

INSTACHEW
PURRCLEAN
SMART LITTER BOX

INSTRUCTION MANUAL


POWERED BY
INSTACHEW INFINITY



Thanks for purchasing an Instachew product!

Thank you for purchasing PurrClean Smart Litter Box. Your order made our day, we hope we make yours! Enhance your experience with INSTACHEW through the guidance of this manual. We'll walk you through our product's setup procedure and give you pointers on the tips you need while using it. The purpose of INSTACHEW is to make pet care easy and keep pets healthy and happy! Our team is dedicated to improving the lives of pets all over the world while delivering useful and smarter insights for pet parents to live a worry-free life with their furfriends.

Enjoy your new worry-free life with pets while using your PurrClean.



Mo Quraishi

Co-founder | CEO



Ramin Sadat

Co-founder | COO



Mo Quraishi



Ramin Sadat

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SAFETY TIPS

USER GUIDE

Thank you for purchasing the Purrclean Smart Litter Box!

Before using this product, please read all the instructions and warning tips in this manual and on the product, thank you for your understanding.

2. NOTES ON USE

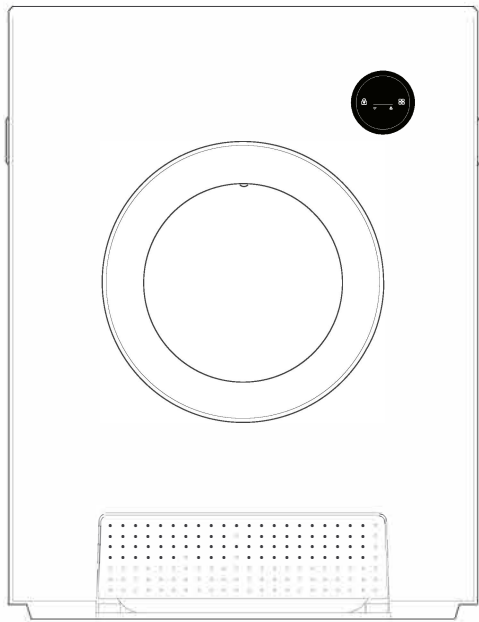
- This product can only be operated in accordance with the guidelines described in this instruction. Do not take any operate device until reading the instructions to avoid causing equipment abnormalities.
- This appliance is not to be used by young pets under 6 months of age or pets that weigh less than 2kg.
- Children under the age of 8 are prohibited from operating the equipment, and children over the age of 8 should use it under the guidance of an adult.
- Please use the product indoor and do not place it in direct sunlight. Also it must be kept from fire sources.
- This product runs in low voltage, but leakage may still be caused by pets' biting on wire. So please place the power cord accordingly to avoid accidental damage.
- Please use the product indoor and do not place it in direct sunlight. Also it must be kept from fire sources.
- Inaccurate positioning can result in abnormal conditioning of the product.
- This product is forbidden to soaked, or be soaked by water.
- If you need to leave home for a long time, please make sure that there is sufficient cat litter in the Purrclean Smart Litter Box and the bin has been cleaned.
- When product failure happens, please first check the troubleshooting table in this manual. If you're unable to determine the bug, please contact customer service.
Email: service@instachew.com
- Please use the original power cord, otherwise it may cause safety hazards.
- If the power cord or plug is damaged, please stop using it immediately and contact customer service.
- Please ensure that the power cord is properly positioned so that it will not be damaged or crushed by stepping on it or tugging on it.
- Do not bend or wind the power cord to prevent overheating and damage.
- If you plan not to use the product for quite some time, please unplug the power cord.
- When unplugging the power, please hold the plug and pull it out, and please ensure you have turned off the device prior.
- Do not touch the plug or switch with wet hands to prevent electric shock.
- Do not disassemble, modify, or repair this product by yourself, otherwise it will be deemed as a waiver of all warranty and service rights.

**FOR ALL PRODUCT INFORMATION,
SCAN THE QR CODE**

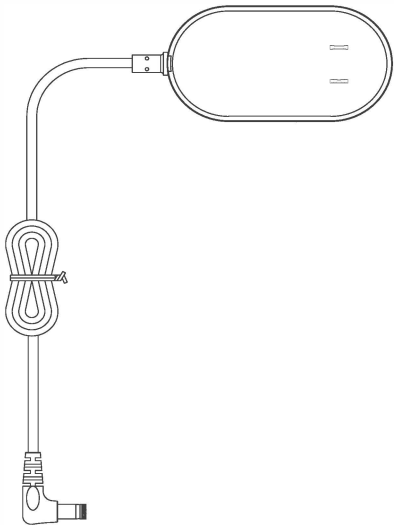


PACKING LIST & PRODUCT SPECIFICATION

After opening the product packaging, please confirm that the product is intact and that the accessories are complete by checking the picture below.



