

Q&A

1.About batteries:

Our product is shipped with one battery attached. It normally could last for about one month. The device uses a 9V battery.

2. About indication light:

(1)To know whether the device is on/off, please turn to TEST mode. If the device is on, the green light will continuously flash, and if you make a noise, there should be a beep sound also.

(2)When the device is on with dial pointing at LOW, MEDIUM, or HIGH setting. Please note that the light will not also be on.

(3)When the device is on, the green light will turn on only when the device is releasing ultrasonic sound, which means if the device is not triggered or placed in a quiet space, it's on stand by position, thus there's no ultrasonic neither greenlight.

(4)When the device is on and the LED flashes red, the product is low battery.

The sonic bark control deterrents automatically detect dog barking up to 50 feet away. In response, the anti barking device blasts high-pitched sounds that only the dog can hear. When it detects dog bark, it will blast high-pitched sounds, meanwhile, LED will flash green. But please be noticed that, if there is no bark, the device is in standby mode, so the LED shows no light.

3.About Dog's Safety:

Thank you for your purchase of our product. It's quite normal that dogs might fear the ultrasonic at the beginning. We ensure you that it's 100% safe for your dog. Unlike shock or vibration, ultrasonic doesn't work by hurting dogs, it only grabs the dogs' attention and deters barking by changing its state of mind. Dogs will have some psychological discomfort because they are not familiar with ultrasonic sound.

4.How to use wrist strap :

For the wrist strap, would you like to have a try to attach the wrist strap by a toothpick or a needle to help you piercing it through? We make a video for you to show how to put the wrist on the unit.

5. Applicable age for dogs:

Our device is suitable for all types of dogs. it's for a single dog in a quiet environment indoor (such as the owner is not at home or the dog barking at night and so on). It also works for most dogs, but not for dogs younger than 6 months, older than 5 years, not sensitive to sound, or the dogs whose temper is irascible.

6.Using advice:

Here are some instructions that may help you:

1. Please place the device close to the dog, or the place your dog habitually barks.
2. Please only turn on the device when the dog is continuously barking and turn it off after it calms down.
3. Please give it some treats as a reward to strengthen its memory.

7. The applicable distance of our device:

It works for most dogs, but not for dogs younger than 6 months or older than 5 years, or for the dogs not sensitive to sound, grumpy, and fiery. The effective range is 5 meters.

8. Difference between manual and automatic:

The handheld ultrasonic device is controlled by the hand, it had two functions, stopping barking and disciplining. For example, when walking for the dog, it can release ultrasonic to stop the dog's uncivilized behavior in time. And the other automatic ultrasonic bark control device belongs to automatic detection, it's suitable for dog alone. For example, the owner is having a rest in the midnight while the dog frequent barking. The using environment is not the same.

9. Impact on the human ear:

The ultrasonic sound emitted by the device can only be heard by dogs, but can't be heard by humans. For dogs, it is just like human ears hearing some harsh sounds, and they will feel uncomfortable, but there is no harm. For the sake of safety, it is recommended to use it one meter away from human ears.

10.Device Hertz:

The average human hearing frequency range is between 20Hz~20KHz, and a dog can hear a wider range from 15Hz~120KHz. The product emits ultrasonic sound at 25KHz. So the sound cannot be heard by humans but can be heard by dogs.

Do not use the device against your ear for testing.