DOGTRA GPS FENCE

Owner's Manual

Please read this manual thoroughly
before operating the DOGTRA GPS FENCE.

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.

DOG SAFETY
For "Outdoor" Use Only
The Dogtra GPS Fence operates using GPS signals and requires a clear view of the sky to receive coordination data from satellites. If the device is used indoors, it may misinterpret the location as being outside the safe zone, potentially resulting in unintended corrections. To prevent this, **always remove the collar from your dog when entering an indoor space.**

> ***Minimum ¾-acre coverage area needed**

GPS Product
Like all products using GPS technology, your GPS Fence's accuracy may vary depending on where you use the product. Areas with trees, hedges, hills, mountains, cliffs, air traffic, buildings, structures, vehicles, or other obstructions may affect the accuracy of your GPS Fence. Do not use the GPS Fence indoors. Prepare and verify your GPS Fence (see below) before using the product. Take extra precautions near hazards such as roads or highways. The GPS Fence is a virtual training device and not a physical fence and cannot replace such fences.

GPS Fence Preparation and Verification
Before using the GPS Fence with your dog, do the following: (i) check that the collar power is on and that your battery is sufficiently charged, (ii) confirm the Bluetooth connection between the GPS Fence app and collar, (iii) activate all available GPS fence lines – including the warning zone, primary fence, and backup fences – to provide the maximum number of reminders to your dog that it is entering the GPS fence area, (iv) walk the perimeter of your activated GPS fence lines to verify that the virtual lines are unobstructed and active in the areas that you have selected, and (v) train your dog how to respond to collar stimulations if your dog enters the GPS fence area.

IMPORTANT – Train Your Dog How To Respond to GPS Fence
Dogtra products may be used with a variety of training methods that provide clear and consistent messages to your dog. Before using GPS Fence, train your dog how to respond if it enters the GPS Fence area and receives stimulation from the collar. Train your dog to not enter the GPS Fence area, or if it does enter, train your dog to return and not pass beyond the virtual fence lines. Supervise your dog while using GPS Fence. Visual tools such as flags may be helpful when training your dog. For training tips, reference our

- Flag Training Guide here:

Proper Use
Dogtra products should be used to train, educate, monitor, or track dogs. Each dog may have a different tolerance for and reaction to Dogtra products. Closely observe your dog when determining the right level of stimulation, receiver fit, and other settings of your Dogtra product.

Fit and Wear
Proper fit and wear of your Dogtra product is important for the comfort of your dog as well as the functioning of your product. Dogtra receivers should fit comfortably and not too tightly, so that the receiver stays in place and does not move around your dog's neck. Do not leave a receiver on your dog for an extended time. Although each dog is different, Dogtra recommends that its receivers be used a maximum of 4 to 6 hours at any one time on your dog.
A receiver that is used for overly long periods or that fits improperly may cause skin irritation or sores on your dog's neck. Regularly check the receiver's contact area on your dog's skin. If your dog exhibits skin irritation or sores, stop using the Dogtra product and consult with a veterinarian.

UNAUTHORIZED USE
Dogtra products should be used only in a safe and responsible manner to train, educate, monitor, or track dogs. Dogtra products are not intended for use in any other manner; they are not intended for use with other animals or with humans; and they are not intended for use in unsafe situations or environments that could lead to death, injury, loss or damage.

BATTERY
Your Dogtra product contains batteries. Do not attempt to replace the battery yourself. Contact Dogtra or your Dogtra retailer to replace your battery. Dispose of batteries as provided by your local regulations. Do not disassemble, crush, heat, or otherwise alter the battery as it may cause fire, explosion, injury and/or property damage.

OWNER SAFETY

Handling and Repair
Dogtra products can be damaged or malfunction if dropped, especially on hard surfaces, or otherwise improperly handled. Do not use a damaged or malfunctioning product as it may cause injury or property damage. If your product is damaged or malfunctions, contact Dogtra to obtain service before using the product.

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.

Charging
Only charge your Dogtra product with its accompanying Dogtra charger. Do not attempt to charge your product in any other manner or in temperatures less than 32°F (0°C) or over 113°F (45°C) as it may cause fire, explosion, injury, and/or property damage. If you notice damage to your product, its charger, or battery, obtain service from Dogtra before charging the product. Do not use more than one splitter cable with a single battery charger.

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.

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.

CONTENTS

PACKAGE CONTENTS

GPS FENCE Collar

Quick Manual

Flag Training Guide

Battery Charger

MAIN FEATURES

Repeat 'Come Home' Sequences

Preventive Warnings: Tone or Vibration or correction

¾ Acres & Larger Coverage

Customizable Virtual Fence

Movement Activity History

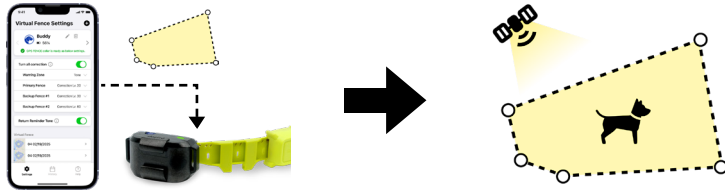IPX9K Waterproof

5mm/USB Cable

For Dogs as Small as 10 lbs.

