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## HEAPETS TC-028

# HEAPETS TC-028 Dog Training Collar User Manual

Model: TC-028

## 1. INTRODUCTION

The HEAPETS TC-028 Dog Training Collar is designed to assist in training dogs effectively and humanely. It features multiple training modes and a long remote range, making it suitable for various training environments. This manual provides detailed instructions for proper setup, operation, and maintenance of your training collar.

## 2. SAFETY INFORMATION

- This device is intended for dog training purposes only. Do not use it on aggressive dogs or for any other purpose.
- The training collar is suitable for dogs weighing 8-120 lbs with neck sizes from 8 to 24.4 inches. Ensure the collar fits properly.
- Do not leave the collar on your dog for more than 8 hours a day. Reposition the collar every 2 hours to prevent skin irritation.
- The remote control is not waterproof. Keep it away from water. The collar receiver is IP67 dustproof and waterproof.
- Avoid exposing the product to extreme temperatures or direct sunlight.
- Keep out of reach of children.
- Do not attach a leash to the collar receiver. Attach a leash to a separate, non-metallic collar or harness to avoid pulling the contact points too tightly against the dog's neck.

## 3. PACKAGE CONTENTS

- E-Collar Receiver
- Remote Control
- Adjustable Nylon Collar Strap
- USB Charging Cable
- Long and Short Static Probes (2 pairs)
- Silicone Protective Covers

- Test Tool

## 4. PRODUCT OVERVIEW



Image: The HEAPETS TC-028 Dog Training Collar receiver and its remote control. The collar features multi-colored indicator lights, and the remote has a digital display showing settings and battery life.

# LIGHT AND PORTABLE DESIGN



Image: Close-up of the remote control highlighting its light and portable design, clear digital screen, and lock feature. Dimensions are shown as 1.37 inches width and 5.7 inches length.

## Remote Control Features:

- Large Digital Screen: Displays battery level, intensity levels, and selected mode.
- Lock Setting: Prevents accidental button presses.
- Dedicated Buttons for Beep, Vibration, and Static modes.
- Channel Selection: Supports training multiple dogs (if additional collars are purchased).

## Collar Receiver Features:

- IP67 Waterproof and Dustproof: Suitable for various weather conditions and activities like swimming.
- Rechargeable Battery: Long working time.
- Adjustable Nylon Strap: Fits neck sizes from 8 to 24.4 inches.
- Removable Metal Prongs: Allows for customization based on dog's hair thickness. Includes silicone protective covers.

## 5. SETUP

## 5.1 Charging the Devices

Before first use, fully charge both the remote control and the collar receiver. A full charge takes approximately 1.5 hours.

- Connect the USB charging cable to the charging port on both the remote and the collar.
- Plug the other end of the USB cable into a USB power adapter, computer, laptop, or power bank.
- The indicator lights will show charging status (refer to device indicators for specific charging signals).
- Once fully charged, disconnect the devices from the charging cable.



Image: Diagram illustrating the charging process for the HEAPETS TC-028 collar and remote, showing connection to various USB power sources like computers, power adapters, laptops, and power banks. Highlights 1.5 hours for full charge, 15 days working time for collar, and 60 days for remote.

## 5.2 Pairing the Remote and Collar

The remote and collar are typically pre-paired from the factory. If they are not responding to each other, follow these steps to pair them:

1. Ensure both the remote and collar are turned off.
2. Press and hold the power button on the collar receiver until the indicator light flashes rapidly.

3. While the collar light is flashing, press any training mode button (Beep, Vibration, or Static) on the remote control.
4. The collar's indicator light will stop flashing and remain solid, indicating successful pairing.
5. If pairing multiple collars, select a different channel on the remote for each additional collar and repeat the process.

## 6. FITTING THE COLLAR

Proper fit of the collar is crucial for effective and safe operation, especially for static correction.



