

EDGE

Ultrasonic Dog Trainer

(Model: UT01)

DogCare EDGE Ultrasonic Dog Trainer (Model: UT01) FAQ's

1. How do I charge the device?

- a. Using the USB cable, attach one end to a power source and plug the other end bottom of the ultrasonic dog trainer.
- b. When the charging cable is correctly connected, the device will vibrate slightly and the status light will turn red.
- c. When the status light turns green it indicates that the device is fully charged.
- d. It usually takes about 4 to 5 hours to fully charge. *Typically, after it is charged, you can use it for four months without having to recharge it.*
- e. If the power is ON while charging, the ultrasonic trainer will work normally.

2. Can you tell if the battery is low/empty?

- a. When the battery is getting low the light will flash red every 5 seconds, indicating that the device should be charged soon. When the low battery alert is on the device can still work normally.
- b. When the battery is empty the status light will no longer light up. Pressing any button will result in the status light flashing red 4 times quickly. At this time the device can not work normally and can only be used after charging.
- c. The ultrasonic trainer uses a lithium battery which requires routine recharging to achieve maximum battery life span. In case the device is unused for an extended period of time you should be sure to fully charge the battery every 3 months to maintain battery life.

3. How do I turn ON the ultrasonic trainer?

- a. Push the ON/OFF switch to the ON position.
- b. The device will vibrate slightly two times when turning on, and the status light will be green and flash twice.
- c. When ON, the status light will flash green every 5 seconds.

4. How do I turn the ultrasonic trainer OFF?

- a. Push the ON/OFF switch down to the OFF position.
- b. When the device is off. All buttons will be invalid.

5. What modes does the ultrasonic trainer have?

- a. The ultrasonic trainer has two operation modes. Training mode and deterrent mode.
 - i. Training Mode.
 1. To assist in dog training make sure the device is on. When you press the Train button the device will emit a lower intensity ultrasonic sound to get your dog's attention. To encourage your dog's training you should reward your dog with treats, petting, and verbal praise.
 2. When pressing the train button the device will vibrate and the status light will flash green quickly, indicating the training mode is functioning.
 - ii. Deterrent Mode.
 1. To stop inappropriate behavior make sure the device is on. When you press the Deter button the device will emit a higher intensity ultrasonic sound and the flashlight will flash as a warning. When your dog stops their unsuitable behavior you should reward your dog with treats, petting, and verbal praise.
 2. When pressing the deter button the device will vibrate and the status light will flash green quickly, indicating the deterrent mode is functioning.
 - iii. To protect against an accidental long press of the buttons, the ultrasonic function will turn off automatically if either the train or deter button has been continuously pressed for over 1 minute.

6. How long do I need to press the button to make it work?

- a. Make sure the unit is ON. Gently and briefly press either the train or deter button to operate the ultrasound. When using the product either button should not be held down for more than a few seconds.
- b. As a safety feature, if the button is pressed for more than one minute and the trainer will no longer emit the ultrasound.
- c. When the product is not in use make sure it is off and there are no objects on top of it that could depress the buttons. The trainer should be turned off and stored out of reach of children.

7. What happens if I press Train and Deter at the same time?

- a. If the two buttons are pressed at the same time it will cause the ultrasonic trainer to experience a command error and thus will not work.

8. Does it work to deter barking or other unwanted behaviors?

- a. It does for most dogs. According to our trials, 95% of the dogs demonstrated a response to the product.
- b. We suggest to start with the train mode and watch your dog's reaction. If the train mode is enough to deter barking, you should use this mode. You can try to use the deter mode if the train mode does not work.

- c. When your dog's barking is bothersome to you or others, you can press train or deter. This emits a loud ultrasonic sound. When your dog hears this they will stop barking and search for the source of the sound. At this point, when your dog pauses from barking, you should immediately praise your pet or give them a treat or toy as a reward.
- d. As a result, the dog will associate the ultrasound, with not barking, and instead with your praise/reward.
- e. If your dog only pauses for a moment after hearing the ultrasonic sound and then continues to bark, you should press the deter button and shout a command to stop. When they stop, reward them at once. Your dog will associate the sound with your command. After some training, they will stop barking once hearing the ultrasound.
- f. With repeat training your dog will develop a conditioned response. The ultrasound will become a signal for the dog to stop barking. Many dog owners report that just the sight of the ultrasonic dog trainer will make their pet behave.

