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# Important Safeguards

TO GET THE MOST FROM YOUR BIGLEASH® REMOTE TRAINER, PLEASE FOLLOW THE PROCEDURES IN THIS MANUAL.

- It is important to understand the training process before using the trainer.
- Be consistent with your dog. Inconsistent cues (verbal and non-verbal) will confuse your dog. A confused dog will have difficulty figuring out what you want him to learn.
- Attempting to service the system yourself may invalidate the warranty.
- Keep the transmitter and receiver collar out of reach of children and others unfamiliar with proper use of remote trainers.
- Periodically inspect your dog's neck for irritation due to rubbing.
- This product is **not** recommended for training aggressive dogs. Dog aggression should be handled by a qualified dog training professional.

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If you have questions about your BigLeash Remote Trainer,  
visit our website - or - contact Customer Service at  
**1-800-793-3436, Monday-Friday, 9 am-5 pm.**

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## **WARRANTY REGISTRATION**

To activate Warranty coverage, register online at:

**[www.dogwatch.com](http://www.dogwatch.com) - or - [www.bigleash.com](http://www.bigleash.com)**

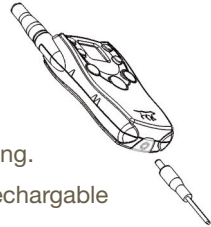
**THE SUCCESS OF ALL TRAINING REQUIRES REPETITION,  
CONSISTENCY, PATIENCE AND A LOT OF PRAISE.**

# Getting Started

## Charging the Transmitter and Receiver Collar

**FULLY CHARGE THE TRANSMITTER AND THE RECEIVER COLLAR BEFORE USING THE FIRST TIME.**

- To charge the transmitter and/or the receiver collar, plug the power adaptor into an electrical outlet and insert the other end securely into the charging port. Use the “Y” connector to charge both the transmitter and the receiver at the same time.
- It takes approximately 3-4 hours to charge.
- We recommend charging your batteries when not in use. A protection circuit prevents overcharging.
- Both the transmitter and the receiver collar use a rechargeable lithium polymer battery.



See illustration on page 5.

- **Transmitter screen: Battery icon**

- Comes on and flashes when the battery is low.
- Stays on in a steady state when charging.
- When charging is complete: Battery icon turns off.



Battery Icon

(Note: The LCD screen backlight stays illuminated when transmitter is plugged-in.)

- **Receiver collar: Battery status light**

- Flashes red when the battery is low.
- Turns steady red when the receiver collar is charging.
- Turns steady green when charging is complete (plugged-in).
- Flashing green light = charged battery (unplugged and turned on).

See summary on page 8.

For battery replacement information, see page 19.

## Turning the Transmitter and Receiver “On” and “Off”

**Both the transmitter and receiver must be turned “on” to operate.**

- To turn the transmitter and receiver “on” or “off”, hold the transmitter and receiver next to one another so the alignment markers (indicated below) on the transmitter **match the alignment markers** on the receiver.

### ON/OFF Alignment Markers



- When the transmitter and receiver collar turn “on”, you hear a **low-to-hi** “beep” tone and the LCD screen turns on.
- Follow the same procedure to turn “off” the receiver and the transmitter. You will hear a **hi-to-low** “beep” tone and the screen will turn off. **Turning your system “off” when not in use will help preserve the battery life.**

# Transmitter Features

The BigLeash® Remote Trainer is the only remote trainer with two-way communication between the transmitter and the receiver collar.



## Transmitter Features

### 1. Lanyard Loop

- A lanyard is supplied with each transmitter.

### 2. Antenna/Range Information

- Your BigLeash Remote Trainer provides more than a 1/4 mile range in optimal conditions. Range will vary depending on environmental conditions such as terrain, weather, vegetation, buildings and other obstructions.



