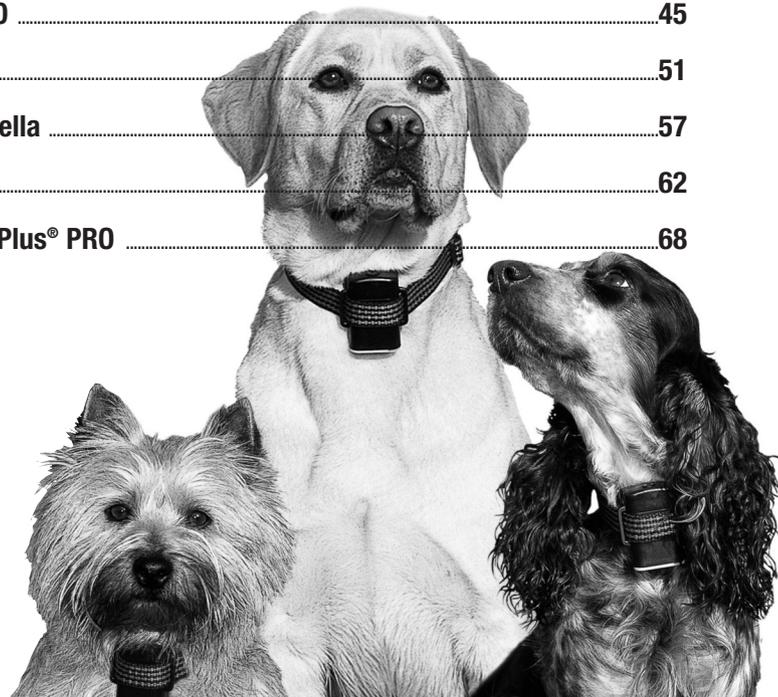


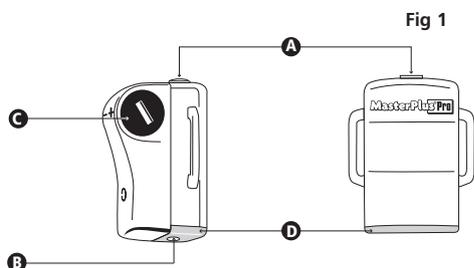
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**DYNAVET®** by



# MasterPlus<sup>®</sup> Pro



## GB Description of the unit

- A- Spray nozzle
- B- Filling valve
- C- Battery cover
- D- White background to help check the fill level

## FR Descriptif du boîtier

- A - Buse d'émission (à placer vers le haut)
- B - Valve de remplissage
- C - Porte de pile
- D - Fond blanc pour vérification du niveau de remplissage

## Beschrijving van de band

- A - Spray opening (moet naar boven gericht zijn)
- B - Vul opening/klepje
- C - Batterij deksel
- D - Witte achtergrond als hulp voor controle vloeistofniveau

## Am Gehäuse finden Sie

- A - Eine Spraydüse (nach oben zu richten)
- B - Ein Füllventil
- C - Einen Batterieverschluss
- D - Einen weissen Boden zur Nachfüllkontrolle

## Descrittivo del dispositivo

- A - Condotta d'emissione (da disporre verso l'alto)
- B - Valvola di ricarica
- C - Porta pila
- D - Fondo più chiaro per verificare il livello di riempimento raggiunto

## Descripción del aparato

- A - Boquilla de emisión (colocar en posición hacia arriba)
- B - Válvula de llenado
- C - Tapa de la pila
- D - Fondo blanco para verificación del nivel de llenado

