

SPORT  
TRAINER

:::575

**OPERATING GUIDE**

PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

## IMPORTANT SAFETY INFORMATION

### EXPLANATION OF ATTENTION WORDS AND SYMBOLS USED IN THIS GUIDE

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This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION**, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



**CAUTION**, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your dog.

## **⚠️ WARNING**

- Do not use this product if your dog is prone to aggressive behaviour. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or a certified trainer.
- This device contains Lithium-Ion (Li-Ion) batteries; never incinerate, puncture, deform, short-circuit, or charge with an inappropriate charger. Fire, explosion, property damage, or bodily harm can occur if this warning is not followed.
- There is a risk of explosion if a battery is replaced by an incorrect type. Do not short circuit, mix old and new batteries, dispose of in fire, or expose to water. When batteries are stored or disposed, they must be protected from shorting. Dispose of used batteries properly.

## **⚠️ CAUTION**

It is vitally important that you and your dog remain safe while learning during on-leash/lead training. Your dog should be on a strong leash/lead, long enough for him to attempt to chase an object, but short enough for him not to reach a road or other hazard. You must be physically strong enough to restrain your dog if he tries to chase something.

This product is not a toy. Keep it out of the reach of children.

## **CAUTION**

- Proper fit of the collar is important. A collar worn for too long or made too tight on the dog's neck may cause skin damage ranging from redness to pressure ulcers. This condition is commonly known as bed sores.
- Avoid leaving the collar on a dog for more than 12 hours per day.
- When possible, reposition the collar on the dog's neck every 1 to 2 hours.
- Regularly recheck the fit to prevent excessive pressure; follow the instructions in this guide.
- You may need to trim the hair in the area of the Contact Points. However, never shave the dog's neck; this may lead to a rash or infection.
- Never connect a leash/lead to a collar with Contact Points. It will cause excessive pressure on the Contact Points.
- When connecting a leash/lead to a separate collar, do not allow it to put pressure on the Collar Receiver.
- Wash the dog's neck area and the Contact Points of the collar weekly with a damp cloth.
- Examine the contact area daily for signs of a rash or a sore.
- If a rash or sore is found, discontinue using this product until the skin has healed.
- If the condition persists beyond 48 hours, see your veterinarian.
- For additional information on bed sores and pressure necrosis, please visit [sportdog.com](http://sportdog.com).
- This product is only for use with healthy dogs. If you're not certain that your dog is in good health, we recommend that you take your dog to a veterinarian before using this product.

Thank you for choosing SportDOG® Brand training products. Used properly, this product will help you train your dog efficiently and safely. To ensure your satisfaction, please review this Operating Guide thoroughly. If you have questions regarding this product's operation, please see this manual's Frequently Asked Questions and Troubleshooting sections, or contact our Customer Care Centre. For a listing of telephone numbers in your area, visit our website at [www.sportdog.com](http://www.sportdog.com).

To get the most protection out of your warranty, please register your product within 30 days at [www.sportdog.com](http://www.sportdog.com). By registering and keeping your receipt you will enjoy the product's full warranty and, should you ever need to call the Customer Care Centre, we will be able to help you faster. Most importantly, your valuable information will never be given or sold to anyone. Complete warranty information is available online at [www.sportdog.com](http://www.sportdog.com).

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## COMPONENTS



## HOW THE SYSTEM WORKS

The SportDOG® SportTrainer® 575 Remote Trainer has been proven safe, comfortable, and effective for all dogs over 3.6 kg. Consistent, correct use of this product allows you to reinforce commands and correct misbehaviour from up to 500 metres. The Remote Transmitter sends a signal, activating the Collar Receiver to deliver a harmless stimulation. With proper training, a dog will learn to associate this signal with a command. Like all SportDOG® products, this model features adjustable static stimulation levels so you can tailor the stimulation level to your dog's temperament, eliminating the risk of over-stimulation.

**IMPORTANT: THE SPORTTRAINER® 575 REMOTE TRAINER HAS A RANGE OF UP TO 500M. DEPENDING ON THE WAY YOU HOLD THE REMOTE TRANSMITTER, THE MAXIMUM RANGE MAY VARY. FOR CONSISTENT RESULTS AT LONGER RANGES, HOLD THE REMOTE TRANSMITTER IN A VERTICAL POSITION AWAY FROM YOUR BODY AND ABOVE YOUR HEAD. TERRAIN, WEATHER, VEGETATION, TRANSMISSION FROM OTHER RADIO DEVICES, AND OTHER FACTORS WILL AFFECT THE MAXIMUM RANGE.**



### **⚠ WARNING**

Do not use this product if your dog is aggressive or if your dog is prone to aggressive behaviour. Aggressive dogs can cause severe injury and even death to their owner and others. If you are unsure whether this product is appropriate for your dog, please consult your veterinarian or a certified trainer.

