



Welcome to the World of
E-Collar Technologies, Inc.

400/402
Owner's Manual

**“Happiness is a Well
Behaved Dog”**



400 Series E-Collar

Remote Education Collar

Dear Valued Customer,

Congratulations on your purchase of the ET-400/402 Series e-collar training system. When used properly, the ET-400/402 is a safe and effective training tool designed to help improve communication between you and your dog. The system includes multiple safety features to support a positive training experience.

For best results, begin training at the lowest effective stimulation level and use patience, consistency, and proper timing throughout the training process. Increase stimulation only when necessary. Your dog should understand the stimulation as a form of communication and guidance, not punishment.

Before using the system, please read this owner's manual thoroughly and familiarize yourself with the transmitter, receiver collar, buttons, stimulation levels, and safety features. Proper fit and correct use are important for safe and effective operation.

This manual covers the basic operation, programming, and key features of your ET-400/402 system. Additional training resources, instructional videos, and product support are available at www.ecollar.com and on our YouTube and Facebook pages.

If you have questions or need assistance, our Customer Service Team is available Monday through Friday at (260) 357-0051 or by email at customerservice@ecollar.com.

Thank you for choosing E-Collar Technologies, Inc. We appreciate your business and wish you success with your training.

— E-Collar Technologies, Inc.

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IMPORTANT NOTICE

Intended Use & User Safety

This product is specifically designed for canine use only. Children should be supervised to ensure they do not play with the product. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or by individuals lacking experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Battery Handling and Charging Instructions

Do not expose the appliance, batteries, or charger to excessive heat, cold temperatures, moisture, or direct sunlight for extended periods of time. This appliance contains batteries that are only replaceable by qualified service personnel using the correct replacement battery for this product. Recommended charging temperature range: 32°F–104°F (0°C–40°C).

WARNING: Use only the power supply and charging cable provided with this product or an approved replacement charger rated for 5V DC output, 2A maximum. Use of an incorrect charger or power supply may result in product damage, battery damage, overheating, fire risk, reduced battery life, or risk of injury.

Responsibility & Aggression Warning

E-Collar Technologies, Inc. assumes no responsibility for misuse of this product, including injury, property damage, or loss resulting from improper use. Before using this product with a dog that displays aggressive behavior, consult with a qualified professional trainer or behaviorist. In some situations, dogs may associate stimulation with the handler or surrounding environment, which may lead to redirected or increased aggressive behavior.

High Levels of Stimulation

High stimulation levels should only be used as a last resort and in emergency situations. To help prevent accidental stimulation when the system is not actively being used for training, keep the stimulation level below 5.

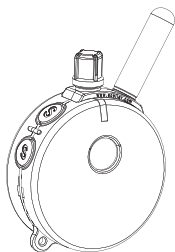
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CHARACTERISTICS

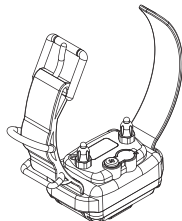
- Range : 3/4 Mile
- Three Stimulation Modes Supported
(Momentary, Continuous, and combo Mode)
- Tapping Sensation or Tone Stimulation (Pavlovian Conditioning)
Tapping Sensation : Alternative to Stimulation
Provides a vibration similar to a Cell Phone
Tone Stimulation : After 1.2 seconds of tone, the collar will deliver stimulation as long as the button is pressed (up to 10 seconds). This creates a form of Pavlovian conditioning whereby the dog responds to the tone.
- Quick Charge Li-Polymer Batteries
- Convenient Intensity Dial for Quick Adjustment
- Stimulation Levels Adjustable from 0 to 100
- Collar Receiver Light for locating your dog at night
- Lock and Set Stimulation Safety Feature
- Simulation Boosting Mode Provides instant control when normal stimulations is ignored - great for emergency situations
- User Adjustable Boosting Levels from 1 to 60 Levels
- Waterproof
- Expandable from 1-Dog model (400) to 2-Dog model (402)

PACKAGE CONTENTS

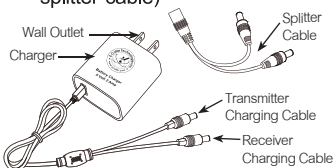
- Transmitter



- Collar Receiver with Strap
(402 Package includes
2 Receivers and straps)



- Battery Charger
(402 package contains
splitter cable)



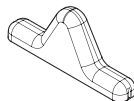
- Owner's Manual



- Extra Contact Points 3/4"



- Test Light



- Contact Point Tool



- Lanyard



PRECAUTIONS FOR USER MAINTENANCE – WHEN HANDLING BATTERIES

1. Precautions when replacing batteries

- Be sure to disconnect the device from the power supply before replacing the battery.
- Make sure to follow the procedures in the manual to avoid damaging the internal components of the device.

2. Battery Specifications

- Battery Type: Lithium Polymer (Li-Po) Battery
- Voltage: DC 3.7 V

Transmitter

- Model: PL-762229
- Capacity: 400mAh

Receiver

- Model: PL-711828
- Capacity: 300mAh

Do not use batteries other than the designated ones.

The use of substitute batteries is not permitted; you must use the battery provided by our company.

3. How to replace the battery

- The battery of this device can be replaced by the user.
- The battery must be installed in the designated direction only. Please check the correct polarity before installation.