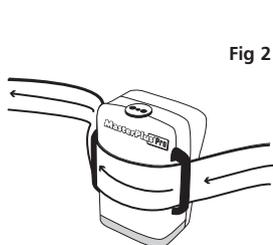


Fig 2

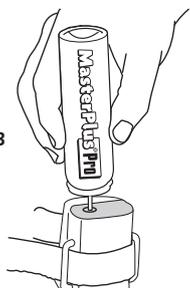


Fig 3

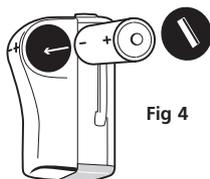


Fig 4

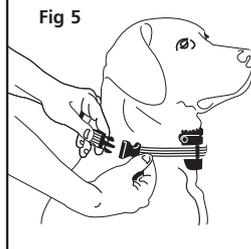


Fig 5

**P** **Descritivo do conteúdo da caixa**

- A - Bico de emissão
- B - Válvula de enchimento
- C - Tapa do compartimento da pilha
- D - Fundo translúcido para permitir verificar o nível de enchimento

**DK** **Beskrivelse af boksen**

- A - Forstøver (vendes opad)
- B - Påfyldningsventil
- C - Batterilåg
- D - Hvid baggrund til kontrol af væskeneiveau

**N** **Beskrivelse av mottakerboksen**

- A - En dyse (hvor væsken kommer ut)
- B - En ventil (hvor væsken fylles på)
- C - Et batterideksel (som skjuler batteriet)
- D - Et hvitt felt (som viser væskeneivået)

**FIN** **Kuvaus laitteesta**

- A - Suihke venttiili
- B - Täyttöaukko
- C - Paristo aukko
- D - Valkoinen osa josta voidaan tarkistaa nestemäärä

**S** **Beskrivning av behållaren**

- A - Spray ventil (placeras uppåt)
- B - Påfyllningsnippel
- C - Batterilucka
- D - Vit vägg så att vätskenivån syns

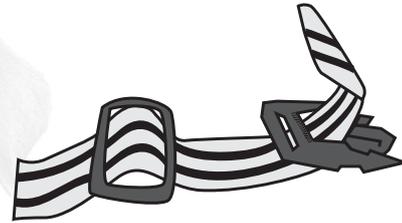
**GR** **Περιγραφή της μονάδας**

- A - Α. Στόμιο του σπρέϊ
- B - Βαλβίδα γεμίσματος
- Γ - Κάλυμμα μπαταρίας
- Δ - Άσπρο φόντο για να σας βοηθάει να ελέγχετε την στάθμη

1



2



3



4



5



**IMPORTANT:** if you want to get the best possible results from MasterPlus® PRO, it is essential that you understand the technical issues that are explained in this brochure.

So, before beginning any training of your pet, it is essential you read the following instructions.

The MasterPlus® PRO Dog Training kit includes:

- 1- Spray collar
- 2- Collar strap
- 3- Remote control (batteries included)
- 4- Battery for the collar
- 5- Refill canister
- 6- Training guide and user instructions
- 7- Case for transport
- 8- Token to help open the battery cover
- 9 - Strap for the remote control
- 10- Guarantee.**

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## I - Training your dog with MasterPlus® PRO

### 1 - What are the advantages of training with MasterPlus® PRO?

Dogs are often better behaved when their owners are close at hand because then they are under "direct" control. If they behave badly, punishment is immediate and inevitable.

When you are far away from a dog, he is in a stronger position because you have no way of controlling him. A remote controlled device solves many of these distance-related problems. As it can be triggered without the owner seeming to be involved or angry, such a device can be used to interrupt bad behaviours by distracting the dog and capturing his attention. It allows you to play a positive, "fun" role (calling him to play a game, running away

from him, etc.) rather than a negative one.

*In brief: A remote controlled device allows you to act upon your dog's behaviour, however far away he is (within its range limit).*

### Before MasterPlus® PRO: training with punishment

In the world of dog training, the word "punishment" has a very precise meaning and, in order to be effective, a punitive stimulus must be:

- Unpleasant for the animal (i.e. induce pain or fear)
- Consistently applied every time and as soon as the animal performs the behaviour to be discouraged, or straight after

These rules are difficult to obey, but if they are not applied fully, the training programme will be fundamentally flawed. Serious distress and associated behavioural problems will occur if the dog is punished in the wrong context or with poor timing.