## KEY DEFINITIONS

**REMOTE TRANSMITTER:** Transmits the radio signal to the Collar Receiver. It is waterproof and can be submerged in water to a depth of 7.6 m.

**INTENSITY BUTTONS:** Provides multiple levels of static stimulation so you can match the stimulation to your dog's temperament.

**DOG BUTTONS:** Allows you to choose which dog should receive the stimulation.

**LEFT BUTTON:** This button is factory-set to deliver continuous static stimulation.

**TOP RIGHT BUTTON:** This button is factory-set to deliver a tone.

**BOTTOM RIGHT BUTTON:** This button is factory-set to deliver vibration.

**CHARGING JACK:** For connecting the charger.

**MODE BUTTON:** This button gives you the ability to change the mode of your Remote Transmitter (see [STEP::05](#)).

**COLLAR RECEIVER:** Receives the radio signal from the Remote Transmitter and delivers the static, vibration, or tone stimulation for correcting or cueing your dog. It is waterproof and can be submerged in water to a depth of 7.6 m.

**RECEIVER INDICATOR LIGHT:** Indicates when the Collar Receiver has been turned on or off, serves as a low-battery indicator, and also indicates when a continuous or momentary (nick) static stimulation button is pressed.

**CONTACT POINTS:** The contacts through which the Collar Receiver delivers static stimulation.

**ON/OFF BUTTON:** Momentarily pressing and releasing this button turns the Collar Receiver on and off.

### THE COLLAR RECEIVER IS CAPABLE OF DELIVERING FOUR TYPES OF STIMULATION:

**CONTINUOUS:** You control both when and how long static stimulation is delivered, up to a maximum of 10 seconds. After 10 seconds, the Remote Transmitter will "time out" and static stimulation cannot be delivered to your dog for 5 seconds. After the 5 second "time-out" period, static stimulation can be delivered again.

**MOMENTARY (NICK):** Static stimulation is delivered for 1/10 of a second, regardless of how long the button is pressed.

**TONE:** The Collar Receiver will make a rapid beeping noise when a Tone button is pressed.

**VIBRATION (VIBE):** The Collar Receiver will vibrate when a Vibration button is pressed, up to a maximum of 10 seconds. After 10 seconds, the Remote Transmitter will "time out" and vibration stimulation cannot be delivered to your dog for 5 seconds. After the 5 second "time-out" period, vibration stimulation can be delivered again.

### REMOTE TRANSMITTER



### COLLAR RECEIVER



# STEP::01

## PREPARE THE REMOTE TRANSMITTER

### CHARGE THE REMOTE TRANSMITTER

1. Connect the corresponding charge connector to the Charging Jack.
2. Plug the charger into a standard wall outlet.
3. Charge the Remote Transmitter for 2 hours. It is not harmful to let the unit charge more than 2 hours.
4. When charging is complete, as indicated by the full battery icon, remove the charge connector.

**Using Lithium-Ion technology, the Remote Transmitter only requires a 2 hour charge. It is not harmful to let the unit charge for more than 2 hours.**

*Note: Approximate battery life between charges is 20 to 40 hours, depending on frequency of use.*



CHARGE CONNECTOR PLACED  
IN THE REMOTE TRANSMITTER  
CHARGING JACK

| ICON   | FUNCTION               |
|--|------------------------|
|    | Continuous Stimulation |
|    | Momentary Stimulation  |
|    | Tone Only              |
|   | Vibration Only         |
|  | Dog Number             |

## STEP::02

### PREPARE THE COLLAR RECEIVER

#### CHARGE THE COLLAR RECEIVER

1. Lift the rubber cover protecting the Charging Jack.
2. Connect the corresponding charge connector to the Charging Jack.
3. Plug the charger into a standard wall outlet.
4. Charge the Collar Receiver for 2 hours. It is not harmful to let the unit charge more than 2 hours.
5. When charging is complete, as indicated by the Indicator Light blinking green, remove the charge connector and replace the rubber cover.

**Using Lithium-Ion technology, the Collar Receiver only requires a 2 hour charge. It is not harmful to let the unit charge for more than 2 hours.**

#### TO TURN THE COLLAR RECEIVER ON

Press and release the On/Off Button. The Collar Receiver Indicator Light will come on solid green and the Collar Receiver will beep 1 - 2 times depending on what static stimulation range is chosen. The default is 2 (medium).