▲ Cable polarity: Red Cable(+) / Black Cable(-)

- The battery has **adhesive foam pads** attached to the top and bottom. Please take care not to damage these pads when removing or installing batteries.
(The same pad must remain undamaged even after replacing the battery.)
- The adhesive foam pads on the top and bottom of the battery are essential components for securing the battery. If the pads are damaged or the adhesive strength weakens during the removal process, be sure to replace them with new pads.
- Please use the genuine adhesive foam pads provided by E-Collar. Please contact E-Collar for purchases and inquiries. We cannot guarantee the performance or safety of the product when using non-compliant third-party adhesive foam pads, and any issues arising from this may be excluded from the warranty.
- Remove any remaining adhesive from the old pads before applying the new ones.
- Using damaged or weakly adhesive pads may result in poor battery securing, so be sure to replace them.

PRECAUTIONS FOR USER MAINTENANCE

– WHEN HANDLING BATTERIES

4. Battery Removal Procedure (Before Battery Disposal)

- Turn off the device and disconnect the power supply.
- Remove the battery cover.
- Disconnect the battery connector.
- Carefully remove the battery from the adhesive pad.
- Dispose of the battery according to the procedure.

5. Battery Disposal Procedure for Used Batteries

- Do not dispose of used batteries with general household waste.
- Dispose of batteries in **designated battery collection bins** or **electronic waste disposal facilities** in accordance with local regulation.
- Do not dispose of batteries by means of high temperatures, flames, crushing, or disassembly.
- It is recommended to **attach insulation tape before disposal** to prevent the battery terminals from being exposed.

6. How to handle battery leakage

- If leakage occurs from the battery, remove the battery from the device immediately.
- If leakage comes into contact with skin, **wash thoroughly with soap and water** immediately.
- If it gets into the eyes, **rinse immediately with clean water for at least 15 minutes and seek medical attention**.
- If leakage gets inside the device, **completely remove any corrosive residue and dry** before use.
- Do not reuse batteries that have leaked; dispose of them safely according to the battery disposal procedure.

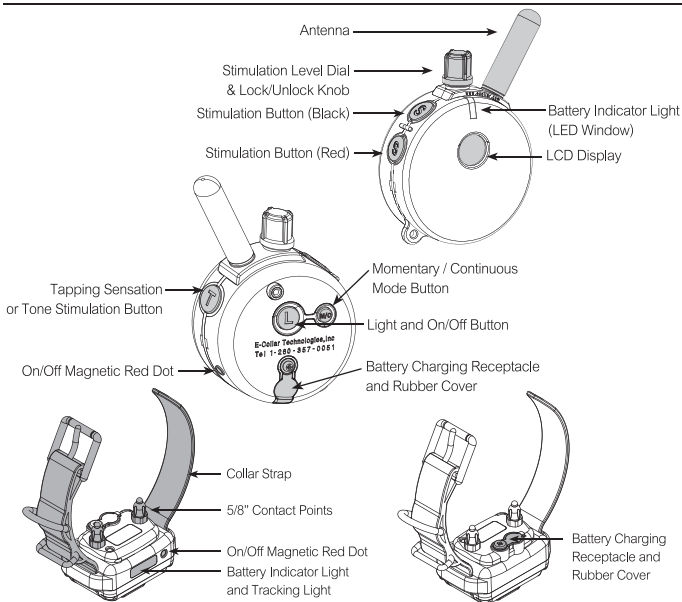
7. Additional Guidelines Regarding User-Replaceable Batteries

- Do not mix different types of batteries or new and used batteries.
- Immediately remove discharged batteries from the device and dispose of them safely.
- Disconnect the battery from the device if not in use for an extended period.
- Do not use non-rechargeable batteries instead of rechargeable ones.
- Do not use deformed or damaged batteries.
- Always remove the battery before disposing of the device.
- Dispose of removed batteries according to the "Battery Disposal Procedure for Used Batteries."

8. Warning message when using a battery, the size of a small component cylinder (Figure 13)

"Warning: Keep out of reach of children. If swallowed, it may result in chemical burns, soft tissue perforation, and death. Severe burns may occur within 2 hours. Seek immediate medical attention."

DEVICE OPERATION



Range & Interference

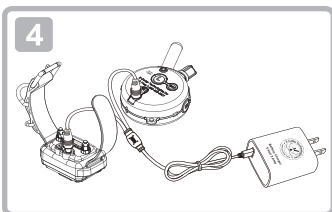
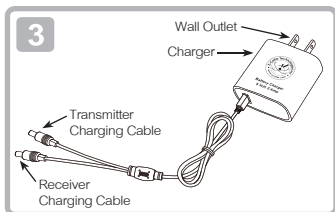
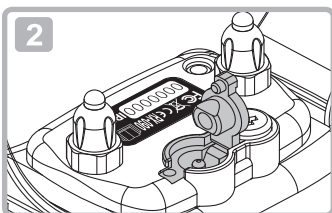
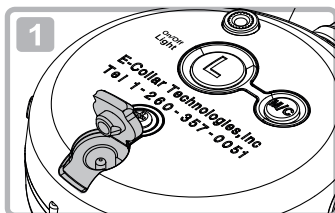
The effective operating range of your e-collar system may vary depending on terrain, weather conditions, trees, buildings, power lines, and interference from other wireless devices. For best performance, maintain the clearest possible signal path between the transmitter and receiver collar.

