



Owner's Manual

Remote Controlled Dog Training Collars

dogtra SUREstim Plus⁺ Series



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MAIN FEATURES

- The SureStim units have a pager feature in the handheld transmitter, acknowledging that you have fully engaged the transmitter buttons. This positive feedback vibration feature is especially valuable when wearing gloves during cold weather training and hunting.
- User expandable to a two-dog system
- Fully waterproof transmitter and receiver/collar
- The SureStim units have a $\frac{1}{2}$ -mile range
- Rheostat/volume dial with up to 127 levels for a gradual adjustment in stimulation intensity
- Stimulation types in Nick, Constant, and a non-stimulating Pager vibration mode
- Long lasting Ni-MH rechargeable batteries
- One-charger system allows the transmitter and receiver/collar to be charged at the same time
- Over 8000 different identity codes to prevent signal match-ups with other e-collars
- Easily visible blue LCD screen displays the exact level of stimulation and can be seen in dark or low light conditions
- Three bar battery life indicator on the LCD and the LED indicator shows the remaining battery life

PRODUCT SAFETY AND HEALTH STATEMENTS

Intended Use

Dogtra e-collars are intended for behavior modification on dogs only. They are NOT intended for use on people or on animals other than dogs. Dogtra does not assume any liability for the improper use of any Dogtra e-collars.

Aggressive Behavior

Dogtra highly recommends consulting a dog training professional when using an e-collar to correct dogs that are aggressive towards people or other dogs.

Electronic Interference

Dogtra's industry-leading technology filtering system ensures minimal interference with other electronic devices (garage door openers, mobile phones, etc.). Our digital microprocessor offers thousands of unique codes to eliminate frequency match-ups with other Dogtra e-collars. Dogtra recommends consulting your physician if you are going to use the e-collar near any types of medical devices.

Safety Cut-off

The constant stimulation will only activate for a maximum of 12 seconds. After 12 seconds of continuous stimulation, the stimulation will reset. The stimulation reactivates once the constant button is released and pressed again.

Proper Fit

A proper fit is necessary for the Dogtra e-collar to work optimally. Both contact points must be in contact with your dogs skin at all times for a consistent stimulation. A loose fitting collar can cause the contact points to rub against the skin and cause irritation.

Duration your dog can wear the unit

Leaving the e-collar in the same position on a dog’s neck for extended periods of time can also cause skin irritation. To prevent this, occasionally reposition the e-collar so the contact points are moved to a different location on the dog’s neck. ALWAYS check your dog’s neck for signs of skin irritation when using an e-collar. If any signs of skin irritation are found, suspend e-collar training and consult with a veterinarian.

Stimulation Reaction

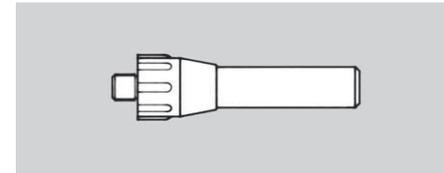
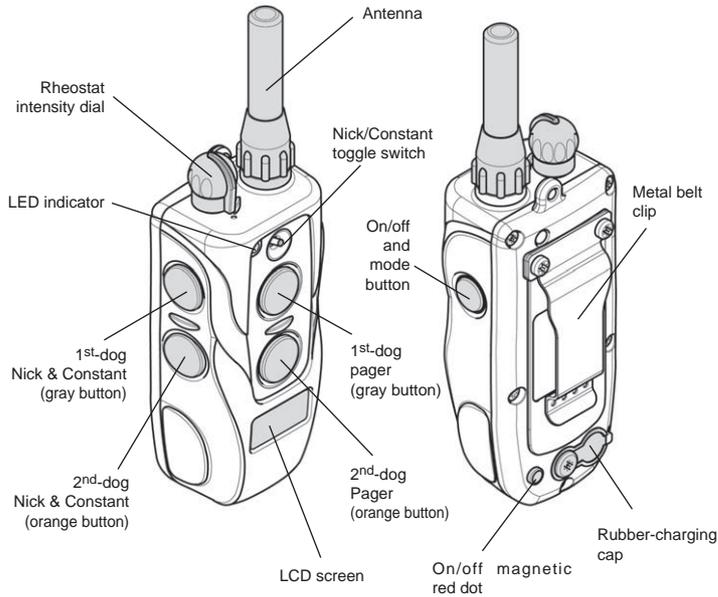
Every dog has a different tolerance level and reaction to e-collar stimulation. Closely monitor your dog’s reaction to find the right stimulation level. The stimulation level may vary depending on the training situation. When highly distracted, dogs will require a higher level of stimulation.