#### TO TURN THE COLLAR RECEIVER OFF

Press and release the On/Off Button. The Receiver Indicator Light comes on solid red and the Collar Receiver will beep for 2 seconds.

To extend the life between charging cycles, turn the Collar Receiver off when it is not in use.

*NOTE: Approximate battery life between charges is 50 to 70 hours, depending on frequency of use.*



## RECEIVER INDICATOR LIGHT

| OPERATIONAL MODE                                       | LIGHT COLOUR | BATTERY STATUS | LIGHT FUNCTION   | SPEAKER FUNCTION  | VIBRATION   |
|--|--------------|----------------|--|---|---|
| Unit is turned on via On/Off Button                    | Green        | Good           | Light is solid in colour during beep sequence                                | Beeps 1-2 times depending on static stimulation range setting (2 is the default). Please see page 12. | N/A   |
| Unit is turned on via On/Off Button                    | Red          | Low            | Light is solid in colour during beep sequence                                |   |   |
| Unit is turned off via On/Off Button                   | Red          | N/A            | Light is solid in colour during beep sequence                                | Beeps continuously for 2 seconds  | N/A   |
| Unit is on   | Green        | Good           | Light flashes every 2 seconds  | N/A   | N/A   |
| Unit is on   | Red          | Low            | Light flashes every 2 seconds  | N/A   | N/A   |
| Unit is delivering continuous static stimulation       | Red          | N/A            | Light is solid in colour for as long as button is pressed (up to 10 seconds) | N/A   | N/A   |
| Unit is delivering momentary (nick) static stimulation | Red          | N/A            | Light will quickly flash once no matter how long button is pressed           | N/A   | N/A   |
| Unit is delivering tone stimulation                    | Off          | N/A            | N/A  | Unit will beep for as long as button is pressed   | N/A   |
| Unit is delivering vibration stimulation               | Off          | N/A            | N/A  | N/A   | Unit will vibrate for as long as button is pressed (up to 10 seconds) |
| Unit is charging                                       | Green        | Low            | Light is solid in colour while charging                                      | N/A   | N/A   |
| Unit is fully charged (charger still connected)        | Green        | Good           | Light flashes once per second once the battery is completely charged         | N/A   | N/A   |

## RECHARGEABLE BATTERIES

### **WARNING**

- This device contains Lithium-Ion (Li-Ion) batteries; never incinerate, puncture, deform, short-circuit, or charge with an inappropriate charger. Fire, explosion, property damage, or bodily harm may occur if this warning is not followed.
  - Risk of explosion if battery is replaced by an incorrect type. Dispose of spent batteries according to the regulations in your area.
  - Batteries should never be removed from the battery compartment for charging.
  - Risk of explosion if batteries are charged in areas with high temperature (38° C / 100° F+).
- 
- The rechargeable Lithium Ion (Li-Ion) batteries are not memory sensitive, do not require depletion before charging, and cannot be over charged.
  - The batteries come partially charged from the factory, but will require a full charge before the first use.
  - **When storing the unit for long periods, remember to regularly give batteries a full charge. This should be done once every 3 to 4 months.**
  - You should expect hundreds of recharge cycles from your batteries. However, all rechargeable batteries lose capacity over time relative to the number of recharge cycles they experience. This is normal. If your operating time drops to half of the original life, contact the Customer Care Centre to purchase a new battery.
  - The batteries should last for a period of 3-5 years. When a battery needs replacement, you can order a new pack by calling our Customer Care Centre. For a listing of telephone numbers in your area, visit our website at [www.sportdog.com](http://www.sportdog.com). Please do not open the Collar Receiver or Remote Transmitter until you have received the replacement.

## STEP::03

### FIT THE COLLAR RECEIVER

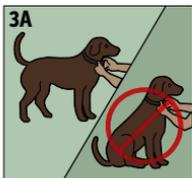
**IMPORTANT:** The proper fit and placement of the Collar Receiver is important for effective training. The Contact Points must have direct contact with your dog's skin.

#### CAUTION

Please see page 3 for Important Safety Information.

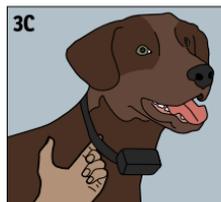
To ensure a proper fit, follow these steps:

1. With your dog standing (**3A**), center the Collar Receiver so the Contact Points are underneath your dog's neck, touching the skin (**3B**). If your dog has a long or thick coat, you have two options to ensure consistent contact: either trim the hair around the Contact Points or switch to the longer Contact Points included with your system.