- How you hold the transmitter may affect the range. For maximum range, keep the antenna pointed toward the sky. *Pointing the transmitter antenna toward your pet will reduce the range.*

*Hold the transmitter with the antenna up.*

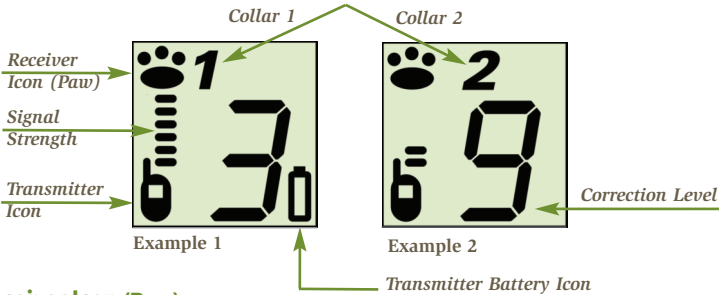
- Keep your fingers off the antenna. Touching the antenna during transmission will greatly reduce the efficiency and the range of the antenna.

### 3. LCD Display

The LCD display on your transmitter lets you know your system is operating properly. The LCD display illuminates briefly when the transmitter is turned on or when one of the command buttons is pushed.

#### ■ Collar 1/Collar 2 Icon

Indicates which collar is receiving the signal when working with 2 dogs.



#### ■ Receiver Icon (Paw)

Indicates that the **receiver collar** is 'on' and functioning properly.

**Paw blinks if signal is lost**  
(dog out of range or collar battery is depleted.)

#### ■ Signal Strength

Indicated by the horizontal lines between the transmitter and the paw icons.

**No lines + Paw Icon blinks**  
= Not Communicating

#### ■ Transmitter Icon

Indicates that the **transmitter** is 'on' and functioning properly.

**Transmitter icon blinks to indicate activation** when any button is pushed.

#### ■ Transmitter Battery Icon

Turns on and begins flashing when the transmitter battery is getting low.

#### Battery Icon

- No icon = Charged battery
- Icon Flashes = Low battery

#### ■ Correction Level

- 1 - 3 = Mild Correction
- 4 - 6 = Moderate Correction
- 7 - 10 = Strong Correction

**Correction Level 0 = Safety Mode**  
No Audible / No Vibration  
No Correction

**Example 1:** Strong signal, correction level 3, collar 1, and low transmitter battery.

**Example 2:** Weak signal, correction level 9, collar 2, and good battery.

*A weak signal usually indicates the dog is moving out of range of the transmitter.*

#### Training Tip:

Keep the trainer out of direct view of your pet when using it so he does not become "transmitter-wise." It is important that he associates the correction with his behavior, not with the transmitter.

## 4. Correction Level Adjustment

- The correction levels can be adjusted up or down by pressing the correction level adjustment buttons.

Use the ▲ and ▼ buttons to the right of the LCD screen to adjust the correction level.

- Start at level 1 and increase the intensity level until you notice a reaction from your dog; a quick head shake, looking down, even flicking an ear. You must be focused on your dog when doing this. When you see the reaction, that is the level to start training. *The appropriate level varies from dog to dog.*

✧ **We recommend using the lowest effective correction level.** ✧

**Remember: Level 0 = Safety Mode (no audible, no vibration, no correction)**

## 5. Collar 1 / Collar 2 Feature

Every BigLeash transmitter comes with two-dog capability. Your transmitter comes set for use with one dog but can easily be programmed for two dogs.

- If you are working with **two dogs**, you will need **two receiver collars**. Information about setting the remote trainer to work with two dogs is provided on **page 20**.
- The Collar 1 and Collar 2 buttons allow you to change commands between the two collars. When working with 2 dogs (two collars), the transmitter saves the settings for each collar. **The settings are stored in memory** and change automatically when you switch from Collar 1 to Collar 2.
- When working with 2 collars (two dogs), the display on the LCD screen will indicate if the transmitter is set to send the signal to the Collar 1 or Collar 2.

## Correction Buttons

### 6. Correction Button A [Audible / Vibration]

- Pressing the 'A' button sends either an **audible warning** (sound only) or a **vibration warning** to the dog's receiver collar. This warning signal continues as long as you press the button (up to 8 seconds.)



### 7. Correction Button B [Brief]

- Pressing the 'B' button sends a **brief correction** (~1 second) to the dog's receiver collar. Additional corrections may be sent after releasing the button.

### 8. Correction Button C [Continuous]

- Pressing the "C" button sends a **continuous correction** as long as you hold the button down. If the button is not released, the correction will automatically stop after 8 seconds. The collar will be ready to receive another signal after the button is released.

## Switching from Audible Mode to Vibration Mode

With the BigLeash, you have the option of using the “A” Correction Button for either an **Audible** signal or a **Vibration** signal. The mode you select will depend on your dog and your personal preference.

