



FR

Cet appareil,  
ses cordons,  
et batteries  
se recyclent

À DÉPOSER  
EN MAGASIN



OU

À DÉPOSER  
EN DÉCHÈTERIE



Points de collecte sur [www.quefairedemesdechets.fr](http://www.quefairedemesdechets.fr)

Owner's Manual

# TOM DAVIS EDITION 640C

FEATURING BOOST 'N BUNGEE

 **dogtra**-Europe

**Dogtra-Europe**

12-14, Rue Augustin Fresnel

78310 Coignières, France

Tél. +33 (0)1.30.62.65.65

E-mail. [info@dogtra-europe.com](mailto:info@dogtra-europe.com)

MADE IN KOREA

Copyright © 2023 Dogtra Company All rights reserved.



Ver.1

 **dogtra**<sup>®</sup>  
MAKE EVERY DOG **EXCEPTIONAL**

# TOM DAVIS EDITION 640C

FEATURING BOOST 'N BUNGEE

ENGLISH

## Owner's Manual

Please read this manual thoroughly  
before operating the TOM DAVIS EDITION 640C  
training e-collar.



SCAN HERE FOR TUTORIAL

# 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.

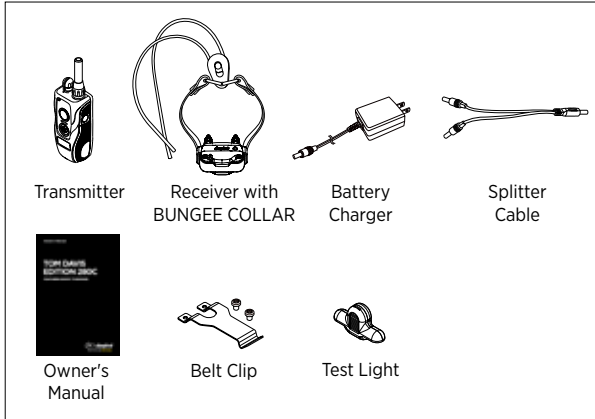
## **BATTERY**

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.

## **CONTENTS**

AT A GLANCE .....	42
MAIN FEATURES .....	43
OVERVIEW .....	44
UNDERSTANDING YOUR TRAINING SYSTEM	
1. TURNING THE PRODUCT ON/OFF .....	46
2. TRANSMITTER BUTTON FUNCTION .....	47
3. BUNGEE COLLAR ASSEMBLY .....	52
4. RECEIVER FITTING .....	55
5. FINDING THE RIGHT STIMULATION .....	56
6. MAXIMIZING THE DISTANCE .....	57
7. LED INDICATOR .....	58
8. CHARGING THE BATTERY .....	59
9. HANDHELD TRANSMITTER LCD .....	62
10. ATTACHING THE BELT CLIP .....	64
11. USING THE TEST LIGHT .....	65
GENERAL TRAINING TIPS .....	67
MAINTENANCE .....	69
TROUBLESHOOTING GUIDE .....	70
WARRANTY AND REPAIR INFORMATION .....	72

## AT A GLANCE



### Optional Accessories

#### Auto Charger

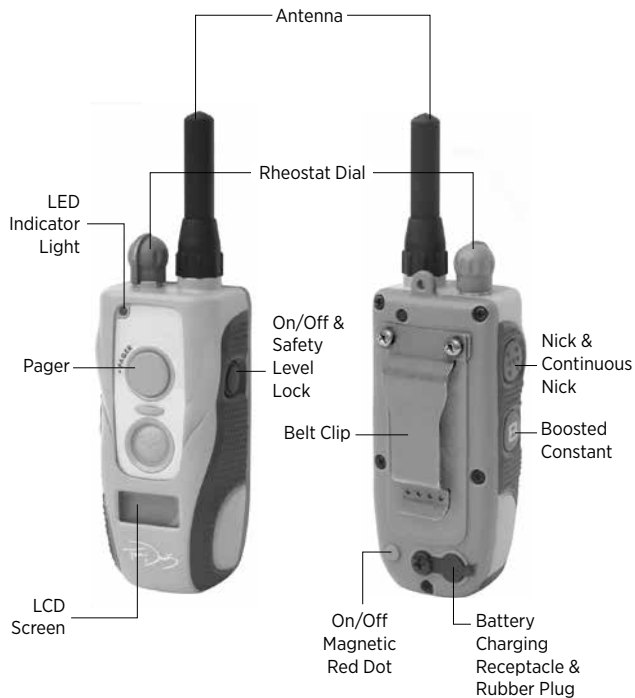
The auto charger for the TOM DAVIS EDITION 640C has an input of 12-volts to 24-volts and has an output of 5-volts 1000mAh.

