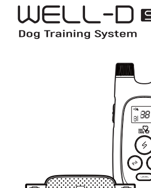
10cm

17cm

DOG CARE®

WELL-D SD

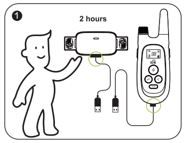
Dog Training System



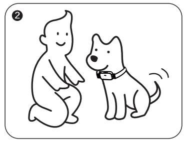
Model: EC11

If any quality issues or confusion, feel free to contact us via

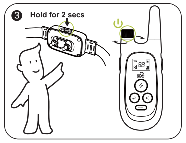
+1-833-220-1900 9am – 9pm ET 6am – 6pm PT | @dogcareglobal support@dogcareglobal.com



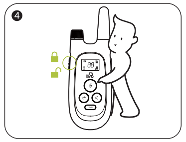
Charge the collar and remote control with the included USB cable. Charging takes approximately 2 hours respectively.



Collar fitting: when wearing the collar, the tightness is at most fit if one finger can be inserted underneath. Make sure the CONTACT POINTS on the collar are placed snugly against your dog's skin.



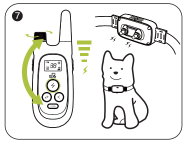
Turn on the collar: hold the ON/OFF BUTTON for 2 seconds.
Turn on the remote control: rotate the ON/OFF SWITCH clockwise.



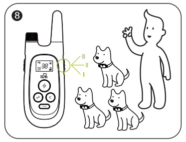
Unlock/Lock the remote control keypad: toggle the KEYPAD LOCK down to unlock, and up to lock.

Vibrate command: press the VIBRATE BUTTON briefly, and the collar will vibrate once.

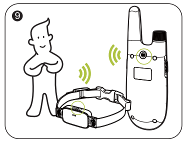
Beep command: press the BEEP BUTTON briefly, and the collar will beep once.



Static intensity adjustment: press and hold the LEVEL BUTTON while rotating the ON/OFF SWICTH to adjust the static intensity.
Static command: press the STATIC BUTTON briefly, and the collar will apply a static stimulation.



Channel switching: it is possible to train 3 dogs at the same time. Toggle the CHANNEL SWITCH to select which dog to train.



Pairing: refer to page #10 for more information.

COLLAR STATIC STIMULATION QUICK GUIDE

When wearing the collar, it is most suitable if one finger can be inserted under it. Too tight is not good for your dog, but too loose will dull the static function for the CONTACT POINTS cannot touch your dog's skin.

Not Feeling the Static? Try These Solutions

If your dog has thick fur, please **separate the fur apart** so that both CONTACT POINTS can touch the skin.

Make sure protective **silicone caps** are off the CONTACT POINTS. They can dull the static sensation sent to your dog.

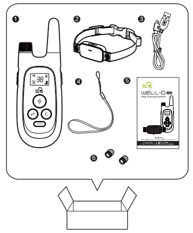
Water can help conduct electricity. If you spray **some water** around the CONTACT POINTS, the static function can work more effectively.

One last thing you can try is to **shear the fur** where both CONTACT POINTS are touched.

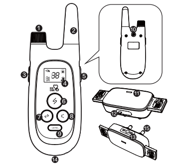
Note:

1. Only when both CONTACT POINTS are simultaneously touched, the static will work.
2. If the collar has a delayed reaction or fails to sync up even in a short distance, make sure there is no strong signal interference in your surroundings. The remote's range could be affected by obstacles, electromagnetic field, or even stormy weather.
3. If you find the collar not working, please check whether you have pushed up the KEYPAD LOCK which is on the left side of the remote.
4. The sensitivity to static depends on your dog's size, weight, amount of fur, and even skin condition.