**When working with 2 dogs, the two collars are set independently.**

### To Switch Between Audible and Vibration:

- Turn the transmitter and the receiver collar “on”. Set to Collar 1 or Collar 2, as appropriate.
- **Set the correction level to “0”.**
- **Hold the “A” correction button** with the correction level at “0”.  
Continue holding the “A” button. After ~5 seconds, the transmitter will begin to toggle between Audible (A) and Vibration (V). The mode will display on the LCD screen.
  - To set to **Audible**, release the “A” button while the “A” is displayed on the LCD screen.
  - To set to **Vibration**, release the “A” button while the “V” is displayed on the LCD screen.
- To test the setting, return the transmitter to any correction level (1-10) and press the “A” button.\*
- The “A” button will remain set to either Audible mode or Vibration mode until you change it. Collar 1 and Collar 2 are set and changed independently.

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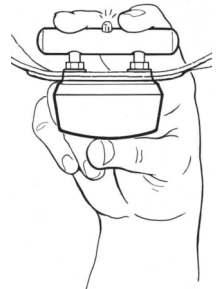
**\*NOTE: Audible and vibration are always the same intensity regardless of the correction level setting, except when set to “0” (no signal).**

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## Using the Test Light to Check Correction Function

A test light is included with your BigLeash trainer. The test light is used to confirm that the system is working properly.

- Turn both the transmitter and the receiver collar “on”.
- Hold the test light over the receiver with the contact posts inserted into the test light as illustrated.
- With the test light placed over the contact posts, press the “B” or the “C” correction button on the transmitter. If the system is functioning properly, the light on the testing device will turn on when you press the correction button.
  - The higher the correction level, the brighter the light.
  - If the correction level is set too low, the light may be difficult to see.
  - If the test light does not turn on, check “Troubleshooting/Remote Trainer Does Not Seem To Be Working” on page 17.



# Receiver Features

The BigLeash® Receiver is attached to a dog collar and receives the commands from the handheld transmitter.



The BigLeash Receiver Collar



Contact Posts and charging port on the back of The BigLeash Receiver Collar

*The BigLeash collar is waterproof for all-weather, year-round use.*

## ■ Adjusting the Receiver Collar

Proper collar fit is important for successful training.

- Tighten the buckle so the contact posts fit snugly against your dog's neck. Cut the collar to the appropriate length for proper fit.
- The collar should be snug, but not so tight that it is uncomfortable or will damage the dog's skin or restrict movement of the dog's head or neck.
- If the collar is too loose, your dog may not respond to the correction. Also, a loose collar can move on the dog's neck and can cause irritation.

## ■ Setting the Contact Posts

- There are two sets of contact posts. The contact posts on the receiver will work for most dogs. The extra set is sized for dogs with thick coats.
- Correct fit depends on the dog's size, neck shape, coat and skin sensitivity. The posts must make contact with the skin to feel the correction.
- For dogs with very thick coats, you may need to trim some hair around the contact posts in order for the posts to make contact with the skin.

## ■ Using the Receiver Collar for Training

- It is important that your dog does not become "collar wise" (i.e., learns to associate the collar with the corrections.) See page 10 for suggestions
- The receiver collar is not designed to be worn for extended periods. We recommend removing the collar at night. (This is a good time to re-charge batteries.) Removing the collar when not in use will help prevent irritation of the dog's skin.

### Battery Status Light

Turned on, charged	Blinks GREEN
Turned on, low battery	Blinks RED
Plugged-in, charging	Steady RED
Plugged-in, fully charged	Steady GREEN

# General Training Considerations

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## Understanding the Purpose of Training

Training is a method of changing your dog's behavior. If used properly, your BigLeash Remote Trainer will help you train your dog more effectively.

Your remote trainer can be used to train your dog in two ways:

1. To **reinforce appropriate behaviors** such as “Come”, “Sit”, and “Stay.”
2. To **eliminate inappropriate behaviors** such as jumping, digging and excessive barking.