OVERVIEW

GPS Anttena

Contact Points

Battery Charging Receptacle

Power Button

LED Indicator light

GPS FENCE(Collar)

ABOUT GPS FENCE

GPS (Global Positioning System) is a location tracking system that uses satellites to help determine your exact position. This device uses GPS to create a virtual boundary (called a Geo-Fence) and helps keep your dog safe by occur correction collar if they go beyond the fence perimeter.

RECOMMENDED ENVIRONMENTS

For the GPS to work well, we recommend using the collar in open, outdoor spaces such as:

Wide open fields
Areas with no tall buildings or trees are ideal for strong GPS signals.

Parks or walking trails outside the city
Open parks or paths with some tree cover but no tall buildings work well for accurate fence setup.

Farms or countryside homes
Natural surroundings allow for a wider and more reliable GPS range.

Campgrounds or outdoor lodges
You can temporarily set a virtual fence around these open areas to let your dog roam freely.

ENVIRONMENTS TO AVOID

Crowded urban areas with tall buildings (over 3 stories) can interfere with GPS signals.

The device does not work indoors.

Dense forests or areas near large bodies of water may also reduce GPS accuracy.

✅ **RECOMMENDED**   ❌ **AVOID**

| Wide open fields | Parks or walking trails | Crowded urban with tall buildings | Dense forest |

Campgrounds or outdoor lodges   Indoors

Note
The Dogtra GPS Fence operates using GPS signals and requires a clear view of the sky to receive coordination data from satellites. If the device is used indoors, it may misinterpret the location as being outside the safe zone, potentially resulting in unintended corrections. To prevent this, always remove the collar from your dog when entering an indoor space.

GUIDE FOR CREATING VIRTUAL FENCE

Set the virtual fence line at least 10 meters away from place where you want to set the virtual fence.

Do not place the Virtual fence boudary over water. If necessary, turn off the All Correction in those areas.

Note
The map view on your phone may have slight errors compared to real-world locations.

PUTTING ON THE COLLAR

When you put the collar on your dog, make sure the red-marked GPS antenna faces upward, toward the sky.

This ensures that the collar receives the strongest GPS signal for accurate tracking.

HOW TO USE GPS FENCE(COLLAR)

1. TURNING THE GPS FENCE ON/OFF

Press and hold on/off button to turn on the collar.
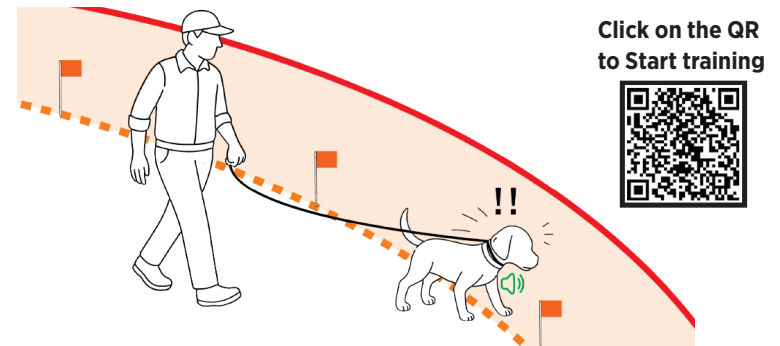
2. INDICATOR LIGHT

LED color indicates battery level, while blinking indicates GPS signal and stimulation activity. If no GPS signal is detected, the LED will remain red regardless of battery status.

LED blinking speed: GPS signal status	LED color: Battery life status
Blinking every 2 seconds*: Fixed strong GPS signal Steady light (in red): No GPS signal * Blinking color will vary based on battery life status	51 - 100% : Green 21 - 50% : Orange 0 - 20% : Red

FLAG TRAINING GUIDE

For effective containment of your dog with Dogtra GPS FENCE product, we strongly recommend reviewing 'Flag training guide' to practice with your dog(s). This online content is also available on the GPS FENCE app.

Click on the QR to Start training

GETTING STARTED (WITH APP)

1) DOWNLOADING THE GPS FENCE
To download the app:
1) Go to the Apple app store or Google play store on your phone.
2) Search for "DOGTRA GPS FENCE" app.
3) Download the app on your phone.