PACKAGE CONTENTS

- Transmitter
- Receiver/collar
- Battery charger and splitter cable
- Test light
- Metal belt clip accessory
- Owner’s manual
- Carrying case (with H Plus models only)

DESCRIPTION OF TRANSMITTER PARTS

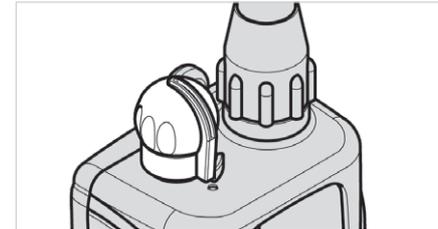
dogtra SUREstim Plus⁺ Series transmitter



Transmitter Antenna

A 2" antenna is supplied with the **dogtra** SUREstim Plus⁺ Series transmitter.

The antenna must be fastened to the transmitter before using the unit.



Rheostat Intensity Dial

The rheostat intensity dial, on the top of the transmitter, controls the stimulation level, with level 1 being the lowest level and level 127 being the highest. The LCD screen shows the intensity level during operation.



LCD Screen

The LCD screen indicates the stimulation level (0-127).

The LCD battery life indicator shows 3 bars at full charge, 2 bars at medium charge and 1 bar when it needs to be charged. The battery life indicator only specifies the remaining charge for your transmitter. To find the remaining charge for your receiver, observe the LED indicator on the receiver/collar.

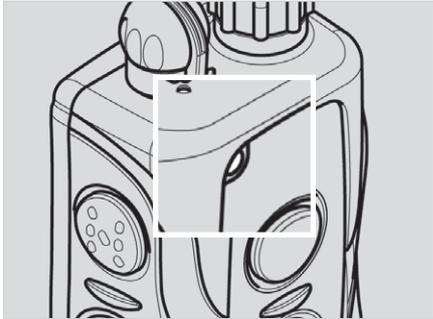
- **Green** = Fully charged
- **Amber** = Medium
- **Red** = Needs charging

Care for LCD Transmitters in Cold Temperature

In cold temperatures (10 degrees F 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 push the Nick or Constant button, 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. In this situation, if you turn the rheostat intensity dial, the level on the screen may not change but the actual intensity from the receiver/collar will change in agreement with the dial.

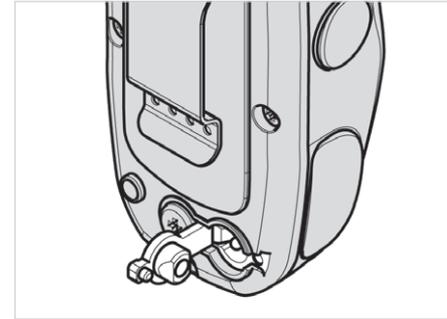
In this situation, it is ideal to either wait until your transmitter is back to working order before emitting a correction, or while holding the constant button down, slowly turn the Rheostat Intensity Dial while watching your dog's reaction. Do not turn the Rheostat Intensity Dial at a rapid increase because the receiver/collar will emit a static correction based on the level of the Rheostat Intensity Dial, which might not be correctly reflected on the LCD screen.