## Understanding Your Dog's Response To Stimulation

- Stimulation (the correction from the dog's collar) has been a safe and effective part of dog training for over forty years. All dogs respond differently when they feel a mild stimulation. Some dogs may demonstrate little, if any, reaction, while others may yelp or jump back. Some dogs “freeze”.
- It is important to remember that your dog will not automatically understand what to do when he receives a correction from the remote trainer. *For training to be effective, you must understand how to use the remote trainer appropriately.*
- Set the Training Level just to the point of mild discomfort (like a quick tug on a leash) to get the dogs attention without creating anxiety. Anxiety will make it more difficult for him to learn. See page 6, Correction Level Adjustment.

✧ **We recommend using the lowest effective correction level.** ✧

Do not try to comfort your dog if he receives a correction.  
It will create uncertainty or confusion about the training message.

## Dog Personalities and Traits

- Keep in mind that dog personalities and traits differ among and within breeds. It is important to understand your dog's unique personality.
- A gregarious dog or a dog who is easily distracted may take longer to train. Understanding your dog will make the training easier for both of you!

## Creating The Right Environment

Attitude and Consistency are Important!

1. Keep the training “light”. Use lots of praise. Keep the dog's spirits high.
2. Use high happy tones for praise. Use low tones for negative commands. Use calm, soothing tones to keep eager, energetic dogs focused; and enthusiastic praise to keep quiet dogs engaged in the activity.
3. In the early stages, limit specific training sessions to 15-20 minutes. Include periods of free play and praise to keep your dog enthusiastic and happy.

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## Getting the Most From Your BigLeash® Remote Trainer

### ■ Appropriate and Proper Use

As with any training program, appropriate and proper use of the training tools is directly related to the success of the training.

- **The remote trainer is not a short cut or a “punishment” tool.** It should be used to train your dog to avoid unwanted behavior and to reinforce the training, not as a way to punish him for bad behavior.
- Keep your training sessions short, especially early in the training. As your dog learns, he will respond more quickly and training sessions may be extended.
- The use of a voice command in conjunction with the remote trainer will vary with the situation and your training goal. See examples of some specific behaviors and suggested training techniques in the next section.
- Always **begin with a low intensity level** until you determine the appropriate level for your dog.
- In the early stages of training, most dogs respond to the first or second brief correction (correction button ‘B’). Some dogs may need a few more brief corrections (or a higher intensity level) depending on the dog’s personality and level of excitement or distraction.
- For some behaviors - such as chasing or barking - a continuous correction (correction button ‘C’) of several seconds may initially be needed.
- The goal is for your dog to understand that he can avoid the stimulation by responding appropriately.
- Do not let your pet know that it is you giving him the correction. Do not make it obvious you are using the transmitter as part of the correction process.

### ■ Keeping Your Dog From Becoming “Collar-Wise”

- Do not let your dog become “**collar-wise**”. Have your dog wear the BigLeash collar for a few days before you begin training so your dog will not learn to associate the collar with training corrections.
- When you begin training, have your dog wear the collar for a sufficient period *before and after* the training session so that he does not associate the collar with the training corrections.
- Have your dog continue to wear the collar whenever you work with him for at least a month even after he seems to be trained. It is good to have the collar on the dog in case he needs an occasional reminder.

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## ■ Consistency and Timing

- **Consistency is critical for successful training.**
- Timing of the correction is also critical. ***The correction must occur at the time of the behavior.*** If the behavior is not occurring when the correction occurs, the dog will not associate the correction with the behavior.

If you want your dog to stop digging in the yard, the correction must occur *while the dog is digging* . . . not later when you find the hole.

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# Training Basics

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## Before Using the Remote Trainer

Before you begin a behavior training program using your BigLeash® Remote Trainer, your dog must know the basic obedience commands.

### ■ The “Heel” Command

The ‘heel’ command is the first command to teach your dog.

- With your dog on a short leash at your side, begin walking while gently pulling on the leash to keep your dog positioned at your side as you walk.
- Say the command ‘heel’ each time you use the leash to keep your dog in position at your side.
- Praise your dog when he returns to the correct position after you say the ‘heel’ command.
- With repetition, consistency, patience and praise your dog should be walking next to you in just a few short training sessions.

### ■ The “Sit/Stay” Command

The second leash training command is ‘sit/stay’. ‘Sit’ is the command; ‘stay’ is the implied.