App Store   **Play Store**

The app is currently compatible with:
1) Bluetooth 5.0 and above. Check the version with the phone manufacturer.
2) iOS: 12.1 and above, iPhone 8 and above
3) Android: 6.0 and above
Please make sure to create virtual fence(s) before you start putting the GPS FENCE collar on your dog - Fence data will sync automatically with paired collar(s).
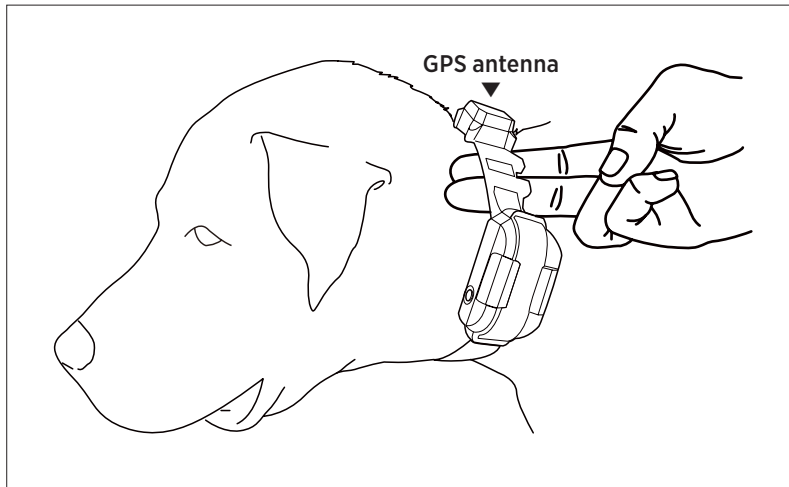
GPS FENCE app is not required to operate.

Note
In order for Dogtra GPS FENCE collar to work, you must 1) pair it with the app, 2) create the Virtual Fence, 3) Sync the Virtual Fence information with each paired collar. Once these steps are completed, the collar will function without needing to stay connected to the app.

Important: Make sure the collar is powered on before leaving your dog outside!

COLLAR FITTING

GPS antenna

Proper Fit
Fit the receiver on either side of the dog's windpipe so that the contact points press firmly against the dog's skin. You should be able to fit two fingers underneath the collar strap. **Make sure the GPS antenna is at around the back of the dog's neck to face the sky.**
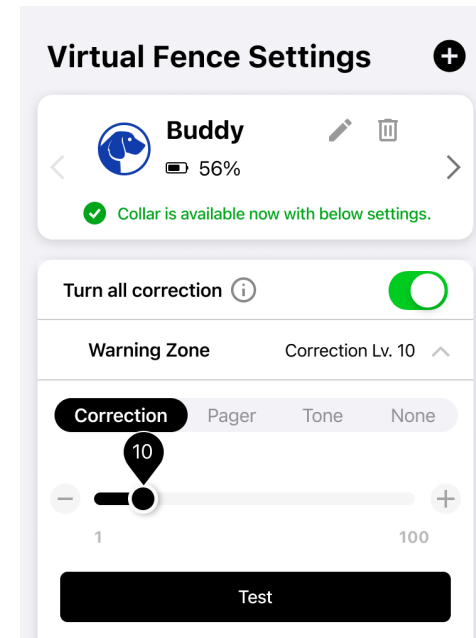
Improper Fit
A loose fit can allow the receiver to move around on the dog's neck and cause irritation. If the receiver is too loose, the contact will be inconsistent and cause inconsistent correction. **Avoid positioning the GPS antenna towards the front of the dog's neck, where it may face the ground and weaken GPS signal and accuracy.**

Attention!
While Dogtra uses medical grade stainless steel contact points and anti-microbial plastic to protect the dog's skin, leaving the receiver in the same location for an extended period of time can cause skin irritation due to the sensitivity from the contact points. Reposition the receiver every few hours to move the contact points and remove the receiver after 8 hours of use. Check for skin irritation each time you use the unit.

FINDING THE RIGHT STIMULATION

• Open the GPS Fence app to the Settings tab and Open any Corrections and select 'Correction'.
• The correction levels are from 1 (lowest) to 100 (highest).
• Always start at the lowest level of stimulation and work your way up.
• The appropriate level can be found when your dog responds to the stimulation with a mild reaction, such as a tensing of the neck muscles.
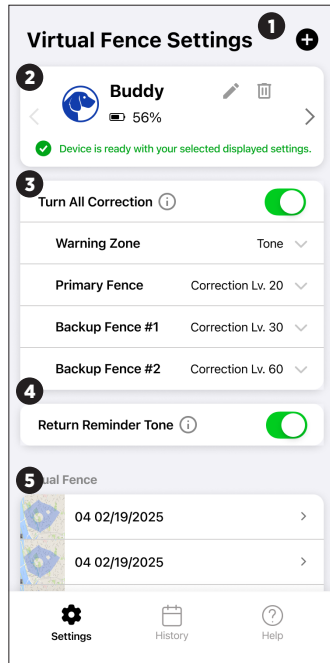
Note
Every dog has a different tolerance and reaction to the stimulation.
Please look at your dog's reaction to find the right level of stimulation.
The stimulation level may vary depending on the situation and distractions. A distracted dog will require a higher level of stimulation compared to when there is no distraction.

KEY FEATURES OF GPS FENCE APP

1. SETTINGS

1) About Settings

① Add Button
Adds GPS FENCE Collar or Vitrual Fence to the app (up to 3 Collars and 30 Virtual Fences can be added).