### With MasterPlus® PRO: Training without punishment

The MasterPlus® PRO does not deliver a punishing stimulus; rather it is a disruptive stimulus. Disruptive stimuli do not give rise to the same emotional and practical problems as punitive stimuli.

## 2 - What is a disruptive stimulus?

Dogs perform complex behaviours like hunting in a sequence or chain of events. The whole sequence can be stopped if a disruptive stimulus, like the gas release of MasterPlus® PRO surprises the dog. It will make him pause and concentrate, giving you the chance to redirect him towards a more desirable activity.

The surprise effect produced by the cold spray of the MasterPlus® PRO collar stimulates all of the senses of touch, sight and hearing. Repeated sessions give rapid results.

## 3 - Tips to help you use MasterPlus® PRO

The MasterPlus® PRO is intended to complement or enhance your role as pack leader, but it cannot be a substitute for your authority. Rather, it is a complementary tool to a range of intelligent, reward-centred training techniques. For instance, as soon as the behaviour to be discouraged occurs, you should give a verbal command (e.g. "Stop", "Quiet", "No", "Heel", etc.). This command should be given clearly in a firm tone, without signs of anger.

- If the command is not obeyed, trigger the collar immediately so that the dog comes to associate your command with the interruption that follows.
- If the behaviour to be discouraged is one that only occurs when your dog believes you are absent (e.g. stealing, eating things, digging holes or running away), find a hiding place and trigger the collar without verbal warning or command as soon as the misbehaviour begins. The dog will then learn that there are things that are forbidden, even when you are not present.

MasterPlus® PRO does not work by magic! It distracts the animal but the actual training is up to you.

#### 4. How to use MasterPlus® PRO?

For the best results, follow these guidelines:

- 1- Let the dog get used to wearing the collar without the battery for a few days (a week), so that it becomes a part of his usual environment.
- 2- During training, make sure the collar is ready to work at all times.
- 3- If the dog is not already wearing the MasterPlus® PRO collar, put it on at least 20 minutes before the exercise session, so that he does not associate the collar with the walk or the exercise.
- 4- Whilst training your dog, have one or two daily sessions of no longer than 30 minutes each, so that neither you nor the dog becomes stale. For retraining, you can either organise sessions during which the behaviour to be discouraged is specifically "provoked", or you can wait for the misbehaviour to occur spontaneously. In either case, the collar must be ready for use at all times.

#### Surprise and reward

- 5- The collar has different settings of spray. Use these variations to surprise your dog, so he does not get used to them. However, if the dog is difficult to distract, use a stronger or longer stimulus.
- 6- Using the "tone" button
  - The tone can be used as a pre-signal: when your dog is about to commit a discouraged behaviour, press the tone button immediately followed by one of the two spray buttons, this way the dog

will quickly associate the sound with the spray. After a few sessions, he will react to the TONE button without your having to use the spray as well. Indeed, the dog will understand that if he doesn't change his bad behaviour as a result of the tone, he will be sprayed.

- Just as the tone can be used as a signal for impending punishment, so can it also become a rewarding signal. Of course you need to decide in advance which role you want to assign to the signal: as a warning that the animal is about to be punished by a spray, alternatively as a signal that the dog has performed the correct behaviour.

To train the reward association, follow the same principles that are now well-established in the world of clicker training. This is to offer a treat, and at the moment he takes it, activate the signal on button number 1. Repeat five or more times, offering food from your hand. Now move back and toss the treat towards your dog, each time pressing the signal button as he picks up the treat. After 20-50 such pairings of the signal with the treat, your dog will reliably associate the signal with reward. You can now apply this learned association by linking your dog's obedience to easy commands such as to "sit" or "down" by sounding the tone, and again offering a titbit. Later you can use more difficult or problematic obedience commands such as "come" (which from time to time dogs ignore). When you have gained your dog's attention and he is running towards you, sound the signal as he is moving closer towards you. Repeat two or three times as he makes the journey in your direction. You now have a device that can provide pleasure to match the punishment of the gas.