- Begin the ‘sit/stay’ training by walking on lead in the ‘heel’ position. Come to a stop, and tell the dog to ‘sit’. Initially you may need to put pressure on your dog’s rear end to teach him the sit position. Reward with praise when he ‘sits’.
- With the dog in the ‘sit’ position, move away to the end of the leash. When you tell your dog to ‘sit’ he should ‘stay’ until you give him a different command. When the dog sits and stays, return to the dog to reward with praise.
- To release your dog from the ‘sit’ position, give a gentle tug on the leash and command the dog to ‘come’.
- As with all training, use repetition, consistency, patience and praise.

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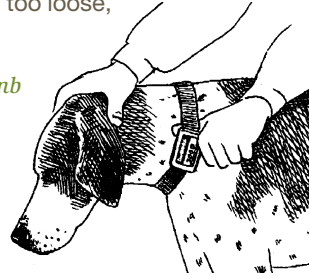
## Preparing to Use the Remote Trainer

### ■ Fitting the Receiver Collar

- Before you begin training, be sure the receiver collar fits properly.
- The collar should be worn snugly on your dog's neck.  
**This is extremely important!** If the collar is too loose, your dog will not receive the signal.

*You should be able to place no more than your thumb between the contact posts and the dog's neck.*

*When checking snugness of collar, the dog's neck should be facing down (sniffing position) as this position is where the dog's neck is the smallest.*



### ■ Picking the Right Correction Level

- There are **10 levels of correction** so you can customize your remote trainer for your dog's temperament and the type of training you do.
- **Start with the lowest level.** Before you begin training, test the dog's response at Level 1. Use the Brief (B) correction button and watch the dog's response. If your dog's response is similar to that of a quick tug on his leash, you are at a good starting point. If your dog does not respond at Level 1, increase the correction one level and test his response. Continue until your dog can just feel the stimulation (like a quick tug on a leash.)
- You may need to adjust the correction level during training as the dog's response may change with excitement or distraction.

### ■ Understanding the Types of Training Corrections

Your BigLeash trainer allows you to adjust the **type**, the **duration** and the **level** of the training correction.

- The **"A" button** provides either an **audible** or a **vibration** warning. In many training situations, it is recommended that *the correction be preceded by a short audible or vibration warning*. Your pet will learn to avoid a correction by responding to the audible or vibration warning.  
See [page 7](#) for instructions to switch from audible to vibration mode.
- The **"B" button** provides a **brief 1 second correction** (regardless of how long you hold the button down.) Press the "B" button repeatedly for a series of brief corrections.
- The **"C" button** provides a **continuous** correction (up to 8 seconds.) This allows you to control the duration of the correction when the situation calls for a longer correction.

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**NOTE FOR PROFESSIONAL TRAINERS:** To increase or decrease the correction level during a 'continuous' correction, change the correction level (▲ or ▼) while pressing the "C" button.

# Obedience Training

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## Obedience Training Basics

### ■ Plan Your Training for Success

- Make sure your dog understands basic commands such as “come”, “sit” and “stay”. If he understands the command but does not always obey, the remote trainer can be used to reinforce the appropriate response to the command (i.e., if he responds appropriately, he turns-off or avoids the correction.) If he does not have a basic understanding of the command, the remote trainer will not be effective.
- Set the Training Level to the lowest effective level to get your dog’s attention without making him anxious when you send a correction.
- Begin your training sessions in an open area free from distractions. If the area is not fenced to contain the dog, use a long rope to keep the dog from leaving the area until you are sure he is consistently responding to your commands.
- *Do not make it obvious that you are controlling the corrections. You want your dog to associate his behavior with the correction - - not you or the remote trainer!*
- Do not comfort your dog when he receives a correction.
- Keep the initial training sessions short (15 - 20 minutes) but **repeat the training regularly and frequently**, especially during the early stages. Dogs learn by repetition and reinforcement.
- Reward your dog during training sessions with praise and periods of play.
- **Be consistent.** Always use the same commands.
- When your dog has learned the commands in the first setting, gradually increase the level of distractions and continue the training in different settings. Increase the distractions gradually so your dog continues to associate the correction with the behavior, not the distractions.