I. In the Box



Remote Control & Collar



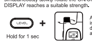
1 ON/OFF SWITCH	6 STATIC BUTTON	11 STATUS LED
2 ANTENNA	7 VIBRATE BUTTON	12 CHARGING PORT
3 KEYPAD LOCK	8 BEEP BUTTON	13 ON/OFF BUTTON
4 DISPLAY	9 LEVEL BUTTON	14 CHARGING PORT
5 CHANNEL SWITCH	10 PAIRING BUTTON	15 CONTACT POINTS

Display

II. Setting up

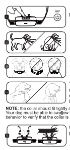
1. Charge the devices for at least 2 hours repectively.
   a. **Remote control:** charge the device until the REMOTE CONTROL BATTERY on the DISPLAY indicates full bars.
   b. **Collar:** charge the device until the red STATUS LED turns green. When the red light flashes, it indicates low battery.

Configuration static levels: press and hold the LEVEL BUTTON and simultaneously slowly rotate the ON/OFF SWITCH until the digit on the DISPLAY reaches a suitable strength.



Adjust the static intensity on an individual basis. The sensitivity to static depends on your dog's size, weight, amount of fur, and even skin condition.

III. Wearing the Collar



Make sure that the collar is powered off.

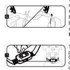
Have your dog stand in a balanced position on a flat, even surface.

Put the strap over your dog's neck, centering the collar underneath its neck and making sure that the DogCare logo is upright facing you.

Tighten the strap so that it fits snugly on your dog's neck and should not be able to rotate around the neck. The tightness is at most fit if one finger can be inserted underneath.

NOTE: the collar should fit tightly and should not be able to rotate or slide on your dog's neck. Your dog must be able to swallow food and water normally. You should observe your dog's behavior to verify that the collar is not too tight.

Wiggle the collar to work the CONTACT POINTS through the dog's coat.
NOTE: The CONTACT POINTS must have contact with the dog's skin to be effective. If your dog has thick fur, please separate the fur at the CONTACT POINTS with a comb to enable them to reach the skin.

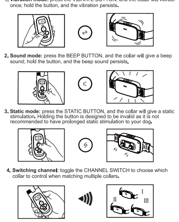


When you are satisfied with the fit of the collar, you may want to adjust the excess strap length. After removing the collar, you can put the strap's end back through the buckle, or trim away excess strap length and seal the strap's end with a lighter or candle flame.
NOTE: remove the collar first.

The silicone caps are optional. The soft caps protect your dog from direct contact with metal CONTACT POINTS which in some cases may cause discomfort. However, the silicone caps may dull the static sensation.

IV. Training Modes

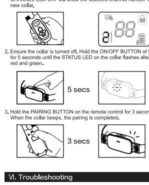
1. **Vibration mode:** press the VIBRATE BUTTON, and the collar will vibrate once; hold the button, and the vibration persists.
2. **Sound mode:** press the BEEP BUTTON, and the collar will give a beep sound; hold the button, and the beep sound persists.
3. **Static mode:** press the STATIC BUTTON, and the collar will give a static stimulation. Holding the button is designed to be invalid as it is not recommended to have prolonged static stimulation to your dog.
4. **Switching channel:** toggle the CHANNEL SWITCH to choose which collar to control when matching multiple collars.



V. Pairing

The set of remote control and collar has been paired with channel #1 by factory setting. To pair extra collar, please follow the instructions below:

1. Toggle the CHANNEL SWITCH and select channel #2 or #3. The CHANNEL DISPLAY will show the selected channel number for the new collar.
2. Ensure the collar is turned off. Hold the ON/OFF BUTTON of the collar for 5 seconds until the STATUS LED on the collar flashes alternately in red and green.
3. Hold the PAIRING BUTTON on the remote control for 3 seconds. When the collar beeps, the pairing is completed.



VI. Troubleshooting

1. No display when remote is turned on; unable to turn off remote
- The operation function is abnormal. Press the PAIRING BUTTON and the LEVEL BUTTON at the same time to restart the remote control.

2. Remote/collar runs out of power quickly
- Make sure the charger and the remote/collar are securely connected.
- Charge the device for 2 hours or above.

3. Remote does not respond
- Recharge the remote.
- Check the KEYPAD LOCK, and unlock the remote.
- Pair the remote and collar again.