#### CAUTION

- You may need to trim the hair in the area of the Contact Points. Never shave the dog's neck; this may lead to a rash or infection.
  - You should not make the collar any tighter than is required for good contact. A collar that is too tight will increase the risk of pressure necrosis in the contact area.
2. The Collar Receiver should fit snugly, yet loose enough to allow one finger to fit between the strap and your dog's neck (**3C**).
  3. Allow your dog to wear the collar for several minutes, and then recheck the fit. Check the fit again as your dog becomes more comfortable wearing the Collar Receiver.



## STEP::04

### FIND THE BEST INTENSITY LEVEL FOR YOUR DOG

The SportTrainer® 575 Remote Trainer has multiple intensity levels. This allows you to choose the static stimulation that is best for your dog.

*NOTE: Always start at the lowest level and work your way up.*

For training efficiency, it is important to find the right intensity level for your dog. This is called the "Recognition Level", and is the level at which your dog looks around in curiosity or flicks his ears.

#### TO FIND YOUR DOG'S RECOGNITION LEVEL

*NOTE: Every dog is different and you cannot predict where your dog's Recognition Level will be. Watch closely for any slight change in behaviour that demonstrates your dog is feeling the static stimulation.*

1. With the Collar Receiver turned on and properly fitted to your dog, use the Intensity Buttons (-/+ ) to set the display to Level 1. Press the Continuous Static Stimulation Button (Left Button) for 1 to 2 seconds.
2. If your dog shows no reaction to Level 1, go to Level 2 and repeat the process.
3. YOUR DOG SHOULD NOT VOCALISE OR PANIC WHEN RECEIVING STATIC STIMULATION. IF THIS HAPPENS, THE STATIC STIMULATION LEVEL IS TOO HIGH AND YOU NEED TO GO BACK TO THE PREVIOUS LEVEL AND REPEAT THE PROCESS.
4. Once you find your dog's Recognition Level, this is the level you should use when you begin a training exercise.
5. If you have progressed to Level 10 while searching for your dog's Recognition Level and your dog continues to show no response, check to see if the Collar Receiver is snug against your dog's neck. Then go back to Intensity Level 1 and repeat the process. If your dog still does not indicate he is feeling the static stimulation, you have three options: trim the hair beneath the Contact Points, switch to the longer Contact Points included in your system, or change the static stimulation range.

If after completing all of these steps your dog still does not indicate he is feeling the static stimulation, please contact the Customer Care Centre.

### CHANGE STATIC STIMULATION RANGES

The SportTrainer® 575 Collar Receiver has 2 static stimulation ranges (**low and medium**). There are 10 static stimulation levels within each range, with 1 being the lowest and 10 being the highest. The default range setting is 2 (medium).

To change the range of static stimulation, follow these steps:

1. Make sure the Collar Receiver is off.
2. Turn the unit on by pressing and releasing the On/Off Button.
3. Within 5 seconds of the indicator light turning off, press and hold the On/Off Button for 3 seconds.
4. The Collar Receiver will then beep once and the Indicator Light will flash orange. This indicates **Low** static stimulation range. If **Medium** is desired, continue to hold the On/Off Button until the number of beeps/orange flashes equals 2 as shown in the chart below.
5. Release the On/Off Button once the desired range is selected; the Collar Receiver will turn off.
6. Turn the unit back on. It will then beep according to the static stimulation range selected in Step 4.

|         | STATIC STIMULATION RANGE | DOG TEMPERAMENT |
|---------|--------------------------|-----------------|
| 1 beep  | Low                      | Mild            |
| 2 beeps | Medium                   | Moderate        |

## GENERAL TRAINING TIPS

### BEFORE TRAINING YOUR DOG WITH THIS PRODUCT

You will have the most success using this Remote Trainer if you always remember to teach a command before trying to reinforce the command with the Remote Trainer. Always keep the following training tips in mind:

- Eliminate one misbehaviour or teach one obedience command at a time. If you move too fast with the training, your dog may become confused.
- Be consistent. Give your dog a static, tone, or vibration stimulation with each misbehaviour.
- Do not over-stimulate your dog. Use as few stimulations as possible to train your dog.
- Restrict your dog from situations in which he has a history of misbehaving unless you can supervise him and use the Remote Trainer for applying static, tone, or vibration stimulation.
- If you notice one situation in which your dog misbehaves repeatedly, set up this situation as a training session. This will dramatically increase your chances of success.
- If your dog has a timid reaction to the static, tone, or vibration stimulation (especially the first couple of times), do not be alarmed. Redirect his attention to a simple and appropriate behaviour (i.e. a known command, such as "Sit").
- Never use the Remote Trainer to correct or eliminate any form of aggressive behaviour. If your dog exhibits such behaviour, contact a professional trainer. Aggression in dogs is the result of many factors. It may be a learned behaviour or it may be brought on as a result of fear. Another factor contributing to aggression in dogs is social dominance. Every dog is different.