Image: The adjustable collar strap with the receiver unit, demonstrating its suitability for dogs from 8 to 120 lbs and neck sizes up to 24 inches. Shows various dog breeds from small to large, indicating the collar's versatility.

- **Probe Selection:** Choose the appropriate static probes (long or short) based on your dog's hair length and thickness. Use longer probes for dogs with thick or long coats to ensure proper skin contact.
- **Collar Placement:** Position the collar receiver on your dog's neck so that the contact points are underneath, making direct contact with the skin. It should be snug but not overly tight.
- **Fit Test:** You should be able to fit one finger snugly between the collar strap and your dog's neck. The collar should not move freely on the neck.

- **Repositioning:** Regularly reposition the collar on your dog's neck to prevent pressure sores or irritation from prolonged contact in one spot.



Image: Illustration showing how to remove and attach the metal prongs (long and short) on the collar receiver. It also shows the silicone protective covers and advises using the test tool for removal. Depicts a Husky with long prongs and a French Bulldog with short prongs.

## 7. OPERATING MODES

The HEAPETS TC-028 offers four distinct training modes to suit various training needs.

# 4 TRAINING MODES

Safer and more effective

Train your dog both indoors and outdoors

Up to 1600FT Remote Range



Beep



Vibration  
(L M H Level)



Safe Static  
(1-99 Level)



Static Boost  
(20% Higher)



Image: Visual representation of the four training modes: Beep, Vibration (L M H Level), Safe Static (1-99 Level), and Static Boost (20% Higher). Shows a dog jumping with a ball, indicating active training.

HEAPETS

# Dog Training Collar

Safe & Efficient

Help your dog become a better family member



Image: A woman training a Labrador Retriever with the HEAPETS TC-028 collar, illustrating the application of the four effective training modes: Beep, Vibration, Safe Static, and Static Boost.

- **Beep Mode:** Delivers an audible tone to get your dog's attention. Often used as a warning before other corrections.
- **Vibration Mode:** Provides a non-harmful vibration. Available in Low (L), Medium (M), and High (H) levels. Useful for dogs sensitive to static or as an initial correction.
- **Safe Static Mode:** Delivers a static stimulation. Adjustable from level 1 to 99. Start with the lowest effective level and gradually increase if necessary.
- **Static Boost Mode:** Provides a static stimulation 20% higher than the currently set Safe Static level. Use for stubborn behaviors or in high-distraction environments.

## Remote Range:

The remote control has a range of up to 1600 feet (approximately 530 yards), allowing for training in various outdoor environments such as yards, fields, or dog parks.