Proper Transmitter Position

For maximum range, hold the transmitter upright and away from your body during operation. Avoid touching or covering the antenna, as contact with the antenna may reduce communication range and overall performance.



CHARGING THE BATTERIES



Indicator Light Status

Blinking Green — Normal operation

Solid Red — Stimulation is being applied

Blinking Red — Battery recharge is required

The indicator light will display solid red while charging and will turn green when the unit is fully charged (approximately 2 hours).

Your e-collar system is equipped with rechargeable Li-Polymer batteries that require proper care to maintain battery life and overall performance. Do not allow the batteries to become fully discharged. If the batteries become fully depleted, recharge the units as soon as possible to help prevent permanent battery damage.

To protect battery performance and longevity, do not expose the transmitter, receiver collar, batteries, or charger to excessive heat, cold temperatures, or direct sunlight for extended periods of time. When storing the system for extended periods, store the unit at room temperature with approximately 50% battery charge.

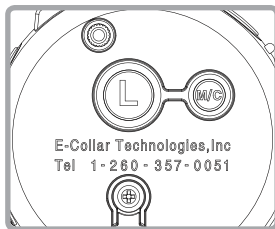
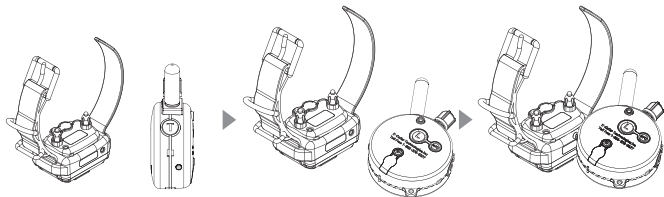
Recommended charging temperature range: 32°F–104°F (0°C–40°C).

WARNING: Use only the power supply and charging cable provided with this product or an approved replacement charger rated for 5V DC output, 2A maximum. Use of an incorrect charger or power supply may result in product damage, battery damage, overheating, reduced battery life, or risk of injury.

TURNING YOUR E-COLLAR ON/OFF

- To turn the Collar Receiver On or Off:

Align the small red dot on the Transmitter to the small red dot on the Collar Receiver.

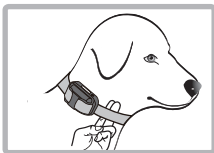


- To turn the Transmitter On or Off:
Press and hold the "L" button for more than 1 second to turn the Transmitter on.

While the Transmitter is on, a quick press of the "L" button will activate the collar receiver's tracking light.

To turn the Transmitter off, press and hold the "L" button for 2 seconds.

CORRECTLY FITTING COLLAR



CORRECTLY FITTING THE COLLAR

The collar should be adjusted so the contact points maintain direct contact with your dog's skin. You should be able to fit two fingers comfortably between the collar strap and your dog's neck. A collar that is too tight may cause skin irritation or discomfort, while a collar that is too loose may prevent consistent contact and reliable stimulation performance.

For best results, position the receiver collar on either side of the dog's windpipe. Dogs with short coats may benefit from the optional 3/8" contact points available through E-Collar Technologies. Dogs with thick coats may require longer contact points to achieve proper contact. If the factory-installed 5/8" contact points are not making adequate contact, refer to page 24 for contact point replacement instructions.

IMPORTANT NOTICE

• Possible Metal Allergy

To help prevent skin irritation or pressure-related discomfort, the receiver collar should not be worn for more than 12 hours within a 24-hour period. Regularly inspect your dog's neck for redness, irritation, sores, or discomfort. If skin irritation occurs, discontinue use immediately and do not resume use until the skin has fully healed. Applying an antibiotic ointment may assist with the healing process.

Dogs vary in sensitivity and may experience irritation or sensitivity from prolonged contact with the contact points. Symptoms may include redness, irritation, hair loss, sores, or discomfort around the contact point area. To help reduce the risk of irritation, rotate the receiver collar position slightly from side to side on your dog's neck each day and regularly inspect the skin for signs of irritation or sensitivity.

Some dog breeds with very thick or very short coats may require specialized contact points for proper fit and performance. Hypoallergenic contact points are available for dogs with metal sensitivities. For additional information, please contact E-Collar Technologies Customer Service at 1-260-357-0051 or visit ecollar.com.

• Possible Water Damage

When using an E-Collar while swimming, it's important to consider how water can affect its functionality and your dog's response. Water acts as a conductive material, which can impact the stimulation levels needed to get a response from your dog.

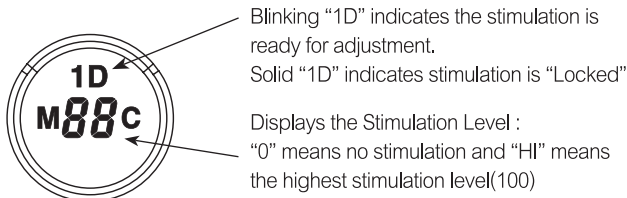
Keep in mind that when the collar is completely submerged in water, it may require a stronger level of stimulation as the water can absorb some of the stimulation being sent to the dog. On the other hand, once the collar is out of the water and the dog is still wet, the stimulation may feel more intense due to the water's conductivity.

