

iQ Pet



Copyright © 2013 Dogtra Company All rights reserved. (2)



iQ Plus⁺
Owner's Manual



iQ Plus⁺

by Dogtra

Portable Remote Controlled Dog Training Collars

Owner's Manual

Please read this manual before operating your system,
and keep it for future reference.

Product Safety and Health Statements

Proper e-collar use

iQ Pet 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. iQ Pet and Dogtra Company does not assume any liability for the improper use of an iQ Pet e-collar.

Aggressive dogs

iQ Pet highly recommends consulting a dog training professional when using an

e-collar to correct dogs that are aggressive towards other dogs or people.

Interference with other electronic devices

iQ Pet's industry-leading technology filtering system ensures minimal interference with other electronic devices (garage door openers, mobile phones, etc.). Our digital microprocessor offers thousands of unique codes to eliminate frequency match-up with other iQ Pet e-collars. iQ Pet recommends consulting your physician if you are going to use the e-collar and you have any type of medical devices.

Inadvertent activation

If the constant button is held down for 12 seconds or more, the unit will automatically shut down. It reactivates when the button is released and pressed again.

Proper fit

A loose fit can allow the receiver/collar to move around on the dog's neck. When this happens, the contact points may rub the skin and cause irritation. If the unit is too loose, the contact points will not make proper contact and your dog will not receive consistent stimulation.

Duration your dog can wear the unit

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 receiver/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. If your dog exhibits signs of skin irritation, consult with a veterinarian.

Reaction to the stimulation

Every dog has a different tolerance and reaction to the stimulation. Please look at your dog's reaction to find just the right level of stimulation. The stimulation level may vary depending on the situation and distractions. Normally a distracted dog (chasing another dog, squirrel, etc.) will require a higher level of stimulation compared to when there is no distraction.

Training Methods

E-collars can be used with many different methods. If you have any concerns in the training methods provided by iQ Pet, consult with a dog training professional.

Table of Contents

At a Glance	6
Main Features of the iQ Plus	7
Overview	8
Understanding your training system	
1. How to turn on/off the unit	10
2. How the buttons work	11
3. How to fit the receiver/collar on the dog	13
4. Finding the right stimulation level for my dog	14
5. To maximize the distance	15
6. Checking the status using the LED indicator	16
7. Charging the battery	17
8. Code setting	18
General Training Tips	20
Maintenance	23
Troubleshooting Guide	24
Warranty	27

At a Glance

Included in Package



Handheld Transmitter



Receiver/Collar



Battery Charger



Splitter Cable



Owner's Manual

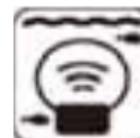
Optional Accessories

Field Auto Charger: designed for use with a 5-volt cigarette lighter in your car.

European Charger: designed for use with 230V AC electrical outlets in Europe.

To purchase optional accessories, please visit www.iqpetcollar.com or call our customer service at 1-888-811-9111.