Transmitter LED Indicator Light

The transmitter LED indicator light is located near the Rheostat Intensity Dial. It will flash every 4 seconds when the transmitter has been turned on. The color of the light indicates the status of the battery life. It flashes green when the battery is fully charged and turns to amber when the battery is at medium charge. It is acceptable to charge your unit even at medium charge without any damage incurred to your collar. When the transmitter indicator emits a blinking red light, the battery needs to be recharged.

(Green = Fully charged, **Amber** = Medium,
Red = Needs charging)



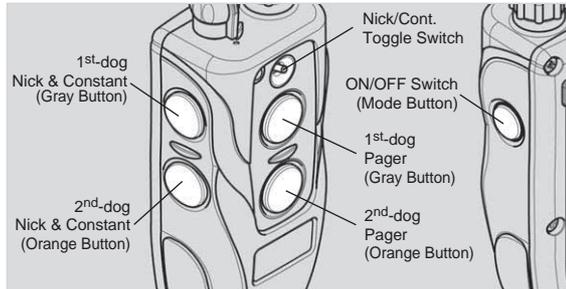
Transmitter Battery Charging Receptacle & Rubber-Charging Cap

Located on the back of the transmitter, the charging receptacle is covered by a rubber-charging cap. Insert one end of the battery charging cable into the receptacle to charge the battery. (See Battery Charging Procedure on page 24.)

After charging is complete, close the receptacle with the rubber-charging cap to make sure dirt and debris does not build up inside. The unit is waterproof even if the rubber-charging cap is not fully closed.

BUTTON FUNCTIONS

dogtra SUREstim Plus⁺ Series



The **dogtra** SUREstim Plus⁺ Series is expandable to a 2-dog system. There are two buttons and a toggle switch on the front of the transmitter, two buttons on the left side of the transmitter, and one button on the right side of the transmitter.

“Nick” & “Constant” Toggle Switch

Located on the front of the transmitter is the “Nick” & “Constant” toggle switch. The color-coordinated buttons will operate the corresponding receiver/collar of the same color (orange button for the orange receiver/collar, and the gray button for the black receiver/collar).

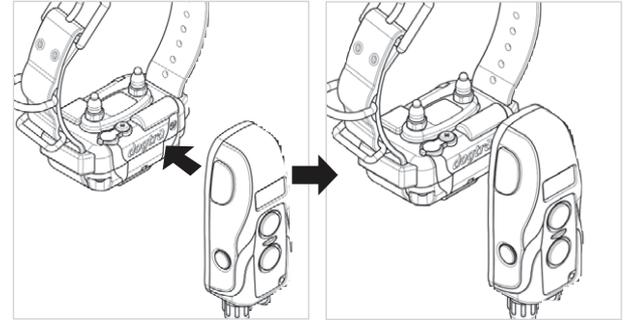
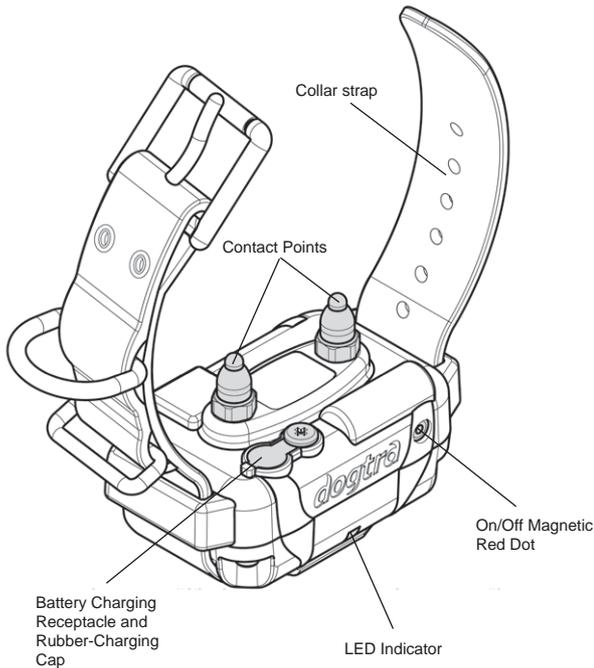
When the toggle switch is set to “Nick”, and the button is pressed, the transmitter will send a single $\frac{1}{2}$ second stimulation. When the toggle switch is set to “Constant”, the transmitter will send a continuous stimulation while the button is pressed for up to 12 seconds.