Water can be a significant source of distraction for many dogs, which may require increased stimulation to keep their focus. We suggest focusing more on your dog's response rather than the level on the screen.

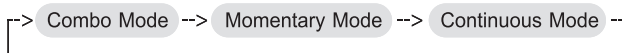
NOTICE TO PREVENT WATER DAMAGE: If Receiver is exposed to water on a regular basis, tighten screws once or twice a month depending on the frequency of water exposure. Please make sure screws are snug but not overly tight.

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THE LCD DISPLAY DESCRIPTION



Momentary / Continuous Button "M/C"- The M/C Button on the backside of the transmitter allows the user to easily switch between the three stimulation modes. The function of stimulation buttons changes by mode.



To change the mode: Press and hold the M/C button for 2 seconds to enter change mode indicated by a beep. Then Press and release the M/C button to change from M (Momentary) to C (Continuous) to M+C (Combo – Momentary/Continuous) stopping on the desired mode.

Stimulation Button	Combo Mode	Momentary Mode	Continuous Mode
Display			
S (Black)	Momentary	Momentary	Continuous
S (Red)	Continuous	Momentary Booster	Continuous Booster
S(Black)+S(Red)	Momentary Booster	N/A	N/A
S(Red)+S(Black)	Continuous Booster	N/A	N/A
T	Tapping Sensation or Tone Stimulation		

BUTTON FUNCTIONS

Momentary Stimulation

Sends a single pulse of stimulation at the set level when you press stimulation button.

Continuous Stimulation

Sends pulses of stimulation for as long as the button is pressed, timing out after 10 seconds (this is a safety feature designed to prevent accidental over-stimulation of your dog). The stimulation can be increased or decreased while the button is being pressed.

Tapping Sensation

Vibration specifically designed to distract your dog, great for deaf dogs and stimulation sensitive dogs.

Tone followed by Stimulation (Pavlovian Conditioning)

After 1.2 seconds of tone, the collar will administer continuous stimulation for as long as the button is pressed (up to 10 seconds). Release before 1.2 seconds for tone only.

Stimulation Button S (Black)

- Sends momentary or continuous stimulation to the collar receiver based on the state of Momentary/Continuous Mode.

Stimulation Button S (Red)

- Sends momentary or continuous boosted stimulation.
- If stimulation level is 10, boosted stimulation sends [10 + boost level]
- The default value of the boosted level is 5, it can be adjusted to any value between 1 and 60. Smaller and more sensitive breeds should use levels 1 through 20, larger and/or more stubborn breeds may need a higher boost.

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BUTTON FUNCTIONS

Boosting Stimulation in Combo Mode

Momentary Boosting is accomplished by first sending a momentary stimulation pulse “S (Black)” to the dog and then pressing “S (Red)” button without releasing “S (Black)” button. (PLEASE PRACTICE)

Continuous Boosting is accomplished by first administering continuous stimulation “S (Red)” to the dog and then pressing the “S (Black)” button without releasing the “S (Red)” button.

Tapping Sensation (Vibration) / Tone Stimulation “T”

Sends Tapping Sensation or Tone Stimulation to the collar receiver.
(Default setting is tapping sensation).

To toggle between tapping sensation and tone stimulation, press “L” and “T” buttons simultaneously when the intensity level is “0”.

- Single beep and “A” icon indicates Tone followed by Stimulation.
- Double beeps and “T” icon indicates Tapping Sensation (Vibration).

Tapping Sensation ↔ Pavlovian Stimulation

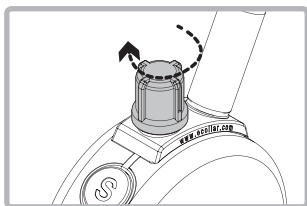
Light Button “L” (ON/OFF Center Button on Back)

Pressing “L” button will change the night tracking light mode.

OFF -> Flashing -> Solid -> OFF

Great for locating your dog after dark. (PLEASE PRACTICE)

HOW TO FIND THE PROPER STIMULATION LEVEL



Rotating clockwise increases the stimulation level, and rotating counter-clockwise lowers the stimulation level.

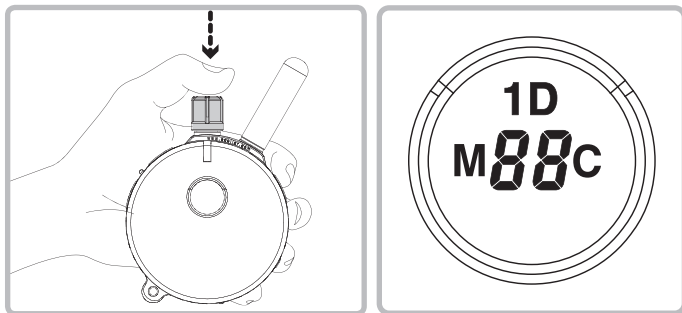
It is highly recommended that the user practices changing levels and modes before putting the collar receiver on a dog.

Setting the correct stimulation level for your dog is very important. To set your “conditioning” stimulation level, correctly put the collar receiver on your dog (see page 9 for instructions). Let the dog get used to the collar receiver for a couple of hours.