PURRCLEAN*1



POWER CORD*1



INSTRUCTION MANUAL*1



PURRCLEAN WASTE BAG*1

PRODUCT NAME: Purrclean Smart Litter Box

PRODUCT MODEL: IC085A

RECOMMENDED PET TYPE: Cats - over 6 months of age and weigh over 2kg

PRODUCT SIZE: 520*540*680 (mm)

WEIGHT: 14.5KG

RECOMMENDED CAT LITTER: Clumping litter, Tofu Titter, Bentonite Litter

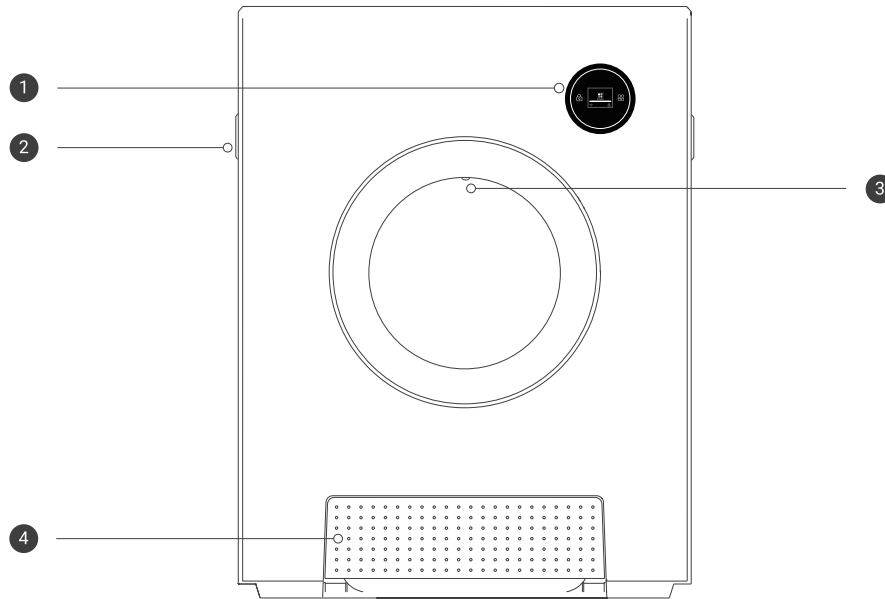
RATED VOLTAGE: 12VDC

RATED POWER: 15W

CONNECTION MODE: WI-FI & BLE LINK

PRODUCT INSTRUCTION

PRODUCT FRONT



1 OLED

DEVICE UNLOCK	Long press the child lock key for 3s	
MODE SELECTION	After unlocking, then click the mode key to switch modes	
DEVICE UNBINDING	After unlocking, long press the mode key for 10s and release when you hear a tick	
TERMINATE OPERATION	After unlocking, long press the child lock key for 5s	
FORCED OPERATION	After unlocking in case of fault or abnormality double click the child lock key	
DEVICE LANGUAGE	After unlocking, press and hold the child lock key and the mode key at the same time for 5s	

2 CARRYING HANDLE

For easy handling and relocation.

3 INFRA-RED MODULE

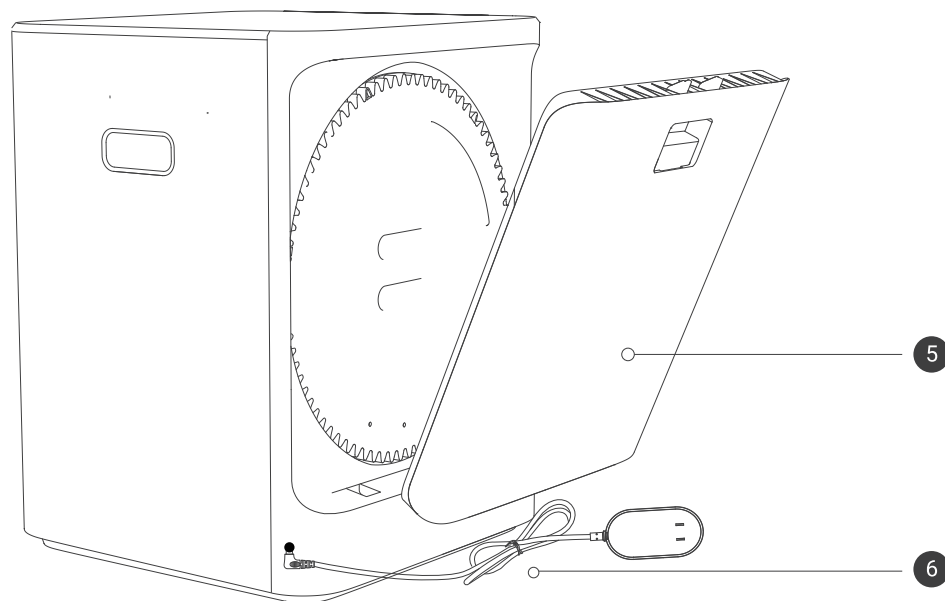
Detects the presence of live animals at the door opening and inside the chamber.

4 WASTE COLLECTION BOX

For storing the faeces cleaned by the machine.

Note: please use with the matching waste bag; please install the pressure ring correctly.

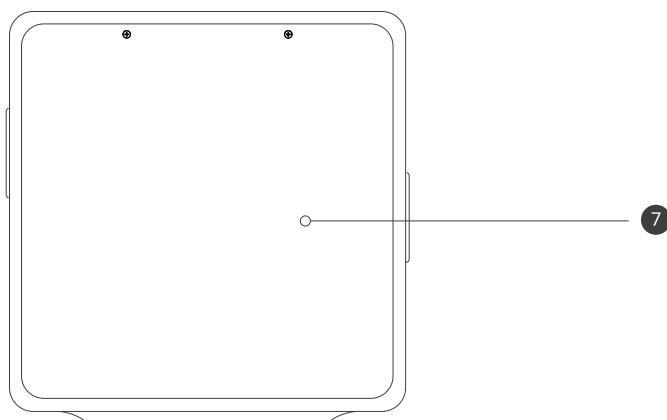
BACK OF THE PRODUCT



- 5 **INFRA-RED MODULE**
When the machine is in stand-by/operation and the back cover is removed, the machine will be powered off immediately and will be automatically reset when the back cover is reattached.