4. Collar does not respond
- Make sure the collar has been paired.
- Check the remote, making sure the collar is on the corresponding channel.
- Check the remote, making sure both the remote and collar have sufficient power.

5. Training system has no effect on my dog
- Make sure the collar has been turned on, and the CONTACT POINTS are placed snugly against your dog's skin.
- Try increasing the static level.

6. Training mode fails to sync up even in a very short distance
- Make sure there is no strong signal interference in your surroundings. The remote's range could fluctuate subjects to obstacles, electromagnetic field, or even stormy weather.

7. Collar beeps, vibrates or applies static stimulation by itself occasionally or constantly
- Make sure no button of the remote has been pressed or gotten stuck.
- Pair the collar with the remote once again.

Please feel free to contact our support team via

support@dogcareglobal.com

VII. Training Tips

1. The device is used for training dogs only; please do not use it for any other purposes.
2. Do not use the device on dogs aged below 6-month, old, pregnant, easily frightened, aggressive, in heat, or in inferior health conditions.
3. Use verbal commands first, and supplement with corrective stimulus only as needed. Be consistent with your verbal commands; use the same word every time. Work with your pet on one behavior at a time to avoid confusion and frustration. Reward your dog with food/treats will usually help to achieve the best result.
4. Use as little stimulus as possible and only to reinforce verbal commands when necessary. Do not overcorrect your dog.
5. For example, use the beep sound as warning by pressing the BEEP BUTTON. The dog will become conditioned to the beep preceding the corrective stimulus and will soon learn to recognize the beep as a warning along with your verbal command.
6. Do not rely on this product solely to train your dog. Some dogs will not respond to this product. We cannot guarantee the effectiveness of this or any trainer on your dog.

★ If your dog shows signs of growling, snarling, biting, or aggression while using the collar, discontinue use immediately and contact a professional trainer for advice.

VIII. Safety Guidelines

1. It is strictly prohibited to disassemble the collar in any situation. Doing so will likely compromise the waterproof function and thus voiding the product warranty.
2. To guarantee the normal diving function, please insert the waterproof rubber charging lid in place.
3. Please use the remote control and the collar from the complete set. Do not use other product to match with the collar.
4. If you want to test the product, please use professional testing apparatus. Do not test with hands, so as to avoid accidental injury.
5. If find water at the charging port, please wipe it dry before charging.
6. The collar is not a regular traction collar and not recommended to attach a leash to walk your dog. Doing so during pulling may hurt the dog due to protruding CONTACT POINTS on the collar.
7. Do not put the collar on for over 12 hours, as it may cause rashes or discomfort to your dog's skin.

IX. Terms of Use and Limitation of Liability

1. Use of this product means you accept all the terms and conditions.
2. This product is a professional dog training device. You are not recommended to use this product if your dog is clever and less than 8 pounds in weight. If you're not sure whether the product is suitable for your pet dog, please consult the professional handler or contact us.
3. This product is a professional dog training device and cannot be used for other purposes. Please do not violate local laws in using this product.
4. We are not responsible for any direct or indirect damages caused by use or misuse of this product; all risks in using this product are the responsibility of the user.
5. Please contact the dealer for parts warranty, goods return or exchange. We provide technical support only.
6. We reserve the right to change the terms, conditions and notices of this product are offered.

X. FCC 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.
(3) Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 interfer-ence to radio or television reception, which can be deter mined 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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which he receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

XI. Product Specifications

Model	EC11
Collar adjustable range	10"-27"
Water rating	Collar: IP65, rain-resistant Remote: non-waterproof; keep away from water
Battery	Collar: 250mAh Remote: 250mAh
Charging voltage	Collar: DC 5V/200mA Remote: DC 5V/300mA
Charging time	2-3 hours
Charging interface	Micro USB
Operation environment	32°F-104°F, <95% RH
Estimated standby time	Collar: 90 days Remote: 90 days
Signal range	656 ft