② Collar Information
Displays registered collar details such as name, connection status (GPS, battery life), and whether updates have been applied. You can change or delete a collar's profile by press on each icon on the right side of the screen.

③ Set the correction method according to each situation (see 3-2).
Correction : Up to 5 seconds of continuous stimulation
Pager vibration : Up to 5 seconds vibration
Tone : 5-second beep (audible nearby only)
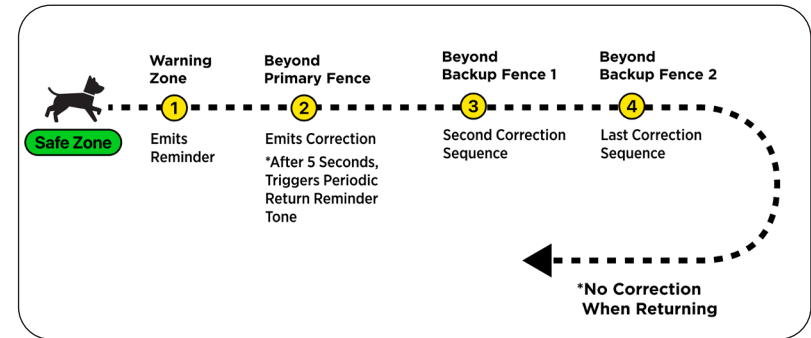None : No correction

④ Return Remind Tone
If the dog passes the Primary Fence perimeter even after 5 seconds of correction, and continue to move away from the Safe Zone, an alarm Tone will sound to assist the dog to return towards the Safe Zone. (Return Remind Tone will turn off if the dog enters another Primary Fence.)
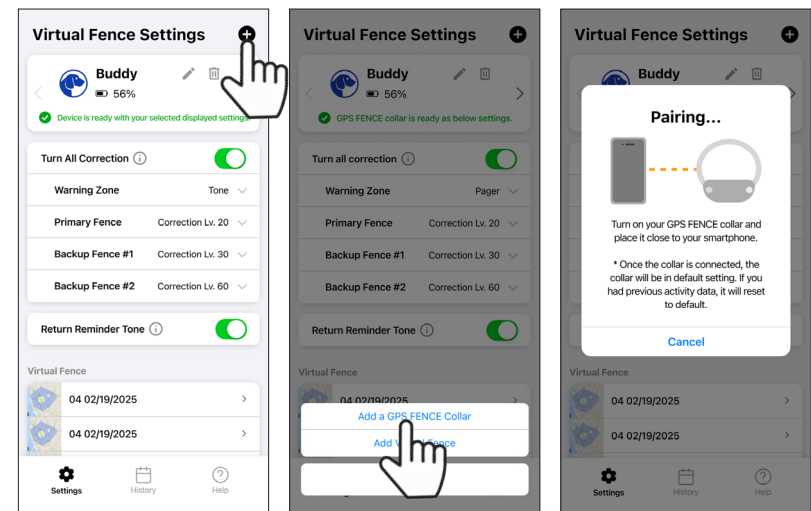
⑤ Virtual Fence
Displays registered Virtual fences. When the GPS collar connected with app, you can change the name and delete the fence on the right side of each fence list, and you can edit the fence by pressing the arrow.
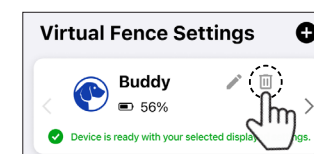
How to 'COME HOME' sequence works

2) Pairing additional collar to a phone

Press 'Add' button on top right of the Settings page and select 'Add collar'. once the pairing pop-up shows on the app. Up to 3 collars can be registered.
- Maintain a distance of within 30feet from the smartphone.
- Check if the collar is on.
- Check if the collar is already connected to another smart device.
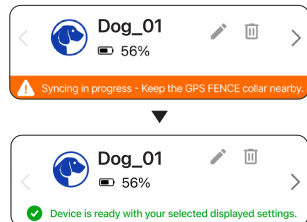
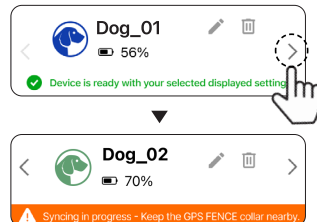### 3) Delete paried GPS FENCE COLLAR

Presss Delete icon in GPS FENCE Collar Information.
(This will also erase the previous history on this GPS FENCE collar.)

* Update Fence data to connected collar

1. Automatical Updating (2~3sec)

Dog_01　📷 56%
⚠ Syncing in progress - Keep the GPS FENCE collar nearby.

▼

Dog_01　📷 56%
✓ Device is ready with your selected displayed settings.