Main Features of the iQ Plus



Waterproof receiver/collar



Water-resistant handheld transmitter



400-yard range



100 stimulation levels



Expandable to a two-dog system



Nick/constant/pager



Low/medium stimulation



For dogs as small as 10 lbs

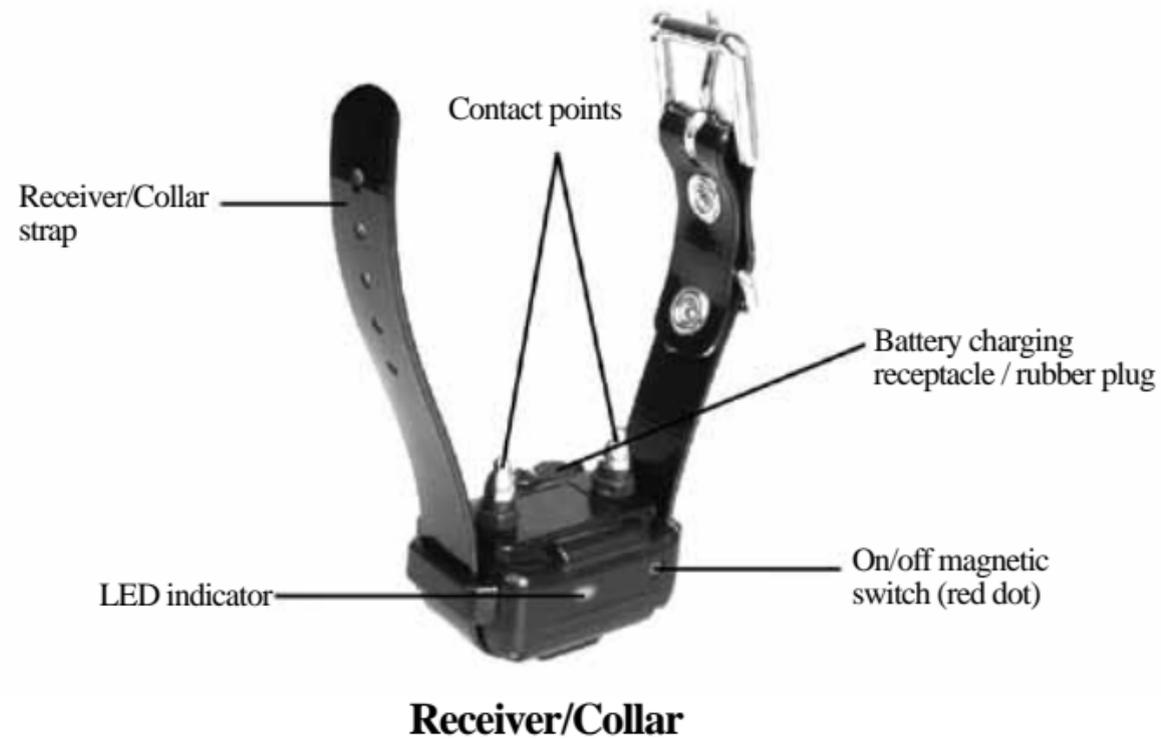
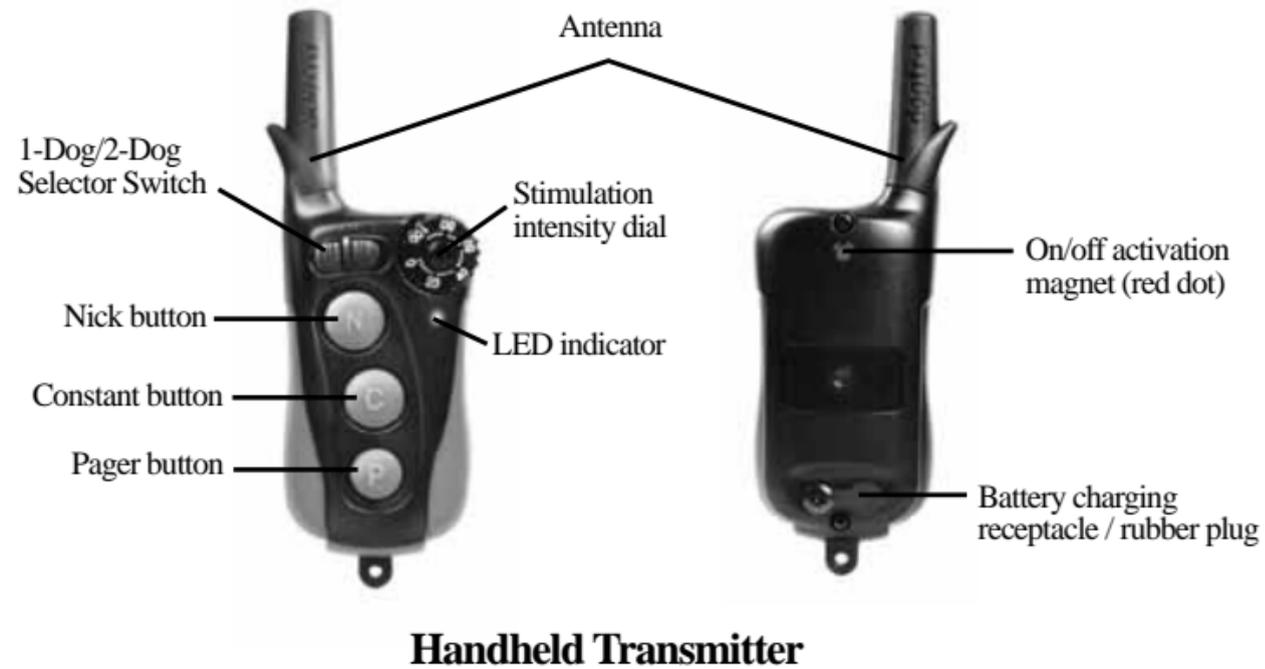