7- When you trigger the spray, try to ensure that the dog does not see you holding the remote control. It is better he forms the impression that the burst of spray comes "out of the blue". Otherwise, he could think that he has to behave only when you are there. You can achieve this by keeping the remote control in a jacket pocket, looking away from the dog and ignoring him when you trigger it. Do not always adopt the same pose, because dogs are very sensitive to body language and will soon be able to predict when you are about to press the button! The dog should not know that you are activating the collar.

- 8- Activate the spray as soon as you see the dog beginning the chain or sequence of misbehaviour. The earlier you act, the easier it will be to distract the dog and interrupt the chain. It is difficult to stop a train running at full speed! When your dog pauses, get his attention straight away by calling and enthusiastically encouraging him to play with you. Your demeanour should suggest fun, so produce special toys that you have brought along as a play-reward. Play with him for a few minutes and then go back to the area where he is prone to misbehave.
- 9- If the stimulus was not strong enough to completely distract your dog, increase it to the maximum setting, and distract him with another game.

#### Improve your dog's behaviour:

- 10- As your dog's behaviour improves, you should take him to places where he is more and more prone to misbehave. This way, you will be able to control him in the worst situations, and to go anywhere with him.

#### 5 - Why should you want to change your dog's behaviour ?

Rather than punishing your dog, a disruptive stimulus distracts him for the moment and makes him receptive to a new, alternative activity. However, unless you take full advantage of this brief moment to put him back on the right path, he may go back to his previous misbehaviour. In other words, dogs learn not to misbehave if there is a desirable alternative available. This alternative is generally a behaviour desired by the master. To encourage him, you will have to reward this good behaviour frequently. There are several ways of rewarding a dog. Enthusiastic congratulations or games are the best, but it may be necessary, especially with a young puppy, to combine them with treats and physical attention. If the choice of food rewards has been made, it is advised to give them out after the rewarded action progressively so that your "authority" does not become totally dependent on them. In any case, do not forget: if the reward is given immediately after the action, your dog will establish the relation between his behaviour and your encouraging. If it is given out much later, he could be led to believe that you are rewarding him for the next thing he does.

#### 6 - Canine training guide

##### 1- Basic training

The reinforcement of basic commands ("Heel", "Sit", "Down", etc.) can be undertaken using MasterPlus® PRO from the age of 4 months. If your puppy is the right size, he can become accustomed to wearing the MasterPlus® PRO collar in a short space of time. This will allow you to interrupt him whenever he is in the

process of making a mistake and point him in the right direction, rather than your having to keep punishing him. In this way, your companion will learn to obey you in a co-operative spirit rather than as a result of fear.

### **Cleanliness**

A normal puppy learns the basics of cleanliness very quickly if he is trained properly.

Keep an eye on your puppy after meals and waking up when he will be on the lookout for somewhere to answer the call of nature.

When he starts to look around and sniff at the ground or even squat down inside the house, immediately trigger the collar. Take him straight out and put him wherever you want him to defecate and urinate. Give him time to reconcentrate and then enthusiastically congratulate him once he has finished in the right spot. The first few times, you can give him a treat while congratulating him. This strategy should avoid any problems but, if they persist, consult your veterinarian.

### **Heel**

Your puppy is discovering the world around him. Any moving object or new smell attracts his attention and sometimes when you call him he ignores you because he finds what he is doing more interesting; perhaps he is so absorbed that he does not even hear you. MasterPlus® PRO can be used to distract him so that he pays attention to you. Immediately after pressing the button, provide something that will attract him; crouch down, call him cheerfully, open your arms and, most importantly, give him an enthusiastic cuddle to reward him for coming back because, otherwise, he might think that you tricked him. Always remember to let him

go quickly so that coming back to heel is a pleasure rather than a trap.