# IP67 DUSTPROOF & WATERPROOF COLLAR

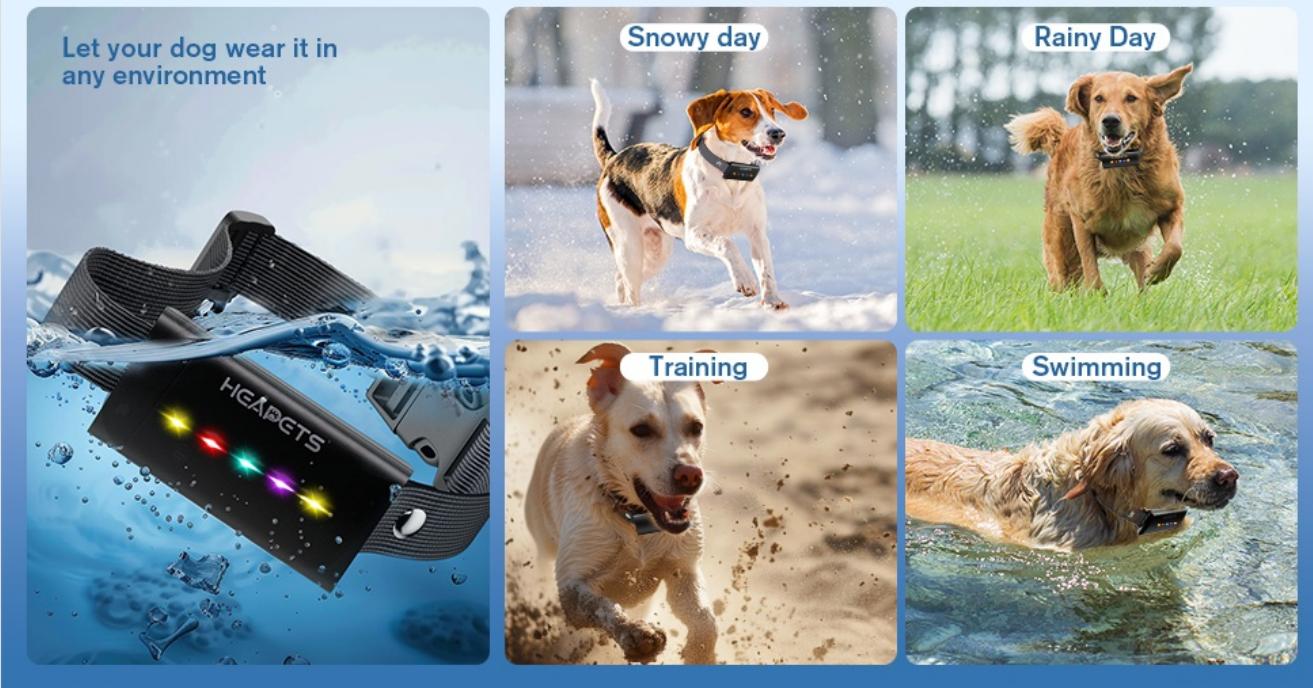


Image: A woman training dogs with the HEAPETS TC-028 collar, demonstrating how it helps correct behaviors like barking, rushing, picking up trash, and digging, and promotes desired behaviors such as sitting, following, staying, and coming. Highlights the 1600ft remote range.

## 8. MAINTENANCE

### 8.1 Cleaning

- Regularly clean the collar strap with a damp cloth and mild soap.
- Wipe down the collar receiver and remote control with a dry, soft cloth.
- Ensure the charging ports are free of debris before charging.

### 8.2 Battery Care

- Charge the devices fully before long periods of inactivity.
- Avoid completely draining the batteries frequently.
- Store the product in a cool, dry place away from direct sunlight and heat sources.

### 8.3 Waterproofing

# IP67 DUSTPROOF & WATERPROOF

Enjoy training time under any conditions



Training



Swimming



Rainy Day



Snowy day



Image: A Golden Retriever swimming with the HEAPETS TC-028 collar, demonstrating its IP67 dustproof and waterproof capabilities. Icons indicate suitability for training, swimming, rainy days, and snowy days, with a crossed-out remote icon reminding that the remote is not waterproof.

- The collar receiver is IP67 waterproof and can be submerged in water.
- The remote control is NOT waterproof. Do not immerse it in water or expose it to heavy rain.

## 9. TROUBLESHOOTING

If you encounter issues with your HEAPETS TC-028 Dog Training Collar, refer to the following common problems and solutions:



Our electronic training collars are certified in several ways.



Dogs are not only pets, they are members of our family and bring us companionship and happiness. As dog lovers, we want to help correct bad behaviors in a safe and professional manner so that they can learn more orderly behavioral norms and social skills.



Image: A visual Q&A guide addressing common issues with the HEAPETS TC-028 collar, including problems with static function, collar wear time, leash attachment, and remote control responsiveness.

**• Q: Why doesn't the static function respond to my dog?**

**A:** Possible causes include:

- The electronic collar may be loose. Please check the tightness of your dog's collar regularly to ensure the metal prongs can reach your dog's skin.
- You may have mistakenly switched to an unpaired channel.
- There might be a lack of battery charge in either the collar or the remote.
- You might be out of the 1600 ft range from the dog's collar.

**• Q: Can my dog wear the collar all day?**

**A:** It's recommended not to have your dog wear the collar for more than 8 hours a day, and to reposition the collar every 2 hours to avoid skin irritation.