To purchase accessories, please visit [www.dogtra-europe.com](http://www.dogtra-europe.com) or call customer service at +33 (0) 130-62-65-65.

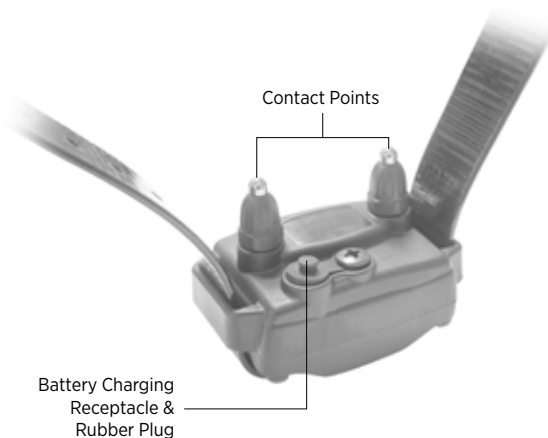
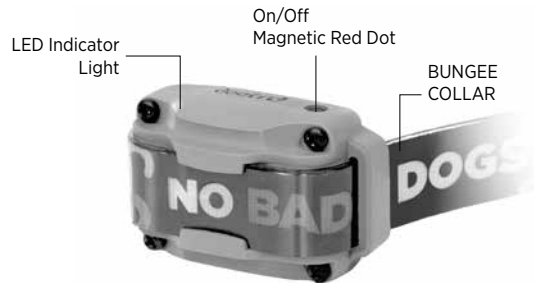
## MAIN FEATURES

- Nick/Continuous Nick stimulation
- HPP (High Performance Pager) vibration
- Constant stimulation with customizable Boost button for instant level increase
- BUNGEE COLLAR with a Cordloc 194 for easy use and secure custom sizing
- 127-level stimulation with Rheostat Dial and LCD screen for precise control
- IPX9K waterproof certified
- For dogs with 30cm+ neck size
- For dogs as small as 5 kg.
- Medium output receiver
- Compact receiver with enhanced contact points
- Checkered grip on handheld transmitter
- Safety Stimulation Level Lock
- Customizable Boosted Constant Button

# OVERVIEW



**TOM DAVIS EDITION 640C**  
Transmitter



**TOM DAVIS EDITION 640C**  
Receiver

# UNDERSTANDING YOUR TRAINING SYSTEM

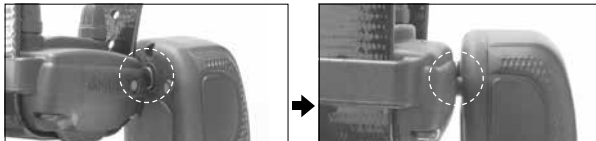
## 1. Turning the Product On/Off

To turn the handheld transmitter on, hold down the button on the right side of the transmitter until the LCD screen illuminates. To turn the transmitter off, hold down the same button on the right side of the transmitter until the LCD screen shuts off.



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

To turn off 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 has now shut off.



## 2. Transmitter Button Function

The transmitter for the TOM DAVIS EDITION 640C has four buttons (one on the face of the transmitter, two on the left side, and one on the right side).



### On/Off Button

The on/off button is located on the right side of the transmitter. To turn the transmitter on, hold the button until the LCD screen illuminates. To turn the transmitter off, press the button until the screen is off. The LCD Light automatically dims after 4 seconds.

### Pager Button

The Pager button is located on the face of the transmitter. Pressing it will give a vibration for as long as the button is pressed, for up to 12 seconds.

### Stimulation Buttons

#### • Nick & Continuous Nick



Tap to apply regular Nick and hold for Continuous Nick.

#### • Boosted Constant

Preset the incremental stimulation level to apply the Boosted Constant stimulation immediately.