The “Constant” stimulation will only activate for a maximum of 12 seconds. After 12 seconds of continuous stimulation, the stimulation will reset. The stimulation reactivates once the button is released and pressed again.

“Pager” Button

The “Pager” buttons are located on the front of the transmitter. The orange button corresponds with the orange receiver/collar and the gray buttons with the black receiver/collar. Pressing it will give a non-stimulating vibration for as long as the button is pressed, for up to 12 seconds.

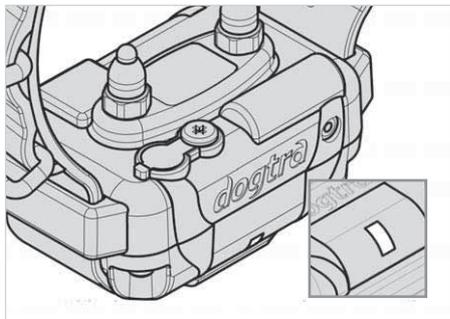
DESCRIPTION OF RECEIVER/COLLAR PARTS



Receiver ON/OFF Magnetic Red Dot

To activate the receiver/collar, place the red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together until the LED indicator light on the receiver/collar comes on.

To deactivate the unit, repeat the same procedure holding the two red dots together momentarily. The LED indicator light will turn red for a brief moment indicating that the receiver/collar is now shut off.



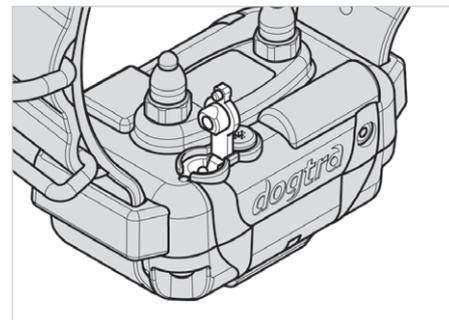
Receiver LED Indicator Light

Located on the front of the receiver/collar, the indicator light comes on and blinks once every 4 seconds after the collar has been turned on. The color of the LED indicates the battery life of the receiver.

(**Green** = Fully charged, **Amber** = Medium, **Red** = Needs charging)

When the “Constant” button on the transmitter is pushed, the receiver/collar LED 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 pushed, the light comes on for a fraction of a second.



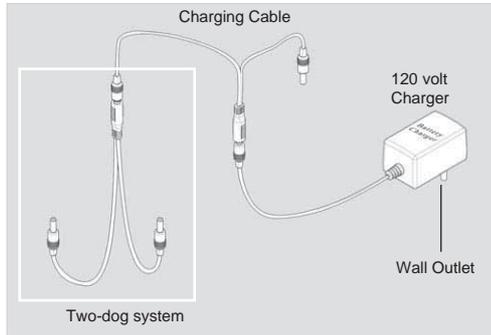
Receiver Battery Charging Receptacle & Rubber-Charging Cap

On the inside of the receiver/collar, next to the collar strap, is a battery-charging receptacle with a rubber-charging cap.

Internal Antenna

All Dogtra E-collars have non-exposed antennas that are located inside the receiver/collar.

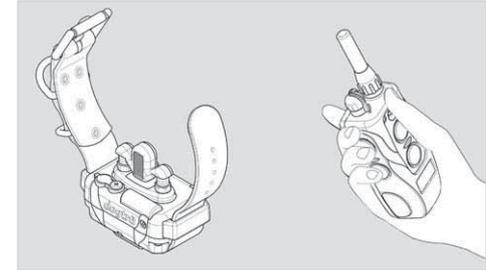
BATTERY CHARGER



The battery charger and splitter cables allow you to charge both the transmitter and receiver/collar at the same time. The battery charger is designed for a 120-volt wall outlet. (European 230-volt AC chargers and 12-volt car chargers for Ni-MH batteries are also available)

To use the battery charger Two-dog system combine two sets of battery charging splitter cables as shown. This enables you to charge the transmitter and both receiver/collars at the same time.