While watching your dog, turn the level to “0” and press the continuous stimulation button. Slowly turn the stimulation up at a rate of approximately 2-3 levels per second. When your dog first perceives the stimulation, usually between 5 and 20, release the button. This is your “conditioning” stimulation level. You may need to increase the “conditioning” level a few levels to get your dog to respond at first, some dogs are more stubborn and need more stimulation. The boosted level is typically 5 to 20 levels higher than the “conditioning” level.

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LOCK/UNLOCK THE STIMULATION LEVEL



How to Lock/Unlock the Stimulation Level

Set the desired stimulation level and then press on the top of the stimulation dial until you see “1D” light up on the top portion of the LCD display. Flashing “1D” indicates unlocked stimulation and Solid “1D” indicates locked stimulation.

If the stimulation level does not change when you rotate the stimulation knob, you have successfully locked the stimulation level.

To unlock the stimulation level simply press the stimulation knob again and it will unlock the stimulation level.

HOW TO SET THE BOOST

Boosted Stimulation adds the set boost level to the stimulation level, great for those situations when your dog does not respond to the “conditioning” level. Determining the Boosted stimulation level is a little more difficult than stimulation level setting due to the wide differences in temperaments and stimulation tolerance among the many breeds of dogs. On average, it is normally 5 to 20 levels higher than the “conditioning” level. It is important to have it set high enough to get the desired response from your dog.

1. Change the mode to Momentary Mode.
(Press M/C button until “M” is displayed)
2. Change the intensity level to “0”.
3. Press S(Black) button for more than 5 seconds.
4. The intensity level will change from “0” to a flashing “1”.
5. Rotate the dial to the desired boost level (1 to 60).
6. Press S(Black) button again to save and exit the boost level changing mode.

LOST TRANSMITTER MODE

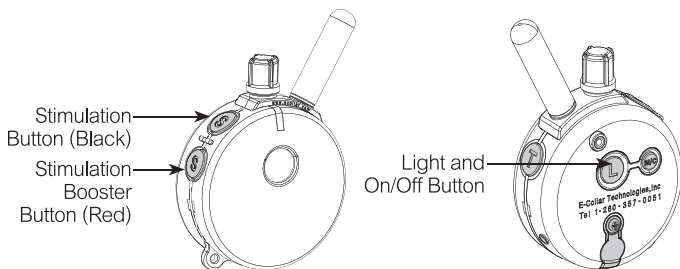
Your 400/402 E-Collar transmitter allows the user to activate a 6 hour timer.

After 6 hours, the transmitter will begin to beep providing the ability to locate the transmitter. The LCD displays “AL” during beeping.

Lost transmitter mode is activated by simultaneously pressing the Light (L) button and the stimulation button (Black “S”) when the intensity level is set to zero. Three short beeps will sound confirming the activation of the locator timer.

Lost transmitter mode is deactivated by simultaneously pressing the Light (L) button and the red stimulation button (Red “S”) when the intensity level is set to zero. Two short beeps will sound confirming the deactivation of the locator timer.

Lost transmitter mode will be cancelled whenever the transmitter is turned off. Make sure to reactivate lost transmitter mode when you turn off transmitter. It is important to activate the Lost Transmitter mode before embarking on a hike or engaging in activities where misplacing the transmitter is a possibility.



REPLACE/ADD COLLAR

Occasionally, it is necessary to pair/sync a transmitter to a collar receiver, the following procedure will accomplish this:

1. Turn on the Transmitter
2. Turn intensity dial to "0"
3. Make sure the collar receiver is turned off.
4. Put the Transmitter's Red Dot against the Collar Receiver's Red Dot for more than 5 seconds, green light on Receiver will flash rapidly
5. Immediately after, press and hold Black "S" Button followed by the Red "S" Button until you hear confirmation sound from Collar Receiver.

HOW TO CHANGE THE TRANSMITTER TO A 2 DOG TRANSMITTER

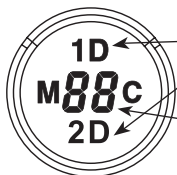
The button functions will change. The changes are described on pages 18 through 22. You can change the transmitter back to the 1Dog system (400) at any time.

1. Turn on the Transmitter.
2. Press the Red "S" followed by the Black "S" followed by the "T" Button simultaneously for more than 2 seconds until you hear the confirmation beeps.
3. Repeat step 2 to return back to a 1 dog system.

ADD/REPLACE COLLAR FOR SECOND DOG

1. Turn on the Transmitter
2. Turn intensity dial to "0"
3. Make sure Receiver is turned off.
4. Put the Transmitter's Red Dot against the Collar Receiver's Red Dot for more than 5 seconds, green light on Receiver will flash rapidly.
5. Immediately after, press and hold Red "S" Button followed by the Black "S" Button until you hear confirmation sound from Collar Receiver.

402 LCD DESCRIPTION



Blinking 1D or 2D icons indicates the stimulation level is ready for adjustment.
 Solid icon indicates stimulation locked.
 Displays the Stimulation Level : "0" means no stimulation and "HI" means the highest stimulation level(100)

Momentary / Continuous Button "M/C"- M/C Button on the backside of the transmitter allows the user to easily switch between two stimulation modes either momentary or continuous.