## Nick & Continuous Nick

The TOM DAVIS EDITION 640C includes an updated Nick button, which now has “Continuous Nick” to add versatility to your training. Continuous Nick applies a pulsating stimulation like Nick, but continues up to 12 seconds, imitating the “tugging” sensation that is similar to that of a leash.

STIMULATION TYPE	OUTPUT STYLE
<b>Nick</b> 1 time rapid pulse of stimulation for split second	
<b>Continuous Nick</b> Hold for pulsating stimulation up to 12 seconds	

Simply tap to apply regular Nick, a single rapid pulse of stimulation, and hold for Continuous Nick to apply the displayed stimulation level.



## Safety Level Lock/Unlock Button

To lock in a chosen stimulation level tap the On/Off button once you have selected your chosen level. The lock icon will appear on the LCD screen indicating the selected stimulation level is locked in place to prevent any level changes. To unlock the stimulation level tap the on/off button to release the stimulation lock.



Unlock LCD Screen



Lock LCD Screen

## Customizable Boosted Constant

Once the boost amount is set up, a boost icon appears on the LCD screen. If the Boosted Constant is not set up, it will operate as a Constant button at the displayed stimulation level.



Boosted Constant Off



Boosted Constant On



## Boosted Constant

The Boosted Constant feature will apply up to 12 seconds of continuous boosted stimulation at the preselected boosted level.

$$\text{Current level} + \text{Boost amount} = \text{Boosted Constant output}$$

### Example

If you set the Boost amount at 10, the Boosted Constant output will increase as shown below.

Current displayed level	Boost amount	Boosted Constant output
0	10	10
15	10	25
30	10	40
40	10	50

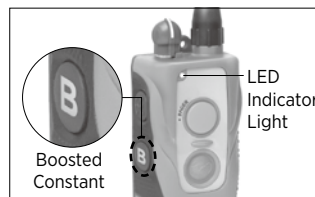
### Attention!

To use the Boosted Constant button at your current displayed level, simply set the Boost amount to zero.

## Setting up Boost feature



1. Set the stimulation level to zero.



2. **Hold the Boosted Constant button for 5 seconds** until the LED light blinks; then release it.



3. Turn the Rheostat Dial to **select the incremental Boost amount** as shown on the LCD screen.

**Note:** Set the Boost level to 0 to use the Constant stimulation without Boost.



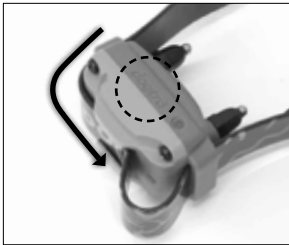
4. **Tap** the Boosted Constant button to save the setting.

**Note:** The saved setting will remain even if the unit is turned off. To reset the setting, repeat the steps above.

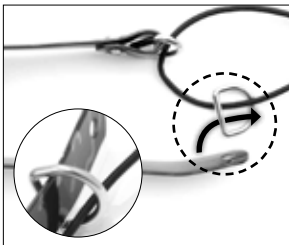
### 3. BUNGEE COLLAR Assembly



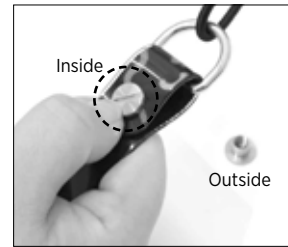
1. To replace the strap, prepare a new BUNGEE COLLAR strap and the screw clasp.



2. Place the logo side facing up and insert the strap as shown in the image. (Left to right if the front of the receiver is facing you)



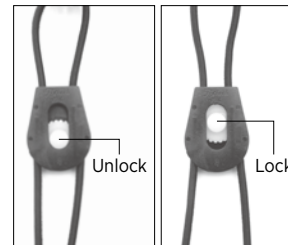
3. Insert the strap through the D-ring that has not been assembled. Keep the strap on the flat side of the D-ring. (Refer to the opposite side that has already been assembled.)



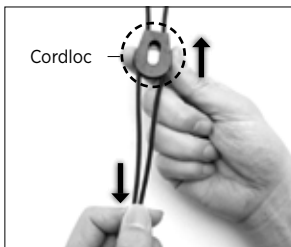
4. Bring the strap over the flat side of the D-ring. Insert the screw clasp with the grooved screw clasp inside and the flat side on the outside of the strap. Use a coin to tighten the screw. (Refer to the opposite side that has already been assembled.)