TESTING YOUR **dogtra** SUREstim Plus⁺ Series COLLAR



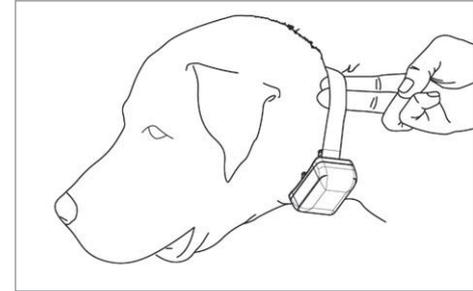
1. To activate the receiver/collar, place the red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together until the LED indicator light on the receiver/collar comes on. The indicator light will come on for a moment then blink once every 4 seconds, showing that the collar is ready to use. (If the indicator light is red, or if there is only 1 bar showing on the battery icon on the LCD transmitter screen, the unit needs to be charged.)
2. Place the test light, included in the package contents, on the contact points as shown in the diagram.
3. Turn the transmitter on by pressing the blue button on the right side of the transmitter until the LCD screen

illuminates. The LCD screen shows the amount of battery life remaining and the LED indicator blinks once every 4 seconds.

4. Watch the test light as you push 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 push the “Constant” button on the transmitter. It should light up for as long as the button is pressed. As a safety feature, the receiver/collar will reset after 12 seconds of continuous stimulation. The stimulation reactivates once the “Constant” button is released and pressed again.
6. Turn the Rheostat Intensity Dial on the transmitter clockwise and then counterclockwise. The test light should glow brighter with higher levels of stimulation and dimmer with lower levels. When you change the intensity dial, the number on the LCD screen will change as well.
7. Pressing the “Pager” button on the front of the transmitter causes the collar to vibrate for up to 12 seconds. The collar will reactivate when you push the button again.

NOTE : The test light may not emit a visible light when the intensity level is set below 10. The test light may be difficult to see in bright light settings.

FITTING THE COLLAR ON THE DOG



PROPER FIT

The collar should be fit so that the surgical stainless steel contact points are pressed firmly against the dog’s skin. With a proper fit, you should be able to insert a finger or two snugly in between the contact points and your dog’s skin. The best location for the receiver box is on either side of the dog’s windpipe. The receiver box should stay in this position during any training or exercise. If the unit slips downward towards the dog’s windpipe, the unit was NOT fastened firmly enough.

IMPROPER FIT

A loose fitting collar can cause the contact points to rub against the skin and cause irritation. If the collar

is on too tight, the dog may have difficulty breathing. ALWAYS check your dog's neck for signs of skin irritation when using an e-collar. If any signs of skin irritation are found, suspend e-collar training and consult with a veterinarian.

ATTENTION!

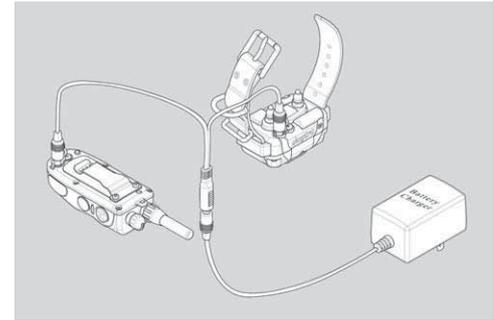
Leaving the e-collar in the same position on a dog's neck for extended periods of time can also cause skin irritation. To prevent this, occasionally reposition the e-collar so the contact points are moved to a different location on the dog's neck. ALWAYS check your dog's neck for signs of skin irritation when using an e-collar. If any signs of skin irritation are found, suspend e-collar training and consult with a veterinarian.