Visit our website at [www.sportdog.com](http://www.sportdog.com) to find more detailed training tips and guides, or contact our Customer Care Centre for further assistance. For a listing of the phone numbers in your area, visit our website at [www.sportdog.com](http://www.sportdog.com).

At this point, your Remote Trainer is ready to use. The Remote Transmitter is factory set to Mode 1, but you may wish to change the mode to fit your situation. See **STEP::05** for an explanation of mode options.

## STEP::05

### PROGRAM THE REMOTE TRANSMITTER

The SportTrainer® 575 Remote Transmitter has two operational modes allowing you to select the best match for your type or style of training. *NOTE: The Remote Transmitter is factory set to Mode 1.*

#### TO CHANGE THE MODE:

1. Refer to the table below to review the available modes.
2. Using the Intensity Buttons (-/+), set the display to 1.
3. Turn the Remote Transmitter over and remove the belt clip (if attached). Using a pen or the tine of a buckle, depress and release the Mode Button.
4. Using the Intensity Buttons (-/+), set to Mode 1 or 2. After 5 seconds, your selected mode will flash to indicate that it has been set.



| Mode # | Left Button | Top Right Button | Bottom Right Button |
|--------|-------------|------------------|---------------------|
| 1      | Continuous* | Tone Only        | Vibration Only      |
| 2      | Momentary*  | Tone Only        | Vibration Only      |

\* Static stimulation level adjusted by Intensity Buttons (-/+).

**CONTINUOUS:** You control both when and how long static stimulation is delivered, up to a maximum of 10 seconds. After 10 seconds, the Remote Transmitter will “time out” and static stimulation cannot be delivered to your dog for 5 seconds. After the 5 second “time-out” period, static stimulation can be delivered again.

**MOMENTARY:** Static stimulation is delivered for 1/10 of a second, regardless of how long the button is pressed.

## STEP::06

### MATCH THE COLLAR RECEIVER AND REMOTE TRANSMITTER

The Remote Transmitter has been pre-configured to work with the Collar Receiver. However, if you need to match the Collar Receiver to work with a new Remote Transmitter, or to match a new Collar Receiver to work with your existing Remote Transmitter, follow these steps:

1. Turn the Collar Receiver off.
2. Press and hold the On/Off Button. The Receiver Indicator Light will come on and then turn off after 5 seconds. *NOTE: If the Receiver Indicator Light begins flashing, start over from Step 1.*
3. Release the On/Off Button.
4. Press and hold one of the Side Buttons on the Remote Transmitter until the Receiver Indicator Light flashes 5 times.
5. Once the Receiver Indicator Light has flashed 5 times, the Collar Receiver has been matched and will begin flashing as normal. If the Receiver Indicator Light does not flash, repeat this procedure.

## STEP::07

### ADD A COLLAR RECEIVER FOR MULTI-DOG OPERATION

SportDOG® Add-A-Dog® extra Collar Receiver(s) must be purchased to train additional dogs.

To add a Collar Receiver for multi-dog training, follow these steps:

1. Program the Remote Transmitter for multi-dog operation:
  - A. Using the Intensity Buttons (-/+), set the display to 2.
  - B. Turn the Remote Transmitter over and remove the belt clip (if attached). Using a pen or the tine of a buckle, depress and release the Mode Button.
  - C. Using the Dog Buttons (1/2), select Dog 2. After 5 seconds the icon will blink confirming selection.
2. Program the second Collar Receiver (**make sure Dog 2 is selected on the Remote Transmitter**):
  - A. Turn the Collar Receiver off.
  - B. Press and hold the On/Off Button. The Receiver Indicator Light will come on, then turn off after 4-5 seconds. If the On/Off Button is released too early, the Receiver Indicator Light will begin its normal flashing. If this occurs, start over from **A**.
  - C. After the Receiver Indicator Light has turned off, release the On/Off Button.
  - D. Press and hold the Left Side Button on the Remote Transmitter until the Receiver Indicator Light flashes 5 times. If the Receiver Indicator Light does not flash 5 times, start over from **A**.