### ■ Using the Remote Trainer

- For Obedience Training, use the Continuous stimulation (button ‘C’). Begin the stimulation at the same time you give the command. *Do not wait until after you give the command* as the dog may already be trying to comply by the time you press the button.
- As your dog begins to understand that *the stimulation stops when he responds to the command*, he will begin to respond more quickly. As he responds more quickly, the duration of the stimulation should shorten also.
- When he is responding almost immediately to your command, begin using the trainer only if you must repeat the command.

# Behavior Training

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After your dog understands the basic obedience commands, you are ready to begin more specific behavior training with your BigLeash® Remote Trainer. All of the general and obedience training basics also apply to behavior training.

## Behavior Training Basics

### ■ The Basics of General “Avoidance” Behavior Training

- “Avoidance training” is teaching your dog to associate the correction with the problem behavior and helping him learn that in order to avoid the correction he must stop the behavior.
- When correcting your dog’s behavior, you must take into consideration that not all activities, such as barking, should be eliminated completely. The goal of your training should be to control problem behavior rather than to eliminate normal and acceptable aspects of the same behavior.
- Remember that your dog will not automatically understand what to do when he receives a correction from the remote trainer. *For training to be effective, you must use the remote trainer appropriately.*
- Some dogs will learn quickly even with a very low correction level; others may need higher levels to get their full attention. For most dogs and most behaviors, we recommend beginning with a low level before trying incrementally higher levels.

✧ **We recommend using the lowest effective correction level.** ✧

- It is best to minimize your association with giving the correction. Do not make it obvious that the transmitter is associated with the correction.
- The use of verbal commands and/or audible/vibration alerts varies with the training situation and the training method. In some training situations, you may want your dog to associate the behavior only with the correction with no verbal command or audible/vibration warning. In other situations, a verbal command and/or audible/vibration warning may be appropriate.
- Do not praise or comfort your dog after giving him a correction.
- Consistency and the timing of the correction are both very important.

This Owner’s Guide provides only **general training examples** for common behaviors. There are many books and online guides which cover topics more specific to various types of dog training. Advice and assistance from a professional dog trainer familiar with remote trainers may also be helpful.

## Examples of Specific Behaviors

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### Training Methods

There are several training approaches used by professional dog trainers. When using a remote trainer, some trainers advocate preceeding the correction with a voice command and/or audible/vibration warning; others believe that some behaviors are eliminated more effectively if there is no preceeding verbal command or audible/vibration warning.

Whichever training approach you use, the key is to **be consistent**. The following examples offer general approaches for using the remote trainer to address specific behaviors. Any of the suggested corrections may be preceeding with a verbal command (such as “No”) and/or an audible/vibration warning depending on the behavior, your training goal and preferred approach.

#### Barking

- Barking is a natural part of dog behavior and dogs should be allowed to bark as a normal part of what they do. Use the BigLeash trainer only to correct barking that is excessive or overly aggressive. It is important to be consistent when correcting your dog’s barking.
- Use a “quiet” or “no barking” command backed up with a correction from your remote trainer.

#### Digging

- Dogs dig for many reasons; they may be looking for a cool place to lie down or they may just be bored.
- To train your dog that digging in certain areas is not acceptable, apply a correction the moment he starts to dig.

#### Jumping Up

- Dogs generally jump up to get attention. To correct jumping, all members of the family and all guests need to be consistent when training.
- When your dog wants to jump up, instruct him to sit instead and then give him the praise and attention he is looking for.
- If the Trainer is needed to correct jumping up on people, press the Brief (B) correction button whenever he jumps up. Do not praise the dog when he gets off.
- Use the same approach to correct jumping up to steal food from the counter or the table. If your dog usually does this when you are not in the room, you may need to leave food on the counter or the table then go where you can observe the dog but he cannot see you.

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## Jumping on Furniture

- You can train your dog to stay off of ALL furniture; or you can limit your training to specific furniture. Regardless, it is crucial that you are consistent. *Any furniture that is ‘off limits’ should ALWAYS be ‘off limits.’*
- Timing is important. Apply a correction the moment your dog starts to climb on the furniture.
- Your dog should associate the act of jumping on the furniture with the correction so he will avoid the selected furniture in the future.
- You can also conditionally train your dog that jumping on furniture *uninvited* results in a negative response (a correction) while responding to your invitation will be rewarded with praise. Use a lower correction level for conditional training than you would for “off limits” training.

