



8 Test training mode

9 Frequently Asked Questions (FAQs)

Q: When I press the Remote control button, my pet does not react.
 A: 1. Ensure the Receiver is turned on.
 2. It's possible that a low battery in the Remote control and Receiver is causing the Remote control distance to be lowered when you first use it.
 3. The Remote control distance can be affected by a variety of factors such as topography, weather, vegetation, and the transmission of other radio equipment.
 4. Increase the electric shock or vibration's intensity level.
 5. Ensure that the Receiver's static electrodes are close to the dog's skin.

Q: Test the beep function
 The Receiver will beep if you press the beep button of the Remote control (no need to adjust the intensity level for this operation, simply 0 is displayed).

10 Frequently Asked Questions (FAQs)

Q: The receiver will not respond to the operational signals from the Remote control.
 A: 1. Check to see if the Receiver and Remote control are properly paired.
 2. Check the Remote control's display for the channel icon to determine whether it's chosen on the receiver's paired channel.
 3. Make sure that the Remote control and Receiver are both switched on. If this is not feasible, finish the pairing by going to the "Pairing the Remote control and Receiver" page.

Q: If your dog isn't responding to the electric shock, consider these solutions.

Q: What should the duration of each dog training session be?
 A: 10-15 minutes.

Q: What should I do if the dog training collar doesn't work?
 A: 1. Check the power level of the Remote control and Receiver, then recharge it if it is low.
 2. Extended silicone caps can also be fitted if the dog's hair is too long.
 3. Finally, directly shaving the dog's neck just before putting on the Receiver will allow the static electrodes to reach the dog's skin.

Q: How do I apply for a warranty?
 A: Scan code to get warranty quickly, and the CUSTOMER SUPPORT please feel free at support@heaflex.com For any urgent matter, please contact us at support email leave your name, phone number and questions you may have. We will contact you with in 12 hrs!

11 Finding the most appropriate training level for your dog

1. Follow these steps to smoothly start training your dog with the tone function :
 - Spend 10-15 minutes per day for 2-3 days helping your dog understand the tone.
 - Associate the tone with reward and praise (some also use the tone as a warning).
 - Push the tone button for 2 seconds.
 - Reward your dog with verbal praise when you release.
 - Allow 2-5 seconds before you repeat the process.

Quick Tip : Vary the rewards while training for the tone function. As soon as your dog starts to anticipate a reward with the tone, you've succeeded in this phase.

2. How to find the best Shock Level :
Very Important : Always begin with the lowest intensity level of electric shock, gradually raise the intensity level, follow these steps to find the optimum level :
 - Adjust the intensity level starting with level 1 on the LCD display on the Remote control, then press the shock button to observe how your dog reacts.
 - Gradually increase the intensity level of the electric shock until your dog responds to the shock. If you do not notice any response from your dog, you can increase the shock intensity level again.
 - Observe and record your dog's reactions at all times, as well as the shock's intensity level; Interact with your dog to determine the optimal training level.

Quick Tip :
 1. Toggling the ON/OFF button of the Remote Control to the locked position, that's supposed to turn the Remote Control off to prevent misoperation.
 2. If the electric shock function is not expected to be used, you could twist out the shock static electrode of the Receiver.

12 Important Security Information

This is a security warning symbol that generally serves to alert you to the possibility of injury. Please read the following security information carefully to prevent any potential dangers.

WARNING

Do not use this product if your dog is aggressive or exhibits aggressive behaviour frequently. Aggressive dogs can cause serious injury or even death to their owners and others.

It is forbidden to use the product in the presence of open flames or fragile objects.

It is forbidden to use the product in extremely hot (above 40 degrees Celsius) or extremely cold (below 0 degrees Celsius) environments.

Do not charge this product with a charger of more than 5 volts.

Only correct and educate one negative habit at a time; If you train too many items at once, your dog will turn resistant to training.

Start with the lowest level of stimulation.

Do not leave the collar on your dog for more than 12 hours per day! (Better within 6h)

Check the receiver and the collar every 1-2h, adjust the position and tightness if necessary to prevent excessive pressure.

Always keep an eye on the dog's reaction and make sure the training isn't too strenuous.

The dog training collar should not be worn for more than 12 hours a day.

Adjust the position of the collar every 1-2 hours.

Check the position of the receiver on a frequent basis to prevent it being squeezed too tightly and to ensure that the operating instructions are followed.

Every week regularly wipe the dog's neck and the Receiver's contact area with a towel.

If you see a rash or damaged skin, discontinue wearing the collar until it heals. Consult your veterinarian if the problem persists more than 48 hours.

If a pull-cord is required, it's better to wear a separate collar strap rather than attached to the Receiver collar.

When the product stops working effectively due to a drop, damage, outside usage, or water infiltration, do not use it. The product should be fixed by the manufacturer or its after-sales service to avoid injury.

During dog training, safety is of utmost importance. Please keep yourself and your dog in a safe range during dog training to avoid injuring others. Make sure that the leash is strong enough and of the right length to keep the dog within a safe range at all times and that you can pull the dog if it runs off unexpectedly.

CAUTIONS

Tips :

1. Before using the product, please read the user manual and any safety information completely to avoid injury caused by inappropriate usage!
2. Do not use the device on dogs who are less than three months old, weigh less than eight pounds, are old or pregnant, easily scared, aggressive, or in heat, or are otherwise in poor condition!
3. Shock mode is always the last choice! Before using the shock mode, you should first try the Beep/Light/Vibration mode for your pet in turn.
4. Training start with the lowest level of stimulation.
5. Do not leave the collar on your dog for more than 12 hours per day! (Better within 6h)
6. Check the receiver and the collar every 1-2h, adjust the position and tightness if necessary to prevent excessive pressure.
7. Daily check the skin health of the dog's neck, if there are any anomalies, discontinue usage of this product and consult a veterinarian!
8. Take the dog training collar off if the dog is alone at home/somewhere or you do not train the dog!
9. Do not attach the dog leashes to this training collar!
10. It is forbidden to use the product in the presence of open flame or under an extremely hot condition!

13 Important Security Information

14 Important Security Information

15 Product Specification

Package Dimensions	14*7*30*50M
Neck Circumference	80-102MM
Receiver's Case	IP67 waterproof
Remote's Case	IP67 waterproof
Remote/Receiver's battery	3.7V/100mWh LiPo
Charging Voltage	DC 5V
Remote/Receiver Charging Time	2 hours
Wireless Power	10mW
Operating Environment	0-40°C
Remote/Receiver Standby Time	Remote: 120days Receiver: 45days
Remote to Receiver's Signal Range/Distance	80M
Frequency	433MHz

Made in China

FCC Requirement

changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.