2-hour quick charge



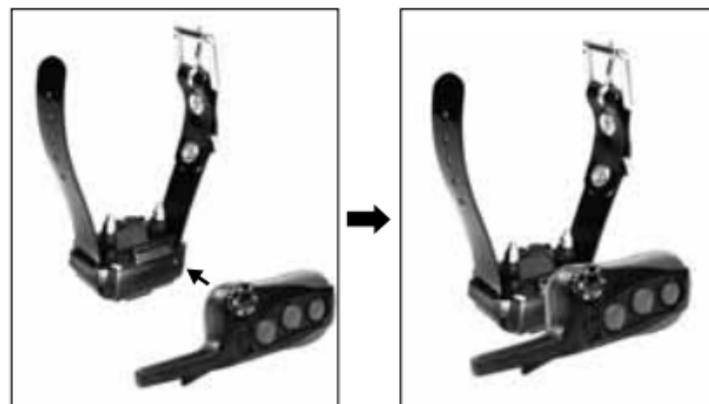
Reduced size receiver/collar

Overview



Understanding your training system

1. How to turn on/off the unit



To activate the receiver/collar, 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 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.

The handheld transmitter does not have an on/off switch, and it will only activate when buttons are pressed.

2. How the buttons work



There are three buttons in front of the handheld transmitter.

N - Nick button

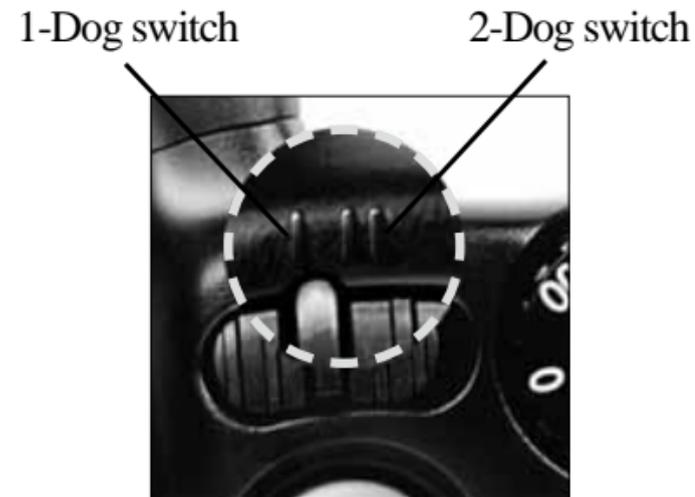
Nick is a single rapid pulse of electrical stimulation.

C - Constant button

Constant gives constant stimulation as long as the button is pushed, for up to 12 seconds. The unit has an automatic shut off should the button be pressed for more than 12 seconds.

P - Pager button

Pager is a non-stimulating vibration.



1-Dog/2-Dog Selector Switch

The 1-Dog/2-Dog switch is to the left of the Rheostat Intensity Dial.

I - 1-Dog

Slide the switch to the left underneath “I”, and press any of the buttons to operate the 1st Receiver/Collar.

