet.com for specific repair inquiries.

Send repair units to iQ Pet / Repairs / 22912 Lockness Avenue, Torrance, CA 90501 U.S.A.