## Chewing

- Chewing is a natural behavior for dogs. As with barking, acceptable and unacceptable chewing must be defined so that training corrections can be applied consistently.
- Teach your dog that there are things he is allowed to chew (special chew toys, bones, etc.) and things he should not chew (shoes, socks, garden hoses, etc.). As soon as your dog begins to chew something that he shouldn't, apply a correction.

## Chasing

- The most common chasing behavior is chasing cars.
- Care must be taken when teaching your dog not to chase cars. Be sure that when you apply a correction your dog is away from the moving vehicle.
- Generally dogs are excited and distracted when they are chasing something and use of the Continuous correction [C button] may be necessary, especially in the early stages of training.

## Aggression

- Dogs chase and engage in aggressive behaviors (such as biting and fighting) for a variety of reasons that differ from one dog to another.

**For training aggressive dogs, we recommend that you consult a professional trainer or animal behaviorist who has experience working with aggressive dogs.**

# Troubleshooting

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## ■ The Remote Trainer Does Not Seem To Be Working

- Check to see that both the transmitter and receiver are turned “on”.
- **Check to make sure the batteries in both the transmitter *and* the receiver are charged.**
- Note: Neither the transmitter or the receiver will operate when connected to the power adaptor.

## ■ Dog Does Not Seem To Respond

- Check to see that the collar is snug and that the ends of the contact posts are touching your dog’s neck.
- Check the correction level. If the correction level is set to “0” (safety mode) no signal will be sent to the receiver. If it is on a low setting, try increasing the correction level (gradually). See Correction Level Adjustment instructions on page 6.
- If your transmitter is programmed for use with 2 dogs, check to see that your transmitter is set to the correct collar.

## ■ The Battery Does Not Seem To Charge

- Be sure the charging plugs are fully and securely inserted. See page 3 for Battery Charging instructions.
- Make sure you are using the battery charger provided with the trainer.
- If the battery does not hold a charge as long as it used to, it may be time to replace the battery. If the battery is less than two years old, check with Customer Service for other troubleshooting options before returning the unit for battery replacement. For battery replacement, see page 19.

## ■ The Transmitter Range Is Reduced

- The range may be affected by variations in terrain, weather, buildings and other obstructions.
- For best operation hold the transmitter with the antenna pointed toward the sky, not towards the dog.
- Keep your fingers away from the antenna. Touching the antenna will greatly reduce the range.

## ■ Cold Weather Performance

- All batteries experience a drop in voltage during cold weather.
- The batteries may run down more quickly in cold weather.
- The stimulation the dog feels may not be as strong in cold weather.
- For best results in the cold months, charge and store your remote trainer at room temperature when not in use.

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For other Troubleshooting questions, please visit the website -or- contact Customer Service. (800) 793-3436, M-F 9 am - 5 pm, EST.

# Warranty & Repair

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## Warranty Registration

Your **Warranty Registration** information must be sent to **DogWatch** within **30 days of purchase to activate your warranty**. You may fill out the enclosed Warranty Registration card and mail it to DogWatch Inc., or you may complete your warranty registration online at **[www.dogwatch.com](http://www.dogwatch.com)**.

To activate Warranty coverage, register online at:

**[www.dogwatch.com](http://www.dogwatch.com)** - or - **[www.bigleash.com](http://www.bigleash.com)**

## WARRANTY

DogWatch Inc., subject to the terms and conditions set forth hereunder, hereby warrants that it will repair or replace at its own discretion, without charge for parts or labor, the product or any part thereof (other than batteries) which is found to be defective by reason of improper workmanship and/or materials for the warranty period of two (2) years from the original date of purchase. Batteries are warranted for one (1) year. Warranty claims may be subject to dealer service charges and/or manufacturers shipping and handling charges. Except for the express warranty stated above, Dogwatch Inc. disclaims all express and implied warranties or merchantability or fitness for a particular purpose.

As a condition of this warranty, Customer must **(a)** mail the warranty card provided with the product to:

**DogWatch Inc., 10 Michigan Drive, Natick, MA 01760**

or complete warranty registration online at **[www.dogwatch.com](http://www.dogwatch.com)**, within 30 days after purchase, **(b)** notify DogWatch Inc. of a claimed defect within the warranty period after the purchase, and **(c)** mail product back, insurance and postage pre-paid, to DogWatch Inc. at the address above. DogWatch Inc.'s sole responsibility under this warranty will be to repair or replace, at its option, any product or part which DogWatch Inc. determines to be defective. In no event will DogWatch Inc. be liable for any special, indirect, or consequential damages arising out of the purchase or use of the product. In no event shall DogWatch Inc.'s liability exceed the purchase price of the product.