- 6 **POWER PLUG**

TOP SURFACE OF THE PRODUCT



- 7 **PRODUCT TOP**
Note: It is not recommended to place heavy objects above 5kg (there is a risk of damage to the equipment).

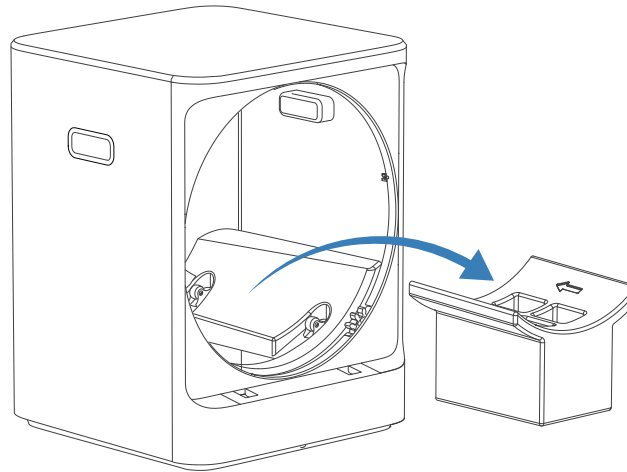
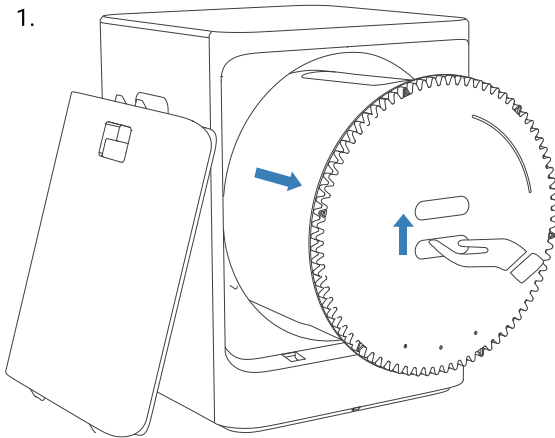
INSTRUCTIONS FOR THE USE OF THE PRODUCT

**IF YOU WANT TO WATCH A VIDEO
OF HOW TO SET-UP THE PRODUCT,
SCAN THE QR CODE:**



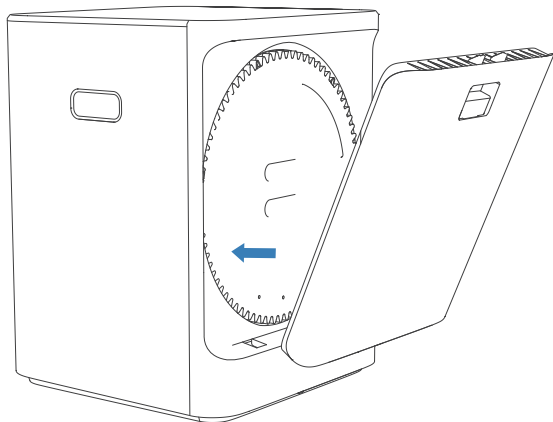
INSTRUCTIONS FOR THE MAIN BODY

1.

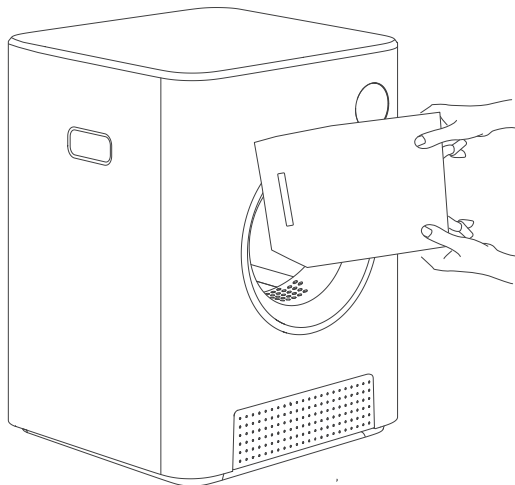


1. When you first receive the equipment, please open the back cover. Then remove the drum (when taking it out, you need to lift the barrel up slightly) and then remove all the packaging materials located on top of the tray (Styrofoam and adapter).

2.



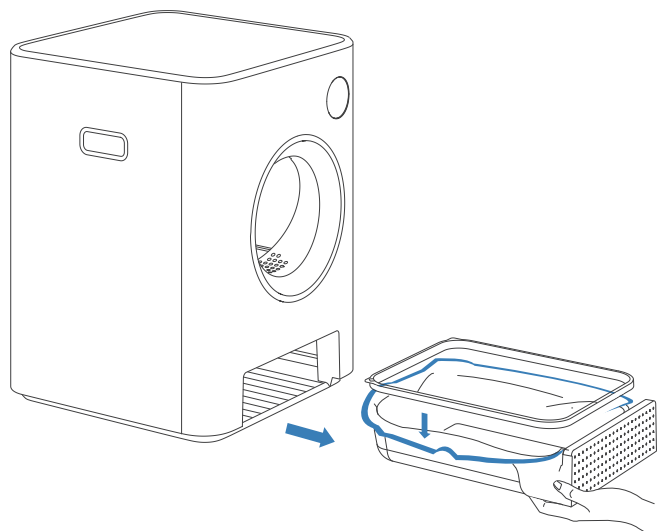
3.



