

DOG TRAINING COLLAR

Model:D10 Series

Read The Manual Before Using

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Package content

1 Remote control

2 1-1: Receiver \*1  
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3 1-1: Collar \*1  
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4 USB cable

5 1-1: Test light \*1  
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7 User manual

8 Metal screw \*2  
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Product Overview

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Key Definition


1. **Antenna** : transmit the signal strongly.

2. **Indicator of the remote**.

3. **LCD screen** : Show the modes, levels and channels.

4. **Shock button** : Press to choose Shock mode, the screen show , press + or - button to adjust the levels from 0 -- 16, press Shock button again to make the Receiver shock.

5. **Vibration button** : Press to choose Vibration mode, the screen show , press + or - button to adjust the levels from 0 -- 16, press Shock button again to make the Receiver vibrate.

6. **Sound button** : Press to choose Sound mode, the screen show , don't need to adjust the levels, just press to make the receiver sound Bee--.

7. **+ button** : press + to increase the training levels.

8. **- button** : press - to reduce the training levels.

9. **Channel button** : choose your training channel between CH1/CH2/CH3 by press this button.

10. **Power button of the Remote** : press to turn on the Remote, press again to turn it off.

11. **Lock button** : Press to lock the Remote, all button of the Remote is unavailable; Press again to unlock it.

12. **Charge port of the Remote**.

13. **Shock static electrode** : Conduct the safe static; To install the rubber cap, reach to pet's skin.

14. **Power button of the Receiver**.

15. **Indicator light of the receiver** : the light will be on when press the shock/vibration/sound button; When charging, it flash.

16. **Charge port of the Receiver**.

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Charging prior to use

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2 hours separate charging with USB charging cable.

Notes :

1. The battery icon on the display will flash while the Remote control is charging. The battery icon will stop flashing and reflect a full status when completely charged. The battery icon on the display will indicate a space status if the Remote control runs out of power.

2. The Receiver's LED status light will light up and flash in a breathing light while charging; After completely charged, the LED status light will cease flashing and remain on. When the Receiver is charging, it goes in to sleep mode, which means it can't receive signals and can't be controlled by the Remote control. The LED status light will blink every second when the Receiver is low.

3. Make sure the charging port is dry before charging the Receiver.

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Product switching on/off

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1. Turn on the Remote control by pressing power button.

2. If there is no additional operation, the LED display will switch off after 30 seconds and can be switched back on by pressing any button on the Remote control.

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1. Press the Receiver's power switch button, the Receiver is switched on, the LED status light will flash once, while the Receiver makes a beep sound; Press the Receiver's power switch button again, the Receiver is switched off, the LED status light will flash again, while the Receiver makes two beep sound.

2. The LED status light will flash every 7 seconds when the Receiver is switched on, indicating that it is in working condition and ready to receive signals from the Remote control.

3. If the Receiver does not receive an operational signal for 5 minutes, it will enter standby mode, which may be accessed by pressing the shock button/vibrate button/beep button on the Remote control.

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Pairing the Remote control and the Receiver

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1. Turn on the Remote control and choose a channel by press the CH button;

2. Turn on the Receiver and press the power button of the Receiver by 2 seconds, you hear a beep sound, and the Receiver's LED status light is flashing;

3. Press the vibrate button/shock button/beep button of the Remote control within 10 seconds after the beep sound, hearing a beep sound again that means the pairing successful.

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Test training mode

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1. Test the electric shock function  
Connect the test light to the two static electrodes of the Receiver, press the shock button of the Remote control (ensure the intensity level is more than 0) and the test light will light up.

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1. Test the vibration function  
Press the vibrate button of the Remote control (ensure the intensity level is more than 0) and the Receiver will vibrate.

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Test training mode

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1. Place the Receiver collar around the dog's neck.

2. Tighten as tightly as you can fit through one fingertip.

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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).

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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: 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. In vibrate or shock mode. Check the intensity level and ensure that the level is over 0.  
3. Check if the Receiver is enabled, please press the power switch button to activate it.  
4. Check the channel, press the CH button to turn it back on if you have picked another channel.  
5. Re-pairing the Remote control and Receiver.

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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 is 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.

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A:  
1. If the dog's hair is too long, it can be ruffled to the sides so that the Receiver's static electrodes can reach the dog's skin.  
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](mailto: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!



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Finding the most appropriate training level for your dog

1. Follow these steps to smoothly start training your dog with the tone button :

• 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.

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Important Security Information

⚠ CAUTIONS

Because the electrostatic current generated when the product is shocked is very low, only 0.01 amps, the electronic dog trainer products are highly safe and will not burn the skin of the dog's neck. Ulcers are frequently caused by bacterial infection, thus it's critical to wear the collar appropriately. Wearing the collar too long or too tight can cause discomfort for the dog's neck, as well as skin damage and infection. Please ensure that the collar strap is worn properly and sensibly. Please use the electric shock function of the product wisely, train your dog with patience, take more care of your pet and use electric shock carefully.

Your dog's skin may be damaged if you use the product incorrectly. Please take the following steps to guarantee your dog's safety and comfort :

• 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 vibration function instead of using electric shocks on the dog.

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

• The dog trainer 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.

• 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.

• Please follow the manufacturer's directions while using the product. We are not liable for any damages or injuries resulting from incorrect use.

• 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.

• This product is not a toy and should be kept out of the reach of children.

• Please unplug the product from the power supply if it will not be used for an extended period of time.

• 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.

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Important Security Information

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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.

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Product Specification

Package Dimension	147*130*50MM
Neck Circumference	800*20*2MM
Receiver's Casing	IP67 waterproof
Remote's Casing	Non-waterproof
Remote/Receiver's battery	3.7V/300mAh LIP
Charging Voltage	DC 5V
Remote/Receiver Charging Time	2 hours
Wireless Power	10mW
Operating Environment	0-40℃
Remote/Receiver Standby Time	Remote: 120 days Receiver: 45 days
Remote to Receiver's Signal Range Distance	800M
Frequence	433MHz

CE

FC

RoHS

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.