

Model: TC-028 | Color: Black-TC-028

Overview

The HEAPETS Dog Training Collar is an electronic training collar designed for dogs weighing 8 to 120 lbs. It uses a remote control with a range of up to 1600 feet (approx. 488 m) to deliver one of four training modes: Beep, Vibration, Safe Static, or Static Boost. The collar receiver is IP67 dustproof and waterproof, allowing use in wet conditions. The remote features a large digital screen and a lock function to prevent accidental activation.



Package includes: E-Collar receiver, Remote Control, USB Charging Cable, two pairs of static probes (long and short), and a nylon collar strap.

Features

1. Training Modes

- **Beep:** Audible tone only, no stimulation.
- **Vibration:** Three intensity levels (Low, Medium, High).
- **Safe Static:** Adjustable from level 1 to 99.
- **Static Boost:** Delivers approximately 20% higher static stimulation than the maximum Safe Static level.



2. Remote Control

- Large digital screen displays current mode, stimulation level, and battery status.
- Lock setting: press and hold the lock button to disable all buttons, preventing accidental commands when stored in a pocket or on a lanyard.
- Lightweight and portable.

4 EFFECTIVE TRAINING MODES



3. Collar Receiver

- IP67 dustproof and waterproof (the collar receiver can be submerged; the remote is NOT waterproof).
- Built-in LED light for visibility in low-light conditions.
- Interchangeable static probes: use short probes for short-haired dogs, long probes for thick or long-haired dogs.

IP67 DUSTPROOF & WATERPROOF COLLAR



4. Battery & Charging

- USB charging (cable included). Full charge in approximately 1.5 hours.
- Working time: up to 15 days for the collar receiver, up to 60 days for the remote (based on typical use).
- The product contains batteries; avoid drops and keep away from heat sources.

5. Fit & Adjustability

- Nylon collar strap adjusts from 8 to 24.4 inches neck circumference.
- Suitable for dogs 8–120 lbs.
- Buckle closure.



6. Range

Up to 1600 feet (approx. 488 m) in open, unobstructed areas.

7. Safety & Certifications

The collar has passed CA65, FCC, UL, RoHS, and CE certifications. The manufacturer works with dog trainers to review product design.

Use Guide

Step 1: Charge the Devices

1. Connect the USB charging cable to the collar receiver and to a USB power source (e.g., computer, wall adapter).
2. Connect the second USB cable to the remote control.
3. Charge both devices for approximately 1.5 hours until the indicator shows full charge.

REMOVABLE METAL PRONGS

The metal prongs can be removed when you don't want to use the Static Function. Beep and Vibration will still work normally.

Long prongs for dogs with long or thick hair



Short prongs for dogs with short or thin hair



Use the Test Tool to remove the prongs



Come with Silicone Protective Cover. It can protect your dog's skin and at the same time it can weaken the static of the same level.

Step 2: Fit the Collar

1. Choose the appropriate static probes: short for short-haired dogs, long for thick/long-haired dogs. Screw them into the receiver.
2. Thread the nylon strap through the receiver loops.
3. Place the collar around the dog's neck. The probes should contact the skin firmly but not cause discomfort. You should be able to fit two fingers between the strap and the dog's neck.
4. Secure the buckle. Trim any excess strap length if necessary.

HEADPETS

Our electronic training collars are certified in several ways.



Dogs are not only pets, they are members of our family and bring us companionship and happy. As dog lovers, we want to help correct bad behaviors in a safe and professional manner so that they can learn more orderly behavioral norms and social skills.



Step 3: Pair the Remote and Collar

The remote and collar are pre-paired at the factory. If you need to re-pair, follow these steps:

1. Turn on the collar receiver (press and hold the power button until the LED flashes).
2. Turn on the remote.
3. Press and hold the “Pair” button on the remote for 3 seconds. The collar LED will stop flashing and remain solid, indicating successful pairing.