INTENSITY SELECTION

The level of stimulation best suited for your dog depends 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 such as a tensing of the neck muscles. The stimulation level may vary depending on the training situation. When highly distracted, dogs will require a higher level of stimulation.

NOTE : The stimulation intensity can be adjusted even while the stimulation is in use.

CHARGING THE BATTERIES



dogtra SUREstim Plus⁺ Series uses Ni-MH (Nickel-Metal-Hydride) batteries.

1. Fully charge the unit before the first use.
2. Do not charge the unit near any flammable substances.
3. Fully charge the unit before storing for one month or longer.
4. Always use Dogtra approved charging adapters.

Recharge the unit if :

- The LED indicator light on the receiver/collar is emitting a red color.
- If the battery life indicator on the transmitter LCD shows 1 bar.

- The LED indicator light on the transmitter or receiver/collar will not come on.
- The LED indicator light on the transmitter or receiver/collar comes on momentarily, but will not stay on when the “Constant” button is pushed.

Battery Charging Procedure

1. Attach the charging cables to both the transmitter and receiver/collar(s), as shown on page 23.
2. Plug the charger into a 120-volt wall outlet or, if using the field charger accessory, plug into a cigarette lighter (Use a 230-volt European charger for Europe). When properly plugged in, all the LED indicator lights should glow red.
The receiver /collar automatically turns off when you insert the charging cable into the battery-charging receptacle.
3. After charging, cover the battery charging receptacles with the rubber-charging cap on the transmitter and receiver/collar.
4. The battery is fully charged after a 10-hour charge. The lights will stay red during the charging process. They DO NOT turn green when fully charged.
Charging the batteries for more than 10 hours at one time will not extend battery life.

RECEPTION

The **dogtra SUREstim Plus⁺ Series** collar has a 1/2-mile range. Depending on the way you hold your transmitter, the range may vary.

Hold the transmitter away from your body and avoid touching the antenna, to get the greatest range.

For maximum signal strength, keep your unit properly charged.



Maximum Range



Typical Range

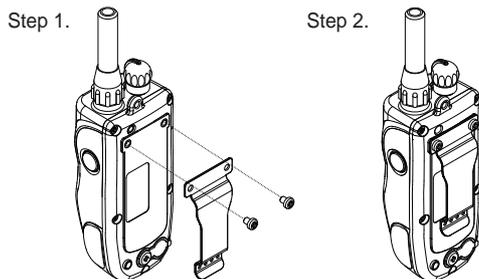


Minimum Range

METAL BELT CLIP ACCESSORY

To attach the metal belt clip to your transmitter, follow the steps below.

The final results are displayed in Step 2.



SURESTIM MODE SETTING

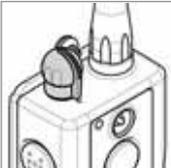
To turn the positive feedback vibration feature on the handheld transmitter on and off, follow the steps below.

1. Press the Mode (On/Off) button once to turn the vibration on the handheld transmitter off. The LCD will display “H-0 - OFF”, confirming that the vibration on the handheld transmitter is now turned off.
2. Press the Mode (On/Off) button once more to turn the vibration on the handheld transmitter on. The handheld transmitter will vibrate briefly, and the LCD will display “H-0 - ON”.

CODE SETTING

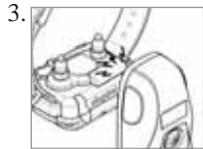
Additional receivers/collars with straps are available online at shop.dogtra.com or by calling customer service at 1-888-811-9111.

To set the coding on the transmitter to an existing receiver/collar, or an Additional receiver collar, follow the steps below.

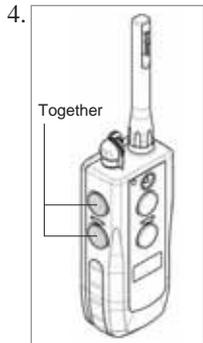
1.  Turn the transmitter on by pushing the ON/OFF button located on the right side of the transmitter. Set the rheostat/volume dial to level “0” (for units without an ON/OFF button on the transmitter, proceed to the next step after setting the intensity dial to “0”).