### **Walking to heel**

Training a dog to walk at heel works in the same way as that for coming to heel but requires more concentration on the part of the dog and it is therefore recommended not to undertake it within the first few months.

During the training, MasterPlus® PRO can be used to reattract the attention of the dog whenever he is distracted by anything e.g. every time he sees a bird. The safest strategy is to start the training with a leather or synthetic leash of about 1 metre in length or an adjustable leash locked in position. Thus your dog will learn that it is easier for him to walk along close to your leg than to go wandering off. Congratulate him verbally or by petting when he walks by your side as he is supposed to. Whenever he goes beyond your knee, give him a firm verbal "No" and, at the same time, give the leash a brief twitch. The leash should be slack when the dog is behaving well and should be allowed to slacken immediately following the twitch. Once the dog has begun to walk at heel, his education can be reinforced with MasterPlus® PRO. The spray should be set off if the command "No" is not obeyed i.e. if the dog pretends not to have heard it. This affords more flexibility than does using a leash and as soon as you are away from traffic you can let him run around with other dogs.

### **Do not jump**

What is more irritating than a dog who jumps all over people to greet them? If this is to be avoided, prevention is easier than cure and puppies have to be taught when very young that there are other ways of welcoming humans.

Ask friends to come in and as soon as the puppy takes to his rear paws, trigger the collar and tell him to sit. When he is obedient, ask your friends to congratulate the dog.

If you need to retrain your dog i.e. get rid of an already established bad habit, proceed in the same way but training may take longer.

### **2 - Particular problems: retraining adult dogs**

#### **Not to stray off property or into traffic**

MasterPlus® PRO provides the ideal stimulus to stop him.

Using MasterPlus® PRO you can even create boundaries for your dog such as not to leave the kerb or stray onto the vegetable garden.

#### **Do not chase**

Chasing vehicles, joggers, cats or wildlife is dangerous and should be interrupted the moment a dog begins to run. This type of training requires good instincts and reflexes in you the owner and, if possible, the collaboration of friends driving cars, bikes or jogging. If the bad behaviour can be provoked by stooges, the training will be achieved more quickly.

#### **Preventing aggressive behaviour**

Dogs act aggressively to defend their territory, status, food or their favourite companion. In such cases, MasterPlus® PRO can be an essential re-educative tool, but cannot be relied upon to stop a dog known to be dangerously aggressive. It is essential that advice be sought from your veterinarian or from a suitably qualified training professional before a treatment strategy with the MasterPlus® PRO begins. Under veterinary supervision, MasterPlus® PRO has been tested in the treatment of

dogs that have attacked other dogs in public places. In combination with a course of drugs, it worked well in 90% of cases within 5 weeks whereas traditional behavioural therapy with the same drugs was only effective in 20% of cases.

#### **Do not pick things up, do not steal**

Some dogs want to pick up and trophy objects and edibles. This can be discouraged by setting off the collar at the moment he starts to sniff the object, even before he picks it up.

A study was recently carried out to measure the efficacy of MasterPlus® PRO in training dogs to ignore pieces of potentially dangerous bait. After 5 weeks with two training sessions per week, 90% of the dogs ate less than 15% of the bait and 80% ate none. The traditional method consists of throwing a metal chain down close to the dog in order to interrupt him but this method was only effective in 20% of cases with respect to eating less than 15% of the bait and in 0% of cases if the criterion was complete inhibition.

#### **Do not dig, Do not chew**

MasterPlus® PRO can also be used to interrupt a dog that is chewing furniture or digging up the garden. However, always offer him an alternative like a bone to gnaw on or an indestructible toy to chew.