9. What types of training can this product be used for?

- a. The ultrasonic dog trainer can help to correct your dog's inappropriate behaviors and unwanted barking.
- b. This device can assist with correcting your dog from a range of unwanted behaviors such as chewing, digging, jumping up on people, and of course, excessive barking.
- c. Please carefully read the guidebook before use. Please observe your dog's reaction when the trainer is on. When the dog senses the ultrasonic sound and stops the incorrect behavior, you should reward, praise, and pet them immediately to help achieve the training effect.

10. The info says that "training is required..." Do the instructions tell you about the training?

- a. The instruction book mainly talks about the product functions and usage without too much information on training. Please follow our Facebook account or go to our official website where our product's training video will be available. Using this device some simple training concepts are primarily achieved by developing a conditioned response.
- b. See the steps outlined above in #7 for a basic overview.

11. Does it work through walls?

- a. Due to the strong directivity, the ultrasonic waves cannot penetrate barriers such as walls. When using it is best if there are no barriers. If your dog is in the next room or outdoors, while you are indoors, the ultrasonic trainer may not work well.

12. What is the range of this product? How far can it cover?

- a. It can cover a range of 25 ft. It is most effective within this range. As the ultrasonic sound has strong directivity, please make sure there is no barrier between the dog and the trainer.

13. Has any dog had a bad reaction to the device?

- a. Dogs will not have a bad reaction if the ultrasonic dog trainer is used properly. Please carefully read the guidebook or watch the instructional video before use. Please start

with the train mode first to test to what extent the dog reacts to the ultrasound. Some sensitive dogs may react more intensely to the sudden sound. The owner should comfort and reassure the dog. For most dogs, the sound simply gets their attention.

- b. If the train mode is enough to attract the dog's attention, there should not be a need to use the deter mode. Please use the dog trainer in a consistent manner and only if the dog misbehaves. Otherwise, the trainer should be turned off and stored out of reach of children.
- c. If your dog is stubborn and aggressive, you must observe their reaction to the ultrasonic trainer. Some aggressive dogs tend to fight against the ultrasound due to their strong will. In this case, the training device may not be best for this dog. You may want to consult a qualified trainer for advice on how to proceed.

14. My dog does not respond to the device. Why?

- a. Please ensure the ultrasonic dog trainer is on and then press any button to make the product vibrate twice. If the trainer is on and within range with no walls or barriers your dog and the device, but the dog shows no reaction, there may be several possible explanations.
- b. In our studies, we found that 5% of the dogs have no apparent response to the sound. They hear it, but completely ignore it. Your dog may fall into this 5% category.
- c. Your dog may be so strong-willed that they pay little or no attention to the sound. You can try to use strong, deliberate verbal commands combined with the ultrasonic waves to see if that is effective in helping to correct and guide the dog's unwanted behaviors.
- d. For some dogs with floppy ears that cover their ear drum the ultrasonic device's sound may be somewhat diminished.

15. Is the Ultrasonic Dog Trainer better than one of your E-Collar Trainers with Remote?

- a. Both are used to train the dog and correct unwanted behaviors.
- b. The e-collar has multiple features, including vibration, sound, and micro-current (static/shock) for you to choose from depending on your dog's temperament. The e-collar sends instructions to the dog collar via a remote. The dog cannot receive the order without the collar on its neck.
- c. In contrast, the ultrasonic dog trainer requires no supporting collar. Many have found this to be an excellent convenience. The trainer will send sound signals to the dog via ultrasound to stop unwanted behaviors. However, if the dog is quite challenging, it may not react to the sound. In this case, the e-collar could outperform the ultrasonic dog trainer.

16. Will this device work on other dogs besides my own?

- a. The ultrasonic dog trainer emits ultrasonic waves at an angle of 80 degrees. The farther the distance, the wider the coverage. The sound can be heard by most dogs within the range of 25ft. If two dogs are close to each other within the range covered by the sound, both can hear the sound. When using the Ultrasonic Dog Trainer it is best to point directly at the dog and have no barriers in between.

17. Does the device work on running dogs?

- a. The Ultrasonic Dog Trainer does work on dogs that are moving; however, if your dog runs too far beyond the 25ft range, it won't hear the ultrasonic sound.
- b. If other dogs excitedly run towards you, they can hear the sound once within the 25ft range. If a dog is in a very excited or angry state, it may be that they may ignore the sound. In some cases the sound may cause a dog to get angrier or even aggressive. In such a case, it is not recommended to deter the dog by using the product. Instead, please immediately distance yourself from the irritated dog.