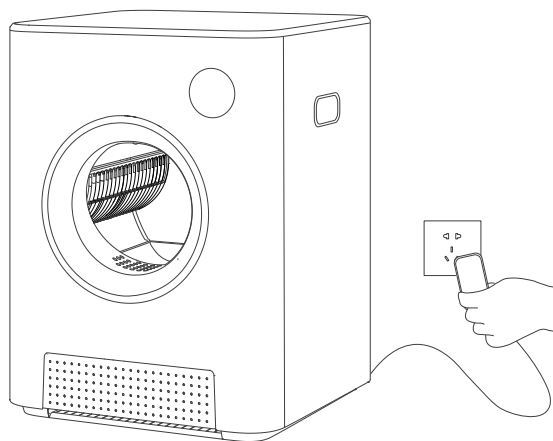
2. Put the drum back in (lift the drum slightly upwards) Ensure the large and small gears connect and then close the back cover.

3. Add the cat litter through the doorway.

4.



5.



4. Pull out the litter tray. Pull off the grey pressure ring by pulling the pressure ring up from the back of the tray.
Put on the litter bag. Cover the bag with the pressure ring and push it back into place.

5. Turn on the power and start using.

HOW TO INTRODUCE YOUR CAT TO PURRCLEAN

**SCAN THE QR CODE
TO DISCOVER PURRCLEAN:**



Introducing a new litter box to a cat can be a challenging task, as cats can be very particular about their litter boxes. Here are some tips to entice your cat to use the new litter box:

1. Consider putting the new box exactly where the old one was.
2. Use scent to entice them. Add a scoop of litter from the old litter box.
3. Make it attractive: use toys and treats. Place treats around the Purrclean. Scatter treats in the area with the litter box.
4. Install everything but don't plug it in right away, make sure your cat goes in without being scared of the sound and when they are used, then you leave it.
5. Encourage use: show your cat the new litter box and encourage them to use it by placing them in it after meals or when they show signs of to use the litter box.
6. Be patient: it may take some time for your cat to get used to the new litter box. If they continue to use the old box, keep it available for a few weeks until they are completely comfortable with the new one.

HOW TO INSTALL THE ODOR CONTROL CAPSULE

HOW TO INSTALL

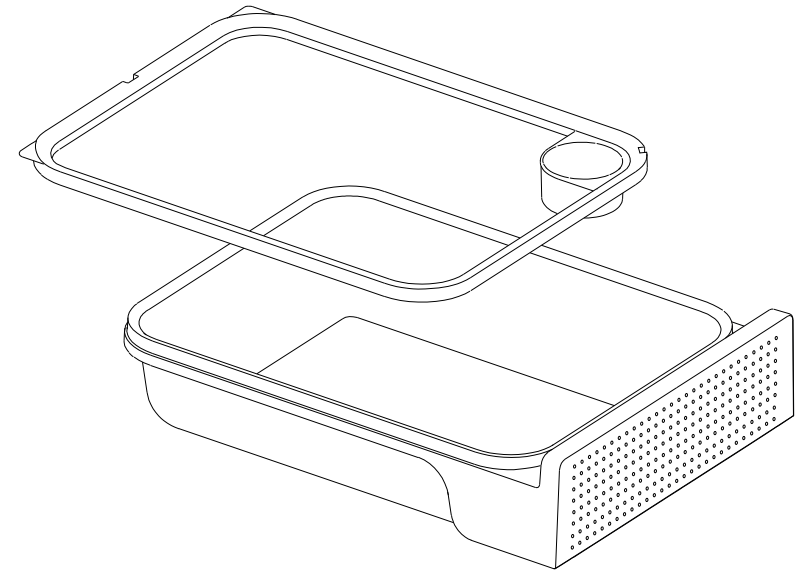
Step 1: Open the cover.

Step 2: Tear off the sealing film.

Step 3: Cover the open side.

Step 4: Then place the capsule upside down in the circular groove in the waste collection drawer of the PurrClean Smart Litter Box.

Step 5: It is recommended to replace the capsule before the gel is exhausted (each capsule lasts 60 days).



PRECAUTIONS

1. This is a biological enzyme product, and must be stored and transported while avoiding high temperature and direct sunlight.
2. The ambient temperature range is 0-40°C.
3. This product is non-toxic, however not edible. If accidentally swallowed, please go to the hospital for diagnosis and treatment immediately.
4. Keep out of reach of children and people with cognitive disabilities.
5. Do not use for purposes other than those specified.