2. Update additional collar

Dog_01　📷 56%
✓ Device is ready with your selected displayed setting

▼

Dog_02　📷 70%
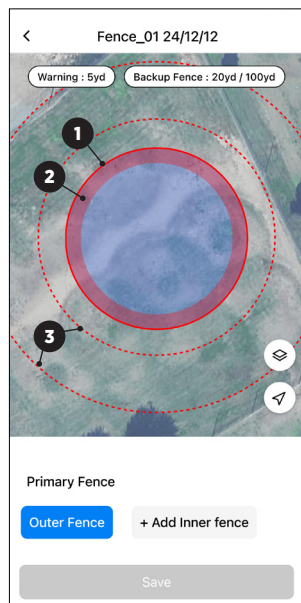⚠ Syncing in progress - Keep the GPS FENCE collar nearby.

1. On the Settings page, paired collar will automatically update the Virtual Fence information.
2. Update each paired collar individually by swiping through collar windows.
3. Keep the collar and smartphone close during updates (2–3 seconds per collar).

Collars that are not currently connected will retain the most recent fence information before being modified or deleted. In this case, the collar's status message will display an update request message, and the Virtual fence list will display 'Need to update'.

2. Fence

1) About Fence

If your dog leaves the Safe Zone and crosses the red lines (the Virtual Fence), it will get 5 seconds of correction based on your settings.

❶ Primary Fence
There are two types of Primary Fences:The Outer Fence is your main Virtual Fence that creates the Safe Zone. The Inner Fence is used to block off area(s) within the Outer Fence.
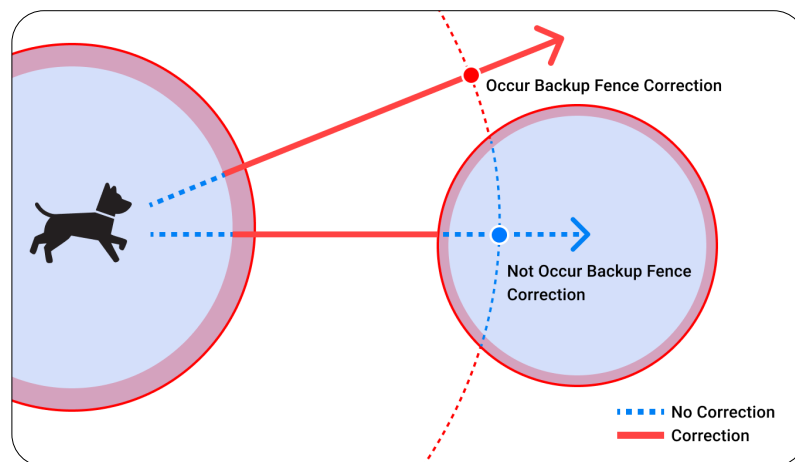*Up to 30 Primary Fences can be added. (Includ inner Fence)

❷ Warning Zone
The Warning Zone is the space 5–15 yards before the Primary Fence. When your dog enters this area, the collar gives a correction based on your settings. By default, it uses vibration.

❸ Backup Fences
Backup Fences are 2 additional Virtual Fence perimeters beyond the Primary Fence's Outer Fence perimeter, marked as dashed lines outside the Primary Fence. You can set up the distance between each Backup Fences and Primary Fence, and each correction type per Virtual Fence on the settings page.

Occur Backup Fence Correction

Not Occur Backup Fence Correction

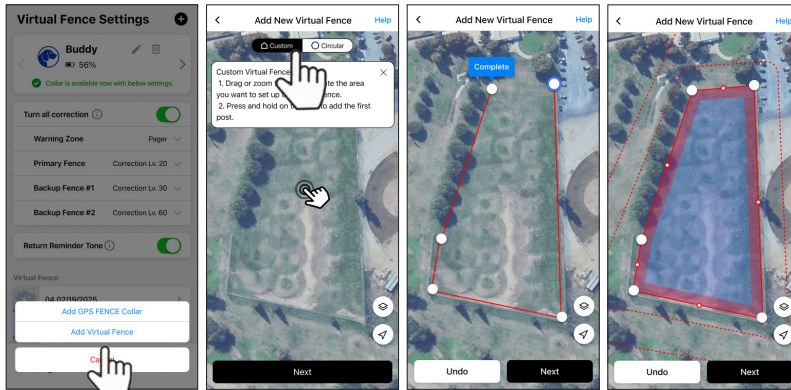▪▪▪▪ No Correction
━━ Correction

Note
While Primary Fence cannot overlap with each other, Backup Fence perimeter can overlap another Primary Fence area.

If the dog manages to pass through the perimeter despite the correction and enters into another Primary Fence's safe zone, the correction will not apply at the perimeter of another Primary Fence, and the Return Reminder tone will turn off.