Button	Stimulation (1D or 2D)		TS(Vibration) or Tone Stimulation
M/C Button	Momentary Mode	Continuous Mode	N/A
Display			
S (Black)	Dog 1 Momentary	Dog 1 Continuous	Dog 1 TS (Vib) or Tone Stimulation
S (Black) + S (Red)	Dog 1 Momentary Booster	Dog 1 Continuous Booster	N/A
S (Red)	Dog 2 Momentary	Dog 2 Continuous	Dog 2 TS (Vib) or Tone Stimulation
S (Red) + S (Black)	Dog 2 Momentary Booster	Dog 2 Continuous Booster	N/A
L	"L" in Dog 1 set mode will control Dog 1 light "L" in Dog 2 set mode will control Dog 2 light		N/A

402 BUTTON FUNCTIONS

Mode Button “T”

Mode button allows the user to change modes as shown in the diagram



1 Dog Set Mode - LCD display shows 1D

2 Dog Set Mode - LCD display shows 2D

Tapping Sensation or Tone Stimulation- LCD display a T

Light Button (On Back) “L”

When the “L” button is pressed, “L” will be displayed.

If you press L while in Dog 1 Mode, Dog 1’s Light will activate.

If you press L while in Dog 2 Mode, Dog 2’s Light will activate.

Tracking Light will Cycle: **Flashing** -> **Solid** -> **OFF** when L is pressed.

Tapping Sensation / Tone and Pavlovian Stimulation “T”

To toggle between tapping sensation and pavlovian stimulation press “L” and “T” buttons simultaneously for 2 seconds when the intensity level is “0”.

- Single beep and “A” icon indicates pavlovian stimulation.
- Two beeps and “T” icon indicates tapping sensation.

402 BUTTON FUNCTIONS

Momentary stimulation

Sends a single pulse of stimulation at the set level when you press the stimulation button.

Continuous stimulation

Sends continuous pulses as long as the stimulation button is pressed, timing out after 10 seconds (this is a safety feature designed to prevent accidental over-stimulation of your dog). The stimulation can be increased or decreased while the button is being pressed.

Tapping Sensation

Vibration specifically designed to distract your dog, great for deaf dogs and stimulation sensitive dogs.

Tone followed by Stimulation (Pavlovian Conditioning)

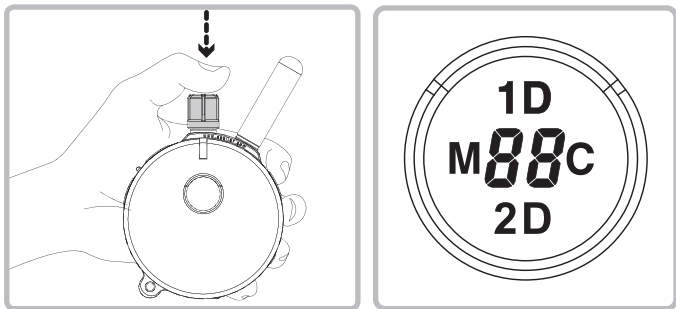
After 1.2 seconds of tone, the collar will send continuous stimulation for as long as the button is pressed (up to 10 seconds). Release before 1.2 seconds for tone only.

Boosting Stimulation

Sends boosted stimulation as long as the stimulation button is pressed, timing out after 10 seconds (this is a safety feature designed to prevent accidental over-stimulation of your dog).

To boost Dog 1, press “S” (Black) button followed by “S” (Red) button
To boost Dog 2, press “S” (Red) button followed by “S” (Black) button

HOW TO LOCK/UNLOCK THE STIMULATION LEVEL



How to Lock/Unlock the Stimulation Level

See page 13 for help finding the proper stimulation level.

You can lock each dog to a different level.

In 1Dog Mode, if you see “1D” icon is blinking (unlocked)

Set the desired stimulation level and then press the stimulation dial until you see “1D” icon stop blinking.

In 2Dog Mode, if you see “2D” icon is blinking (unlocked)

Set the desired stimulation level and then press the stimulation dial until you see “2D” icon stop blinking.

If the stimulation level does not change when you rotate the stimulation dial, you have successfully locked the stimulation level.

To unlock the stimulation level simply press the stimulation knob again at 1Dog/2Dog mode and it will unlock the stimulation level.

402 BOOST LEVEL SETUP

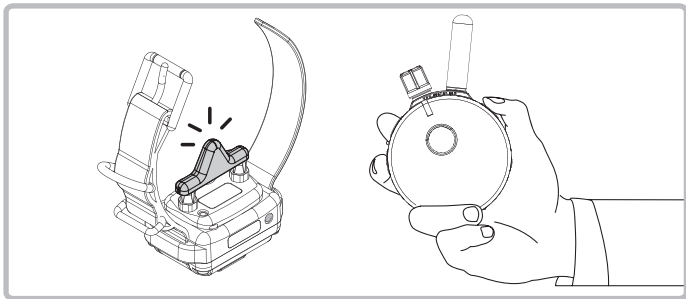
Boosted Stimulation adds the set boost level to the stimulation level, great for those situations when your dog does not respond to the “conditioning” level. Determining the Boosted stimulation level is a little more difficult than stimulation level setting due to the wide differences in temperaments and stimulation tolerance among the many breeds of dogs. On average, it is normally 5 to 20 levels higher than the “conditioning” level. It is important to have it set high enough to get the desired response from your dog.