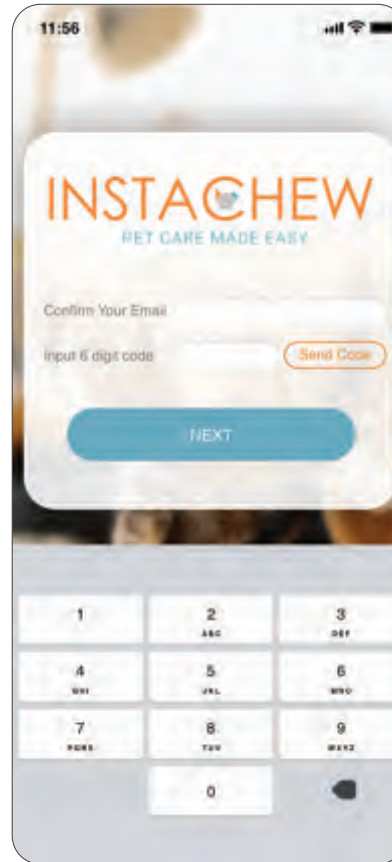
APP SETUP



1. Launch the Instachew Infinity App



2. Click "Register" to create a new account.



3. After registering a new email, input the received **verification code** to continue creating your new account.



4. Start setting up your profile, adding your and your pet's informations.

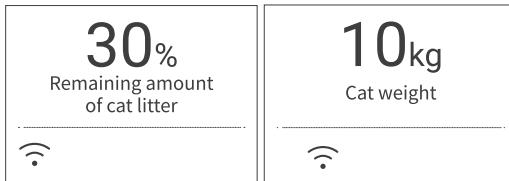


5. You're all set! It's now time to link your device, by clicking "Add Device" in your homepage.

DESCRIPTION OF THE DISPLAY

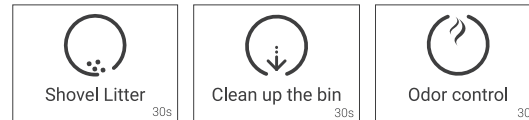
DEFAULT

Display: Remaining amount of cat litter and Cat weight.



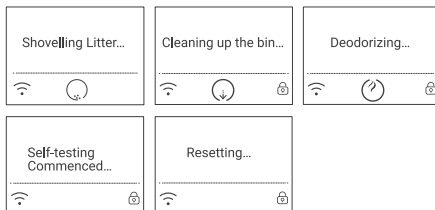
MANUAL FUNCTIONS

Display: Shovel Litter, Clean up the bin and Odor Control.



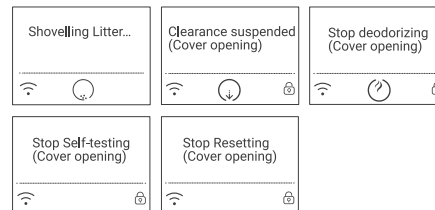
RUNNING

Display: Shovelling Litter, Cleaning up the bin, Deodorizing, Self-testing Commenced and Resetting.



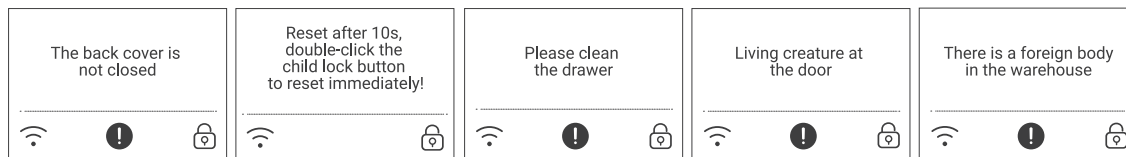
RUNNING PAUSE

Display: Stop shovelling litter, Clearance suspended, Stop deodorizing, Stop Self-testing, Stop Resetting.



OTHER STATES OR FAULTS

Notifications: Back cover not closed, Reset countdown, Please clean the drawer, Pet near the entry and Foreign object in bin.

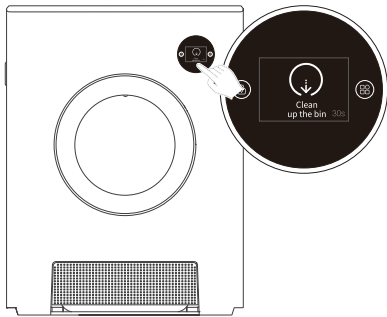


Note: Powering the device on and off (unplugging and then plugging back in) will reset the device weight settings.

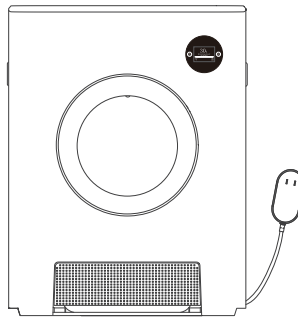
PRODUCT CLEANING

It is recommended that the drum be dismantled regularly for cleaning

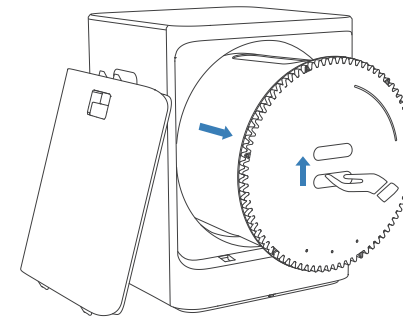
CLEANING STEPS



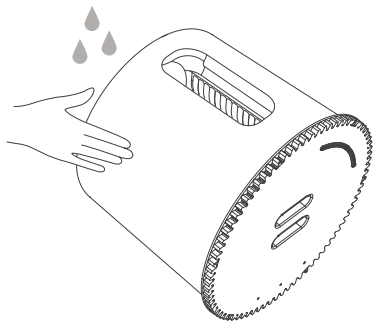
Step 1: Perform a bin clean on the LED display (failure to perform this operation risks damaging the equipment). Wait until "Bin clean completed" is prompted on the screen.



