

## **TREAT&TRAIN® FAQ**

### **Treat&Train® REMOTE REWARD DOG TRAINER**

#### **WHAT IS THE TREAT&TRAIN SYSTEM?**

It's a remote-controlled reward system that uses positive reinforcement for training dogs to behave at home and perform better in competition. By rewarding desired behaviors, the system can be an invaluable tool in helping redirect a dog's focus away from barking at the door, jumping on guests, and begging at the table. The system can also be used to train behaviors ranging from down/stay to coming when called and agility skills such as contacts, place and go-outs.

#### **HOW IS THE TREAT&TRAIN DIFFERENT FROM THE MANNERS MINDER™?**

The only difference between the Treat&Train and the Manners Minder is the color of the unit and the name. The machines both function the exact same and are essentially the same product.

#### **WHAT'S INCLUDED IN A TREAT&TRAIN KIT?**

Each kit contains a battery-operated food dispenser with two (2) interchangeable kibble disks, hand-held remote control with battery (check carefully as the battery is small and arrives separately in the packaging from the remote), extendable target wand with removable base, detailed instruction guide, and comprehensive training DVD. The 4 D batteries required for the base unit are NOT included.

#### **HOW CAN THE SYSTEM BE USED TO TRAIN A DOG?**

By rewarding your dog for behaviors you desire. Dogs repeat behaviors that are rewarded or reinforced. To change or eliminate unwanted behavior, first determine what is reinforcing it, and change your behavior to stop unintentionally rewarding your dog for things you don't like. The system can then be used to reward the good manners and behavior you prefer.

#### **HOW SOON CAN I START TRAINING A PUPPY WITH THE TREAT&TRAIN?**

You can start puppies as soon as they can eat dry kibble and are weaned from their mothers.

#### **MY DOG MIGHT PAW THE MACHINE. WILL THAT BE A PROBLEM?**

In this program you will specifically reward your dog when he is offering the behavior you want and avoid rewarding him for pawing the machine. As a result, all dogs being formally trained with the Treat&Train learn to get treats without pawing the machine. Dogs that are not trained to the Treat&Train, however, may try to paw the machine. Since doing so never earns rewards, this behavior extinguishes or disappears. The Treat&Train is fairly rugged and can withstand moderate amounts of pawing and nudging.

## **DO YOU ALWAYS HAVE TO USE THE MACHINE?**

Chapter 14, page 97 of the training manual "Fading out the Treat&Train covers how to train dogs to "place" and stay without a Treat&Train present in front of the rug or mat.

## **CAN MORE THAN ONE SYSTEM BE USED IN THE SAME HOME?**

Yes. Each system will operate on any one (1) of four (4) channels. That means as many as four (4) separate systems can be used in close proximity to one another.

## **HOW FAR CAN I EXPECT THE REMOTE SIGNAL TO TRAVEL?**

Up to 100 feet and even through walls if necessary.

## **HOW LARGE IS THE BASE UNIT?**

The food-dispensing base unit weighs just over 3.3 lbs. and is approximately 13.6"(L) x 8.8"(W) x 7.5"(H).

## **MY SYSTEM DOESN'T SEEM TO BE WORKING PROPERLY. WHAT CAN I DO BEFORE CALLING CUSTOMER SERVICE?**

- Check the batteries. See that the four (4) D and one (1) 23A-12V batteries are installed correctly and/or replace them.
  - (A red 'power' light will activate indicating batteries in the base unit need to be replaced.)
- See that the channel settings on the base unit and remote are synchronized to the same channel.
- Test your kibble/treats to see they pass freely through the disk opening and crumbs are not impeding the disk from rotating smoothly. (Avoid moist treats.)

## **CAN THE SYSTEM INTERFERE WITH RADIO AND/OR TV RECEPTION?**

Yes. In the event you experience any form of signal interference, you're encouraged to...

- Change the channel setting.
- Reorient or relocate the receiving antenna.
- Increase separation between the equipment and receiver.
- Consult the user guide or an experienced radio/TV technician for assistance.

## **DOES THE SYSTEM COME WITH A WARRANTY?**

Yes. The system is guaranteed for one (1) year against manufacturer defects.

## **IS SOMEONE AVAILABLE TO ANSWER QUESTIONS?**

Yes! Please contact Premier's Customer Care department with questions concerning parts, warranty and basic operation. Please visit [www.premierpet.com](http://www.premierpet.com) or call Customer Care directly at 800-933-5595.

## **CAN ADDITIONAL PARTS BE PURCHASED SEPARATELY?**

Yes. Remotes and kibble disks can be purchased from Premier for \$25 USD/remote and \$5 USD/disk set. Shipping will be added based on location. We do have a limited supply of DVDs and will replace a lost or damaged DVD at no charge. Limit one (1) replacement DVD per customer.