How to Setup Boost Level for first dog

1. Change the mode to Momentary Mode
(Press M/C button until “M” is displayed)
2. Change the intensity level to “0”
3. Press S(Black) button for more than 5 seconds
4. The intensity level will change 0 to 1 and start to blink.
5. Rotate the dial to change the boost level (up to 60).
6. Press S(Black) button again to save and exit from Boost Level Change Mode. If any other button is pressed or idle for 20 sec, Boost Level Change Mode will be cancelled.

If you want to change boost level for dog 2,
Press S(Red) instead of S(Black) on step #3, and #6

TESTING YOUR E-COLLAR



To properly test stimulation output, use the included test light or you may test the stimulation on the inside of the bare forearm. Testing stimulation on the fingers or palm of the hand may produce inconsistent results due to lower muscle sensitivity in those areas.

Before testing, verify that both the transmitter and receiver collar are fully charged, powered on, and displaying a blinking green indicator light.

Press the Vibration button and observe the indicator light on the receiver collar:

If the receiver collar light turns solid red, the receiver collar is properly receiving signal from the transmitter.

If the receiver collar light does not turn red, refer to the pairing instructions in this manual and confirm the transmitter and receiver collar are properly programmed together.

Testing on the Forearm

Make sure both contact points are touching bare skin.

Use Continuous Stimulation ("C") mode.

Begin testing between stimulation levels 10–15 and increase gradually if needed.

Testing with the Test Light

Place the included test light directly against both contact points on the receiver collar.

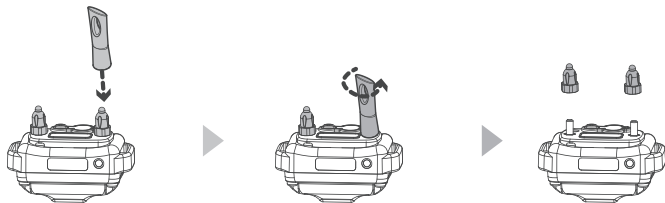
Activate stimulation using Continuous Stimulation ("C") mode.

The test light should illuminate when stimulation is activated. Begin testing around level 5 and increase gradually if needed.

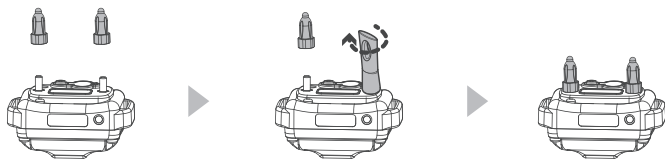
For additional support, contact E-Collar Technologies Customer Service at 1-260-357-0051 or visit www.ecollar.com.

REPLACING THE CONTACT POINTS

The standard 5/8" contact points are used for most dogs. Thicker fur breeds require the longer 3/4" contact points. Replace the 5/8" contact points by following the instructions below using the enclosed contact point tool.



1. Loosen both contact points by rotating the contact point counter-clockwise using the contact point tool.



2. Install the 3/4" contact points onto the bolt and tighten the contact points by rotating them clockwise with the contact point tool.

* For short haired breeds such as boxers, dachshund, pit bulls, etc, and thick fur breeds please visit our website or contact us to inquire about special contact points for your dog.

TRAINING TIP

Important training guidance

E-collars are tools to reinforce known commands and to teach when paired with leash pressure and clear instruction. They are not a replacement for foundation obedience training.

Core principles

- Start low. Use the lowest level that gains a calm acknowledgment, increasing only as needed. Keep sessions short, consistent, and patient.
- Communicate—don't intimidate. Your dog should recognize the stimulation as communication, not something to fear.
- Layer with leash and markers. Pair stimulation with leash guidance, clear cues, and rewards for correct behavior.
- Fit matters. Proper receiver fit and good contact are essential (see *Correctly Fitting Collar and Changing Contact Points*).
- Aggression caution. If your dog shows aggressive behavior, consult a qualified trainer/behavior professional before using an e-collar; misuse can lead to handler-directed or redirected aggression.
- Follow one program. E-collar methods vary by trainer. Learn a complete program and apply it consistently—especially when first starting.

Learn more

Find step-by-step videos at ecollar.com and on our YouTube channel; follow us on Facebook for ongoing tips and updates.

Good Luck with your training from your friends at
E-Collar Technologies

TROUBLESHOOTING

? My Receiver / Transmitter is not turning on

- A** Make sure the collar receiver is fully charged. Collar receiver light should turn green when the battery is connected to the charger.

? My Receiver is not responding

- A** Check Receiver's indicator light is blinking green and Transmitter LCD is on. Check to make sure the collar receiver's indicator light is red when the stimulation button is pressed.

- A** Try pairing / syncing the transmitter to the receiver. (Page 17)

? The receiver doesn't seem to provide stimulation to the dog

- A** Remove Contact points from Receiver. Connect Test Light to the receiver and test for stimulation. If the test light is blinking, receiver is providing stimulation.

? Max range of device has been decreased

- A** Check Transmitter's battery condition. Working range decreases when the battery level is low.
Keep your fingers from touching the antenna. See the bottom of page 8 for the proper technique to maximize range.