**• Q: Can I attach a leash to the collar receiver?**

**A:** No. This can cause the contact point to be pulled too tightly against the dog's neck. Please attach a leash to a separate, non-metallic collar or harness. Make sure that the extra collar does not put pressure on the contact points.

**• Q: Why is the receiver (collar) not responding to the remote control?**

**A:** Please make sure the remote is on the correct channel. If you pair channel 1 and then switch to channel 2, the receiver will not respond to the remote. Ensure the remote and collar are on the same paired channel.

## 10. SPECIFICATIONS

Feature	Detail
Model Name	TC-028
Brand	HEAPETS
Item Weight	7.8 ounces

Item Package Dimensions (L x W x H)	6.46 x 4.92 x 1.46 inches
Batteries	2 CR5 batteries required (included)
Material	Nylon (Collar)
Color	Black-TC-028
Target Audience	Dog (Adult, Small, Medium, Large breeds)
Remote Range	Up to 1600 feet
Waterproof Rating (Collar)	IP67
Charging Time	Approx. 1.5 hours
Working Time (Collar)	Up to 15 days
Working Time (Remote)	Up to 60 days

## 11. WARRANTY AND SUPPORT

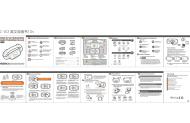
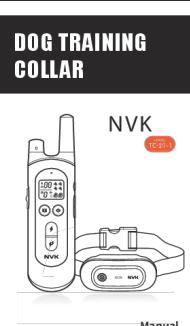
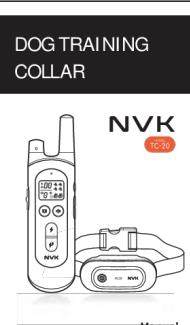
The HEAPETS TC-028 Dog Training Collar comes with a **2-Year Warranty**.

For any concerns or issues, please contact HEAPETS customer support. Our products have passed several certifications including CA65, FCC, UL, RoHS, and CE, ensuring product quality standards.



Image: Displays various certifications for HEAPETS electronic training collars, including Prop 65, FCC, UL, RoHS, and CE, indicating adherence to quality and safety standards. Also features images of happy dogs and owners, reinforcing the brand's commitment to pet well-being.

## Related Documents - TC-028

	<p><a href="#"><u>NBJU Smart Dog Bark Training Collar TC-001 User Manual</u></a>  User manual for the NBJU Smart Dog Bark Training Collar (Model TC-001). Provides instructions on setup, operation, safety precautions, and troubleshooting for effective and humane dog bark control.</p>
	<p><a href="#"><u>Reedog TC-021 Training Collar Quick User Card</u></a>  Quick user guide for the Reedog TC-021 training collar, covering training operations and pairing procedures.</p>
	<p><a href="#"><u>TC-012 Multi Ultrasonic Bark Training Collar User Manual</u></a>  Comprehensive user manual for the TC-012 Multi Ultrasonic Bark Training Collar, detailing features, operation, testing, assembly, wearing instructions, and troubleshooting for effective dog training.</p>
	<p><a href="#"><u>Reedog NoBark Smart Mini Pro TC-011 Pro User Manual - Dog Training Collar</u></a>  Comprehensive user manual for the Reedog NoBark Smart Mini Pro TC-011 Pro dog training collar. Learn about safety, features, operation, testing, and specifications for effective and humane bark control.</p>
	<p><a href="#"><u>NVK Dog Training Collar TC-20-1 User Manual</u></a>  Comprehensive user manual for the NVK TC-20-1 Dog Training Collar, detailing components, features, operation, safety information, troubleshooting, and compliance.</p>
	<p><a href="#"><u>NVK TC-20 Dog Training Collar Manual</u></a>  This manual provides instructions for the NVK TC-20 Dog Training Collar, covering components, overview, safety information, operation, training tips, troubleshooting, and pairing.</p>