18. Does the dog's size matter?

- a. The breed and size do not affect the dogs' sensitivity towards the ultrasound. However, dogs with different personalities or temperaments react to the sound in different manners. Also, there are some dogs whose hearing is more sensitive, and they may react more strongly to the ultrasound. In our studies, 5% of dogs do not react to the sound.

19. Will it harm my dog's ears/hearing?

- a. No, it won't. For those sensitive dogs, the ultrasonic sound may induce a more obvious reaction from the dog. The owner should comfort and reassure the dog. For most dogs, the sound simply gets their attention.
- b. When you first use the product, please try the train mode to see your dog's response.

20. I feel the noise too. Is that normal?

- a. Everyone varies in their perception of ultrasound. In our experiment, about 4% of the people can sense a weak ultrasonic sound, but it does not harm the human body. Children or seniors may be more sensitive to sound. Please use caution and curtail use around children, seniors, or others who may be sensitive to sounds.
- b. *Caution: When operating never hold the trainer next to your ear or point it directly at a person in close proximity.

21. Does it have an impact on cats?

- a. In our studies, many cats are insensitive to ultrasonic sound. Only a small portion of cats have any response to the ultrasound. If your cat has behavioral issues, you can certainly try this product.

22. Is it waterproof?

- a. No, it isn't. Please keep it away from water. Dry it immediately if it gets wet.

23. Can I return it if it doesn't work?

- a. Our 1-year warranty allows you to return the product and receive a replacement or a refund in the case where the product is deemed defective.
- b. It would be helpful for our team to know what problems or issues you may have encountered with using our product. Please let us know any specific problems you may be having. Please contact our customer service team or go to our official website. Our

customer service hot-line is 833-220-1900 and the website is www.dogcareglobal.com. You can also follow our Facebook @dogcareglobal for online Q&A.

Training

- When you press the Train button the device will emit a lower intensity ultrasonic sound to get your dog's attention. To encourage your dog's training, you should reward your dog with treats, petting, and verbal praise.
- When you press the Deter button the device will emit a higher intensity ultrasonic sound and the flashlight will flash as a warning. When your dog stops their unsuitable behavior, you should reward your dog with treats, petting, and verbal praise.
- You can use strong, deliberate verbal commands combined with the ultrasonic waves which can be effective in helping to correct and guide the dog's unwanted behaviors.
- When using the ultrasonic trainer, you must observe your dog's reaction to the device. Some aggressive dogs tend to fight against the ultrasound due to their strong will. In this case, the training device may not be best for this dog. You may want to consult a qualified trainer for advice on how to proceed.
- Please follow our Facebook account or go to our official website where our product's training video is available. Using this device some simple training concepts are achieved by developing a conditioned response.

Safety

- This device is only to be used to deter or train dogs. It cannot be used for other purposes.
- Please use the dog trainer in a consistent manner and only if the dog misbehaves. Otherwise, the trainer should be turned off and stored out of reach of children.
- Close attention is necessary when used near children. Children should be supervised to ensure that they do not play with the device.
- The device is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge.
- When operating never hold the trainer next to your ear or point it directly at a person in close proximity.
- Children or seniors may be more sensitive to sound. Please use caution and curtail use around children, seniors, or others who may be sensitive to sounds.
- Do not use this device on dogs, under 6 months, sick, pregnant, or old. For aggressive dogs, use this device with caution.
- Some sensitive dogs may react more intensely to the sound. The owner/trainer should comfort and reassure the dog. For most dogs, the sound simply gets their attention.
- When using the product either button should not be held down for more than a few seconds.

Gently and briefly press either the train or deter button to operate the ultrasound.

- To protect against an accidental long press of the buttons, the ultrasonic function will turn off automatically if either the train or deter button has been continuously pressed for over 1 minute.
- If a dog is in a very excited or angry state, it may be that they may ignore the ultrasonic sound. In some cases, the sound may cause a dog to get angrier or even aggressive. In such a case, it is not recommended to deter the dog by using the product. Instead, please immediately distance yourself from the irritated dog.
- This device is not waterproof. Do not handle the device with wet hands. Do not use if immersed in water.
- Keep away from heat sources when using the device. Do not use if there is thermal expansion.

For additional assistance *please contact our customer support team at 1-833-220-1900, 9:00am to 9:00pm Eastern Time, 7-days a week. You can also Chat with us at: <https://dogcare.afterservice.vip/web/index>. Or Email us at: support@dogcareglobal.com.*