2) Add Outer Fence

1. On the settings page, press the Add button and select Add Virtual Fence.

2. Select a Custom or Circular fence shape and place the map where you want to add the Virtual Fence.

3. Custom Fence: Press on the map to add posts to create a fence of the desired shape. You can add up to 25 posts and press the starting point of the post to complete the fence shape.
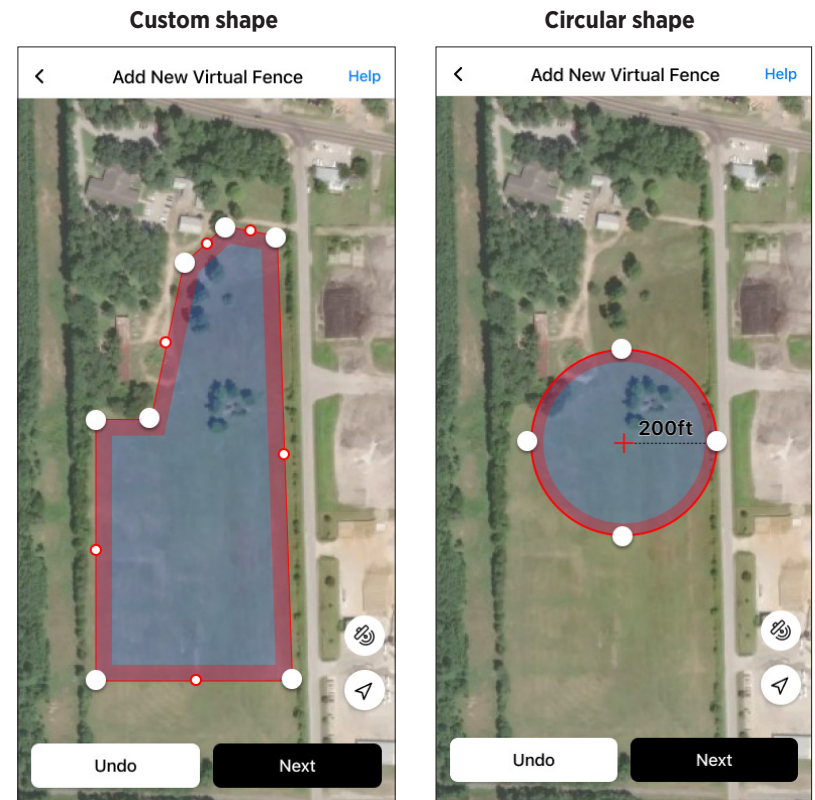
Circular fence: Drag post to resize the fence. The maximum diameter of the circular fence is 2.5 miles, and the minimum diameter is 13 yards.

4. Adjust the range of Warning Zone, Backup Fence1,2 at the top of the map and press the Save button below.

5. One you save the Virtua Fence perimeter, go to the Settings tab in order to automatically update the Virtual Fence information to each paired collar.

> **Note**
> Make sure that the fence boundary does not overlap or come close to a building that can enter the interior.

Virtual Fence type

Custom shape	Circular shape

Add up to 25 posts to generate custom shaped perimeter

The maximum diameter is 2.5 miles, and the minimum diameter is 13 yards.

3) Edit Warning Zone

1. Press the Warning Zone button at the top of the fence page.

2. Adjust the range with the slider at the bottom and press the Save button.

4) Edit Backup Fence range

1. Press the Backup Fence button at the top of the fence screen.

2. Select the backup fence you want to change, adjust the range with the slider at the bottom, and press the Save button below

Backup Fence Range
#1: 10~50 yards / #2: 20~300 yards (The interval between backup fences must be at least 10 yards.)
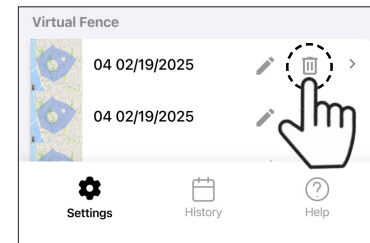
5) Add Inner Fence

1. Go to the Primary Fence where the Inner Fence will be placed in the settings screen.

2. Select + Add Inner fence at the bottom right of the fence screen.

3. Create an Inner Fence within the Outer fence.

Note
When create/edit/delete a Virtual fence, keep the GPS FENCE collar near your smartphone. After saving the fence, be sure to go to the Settings tab in order to automatically update the revised Virtual Fence information to each paired collar.

6) Delete Outer Fence

Press the Delete Button in Settings Page.

*Every Inner Fences inside this Outer Fence will be deleted as well.

7) Delete Inner Fence

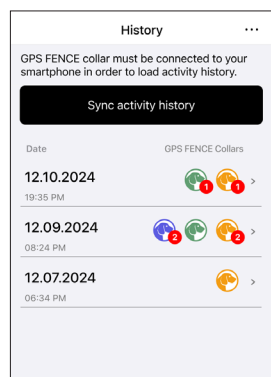Go to the outer fence where you want to delete the inner fence.