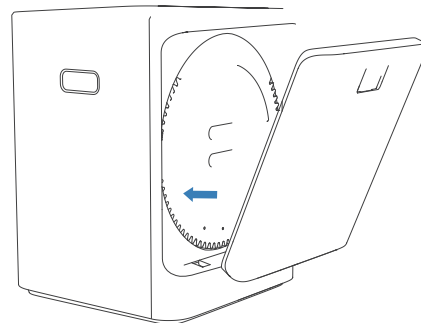
Step 2: Cut off the power supply.



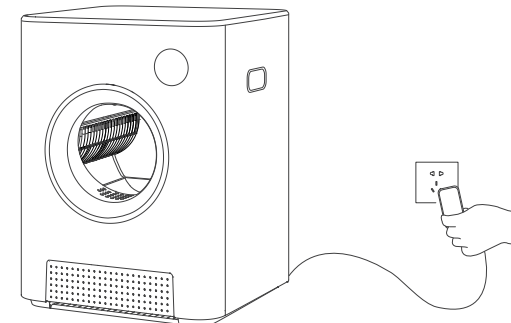
Step 3: Open the back cover and remove the drum (lift the drum slightly upwards when removing it), close the back cover.



Step 4: Rinse the drum and wipe the drum until there is no residual water.



Step 5: Open the back cover and put the drum back on (lift the drum upwards slightly when putting it back on), close the back cover.



Step 6: Switch on the power and the unit will automatically reset.

TROUBLESHOOTING TABLE

CLASSIFICATION	TROUBLESHOOTING CODES	TROUBLESHOOTING NAMES
WEIGHING FUNCTION	E1	WEIGHING SENSOR ANOMALY
INFRARED FUNCTIONS	E2	INFRARED PYROELECTRIC SENSOR INTERFACE ANOMALY
	E3	INFRARED PYROELECTRIC SENSOR ANOMALY
OPHTHALMIC SENSING FUNCTION	E4	BOTTOM FULL RECEIVING OPHTHALMIC SENSING INTERFACE ANOMALY
	E5	BOTTOM RECEIVING OPHTHALMIC SENSING ANOMALY
	E6	FOREIGN BODY IN THE BOTTOM RECEIVING PHOTO EYE
SAFETY FEATURES	E9	ABNORMAL BACK COVER SAFETY SWITCH INTERFACE
OPHTHALMIC SENSING FUNCTION	E10	HALL MAGNETIC INDUCTION INTERFACE ANOMALY
	E11	ALL HALL ANOMALIES
	E12	DISCHARGE HALL ANOMALY
	E13	HALL MAGNETIC INDUCTION INTERFACE ANOMALY
	E14	MOTOR INTERFACE ABNORMALITIES / ADAPTER ABNORMALITIES
	E15	MOTOR BLOCKING

FREQUENTLY ASKED QUESTIONS

Can it be used for multi-cat households?

Yes! It can be used for a multi-cat household. The toilet area can fill up to 7L of litter at once and can be clean a minimum of once a week.

Can my cat get stuck inside?

The litter box has 12 safety sensors that initiate when a cat enters or leaves the litter box. When a cat approaches the litter box, all sensors stop and allow it to enter. You will get a notification or text message anytime there is activity.

Can we use the Purrclean without connecting it to the application?

Yes, you can use Purrclean manually, and the features on the Application are not accessible.

How often do I need to refill my cat litter?

One bag of 6L of litter can be used for 14 days. The device will also notify you to refill litter through the Instachew Infinity App notifications.

How stable is the Purrclean?

The Purrclean sits on four legs offering stability with a non-slip bump under its feet. The litterbox is 14.51 kg (about 32 lbs). It is also heavier when using litter.

How to unbind the device?

The device is not yet setup on the Instachew Application:

- Press and hold the lock icon on the digital screen's left side until you hear a prompt.
- Then press and hold the icon on the digital screen's right side until you hear a prompt.
- Once complete, open the Instachew App and start the setup process.

I'm having a hard time connecting my device to my network. I can't get the WIFI icon to blink.

Kindly consider the things below:

- Ensure that the software on your phone is up to date;
- Ensure the correct application is downloaded (Instachew Infinity App);
- Ensure that your phone is connected to a 2.4 GHz Wi-Fi connection. You can find this information from the options below:
 - at the back of your Wi-Fi router
 - Device Settings
 - Call your service provider to confirm the connectivity you have;
- The Purrclean resets itself when you plug it in;
- Please wait until that reset is complete and "0 USES TIMES" displays on the screen
- Prior to connecting press the Lock Key button on the left side of the device screen until you hear a beep
- Once you hear the beep, please hit the Menu Button (four square icon on the right) until you hear a beep sound
- Then you can start adding the device

FREQUENTLY ASKED QUESTIONS

What is the recommended size of the cat suitable for Purrclean?

The recommended size for a cat to use the Purrclean is between 2 kg and a maximum of 16 kg. The inner dimensions of the litter box are 46 cm wide and 42 cm deep.

What if my cat's stool is soft? Can it be cleaned?

A silicon layer inside the barrel of the litter box deforms when it rolls and separates waste. This layer solves the issue of soft stools sticking to the inside of the litter box. The layer is detachable so that you can easily clean it. To remove it, remove the litter box lid and take it out.

What are the Purrclean's dimensions from the ground to the entry hole?

It is 9 inches, and the entrance hole is also more prominent in diameter.

What types of litter do you recommend?

Any clumping litter, such as bentonite, mixed and tofu litter
Note: no need to change your cat litter habits

Where do I find the power cord?

The power cord can be found in the Styrofoam placed under the drum. You'll need to take out the drum first to be able to view it.