II - 2-Dog

Slide the switch to the right underneath “II”, and press any of the buttons to operate the 2nd Receiver/Collar.

3. How to fit the receiver/collar on the dog

The receiver/collar should be fitted so that the surgical stainless steel contact points press firmly against the dog's skin. When properly fitted, you should be able to fit a finger or two snugly in between the contact points and your dog's skin. When properly fitted, the receiver/collar should not move on the dog. The best location for the receiver/collar box is either side of the dog's windpipe.

A loose fit can allow the receiver/collar to move around on the dog's neck. When this happens, the contact points may rub the skin and cause irritation. If the receiver/collar is too tight, the dogs may have difficulty breathing.



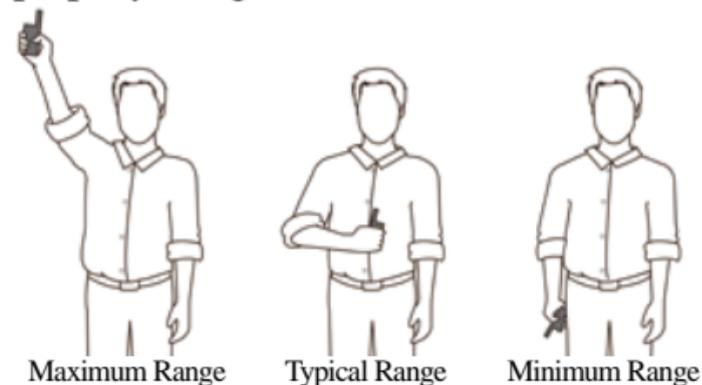
4. Finding the right stimulation level for my dog



Stimulation level is controlled by the stimulation intensity dial: (0) being the lowest level and (100) being the highest level. Setting adjustment depends on your dog's temperament and threshold for stimulation. Always start at the lowest level and work your way up. An appropriate level is when the dog responds to the stimulation with a mild negative reaction such as jerking/tensing of the neck muscles. When the dog's attitude changes, especially during times of increased excitement or distraction, you may need to adjust the intensity level upwards.

5. To maximize the distance

The iQ Plus has a 400-yard range. Depending on the way you hold your handheld transmitter, the range may vary. Hold the handheld transmitter away from your body to get the greatest range. For maximum signal strength, keep your unit properly charged.



* Avoid touching the antenna as the range may substantially decrease.

6. Checking the status using the LED indicator



When the receiver/collar is on and ready to operate, the LED flashes every 4 seconds. The LED will glow steadily on both handheld transmitter and receiver/collar while any buttons are pressed.

The LED color indicates battery life level. Green = full charge, Amber = medium, Red = needs charge

If you continue to operate the unit when the LED is red (needs charge), it will shut down.

7. Charging the battery



1. Remove the rubber plug temporarily and plug in the charger.
2. Plug the adapter's power plug into a standard AC wall outlet. The LED will glow red.

3. When charging is finished the LED will glow green. Unplug the adapter's power plug from the AC wall outlet and disconnect the charger from the unit.

4. Place the rubber plug back in the battery charging receptacle.

* The receiver/collar is still fully waterproof even if the rubber plug is not closed, but place the rubber plug in the battery charging receptacle to make sure dirt does not get inside.

Warning

1. Fully charge the unit before using it 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 one month or more.
4. Always use iQ Pet approved chargers. If improper chargers are used, the LED will flash in amber or may not light up at all.

8. Code Setting

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.

General Training Tips

Getting started with your iQ Plus

Your dog must know some very basic obedience commands before beginning training with the iQ Plus. A dog learns by first being shown a command, followed by lots of repetition over an extended period. As the dog becomes proficient at these commands, the trainer can introduce distractions and different locations to strengthen them. Throw in the correct amount of positive and negative reinforcement and you should end up with a well-mannered dog.