1. Select Inner Fence.

2. Press Delete in the upper right.

3. History

1) About History

Load activity information from the connected collar to the app and check the movement path of the collar for the last 10km and the time of leaving/returning to the fence. Activity information data is stored in the local memory of the smart device on which the app is installed, and if the collar is deleted from the app, history of the collar is also deleted.
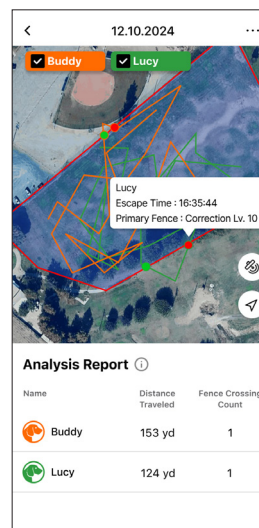
2) History list

To load activity history, connected collar must be close to the app. Press the Load activity history button at the top.

The left side of each list shows the creation or update time, and the right side shows the collar and number of escape from Primary Fence. When you modify a fence and load activity history, a new list with the modified fence is created.
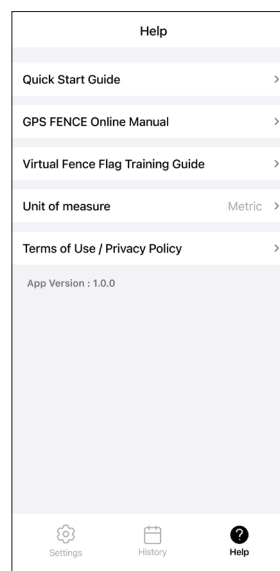
3) Detail history

When you enter the detailed information of the activity history, the map shows the fence and the movement path of each collar. If you have loaded the activity information of multiple collars, you can check each collar at the top to show/hide the movement path.

The path on the map is a rough representation of the dog's movements at 10m (32.8ft) intervals and may differ from the dog's actual distance traveled. For more accurate distance traveled, please refer to the Analysis Report.

Red points on the map are where the dog escape from the fence. press on these points will display the dog's fence escape information (name, breakaway time, correction command). Press on green points will display fence return information. You can convert activity information into KML data and share it externally by pressing the icon at the top right of the screen.

4. Help

1) Quick Start Guide
     Describes basic contents of each tab.

2) GPS FENCE Online Manual
     Links to the user manual for the Collar and the App.

3) Virtual Fence Flag Training Guide
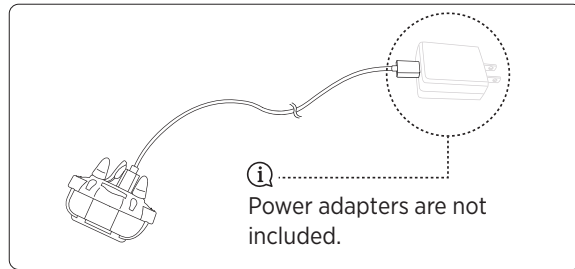   Guides you to train your dog to recognize the Virtual fence.

4) Unit of measure
     Change the units of distance displayed in the app to meters or yards.

6) Terms of Use / Privacy Policy
     Check Terms of Use and Privacy Policy before use.

CHARGING THE BATTERY

Power adapters are not included.

The Dogtra GPS FENCE uses a lithium polymer battery. Recharge the unit if the indicator light is red or does not come on or the system will not stay on when any button is pressed.

NOTE 1: 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 2: 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. Locate the provided DC to USB charging cable. Open the rubber cover on the battery charging port and insert the 5mm DC jack.

2. Plug the USB end of the cable into a USB wall charger plug. Charging time may vary depending on the wattage of the USB power source, but it typically takes around 3 hours or more. When charging correctly, all indicator lights will glow red. The unit will automatically shut off during charging, and you will need to turn it back on after it is fully charged and unplugged from the cable.

3. 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 receptacle with the rubber plug.

TROUBLESHOOTING GUIDE

1. The dog does not respond to the stimulation.
- Make sure the system is on and the strap is tight enough so that both contact points are touching your dog's skin.
- If the contact points are too short, you can either purchase longer contact points or trim the hair near your dog's neck.
- Increase the level until your dog responds with a subtle head or neck movement.

2. My dog has skin irritation.
This may be due to an improper fit or from wearing the receiver too long. If your dog exhibits signs of skin irritation, consult with a veterinarian. Once your dog's skin returns to a normal condition, continue to use the receiver and check your dog's neck each time you use the unit.

3. The LED keeps on red even after charging.
A red LED that keeps on means GPS Location not fixed. When the collar has found the GPS location outdoors and the LED blinks, put collar on your dog. If the dog is lying down or indoors, the fence is temporarily disabled(LED keeps on red).

4. The dog is not moving, but the collar is operating - crossed the boundary.
In indoors, the collar's GPS error may occur. Considering the error range, set the virtual fence wider or turn off the correction command when staying indoors for a long time.

5. History is not updated.
The collar's movement information is not an automatic updated. When the collar and app are close to each other, press the Sync button at the top of the History page to manually download. If the FENCE COLLAR has moved more than 6km and is close to the app, it will be automatically updated.

6. GPS FENCE collar does not work.
If the collar is not a paired or it paired with another smartphone, you have to re-pairing GPS fence collar.