Step 4: Select a Training Mode

1. Press the Mode button on the remote to cycle through: Beep → Vibration → Safe Static → Static Boost.
2. Use the “+” and “-” buttons to adjust the intensity level (Vibration: L/M/H; Static: 1–99).
3. Press the “Send” button to deliver the stimulation. Release immediately.



Why doesn't the shock function respond to your dogs?



Possible causes: 1. **May be the electronic collar the dog wearing is loose (Please check the tightness of your dog's collar regularly to ensure that the metal prongs can reach your dog's skin.);** 2. The second possibility is that you mistakenly switch to an unpaired channel; 3. A third possibility is that a lack of electricity; 4. It could be that the remote is out of 1600 FT from the dog's collar.



Can my dog wear the collar all day?



It's recommended not to have your dog wear the collar for more than 8 hours a day, and to reposition the collar every 2 hours to avoid skin irritation.



Can I attach a leash on the collar receiver?



No. This can cause the contact point to be pulled too tightly against the dog's neck. Please attach a leash to a separate, nonmetallic collar or harness. Please make sure that the extra collar does not put pressure on the contact points.



Why is the receiver (collar) not responding to the remote control?



Please make sure the remote is on the correct channel. If you pair channel 1 and then switch to channel 2, the receiver will not respond to the remote.

Step 5: Use the Lock Feature

To prevent accidental button presses, press and hold the Lock button for 2 seconds. The screen will show a lock icon. Repeat to unlock.

Step 6: After Training

- Turn off the collar receiver and remote to save battery.
- Remove the collar from the dog.
- Clean the probes and strap with a damp cloth. Do not immerse the remote in water.

Important Safety Notes

- Do not leave the collar on the dog for more than 12 hours per day.
- Do not use the collar on dogs with health issues (e.g., heart conditions, epilepsy) without consulting a veterinarian.
- Always start with the lowest stimulation level and increase gradually.
- The remote is NOT waterproof. Keep it dry.

Specifications

| | |
|------------------------------|---|
| Brand | HEAPETS |
| Model Number | TC-028 |
| Color | Black-TC-028 |
| Material | Nylon (collar strap) |
| Closure Type | Buckle |
| Pattern | Solid |
| Dog Weight Range | 8 – 120 lbs |
| Neck Size Range | 8 – 24.4 inches |
| Remote Range | Up to 1600 ft (open area) |
| Waterproof Rating | IP67 (collar receiver only; remote is not waterproof) |
| Battery Type | Rechargeable (CR5 batteries included) |
| Charging Time | Approx. 1.5 hours |
| Working Time (Collar) | Up to 15 days |
| Working Time (Remote) | Up to 60 days |
| Included Components | E-Collar receiver, Remote Control, USB Charging Cable, long and short static probes, nylon collar strap |
| Certifications | CA65, FCC, UL, RoHS, CE |
| Warranty | 2 Year (see manufacturer for details) |

Troubleshooting

| Issue | Possible Cause | Solution |
|------------------------------------|--|--|
| Collar not responding to remote | Devices not paired; battery low | Re-pair the remote and collar (see Step 3). Charge both devices. |
| Remote screen is blank | Remote battery depleted | Charge the remote for 1.5 hours. |
| Dog does not react to stimulation | Probes not making contact; level too low | Ensure probes touch the skin. Increase stimulation level gradually. Use longer probes for thick coats. |
| Collar receiver LED not turning on | Battery dead; water damage | Charge the collar. If still not working, contact support. |
| Accidental stimulation | Remote buttons pressed in pocket | Use the Lock feature (press and hold Lock button for 2 seconds). |

Warranty and Support

This product comes with a **2-year warranty** from HEAPETS. For warranty claims, technical support, or any other inquiries, please contact HEAPETS directly through your point of purchase or via the contact information provided in the product packaging.

Manufacturer: HEAPETS

Model: TC-028

ASIN: B0DMVHCPXS

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.