What should I do if I receive an E11 error?

Try removing the drum, placing it back, and making sure that everything is in the right position and the gears and clips are aligned. Most times this prevents the device from working properly. Please also ensure that you are using the provided waste bag, take out the tray, and install the pressure ring correctly.

After a few days, even if the drawer is not full, my entire house begins to smell like pee.

Schedule extra scooping five to six times per day to help with the odor problem. Additionally, the device will automatically deodorize while it is cleaning, and depending on the situation, frequent deodorization can be performed which will solve the odor issue.

Manual scooping initiated 30-35 seconds into the countdown. So there's a big delay.

Unplug and re-plug the adapter to allow it to reset itself. Now, when you press Manual scoop, it will initiate right away.

What does the error "Please Clean the Dustbin" mean?

The most common cause of the "Dust Bin Error" is that the trash bin is full and must be emptied and cleaned manually.
Incorrect installation: We suggest that you try removing the drum, placing it back, and making sure that everything is in the right position and the gears and clips are aligned. Most times this prevents the device from working properly.

FREQUENTLY ASKED QUESTIONS

Why do I keep getting the error message "The Bin or drum Obstructed?"

If your Purrclean Litter box keeps saying "drum obstructed," it means that the cleaning mechanism of the litter box is having difficulty rotating or is stuck due to an obstruction. We recommend that you take the drum out and clean it once a month or more frequently if you have many cats.

FOR MORE FAQs AND INFO ABOUT
THE PRODUCT, SCAN THE QR CODE



Call us: 1-866-922-5554

Inquiries: info@instachew.com

Support: service@instachew.com

30-DAY SATISFACTION GUARANTEED RETURN POLICY

All of our products purchased directly from **Instachew.com** are returnable within 30 days upon receipt. Please email service@instachew.com with your proof of purchase and reason for return.

For larger products, The PurrClean, directly purchased from Instachew.com only, are returnable within 60 days from date of delivery.

For items purchased through Instachew's authorized resellers and distributors, all customers must adhere to those resellers and distributors' respective policies for refunds and returns.

TO BE ELIGIBLE FOR A FULL REFUND, YOUR ITEM MUST HAVE/BE:

- Gently used.
- In good physical condition without any damage.
- Clean condition (a cleaning fee will be charged if the unit is returned with litter or waste).
- Must be in the original packaging (including all the accessories).
- Receipt or proof of purchase.

ADDITIONAL TERMS AND CONDITIONS:

- You are responsible for the return shipping charges if you are reaching out for warranty coverage.
- Your purchase price will be refunded through the original payment method with 7-10 business days.
- Instachew cannot be held responsible for any lost packages during the return process.
- For items received as a gift, you will need to provide the order number or proof of purchase received by the purchaser. Instachew is only able to issue a refund to the original payment method used by the purchaser.

RETURN POLICY FREQUENTLY ASKED QUESTIONS

How do I receive a refund if I'm unhappy with my Device?

Our products come with a 30-day or 60-day trial period. If for any reason you are dissatisfied with your purchase. You must only pay for return shipping. If you bought the device from a third-party reseller, kindly get in touch with your point of purchase for further assistance. In terms of the warranty, we can help you, but not in terms of the reimbursement.

Do I need an RMA number for a return? How do I get this?

To enable us to easily identify the returned unit, it's essential to include an RMA (Return Merchandise Authorization) number and your name on the box. To acquire an RMA number, please get in touch with Instachew Customer Support.

B. There's no need to obtain an RMA. To enable us to easily identify the returned unit, it's essential to include your full name on the box and make sure to provide us with return tracking information.

Do you offer a return shipping service?

We can provide a return shipping label and deduct the shipping cost from your refund.

Can I return or exchange after purchase?

If you are unhappy with your purchase, you have 30 days (from the date you received it) to return or exchange it. If you find any defects or need to return an item, please reach out to our customer service team at service@instachew.com.

Please note however, that our Return & Exchange Policy doesn't extend to damages caused by negligence, accidents, misuse, abuse, or product modification.

WARRANTY

The warranty for our product will be valid for a duration of one year starting from the purchase date. To be eligible for the warranty, you will need to provide a proof of purchase, such as a receipt from Instachew or one of its authorized retailers.

The warranty provided does not extend to consumable parts that undergo normal wear and tear, such as batteries. It also does not cover damages resulting from the following:

- Physical or water damage.
- Unauthorized repair, modification, disassembly, or opening of the product's chassis.
- Improper operation, maintenance, or use contrary to product instructions or connection to an improper voltage supply.
- Negligent or careless use or operation of the product.
- Use of consumables, parts, or accessories, including batteries, not produced or recommended by Instachew unless prohibited by applicable law.

Moreover, this warranty does not cover products that meet any of the following conditions:

- Used outside the country of purchase.
- Purchased from a non-authorized Instachew dealer.
- Repaired or modified by parties not affiliated with instachew.com or its authorized agents.
- Serial numbers have been tampered with or removed.
- Damaged from external sources such as transit, weather, electrical outages, or power surges, to the extent allowed by applicable law.

WARRANTY FREQUENTLY ASKED QUESTIONS

How to initiate a warranty claim

When reaching out to our customer support team regarding a warranty claim, kindly include a detailed description of the product in question, elaborate on the problem you are facing with the product, and attach a valid proof of purchase for verification purposes.

For items received as a gift

You will need to provide the order number received by the purchaser if it was directly purchased from Instachew or a copy of the proof of purchase if purchased from one of our authorized retailers.