2.  - To code the Black Collar set the Toggle Switch on the front of the transmitter to the “up” position.

- 
- To code the Orange collar set the Toggle Switch on the front of the transmitter to the “down” position.



Starting with the receiver/collar in the off position, place the red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together until the green LED blinks rapidly on the receiver/collar.



Within 5 seconds after taking the two red dots apart, with the transmitter rheostat/volume dial set to "0", hold down the Nick and Constant button simultaneously for 3 seconds, or until the rapidly blinking green LED resumes to a slower paced green blink. When the LED indicator light blinks once every 4 seconds the coding is now complete.

ACCESSORIES

The following items may be purchased separately. To purchase accessories, please visit Dogtra's online store at shop.dogtra.com or call customer service at 1-888-811-9111.

Additional Receivers/Collars with straps

The SureStim Plus is expandable to a two-dog system.

European Charger

Dogtra's European chargers are designed for use with a 230V AC electrical outlet.

Field Auto Charger

Dogtra's field auto chargers are designed for use with a 12-volt car outlet.

BASIC MAINTENANCE

Be sure the rubber-charging cap is securely in place when the collar 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 there is no damage to the casing, rinse the receiver/collar and clean out any dirt or debris.

Storage maintenance

Your unit should be fully charged for 10 hours 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 “Trouble shooting Guide” before sending it to Dogtra for service. If you have any questions or concerns, you may email them to info@dogtra.com, or call customer service at 1-888-811-9111.

TROUBLESHOOTING GUIDE

1. My dog is not reacting to the collar.

- Make sure the receiver/collar is turned on. To turn the receiver/collar on, place the red dot on the back of the transmitter to the red dot on the receiver/collar. Hold the two red dots together until the LED indicator light on the receiver/collar comes on.
- Be sure the strap is on the dog tight enough so that both contact points are touching the dog’s skin.
- The contact points may be too short for your dog’s thick or long coat. To place an order for longer contact points you can visit Dogtra’s online store at shop.dogtra.com or call customer service at 1-888-811-9111. If you are already using longer contact points, you may need to trim the hair on the dog’s neck, so that both contact points are touching the dog’s skin.
- The intensity level may be too low for your dog. Increase the stimulation until the dog responds, usually by a neck movement, head shaking, or by looking over the shoulders. The response may be very subtle.

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

- Your tolerance may be higher than your dog’s. You may need to try the unit on your fingertips where sensitivity is higher and/or increase the stimulation

level. Be sure both contact points are touching two of your fingertips.

- The battery may be low, check the LED indicator light on the transmitter and receiver/collar for battery life.
- If you have a full charge, and you have done all of the above, your unit may need to be serviced. Please email us at info@dogtra.com, or call customer service at 1-888-811-9111.

3. The transmitter has no range, or the stimulation is weaker when my dog is farther away.

- Check to see if your fingers are touching the antenna, as the range may decrease substantially.
- The range indicated on the unit's box is for flat terrain (line of sight). Heavy brush, trees, hills, buildings, and/or moisture will affect the range of your unit. For the 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 buildings, and radio towers. For the best results, operate away from these structures.
- The antenna may be damaged. To order parts, please visit Dogtra's online store at shop.dogtra.com or call customer service at 1-888-811-9111.

4. My units are not holding a charge.

- The charging pin may be damaged. A metal pin inside the charging port should stand straight up and firm in the center. If the pin is wobbling, broken or missing, you will need to send the unit in to the repairs department.
- The charging port must be clean prior to charging, clean any dirt out with a cotton swab and some rubbing alcohol. If the dog was in salt-water, be sure to rinse the receiver and charging port with clean water.
- For Dogtra units over two years old from the purchase date, the batteries may need to be replaced. You can replace them yourself by contacting Dogtra for a replacement battery. Damages incurred to the unit due to improper battery installations are not covered under the warranty. Dogtra strongly recommends sending the unit in for battery replacement and inspection.