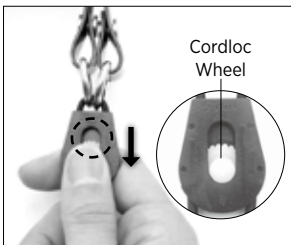
5. The BUNGEE COLLAR is now assembled.



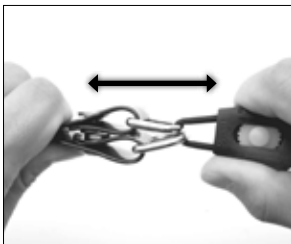
6. Note the position of the Cordloc wheel before adjusting. Slide the wheel down away from the strap to unlock the Cordloc and slide the wheel up towards the strap to lock the Cordloc.



7. To tighten the BUNGEE COLLAR, hold the end of the bungee and pull the Cordloc towards the strap.



8. To loosen the BUNGEE COLLAR, hold the bungee near the strap and press the Cordloc wheel towards the end of the bungee.

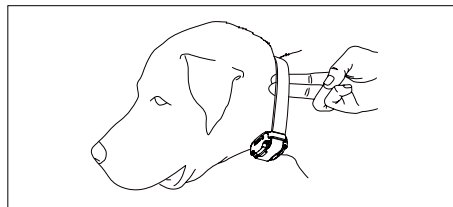


9. In order to fully lock the strap and Cordloc, pull the two parts in opposite directions. Move the Cordloc wheel up to lock the Cordloc.

### Caution

Do not pull and lock the Cordloc too tightly as it may be uncomfortable for your dog.

## 4. Receiver Fitting



### Proper Fit

The receiver should be fitted so that the medical grade stainless steel contact points press firmly against the dog's skin. You should be able to fit two fingers underneath the collar strap. The best location is on either side of the dog's windpipe. After putting the BUNGEE COLLAR on your dog, make sure that it is properly locked.

### Improper Fit

A loose fit can allow the receiver to move around on the dog's neck. When this happens, the contact points may rub against the skin and cause irritation. If the receiver is too loose, the contact will not be consistent and cause the corrections to be inconsistent. Dogtra uses medical grade stainless steel contact points and anti-microbial plastic to protect the dog's skin.

### Attention!

Leaving the receiver in the same location on the dog's neck for an extended period of time can cause skin irritation due to the sensitivity from the contact points. If the dog is to wear the receiver for long periods, occasionally reposition the receiver every few hours so that the contact points are moved to a different location on the dog's neck and remove the receiver after 8 hours of usage. Make sure you check for skin irritation each time you use the unit.

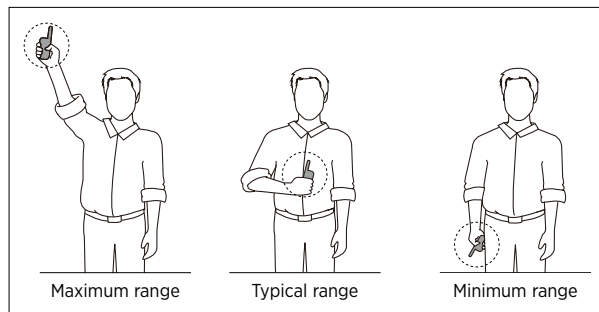
## 5. Finding the Right Stimulation

The TOM DAVIS EDITION 640C has a Rheostat 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. Always start at the lowest level and work your way up. The appropriate level can be found when the dog responds to the stimulation with a mild reaction. Also, as the dog's attitude changes, especially during times of increased excitement or distraction, you may need to adjust the intensity level.

**Note:** The stimulation level can be adjusted even when the stimulation is in use. Increasing the level will not increase the HPP vibration strength as there is only one level for the HPP vibration.

## 6. Maximizing the Distance

The TOM DAVIS EDITION 640C has a maximum range of 600 metres. Depending on the way you use your transmitter, the transmitter range may vary. To get the greatest range, hold the transmitter away from your body and avoid touching the antenna. Keep your unit properly charged for maximum signal strength.