## STEP::08

### CHANGE ID CODES

An ID Code is the signal identification between the Remote Transmitter and Collar Receiver. Each is programmed in 1 of 2,000 ID Codes from the factory. The SportTrainer<sup>®</sup> 575 has the flexibility to program two or more Remote Transmitters to the same ID Code, allowing them to both control one Collar Receiver. There are 64 programmable ID Codes available.

#### TO MANUALLY PROGRAM A REMOTE TRANSMITTER'S ID CODE

1. Using the Intensity Buttons (-/+), set the display to 3.
2. Turn the Remote Transmitter over and remove the belt clip (if attached). Using a pen or tine of a buckle, depress and release the Mode Button.
3. Select the new ID Code using the Intensity Buttons (-/+) to pick a number ID 1-64. After 3-5 seconds, your selected code will flash to indicate it has been set.

#### TO RETURN THE REMOTE TRANSMITTER TO FACTORY ID CODE

1. Using the Intensity Buttons (-/+), set the display to 3.
2. Turn the Remote Transmitter over and remove the belt clip (if attached). Using a pen or tine of a buckle, depress and release the Mode Button.
3. Use the Intensity Buttons (-/+) to select dashes "--". After 3-5 seconds, the display will flash to indicate the Remote Transmitter has been reset to the Factory ID.

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### ACCESSORIES

To purchase additional accessories for your SportDOG<sup>®</sup> SportTrainer<sup>®</sup> 575 Remote Trainer, contact the Customer Care Centre or visit the Shop section on [sportdog.com](http://sportdog.com) and search Parts & Accessories.

## FREQUENTLY ASKED QUESTIONS

|   |  |
|---|--|
| <b>Is the static stimulation safe for my dog?</b>   | While Continuous and/or Momentary static stimulation may be unpleasant, it is harmless to your dog. Electronic training devices require interaction and training from the owner to achieve desired results.  |
| <b>How old does a dog have to be before using the Remote Trainer?</b>   | Your dog should be able to learn basic obedience commands such as "Sit" or "Stay". The system should only be used with dogs over 6 months of age. The Collar Receiver may be too large for dogs under 3.6 kg. If your dog is injured or its mobility is otherwise impaired, contact your veterinarian or professional trainer before use.  |
| <b>Once my dog is trained and has been obeying my commands, will my dog have to continue to wear the Collar Receiver?</b> | Your dog may need to wear the Collar Receiver from time to time for reinforcement. Also, many hunters keep the Collar Receiver on their dogs while hunting for maximum control.  |
| <b>Is the Collar Receiver waterproof?</b>   | Yes. If the rechargeable battery pack ever needs to be replaced, make sure the o-ring and o-ring groove are free from dirt and debris.   |
| <b>Can my Collar Receiver be used around salt water?</b>  | Yes. However, if the Collar Receiver is used in or around salt water, it should be rinsed with fresh water following each use.   |
| <b>Can I use the Remote Trainer with more than one dog?</b>   | Yes. The SportTrainer® 575 Remote Trainer is expandable to a maximum of 2 dogs. SportDOG® Add-A-Dog® Collar Receivers must be purchased. Please refer to the back cover for a list of compatible Collar Receivers.   |
| <b>Can I use the Remote Trainer on aggressive dogs?</b>   | We do not recommend any of our products to be used on aggressive dogs. We recommend you contact your local veterinarian or professional trainer to determine if your dog might be aggressive.  |
| <b>Will I get exactly 500 m of range with the Remote Trainer?</b>   | The range you get with your Remote Trainer will vary according to terrain, weather, and vegetation as well as transmission from other radio devices. To get the maximum amount of range, please refer to <b>"HOW THE SYSTEM WORKS"</b> section of this guide.  |
| <b>How long can I continuously deliver stimulation to my dog?</b>   | The maximum amount of time you can press the Continuous Static Stimulation Button and deliver static stimulation to your dog is 10 seconds. The maximum amount of time you can press the vibration button and deliver vibration stimulation is 10 seconds. After 10 seconds, the Remote Transmitter will "time-out" for 5 seconds and the button must be released and pressed again. Tone stimulation will be delivered as long as a Tone button is pressed. |
| <b>What do I do if my dog's neck becomes red and irritated?</b>   | This condition is due to the Contact Points irritating the skin. Discontinue use of the Collar Receiver for a few days. If the condition persists beyond 48 hours, see your veterinarian. Once the skin returns to normal, resume use and monitor the skin condition closely.  |
| <b>Can I attach a leash/lead to the Collar Receiver?</b>  | DO NOT attach a leash/lead to the Collar Receiver. You may put a separate non-metallic collar on your dog's neck and attach a leash/lead. Be sure the extra collar does not interfere with the Contact Points.   |
| <b>Can I program my SportTrainer® 575 Remote Trainer to work with my other SportDOG® Brand systems?</b>                   | Yes. However, it is not backwards compatible with older SportDOG® Brand systems because it operates at a different frequency.  |
| <b>My Remote Transmitter is sending a signal to more than one Collar Receiver unintentionally, what should I do?</b>      | In the rare event this occurs, you can change your Remote Transmitter's ID Code, see the <b>"CHANGE ID CODES"</b> section.   |