5. My dog has skin irritation

- This may be due to the contact points. If your dog exhibits signs of skin irritation, consult with a veterinarian. Once the dog's skin returns to a normal condition, continue to use the collar and check your dog's neck each time you use the unit.

WARRANTY AND REPAIR INFORMATION

2-Year Limited Lifetime Warranty

Dogtra Company provides the original purchaser with a 2-YEAR WARRANTY for the 175NCP, 180NCP, 200NCP Gold Series, 210NCP Series, 280NCP Series, 300M Series, 1400NCP Series, 1500NCP Series, 1600NCP Series, 1700NCP Series, 1800NC Series, 1900NCP Series, 2000T&B Series, 2200NCP Series, 2300NCP Series, 2500T&B Series, 3500NCP Series, and the SureStim Series. The warranty begins from the date of purchase. For the first two years, coverage is for both Parts and Labor. Accessories such as chargers, splitter cables, antennas, straps, and batteries are covered for the first year only.

After the first two years, the Limited Lifetime Warranty covers Parts only and does not cover Labor Fees and Accessories. All Shipping fees incurred, the cost of Accessories after the first year, and Labor fees after the second year, are the customers' responsibility. Labor fees will be variable depending on the extent of the work required. The Limited Lifetime Warranty expires 5 years after a model is discontinued from production by Dogtra.

To Qualify for the Dogtra Warranty

All products must be registered and/or a proof of purchase is required to initiate repair work under warranty. To register your Dogtra product, log onto our website at www.dogtra.com, click on the warranty registration link, and fill out the required information. Registration must be completed within 30 days of purchase. If you do not have access to a computer, you can call our toll free number at 1-888-811-9111, and one of our customer service representatives will register the product for you. If you were unable to register your product within 30 days of purchase, we will accept all products for repair with a proof of purchase. We strongly recommend keeping the original receipt. If your product is not registered and a proof of purchase is not available at the time of service, Dogtra will estimate the age of the unit by the serial number. Serial number estimates can differ from the actual purchase date. A serial number estimate is the only method of determining an approximate date of purchase without product registration or a proof of purchase.

Not Covered Under Warranty

Dogtra does not offer warranty for products that have been bought secondhand or as a resold product.

Dogtra DOES NOT replace defective units or provide refunds for products purchased from us after 30 days from the date of purchase.

Issues of replacement and refunds on units purchased less than 30 days from an authorized dealer must be addressed to the dealer directly. If the products purchased from an authorized dealer are after 30 days from the date of purchase, please send the units to Dogtra for service and repair.

Dogtra 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 175NCP, 180NCP, 200NCP series, 1400NCP Series, 1500NCP Series, and iQ, 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 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 first year of the 2-year Limited Lifetime Warranty 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.

Procedure for Repair Work

If the unit is malfunctioning, please refer to the "Trouble Shooting Guide" in the Owner's Manual and call customer service at 1-888-811-9111, for technical support, before sending it to Dogtra for Service.

The cost of shipping products under warranty back to Dogtra is the customer's responsibility. Dogtra is not responsible for units damaged or lost in transition to Dogtra. Dogtra is not responsible for loss of training time or inconvenience while the unit is in for repair work. Dogtra does not provide loaner units or any form of compensation during the repair period.

WARRANTY AND REPAIR INFORMATION

A copy of the sales receipt showing the purchase date may be 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. Or you can visit our website at www.dogtra.com for a service request form. 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 toll free at 1-888-811-9111, M-F 8:30AM - 4:00PM, Pacific Standard Time, or email us at repair@dogtra.com for specific repair inquiries.

Send repair units to :

Dogtra Company / Repairs
22912 Lockness Avenue
Torrance, CA 90501
U.S.A.