## WARNING

**This product is not intended for use with dogs who have a history of aggressive behavior. Do not use this product if your dog has a history of aggressive behavior or could cause harm to itself or others.**

**We recommend you consult a qualified professional who has experience working with aggressive dogs.**

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## Warranty Procedures and Guidelines

- DogWatch Inc. provides a two (2) year limited warranty from the date of purchase on both parts and labor for the transmitter and receiver.
- DogWatch Inc. provides a one (1) year warranty from the date of purchase on parts and labor for batteries.
- Accessories such as chargers and splitter cables carry a one (1) year warranty.
- Warranty does not cover repairs or replacement due to misuse by the owner or dog, improper maintenance or lost units.
- The transmitters are “water resistant,” not “water-proof,” and are not covered under warranty for water-related damage or malfunction.
- The warranty is void if the unit has been altered or an unauthorized person has attempted repair work.
- Warranty is non-transferrable.

## Register Your Warranty Information

- Register your warranty information online at [www.bigleash.com](http://www.bigleash.com) or [www.dogwatch.com](http://www.dogwatch.com) -or- mail your registration card to DogWatch, Inc.
- Completed warranty information must be mailed or submitted online within 30 days of purchase or all repairs will be subject to applicable labor fees.
- If warranty information is not on file, a proof of purchase is required.

## Procedure for Repair Work

- All warranty work must be completed at DogWatch Inc.
- Return shipping to DogWatch Inc. is the owners’ responsibility.
- **IMPORTANT! Both the transmitter and the receiver** must be returned when a repair is requested.
- If the repair is covered under warranty, the cost for shipping the product back to the customer (ground service) is covered by DogWatch Inc. Expedited shipping service is at the owner’s expense.
- If the repair is not covered under warranty, all shipping costs are the responsibility of the owner.
- Credit card information is required prior to service work beginning.
- When returning a unit for repair, include a description explaining the problem with your name, address, daytime phone number and email address. Service request forms are available at [www.dogwatch.com](http://www.dogwatch.com) or [www.bigleash.com](http://www.bigleash.com)

## BATTERY REPLACEMENT

For battery replacement, please mail your BigLeash product to:

**DogWatch Inc., 10 Michigan Drive, Natick, MA 01760**

*Using a power supply other than the one provided can damage your battery.*

## Adding a Second Receiver Collar

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Every transmitter comes with two dog-capability. Your transmitter is pre-set for use with one dog but can easily be programmed for use with two dogs.

To use the BigLeash Remote Trainer with two dogs, you must have a receiver collar for the second dog (Collar 2). Collar 2 comes with a bright orange collar strap so that you can easily differentiate Collar 1 from Collar 2. As a reminder, Collar 2 has a small “Dog 2” sticker on the back.

### Programming the Collar 2 Receiver

(Also referred to as “marrying” the transmitter and the receiver.)

1. Before adding Collar 2 to the transmitter, charge it for at least 3 hours.
2. Make sure both the transmitter and the receiver are turned ‘off’.
3. With the transmitter and the receiver turned “off”, hold down the ‘A’ button for 10 seconds until the screen on the transmitter turns ‘on’.
4. **Set the CORRECTION LEVEL to ‘2’.**
5. Press and **hold down the Collar 2 button while turning the new receiver ‘on’** by aligning the receiver next to the transmitter at the alignment markers (see page 3).
6. Continue to hold the receiver next to the transmitter. You will hear a series of beeps.
7. When the series of beeps stops, move the receiver away from the transmitter.
8. The second receiver is now programmed to the Collar 2 setting.
9. Turn the transmitter and receiver “on” in the usual way to use.

### Using the Remote Trainer with Two Dogs

- The Collar 1 and Collar 2 buttons allow you to change commands between the two collars. **The transmitter will store the most recent settings for each collar.**
- When working with two dogs, the display on the LCD screen will indicate if the transmitter is set to send the signal to Collar 1 or Collar 2.