## TROUBLESHOOTING

The answers to these questions should help you solve any problem you have with this system. If more assistance is needed, please contact the Customer Care Centre or visit our website at [www.sportdog.com](http://www.sportdog.com).

|   |   |
|---|---|
| <b>My dog is not responding when I press a button.</b>                  | <ul style="list-style-type: none"><li>• Check to see if the Collar Receiver has been turned on and the Indicator Light is flashing.</li><li>• If your range has reduced from the first time you used it, please check to see if the battery is low in either the Remote Transmitter or Collar Receiver.</li><li>• Many factors can impact the range you have with the Remote Trainer. For a list of these factors, please refer to "<a href="#">HOW THE SYSTEM WORKS</a>".</li><li>• You can verify the Collar Receiver is delivering static stimulation to your dog by placing the Test Light Tool, enclosed in your kit, on the Collar Receiver. Please refer to the "<a href="#">TEST LIGHT TOOL INSTRUCTIONS</a>" section for details.</li><li>• Increase the Intensity. Refer to "<a href="#">FIND THE BEST INTENSITY LEVEL FOR YOUR DOG</a>" for more information.</li><li>• Increase the Static Stimulation Range. Refer to "<a href="#">CHANGE STATIC STIMULATION RANGES</a>" for more information.</li><li>• Make sure the Collar Receiver's Contact Points are placed snugly against your dog's skin. Refer to "<a href="#">FIT THE COLLAR RECEIVER</a>" for more information.</li><li>• You may need to switch to the longer Contact Points included with your system or trim the hair beneath the Contact Points.</li><li>• If you notice your operating time is significantly reduced from the original time, your Collar Receiver battery needs to be replaced. Contact the Customer Care Centre to purchase a new one.</li></ul> |
| <b>The Collar Receiver will not turn on.</b>                            | <ul style="list-style-type: none"><li>• Make sure the Collar Receiver has been charged. The Collar Receiver will charge in 2 hours.</li></ul>   |
| <b>The Collar Receiver is not responding to the Remote Transmitter.</b> | <ul style="list-style-type: none"><li>• Make sure the Remote Transmitter has been charged. The Remote Transmitter will charge in 2 hours.</li><li>• Verify the Collar Receiver has been turned on and the Indicator Light is flashing. Refer to "<a href="#">TO TURN THE COLLAR RECEIVER ON</a>".</li><li>• Refer to "<a href="#">MATCH THE COLLAR RECEIVER AND REMOTE TRANSMITTER</a>".</li></ul>  |

## TEST LIGHT TOOL INSTRUCTIONS

1. Turn the Collar Receiver on.
2. Hold the Test Light Tool contacts to the Contact Points.
3. Press a Static Stimulation Button on the Remote Transmitter.
4. The Test Light will flash.  
*NOTE: At higher Static Stimulation Levels, the Test Light will flash brighter.*
5. Turn the Collar Receiver off.

Save the Test Light Tool for future testing.

*NOTE: If the Test Light does not flash, recharge the battery and re-test. If the Test Light still does not flash, contact the Customer Care Centre.*



# TERMS OF USE AND LIMITATION OF LIABILITY

## 1. TERMS OF USE

The use of this product is subject to your acceptance without modification of the terms, conditions, and notices contained with this product. Use of this product implies acceptance of all such terms, conditions, and notices. If you do not wish to accept these terms, conditions, and notices, please return the Product, unused, in its original packaging and at your own cost and risk to the relevant Customer Care location together with proof of purchase for a full refund.

## 2. PROPER USE

Proper Use includes, without limitation, reviewing the entire Operating Guide and any specific safety information statements. The specific temperament or size/weight of your dog may not be suitable for this product. If you are unsure whether this Product is appropriate for your dog, please consult your veterinarian or certified trainer prior to use. For products used with dogs where training is desired, Radio Systems Corporation recommends that these training products are not used if your dog is aggressive and accepts no liability for determining suitability in individual cases.

## 3. NO UNLAWFUL OR PROHIBITED USE

This product is designed for use with dogs only. This product is not intended to harm, injure, or provoke. Using this product in a way that is not intended could result in violation of Federal, State, or local laws.