## 7. LED Indicator

The LED indicator flashes every 4 seconds when the receiver is on and ready for use. The LED indicator will blink on both the transmitter and the receiver when the transmitter buttons are pressed.

The LED indicator color indicates the battery life level.

**Green = Full charge**

**Amber = Medium charge**

**Red = Needs charge**

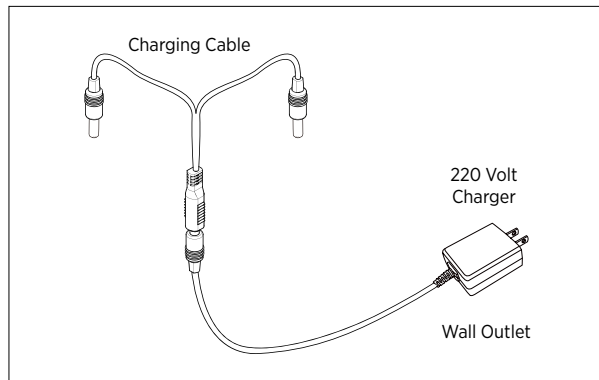
If the unit is used while the LED indicator is red, it may shut down automatically.



### Receiver Indicator Light

When the Constant button on the transmitter is pressed, the receiver 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 pressed, the light comes on for a fraction of a second.

## 8. Charging the Battery



The TOM DAVIS EDITION 640C uses a lithium polymer battery. Recharge the unit if the indicator light is red or does not come on, the transmitter LCD shows only 1 bar on the indicator, or the system will not stay on when any button is pressed.

**NOTE 1:** Only use Dogtra-approved batteries, chargers, and accessories for your Dogtra e-collars. This will prevent any damage that can be incurred from attempting to use a different charger.

**NOTE 2:** The unit has a partial charge when it leaves the Dogtra facility. Upon receipt of the system, be sure to give it a full 2-hour initial charge before the first use away from any flammable substances.

**NOTE 3:** When a charger is not in use, disconnect it from

the power source. Fully charge the batteries if the unit is to be stored without use for a period of 3 months or more.

**Follow the steps below to charge your system:**

1. Open the rubber plugs on the battery charging receptacles and plug in the charging cable.
2. Plug the charger into a 220-volt wall outlet or, if using the auto charger, plug into a cigarette lighter only for lithium polymer batteries (use a 220 volt European charger for Europe). All indicator lights should glow red when properly plugged in and the unit will automatically shut off during the charging process. You will need to turn the unit on again before use once the unit is fully charged and unplugged from the battery cable.
3. The lithium polymer battery is fully charged within 2 hours. The lights will stay red during the charging process and turn green once the unit is fully charged.
4. After charging, cover the battery charging receptacles with the rubber plugs.

**Charger Info**

Manufacturer: E-SUN

Manufacturing country: CHINA

Model name: MKC-0501000SEU

INPUT: 100-240V-50/60Hz 0.4A

OUTPUT: 5V 1000mA 5.0W

**ATTENTION**

During battery charging, the unit must be close to the wall outlet and the wall outlet must be easily accessible for security reasons.

	<p>The GS mark, which is regulated by German law and recognized worldwide, is a <b>seal of approval for "Geprüfte Sicherheit" (Tested Safety)</b> and means that the product is in compliance with the German product Safety Law.</p>
	<p>The Conformité Européenne (CE) Mark is the European Union's (EU) mandatory conformity marking for regulating the goods sold within the European Economic Area (EEA).</p>
	<p>A Class II or <b>double insulated</b> electrical appliance is one which has been designed in such a way that it does not require a safety connection to electrical earth (ground).</p>
	<p>For indoor use only</p>
	<p>Do not dispose of your product with your household waste. It has to be disposed of in compliance with your local WEEE (Waste Electrical and Electronic Equipment) Regulations.</p>
	<p>A power supply with this marking is in compliance with the global energy efficiency regulations, including the upcoming US Department of Energy's (DoE) Level VI efficiency standard.</p>

## 9. Handheld Transmitter LCD



The LCD screen indicates the stimulation level on the screen ranging from (0-127). The battery life indicator shows:

**3 bars = full charge**

**2 bars = medium charge**

**1 bar = needs charge**

The battery life indicator only shows the remaining charge of your transmitter. To find the remaining charge for your receiver, observe the LED indicator light on the receiver.