Are there any costs associated with making a warranty claim?

You will be responsible for all return shipping charges and will bear all risk of loss or damage to the product while it is in route to us. For your protection, we recommend that you choose a traceable shipping option.

What actions will void the warranty?

Please be aware that damages resulting from negligence, accidents, misuse, abuse, or product modification are not covered by our Return & Exchange Policy.

What does the warranty cover?

To confirm your eligibility and ensure that your issue cannot be resolved through technical support, we recommend visiting the "contact us" section of our website, www.instachew.com, before filing a warranty claim. This will help to expedite the claims process and ensure that any issues are resolved as quickly as possible.

Can the warranty be extended or renewed?

Please refer to the website (instachew.com) for updates on offerings for warranty extensions.

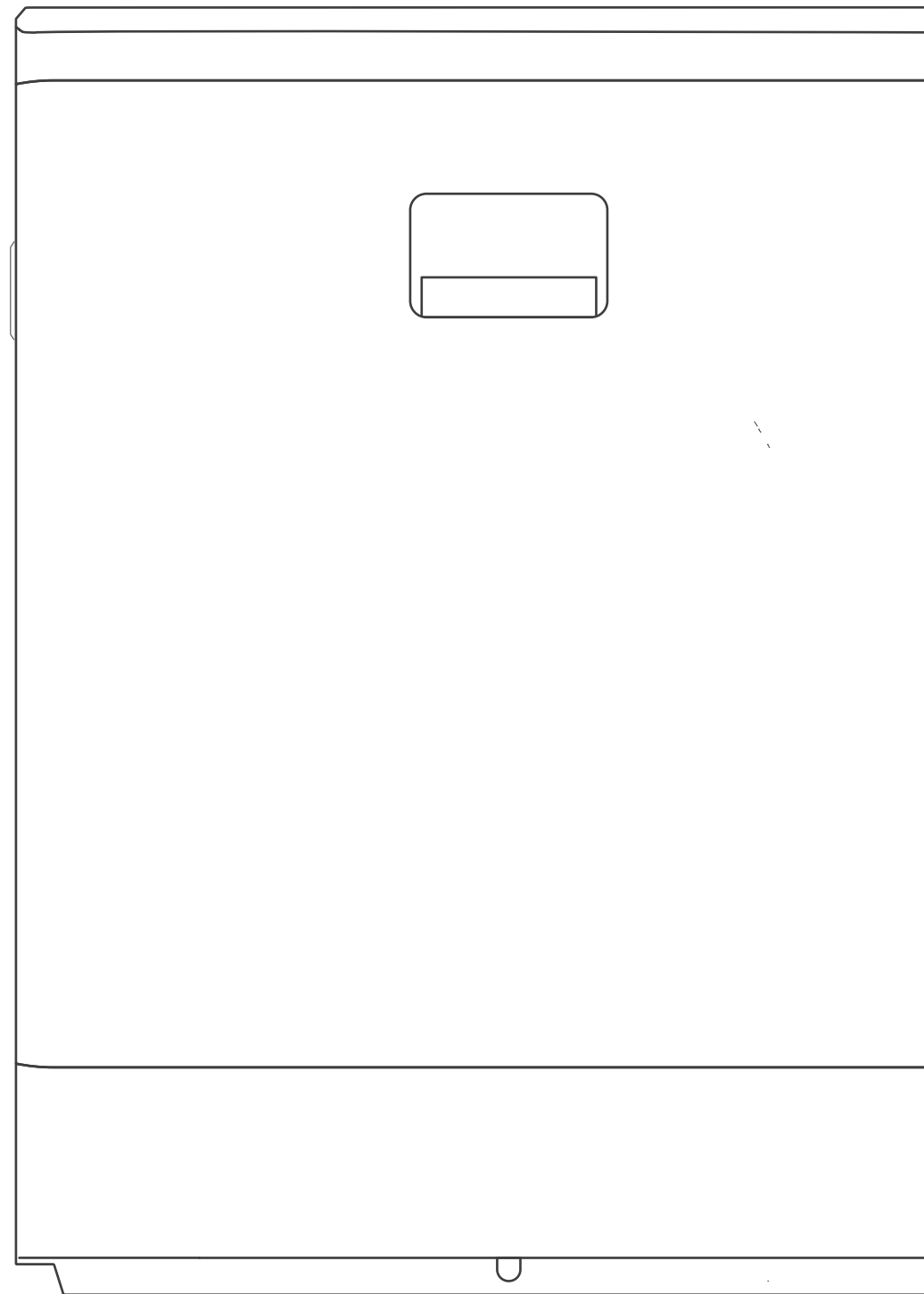
Name: Purrclean Smart Litter Box	Wireless Type: 2.4G WiFi and Bluetooth
FCC ID: 2A3CT-IC05A	Dimensions: 520*540*680 (mm)
IC: 27782-IC085A	Rated Current: 15W
Model: IC085A	Voltage: 12.0V --- 2A
Made in China	CAN ICES-3 (B)/NMB-3(B)

WARNING

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



All contents in this document have been carefully checked. If there are any printing errors or misunderstandings in the contents, please consult our company. Note: If there is any technical improvement of the product, it will be included in the new manual without further notice. If there is any change in the appearance and color of the product, the real object shall prevail.



FCC Statement

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

IC Statement

This device complies with Industry Canada licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.