## 4. LIMITATION OF LIABILITY

In no event shall Radio Systems Corporation or any of its associated companies be liable for (i) any direct, indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the use or misuse of this product. The Purchaser assumes all risks and liability from the use of this product to the fullest extent permissible by law.

## 5. MODIFICATION OF TERMS AND CONDITIONS

Radio Systems Corporation reserves the right to change the terms, conditions, and notices governing this product from time to time. If such changes have been notified to you prior to your use of this product, they shall be binding on you as if incorporated herein.

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## COMPLIANCE



Radio Systems Corporation declares under its own responsibility, that the following product(s) is (are) in compliance with the essential requirements under article 3 of the RED (2014/53/EU) and the RoHS Directive (2011/65/EU). Unauthorised changes or modifications to the equipment that are not approved by Radio Systems Corporation may violate EU RED regulations, could void the user's authority to operate the equipment, and will void the warranty.

Hereby, Radio Systems Corporation, declares that SD-575E is in compliance with the essential requirements and other relevant provisions. The Declaration of Conformity can be found at: [www.sportdog.com/eu\\_docs.php](http://www.sportdog.com/eu_docs.php).

### IC - SD-575E/SDT54-16516

This device complies with Industry Canada licence-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This radio transmitter, model number SDT54-16516, has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device. Monopole antenna, part number 610-1961-1 or equivalent, with -2.5 dbi gain.

### ACMA

This device complies with the applicable EMC requirements specified by the ACMA (Australian Communications and Media Authority).



## BATTERY DISPOSAL

### **⚠ WARNING**

See Important Safety Information on page 3 related to the battery.

This system operates on two Li-Ion battery packs (160mAh capacity for the Collar Receiver, 500mAh capacity for the Remote Transmitter). Only replace with battery received from calling the Customer Care Centre. For a listing of the telephone numbers in your area, visit our website at [www.sportdog.com](http://www.sportdog.com).

Separate collection of spent batteries is required in many regions; check the regulations in your area before discarding spent batteries. Please see below for instructions on how to remove the battery from the product for separate disposal.

**AT END OF PRODUCT LIFE, USE THESE BATTERY REMOVAL INSTRUCTIONS FOR FINAL DISPOSAL (DO NOT OPEN THE COLLAR RECEIVER OR REMOTE TRANSMITTER UNTIL YOU HAVE RECEIVED THE REPLACEMENT).**

- Using a T8 Torx screwdriver, remove the case screws from your Remote Transmitter.
- Using a 3/32 Hex Key, remove the case screws from your Collar Receiver.
- Remove the case back or cover.
- Remove the old battery pack.

### **⚠ WARNING**

- When removing the old battery pack, care must be taken when gripping the connector firmly to avoid damaging the wires. Shorting the battery wires may cause fire or explosion.
- These instructions are not valid for repair or battery replacement. Replacing the battery with a battery not specifically approved by Radio Systems Corporation may cause fire or explosion. Please call the Customer Care Centre to avoid invalidating your warranty.



## IMPORTANT RECYCLING ADVICE

Please respect the Waste Electrical and Electronic Equipment regulations in your country. This equipment must be recycled. If you no longer require this equipment, do not place it in the normal municipal waste system. Please return it to where it was purchased in order that it can be placed in our recycling system. If this is not possible, please contact the Customer Care Centre for further information. For a listing of Customer Care Centre telephone numbers, visit our website at [www.sportdog.com](http://www.sportdog.com).

# WARRANTY

## TWO YEAR NON-TRANSFERABLE LIMITED WARRANTY

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.sportdog.com](http://www.sportdog.com) and/or are available by contacting your local Customer Care Centre.

**Europe** - Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square  
Dundalk, Co. Louth, A91 YR9X Ireland

**Canada** - Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

**Australia/New Zealand** – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows: Radio Systems Australia Pty Ltd. (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of two (2) years from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labour and parts for the first two years of ownership; after the first two years, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorised dealer will need to return the Product to the original place of purchase for any warranty issues.

Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or for any other reason outside of these Warranty terms.

**Claims Procedure:** Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd. Customer Care Centre at:

Radio Systems Australia Pty Ltd.  
PO Box 3442, Australia Fair QLD 4215, Australia  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [aus-info@petsafe.net](mailto:aus-info@petsafe.net)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organise for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).



SPORTDOG® ADD-A-DOG®

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## SPORTTRAINER®

COMPATIBLE WITH SD::575E



SDR::AE



SDR::AFE