FCC WARNING STATEMENT

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

DOGTRA EXTENDED PRODUCT WARRANTY

EXTENDED LIMITED WARRANTY
For Certain Dogtra Products Purchased from Dogtra Authorized Dealers

One-Year Warranty
Except as otherwise provided below, Dogtra warrants to the original retail purchaser ("You") that its Dogtra products shall be free of defects in materials and workmanship for a period of one (1) year from the date of purchase ("Warranty"). The Warranty covers the cost of repair (parts and labor) or replacement (if repair is not feasible) of a defective Dogtra product during said one-year period. For such repaired or replaced products, the remaining portion of the original warranty period, or ninety (90) days, whichever is longer, shall apply. Dogtra, at its sole discretion, shall determine whether to repair or replace a product covered by the Warranty.

Warranty Conditions
The Original and Extended Warranties are not transferrable and apply to your Dogtra product only if:
(1) You are the original retail purchaser of the product,
(2) You bought the product from a Dogtra Authorized Dealer, and
(3) You present a receipt or other proof of purchase showing a valid purchase date, the name and address of the Dogtra Authorized Dealer, and the purchased product identified by model and/or serial number.

Warranty Exclusions
The Original and Extended Warranties do not cover damage, loss, or deterioration to your Dogtra product caused: by misuse, neglect, abuse, or other improper handling of the product; by failure to follow use or care instructions; by use of the product for other than its intended purpose; by accident or natural forces such as fire or flooding; or by normal wear and tear such as scratches to the product surface.

The Original and Extended Warranties also do not cover Dogtra products that: are purchased from non-authorized dealers; are purchased outside of the United States or Canada; have been damaged during shipment (even if Dogtra paid or arranged for shipping); have been modified or tampered with in any manner; are opened or repaired by anyone other than Dogtra; or have serial numbers that have been altered or defaced.

Sole Warranties
The Original and Extended Warranties are the only warranties offered by Dogtra for your Dogtra product during said warranty periods. Other than the Original and Extended Warranties, Dogtra makes no other representations or warranties whatsoever regarding its products, whether oral or in any product manual, on any packaging, on any website, or in any other written material. No dealer of Dogtra products, nor any employee or agent of Dogtra, is authorized to make any additions, changes, or extensions to the Original Warranty or Extended Warranty. Dogtra, at its sole discretion and at any time, reserves the right to modify the Original and/or Extended Warranties.

DISCLAIMER OF OTHER WARRANTIES

THE FOREGOING ORIGINAL AND EXTENDED WARRANTIES ARE PROVIDED IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. DOGTRA DISCLAIMS ANY IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Remedies

Dogtra's liability is limited to the cost of repair or replacement of the Dogtra product under the Original Warranty or Extended Warranty. Any claim or action to enforce the Original and/or Extended Warranties must be commenced within thirty (30) days of such warranty's expiration for your product. Dogtra will not be liable for any indirect, incidental, special, consequential, or similar damages based on breach of warranty, breach of contract, negligence, strict tort, or any other legal theory related to Dogtra and its products. Damages that Dogtra will not be responsible for include, but are not limited to: loss of income or profits; loss of revenue or savings; loss of use of the product or associated products; cost of any substitute products or services; inconvenience, downtime, or any other time; loss of goodwill; claims of third parties including customers; and damage to property.

Legal Rights May Vary By State or Jurisdiction

The Original and Extended Warranties give You specific legal rights, and You may also have other rights which vary by state or jurisdiction. Some states or jurisdictions do not allow certain limitations of implied warranties or of incidental or consequential damages or other remedies, so certain of the foregoing limitations may not apply to You.

If any portion of the Original Warranty or Extended Warranty is held by a court to be invalid or unenforceable, the remaining portions of such warranties shall remain in full force and effect and shall in no way be affected or invalidated, and the invalid or unenforceable portion shall be modified so as to most nearly achieve the intent of the Original Warranty or Extended Warranty.

Product Registration

Dogtra recommends that customers register their products as soon as possible after purchase. Product registration will facilitate any future warranty service. You may also receive useful information and updates about your existing and future Dogtra products. To register your product, visit ***www.dogtra.com/product-registration*** If your product is not registered with Dogtra, You will be required to provide a receipt or other proof purchase (as provided above) to qualify for warranty service.

How to Obtain Warranty Service

Should your Dogtra product require warranty service, please contact Customer Service by phone or email for a warranty evaluation (see below for contact information). Upon approval of your warranty work, Dogtra will repair or replace (at Dogtra's election) your product without charge for labor or parts. You are responsible for shipping, including cost, of your product to Dogtra for warranty service. Dogtra will handle shipping, including cost, of the repaired or replaced product back to customers in the USA. Dogtra will not be responsible for shipping, including cost and/or applicable taxes or fees, for products sent outside the USA. Such costs, taxes, or fees will be borne by the customer.

Dogtra Customer Service
12322 Monarch Street, Garden Grove, CA 92841
(888) 811-9111
repair@dogtra.com
Mon – Fri, 8:00 AM to 4:30 PM (PST)