Obedience training on the leash

Your dog must fully understand the obedience commands (sit, stay, here, heel and kennel) before using the e-collar for reinforcement of these commands. A leash attached to standard collar is used to "teach" the dog the basic obedience commands (here, heel, sit, and stay). A tug on the leash/collar is used to reinforce the command. When the dog complies with the command, use positive reinforcement/praise. Once the dog understands these commands, the e-collar can be used to reinforce them.

Beginning electric collar training

When you feel your dog understands the obedience commands on the leash we can now start with the electric collar training. With the dog on the leash wearing the electric collar continue with your obedience drills. Light stimulation (nick or constant) is going to be applied as a command is given, the stimulation is removed as the dog complies. Through repetition, a dog learns to turn off the light stimulation by performing the command. E-collar training is another form of negative reinforcement, similar to the leash and standard collar training. When the dog complies with the command, we use praise/

positive reinforcement. The final step is the avoidance phase in which the dog learns that he can avoid the stimulation altogether by performing your commands. When these training procedures are complete, the electric collar is used as a reminder when the dog does not comply with your commands at home or in the field. Keep your initial training sessions short and positive. Dogs have a short attention span, especially young dogs.

How much stimulation to use

Always start with low levels of stimulation and work your way up depending on the disposition of your dog and any given

situation. By using only enough stimulation to get your point across, you will have a more controllable environment and a dog that is under less stress. Animals (and humans) perform better in a less stressful environment.

For more training information, please visit our website at www.iqpetcollar.com

Maintenance

Basic maintenance

Be sure the rubber plugs are always secured when the receiver/collar is in use. After each session, carefully inspect your unit for any missing parts or casing damage. Broken casing on the receiver/collar may affect the waterproof guarantee of the unit. Rinse the receiver/collar after each session and clean off any dirt or debris.

Storage maintenance

Your unit should be fully charged before extended storage. During storage, the unit

should be charged every one month, 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 sending your unit in for service. If you have any questions or concerns, you may direct your inquiries to info@iqpetcollar.com or call 1-888-811-9111.

Troubleshooting Guide

1. My dog is not reacting to the receiver/collar.

- Make sure the receiver/collar is turned on. Place the two red dots together to activate the receiver/collar.
- 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 your dog's thick or long coat. To place an order for longer contact points, please call 1-888-811-9111. If you are already using longer contact points, you might

need to trim down the hair on the dog's neck, so both contact points are touching the 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 LED indicator light comes on, but I do not feel any stimulation.

- Your tolerance may be higher than your dog's. You may need to try the unit on your fingertips where sensitivity is higher

and/or increase the stimulation level. Be sure both contact points are touching both of 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@iqpetcollar.com or 1-888-811-9111.

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

- Check to see if your fingers are

touching the antenna as the range may substantially decrease.

- The range indicated on the unit's box is for flat terrain (line of sight). Heavy brush, trees, hills or moisture will affect the range of your unit. For best range, hold the handheld 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 buildings, and radio towers. For best results, operate away from these structures.

4. My units are 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 wobbling, broken or missing, you will need to send the unit in to the Repair 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/collar and charging port with clean water.
- For iQ Pet units over two years old from the purchase date, the batteries may need to be replaced. You can replace them

yourself by contacting iQ Pet. Damages incurred to the unit due to improper battery installation are not covered under any warranty. iQ Pet strongly recommends sending the unit in for inspection.

5. My dog has skin irritation.

- This may be due to the contact points. If your dog exhibits signs of skin irritation, consult with a veterinarian. Once the dog's skin returns to a normal condition, continue to use the receiver/collar and check your dog's neck each time you use the unit.

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.iqpetcollar.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 handheld transmitter or receiver/collar 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 "Trouble Shooting 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.iqpetcollar.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@iqpetcollar.com for specific repair inquiries.

Send repair units to:

iQ Pet / Repairs
22912 Lockness Avenue,
Torrance, CA 90501
U.S.A.

iQ Pet
by 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

Email: info@iqpetcollar.com

Website: www.iqpetcollar.com