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

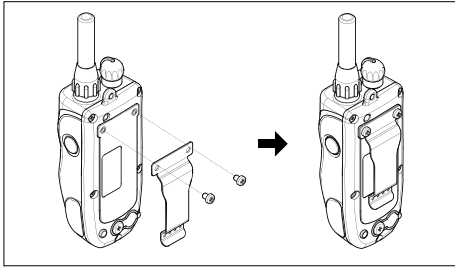
In cold temperatures (-12°C or below), the Liquid Crystal Display (LCD) on your transmitter may be dim or slow to respond. Wait until the display becomes visible before selecting any training level. Even though the LCD screen might be dim or slow to respond when you press the buttons, the transmitter 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. If you turn the Rheostat Dial, the level on the screen may not change but the actual intensity from the receiver will change in agreement with the dial. In this situation, it is ideal to either wait until your transmitter is back in working order before emitting a correction or slowly turn the Rheostat Dial while holding down the Constant button to see your dog's reaction. Do not turn the Rheostat Dial rapidly since the receiver may emit a stimulation based on the Rheostat Dial, which may not be reflected correctly on the LCD screen.

### **Attention!**

When using the unit in cold temperatures, it is recommended that the transmitter is placed under your jacket next to your body. The warmth of your body will greatly improve the battery life and usage.

## 10. Attaching the Belt Clip



Follow the instructions below to attach the included belt clip to the transmitter.

1. Align the belt clip to the grooves on the back of the transmitter.
2. With a firm grip, screw on the belt clip's Phillips head screws with a screwdriver.

### Caution

Tighten until firmly in place. Be careful not to over tighten.

## 11. Using the Test Light



1. Turn on the receiver by placing the magnetic red dot on the back of the transmitter to the red dot on the receiver. The indicator light on the receiver will come on for a moment then blink once every 4 seconds, showing that the receiver is ready to use (the receiver needs to be charged if the indicator light is red).
2. Turn the transmitter on by holding down the on/off button on the right side of the transmitter. The LED will blink every 4 seconds and the LCD screen will show the remaining battery life (the transmitter needs to be charged if there is only 1 bar showing on the battery icon for the LCD transmitter screen).
3. Place the test light, included in the package contents, on the contact points as shown in the diagram.
4. Watch the test light as you press the Nick button on the transmitter. It should light up for just a moment. The higher the intensity, the brighter the test light will be.



5. Watch the test light as you press the Constant button on the transmitter. It should light up as long as the button is pressed. However, as a safety feature, the receiver will automatically stop the stimulation if the Constant button is pressed for 12 seconds or longer.
6. Turn the Rheostat Dial on the transmitter clockwise and then counterclockwise. The test light should glow brighter with higher levels of stimulation and dimmer with lower levels.

**Note:** The test light may not be visible if the intensity level is set below level ten.

## GENERAL TRAINING TIPS

Your dog must know some basic obedience commands before beginning training with the TOM DAVIS EDITION 640C. A dog learns by first being shown a command, followed by many repetitions over an extended period. As the dog becomes proficient at these commands, the trainer can introduce distractions and different locations to strengthen them.

### **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 a 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 E-Collar Training**

When you feel your dog understands the obedience commands on the leash we can now start with the e-collar training. With the dog on the leash and wearing the e-collar, continue with your obedience drills. Apply light stimulation (Nick or Constant) when a command is given; the stimulation can be removed as the dog complies. Through repetition, the dog learns to perform the command.

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 e-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 as dogs have a short attention span.

### **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 the given situation. By using the correct amount of 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 consult with a professional dog trainer.

## **MAINTENANCE**

### **Basic Maintenance**

Make sure the rubber charging cap is securely in place when the system is in use. After each training session, carefully inspect the unit for any missing parts or damage to the casing. Damaged or broken casing may affect the waterproof guarantee on the unit. After confirming that there is no damage to the casing, rinse the receiver and clean out any dirt or debris.

### **Storage Maintenance**

The unit should be fully charged before storing for extended periods. While in storage, the unit should be given a full charge once a month and before the first use. Store the units in room temperature. Do not keep the units exposed to extreme climates.