### **3 - What are the limitations of the device?**

No dog training method or product can be a 100% effective cure-all. Those which claim to be should be regarded with scepticism rather than enthusiasm. MasterPlus® PRO has been scientifically validated by experts in animal behaviour. They have shown that most failures in

training of dogs with MasterPlus® PRO occur for two reasons:

### 1. Poor timing:

particularly the collar being set off too late e.g. when the dog has already made contact with the cyclist he is chasing. Fortunately, disruptive stimuli like the MasterPlus® PRO spray do not harm the dog, even when they are used inappropriately.

### 2. Habituation:

e.g. when the MasterPlus® PRO is set off repeatedly, in the wrong context. This diminishes the surprise effect of the gas release.

It is best to be able to know your dog's signals, so that you can interrupt bad behaviour at the moment it occurs.

It is also advisable not to tackle all your dog's misbehaviours at the same time. Rather, concentrate on one at a time, the worst first.

## II - User instructions

### 1- Getting started with the spray collar

*Before using MasterPlus® PRO Your dog should not see you preparing the MasterPlus® PRO for action, otherwise he will become collar-cued. Exclude your dog when practising with the collar and remote control, when filling the spray reservoir and when changing the battery.*

#### 1- Securing the strap (see figure 2)

- Secure the strap around the MasterPlus® PRO by sliding it through the two lugs.
- Place the loop on the strap
- Slot the end of the strap in the black buckle to form a collar
- Adjust the collar around your dog's neck. It should be possible to run your finger

between the dog's neck and the strap.

- If you wish, cut the extra length of strap with scissors and burn the cut edge to prevent it from fraying.
- Push the rest of the strap through the loop.

**Caution:** do not do this while the dog is wearing the collar or his hair might catch fire!

#### 2- Filling up the reservoir (see figure 3)

- Place the unit upside down on a flat, solid surface. The white part (with the filling valve) must be uppermost and facing you.
- Direct the refill so that the metal tip is pointing downwards.
- Insert the tip into the filling valve (same operation as for filling a lighter) while maintaining the device
- Press canister firmly downwards for 10 seconds
- Release pressure
- Do this again for 10 seconds. This operation must be repeated until the tank is full.
- Check the level in the tank by tipping the unit. The liquid level can be seen against light.

**Caution:** never fill the device while the dog is wearing it as this will frighten the dog and could damage the filling valve.

#### 3- Inserting the battery (see figure 4)

- Unscrew the battery cover, using the token. Slide the battery into the slot, "-" (negative end first). The "+" (positive end) should then be against the battery cover (facing outwards).
- Screw the cover back on, using the token and applying slight pressure on the battery.

- For easy use of the collar, it is advised to keep the token carefully by slipping it onto the remote control strap.

#### 4- Using the collar

- Switch the device on by putting the red strip of the remote close to the one on the collar for 4 to 5 seconds. A single tone will then be emitted. If nothing happens, it is possible that the strip may not be positioned exactly over the magnetic switch. Do not hesitate to try a wider contact surface around the two red strips until you hear the tone.
- Code the collar by pressing one of the 3 buttons shortly until you hear 3 short successive tones.
- Your collar is now exclusively synchronized with the remote used for its coding and ready for use.

To switch the device off, put the red strip of the remote close to the one on the collar until you hear 2 successive tones. Do not hesitate to try a wider contact surface around the two red strips until you hear the 2 tones. The collar will memorise the code. If you switch it back on, it is ready for use immediately. **Switching it off will save battery power. However in order to optimise battery life, it is advised to remove the battery in case of prolonged inactivity.**

*Note: The collar-receiver will not remember the code if the battery is removed for more than 15 seconds. To re-synchronize the collar again, just follow the above steps*

#### 5- Fitting the collar (see figure 5)

- Secure the strap around the dog's neck, the nozzle directed upwards towards the nose.
- Tighten the collar gently, leaving space

for two fingers between your dog's neck and the MasterPlus® PRO: the spray must be directed forward, towards his neck.

- For dogs with long hair, the collar should be lengthened so that the spray nozzle is clear of the coat! Alternatively the hair could be trimmed.