? You cannot change the stimulation level for of the remote

- A** Make sure 1D or 2D on transmitter LCD is blinking. If 1D or 2D icons are solid, you cannot change stimulation. You can unlock the stimulation at any time by pressing the stimulation knob for 1 second.

CONTACT US FOR EXPERT HELP WITH YOUR E-COLLAR

TWO YEAR WARRANTY

Register your product

Visit ecollar.com and select Warranty Registration. Complete the form within 30 days of purchase (recommended). If you don't have computer access, call Customer Service at (260) 357-0051 and we'll register it for you

If you didn't register

Warranty coverage is still available. Proof of purchase is not required; we can estimate the purchase date from the product serial number.

What isn't covered

The manufacturer's warranty does not cover: misuse, improper maintenance, lost or stolen units, or damage caused by the dog.

**“Making Bad Dogs Good
and Good Dogs Better!”**

ACCESSORIES

- Titanium Hypo-Allergenic Contact Pints



- Thick Fur Contact Points



- Short Point Comfort Pads



- Magnetic AnyWear Clip



- Ultra Wing Contact Point Comfort Pads



- Gear Keeper



- Bungee Collar



- Quick Snap Bungee Collar



www.ecollar.com

SAFETY AND GENERAL INFORMATION

- The 400/402 Education Collar complies with all National and International Standards and Guidelines for human exposure to radio frequency electromagnetic energy.
- Nearly all electronic devices are susceptible to electromagnetic interference (EMI) if inadequately shielded or designed without precautions to EMI.
- 400/402 e-collar transmitters manufactured by E-Collar Technologies, Inc. comply with Article 15 of the FCC rules and operate under part 95 of FCC regulations.
- Operating Frequency Band is 27.095 MHz.

IMPORTANT NOTICE

1. To avoid Electromagnetic Interference and/or compatibility conflicts, please turn off your transmitter and collar receiver in any facility where posted notices instruct you to do so. Never use your equipment in close proximity of a Hospital or Health Care Facility or enter the facility without turning off both units.
2. An FCC license is not needed to operate 400/402 remote e-collar transmitters. However, any change or modification made to the transmitter, including the supplied antenna, without the expressed written approval of E-Collar Technologies, Inc. could void your authority to operate.

IMPORTANT NOTICE

Airway and Respiratory Health Warning

Tracheal collapse is a condition in which the windpipe (trachea) weakens and narrows over time. It is most commonly seen in small and toy breeds (such as Yorkshire Terriers, Chihuahuas, Pomeranians, Shih Tzus, Toy Poodles, and Pugs), and may also occur in other breeds including Bulldogs, Boston Terriers, Lhasa Apsos, and Maltese. This condition is often genetic and may involve weakened cartilage rings that support the windpipe.

Do not use this collar on dogs with known or suspected airway or breathing concerns unless directed by a veterinarian.

This includes dogs with:

- Tracheal collapse or chronic coughing/honking cough
- Restricted airways or respiratory disease
- Brachycephalic anatomy (short-nosed breeds) or brachycephalic airway syndrome (BOAS)
- Any condition where neck-worn equipment may worsen breathing

If your dog shows coughing, gagging, wheezing, labored breathing, or signs of distress while wearing the collar, remove the collar immediately and consult a veterinarian before further use

Important Notice to Consumer/User

In no event shall our company be liable for any direct, indirect, punitive, incidental, special consequential damages, to property or life, whatsoever arising out of or connected with the use or misuse of our products.

TECHNICAL SPECIFICATIONS

Transmitting and receiving standard frequency	27 Mhz
Operating range (maximum effective range of open space)	1/2 mile range
ICE 60529(Ingress Protection)	IP68
Transmitter battery (Li_Po)	400mAh
Collar Receiver battery (Li_Po)	300mAh
Battery voltage	3.7V ~ 4.2V
Charging voltage	5V
Time for battery fully charged	1-2 Hours
Collar Receiver Battery Life (Standby mode)	24 ~ 48 Hours
Transmitter Battery Life (Standby mode)	Battery last more then 1 week
Working temperature	0 ~ 55°C
Storage temperature / Humidity	-40 ~ 85 °C / 30%
WARNING: Use only the power supply and charging cable provided with this product or an approved replacement charger rated for 5V DC output, 2A maximum. Use of an incorrect charger or power supply may result in product damage, battery damage, overheating, reduced battery life, or risk of injury.	

Explanation of IP Rating (Dustproof & Waterproof)

The IP rating stands for Ingress Protection, an international standard that indicates how well electrical and electronic devices are protected against dust (solid objects) and water (liquids).

The first digit (IPX_) represents the level of protection against solid foreign objects (dust)

The second digit (IP_X) represents the level of protection against water ingress.

- Higher numbers indicate stronger protection performance.

MODEL	Collar Receiver, Transmitter
IEC 60529 IP68	• IP6X : 6 (Dust-tight) → Complete protection against dust; no ingress of foreign particles
	• IPX8 : 8 (Continuous immersion)
	- The lowest point of enclosure: 1,100 mm
	- Water Test Contents – Withstands 168 hours of immersion



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Thank you for Supporting American Workers

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