### **Troubleshooting**

If the unit is malfunctioning, please refer to the “Troubleshooting Guide” before sending it to Dogtra for service. If you have any questions or concerns, you may email them to [info@dogtra-europe.com](mailto:info@dogtra-europe.com), or call customer service at +33 (0) 130 62 65 65.

# TROUBLESHOOTING GUIDE

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

- Make sure the receiver and transmitter are on.
- Make 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 contact points that are more appropriate for your dog, please send an email to [info@dogtra-europe.com](mailto:info@dogtra-europe.com) or call +33 (0) 130 62 65 65. If you are already using the longest contact points 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 with neck movement, head shaking, looking over its shoulder, etc. (response may be very subtle).

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

- Testing the system at various levels using the test light is the best way to test your system. Your tolerance may be higher than the level you are testing yourself.
- The battery may be low, so check the LED light for battery life.

## 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 [info@dogtra-europe.com](mailto:info@dogtra-europe.com) or call +33 (0) 130 62 65 65, or go to [www.dogtra-europe.com](http://www.dogtra-europe.com).

- 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, and/or try moving to higher ground.
- Any electrical conductors will affect the range, such as cars, chain-link dog runs, metal structures, and radio towers. For best results, operate away from these items.

## 4. My unit is not holding a charge.

- The batteries might not be charged properly, or the charger, splitter, and the charging port may not be functioning properly. You can send in your charging units 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 Department. 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.
- If the above does not resolve your issues, contact Dogtra customer service at [info@dogtra-europe.com](mailto:info@dogtra-europe.com) or +33 (0) 130 62 65 65.

# WARRANTY AND REPAIR INFORMATION

## Two-Year Limited Warranty

Dogtra-Europe provides the original purchaser with a 2-YEAR LIMITED WARRANTY for the products sold by Dogtra-Europe and its authorized distributors/retailers. The warranty begins from the date of the original purchase. The replaceable batteries of YS100, iQ No Bark Collar and iQ CLiQ are not covered by Warranty.

\* The cost of shipping products under warranty back to Dogtra-Europe is the customer's responsibility. Dogtra-Europe will provide/pay (via regular ground service) the shipping cost back to the customer. Any expedited shipping service will be at the customer's expense.

If a repair is not covered by warranty, 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 Dogtra Warranty

A proof of purchase is required to initiate repair work under warranty. We strongly recommend keeping the original receipt.

## Not Covered Under Warranty

Dogtra-Europe 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 Transmitters of the Dogtra 175NCP, 180NCP, 200NCP, 400NCP, 410NCP, iQ CLiQ and iQ PLUS Series, and the Water Resistant Receivers of the RRS, RRD, and RR Deluxe, will not be covered. All replacement costs for either the transmitter or receiver will be the owner's responsibility. The warranty does not cover failure resulting from damage, abuse or loss of parts. The warranty is void if the unit has been altered or an unauthorized person has damaged the unit while attempting repair work. Battery replacement by the customer during the warranty period is not recommended. If the customer chooses to replace the batteries, any damage to the unit during the change-out by the owner will void the warranty. The removal of serial numbers from any Dogtra products will void the warranty. Dogtra reserves the right to retain and discard any parts or accessories that have been found damaged upon replacement and repair. For repair work that is no longer covered by warranty, the cost of repair will include parts, labor and shipping. The owner will be informed about the repair costs before the product is repaired. Write a note briefly explaining the problem. Include your name, address, city/zip code, phone number and email address.

## 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 +33 (0)1 30 62 65 65, for technical support, before sending it to Dogtra-Europe for Service.

The cost of shipping products under warranty back to Dogtra-Europe is the customer's responsibility. Dogtra-Europe is not responsible for units damaged or lost in transition to Dogtra. Dogtra-Europe is not responsible for loss of training time or inconvenience while the unit is in for repair work. Dogtra-Europe does not provide loaner units or any form of compensation during the repair period. A copy of the sales receipt showing the purchase date is 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. If the repair costs are not covered under warranty, we will call you for payment information and authorization. For any questions concerning your Dogtra products, call us at +33 (0)1 30 62 65 65, or email us at sav@dogtra-europe.com.

**Send repair units to  
Dogtra-Europe  
12-14, Rue Augustin Fresnel  
78310 Coignières, FRANCE**