### 2 - Operating the spray collar

The transmitter has three buttons:

- button  gives a tone
- button 1 gives a short pulse of spray,
- button 3 gives a long spray

**Important:** never perform setting-up or checking operations with the device either on the dog or even in his presence, because he may make an association between the spray, remote control and you.

#### Saving the battery

If your remote control training collar (couple remote control and receiver) isn't activated during more than 18 hours, it stops itself to save the batteries. To switch your device on, you have to put the red strip of the remote close to the one on the collar for 4 or 5 seconds. A single tone will then be emitted. When you use the device for a long time, we recommend you to put one time per hour on the big button, to maintain the device on.

## III - Maintenance

- Changing the batteries on the remote control
- If the display light flashes, the batteries are weak.
- Batteries should be changed as follows:
  - unscrew the battery cover
  - insert 2 new batteries with the correct orientation: markings on the bottom of the cover indicate the correct polarity

for the two CR2032 batteries.

- Screw the cover back on
- Make sure there is a distance of at least one metre between the receiver and the remote control whenever you activate MasterPlus® PRO, for testing the equipment or during training.
- Never try to repair the equipment yourself. This will invalidate the guarantee and may make repair by the manufacturer more difficult. If the collar is not working, contact our technical department.
- Only ever use odourless DYNAVET refills for the spray collar. Use the specified batteries: lithium 6 V battery for the receiver and 2 CR2032 batteries for the remote control.
- Do not expose the spray collar or refill aerosols to temperatures above 45°C. In particular, do not leave by sunny windows or inside cars.
- MasterPlus® PRO receiver is waterproof. For cleaning, wipe it carefully using a damp cloth and a non-abrasive soap.

*If you have any problems with respect to the functioning of MasterPlus® PRO, contact our technical department.*

## IV - Hints and Troubleshoots

**Problem 1:** The spray collar does not trigger when you press one of the buttons on the remote control. Check the following points:

### - Is the battery still active?

Change the battery. Replace with a lithium 6V battery. Batteries for MasterPlus® PRO are best bought from the same source that you purchased the collar.

### - Do your remote control batteries need changing ?

If the red display light is flashing on its own (i.e. while pressing any of the buttons), the batteries are exhausted and need changing. You will need two CR2032 batteries that you can buy from the same source that you purchased the collar.

### - Is there spray left in the collar reservoir?

You can easily check the level of the reservoir through the transparent casing. Use a new DYNAVET refill.

Refill the spray collar according to the instructions given in the "Filling the reservoir" section. Refills can be bought from the same professional that sold you the collar.

### - Have you synchronised the collar?

For this, please follow the instructions in section 4 Using the collar.

**Problem 2:** When I am refilling the spray collar, it leaks from the filler valve  
Whenever the reservoir is being refilled, some loss of aerosol is normal, even if the refilling operation is being carried out correctly. However, such losses should only be brief. Make sure that the receiver is on a flat surface, that the refill is vertical and that you are pushing down hard enough. Above all, never perform the operation with the collar on the dog.

**Problem 3:** The range of my MasterPlus® PRO has decreased.

- The MasterPlus® PRO remote control works by emitting radio waves which can be blocked or absorbed by hills, fog, trees, iron and concrete. They can also be disrupted by interference from other transmitters using the same frequency.
- Therefore, try to avoid such potential

sources of disturbance when measuring the range of the MasterPlus® PRO.

- Check batteries regularly on both the remote control and spray collar: range problems are usually due to weak batteries

*If you have any problems with your MasterPlus® PRO, contact our Technical Department.*

*Information can be found on the guarantee card.*

## V - Technical specifications

### MasterPlus® PRO Spray collar

Weight: 72 g empty, 86 g



Hereby, DYNA VET, declares that the MasterPlus PRO device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC

The statement of compliance is available in the appendix reference 034253



### Note relating to recycling:

This collar must not be disposed of with other waste: it is subject to selective collection with a view to its reclamation or recycling.

### CAUTION !

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.