



# **SMART FOOD AND WATER DISPENSER**

## DISTRIBUTEUR D'EAU ET DE CROQUETTES INTELLIGENT

### **User guide** Guide d'utilisation

**Please read this user guide carefully before operating your product and keep it for future reference.**

Veuillez lire attentivement ce manuel avant de mettre en service votre produit et conservez-le afin de pouvoir vous y référer ultérieurement.

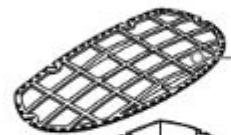
[www.catspad.com](http://www.catspad.com)

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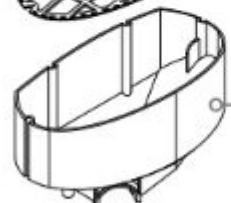
**Magnetic cover for a perfect finish**

Capot aimanté pour une finition parfaite



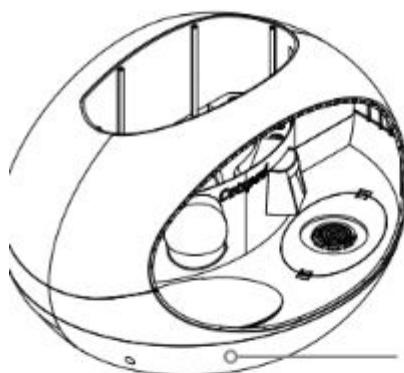
**Waterproof hood to protect the dry food from oxidation**

Capot étanche pour préserver les croquettes de l'oxydation



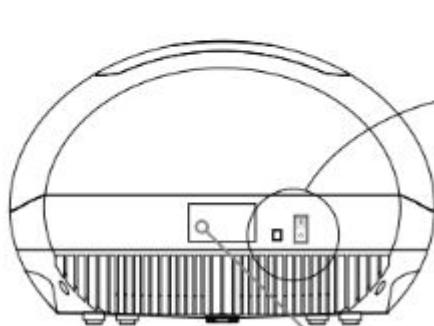
**Food storage container**

Réserve de croquettes

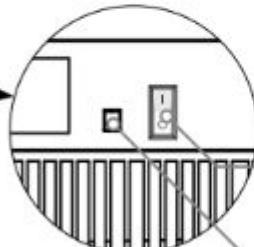


**Water reserve**

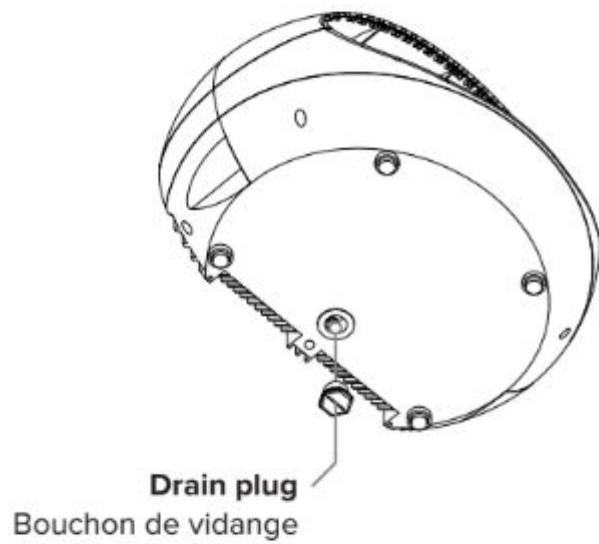
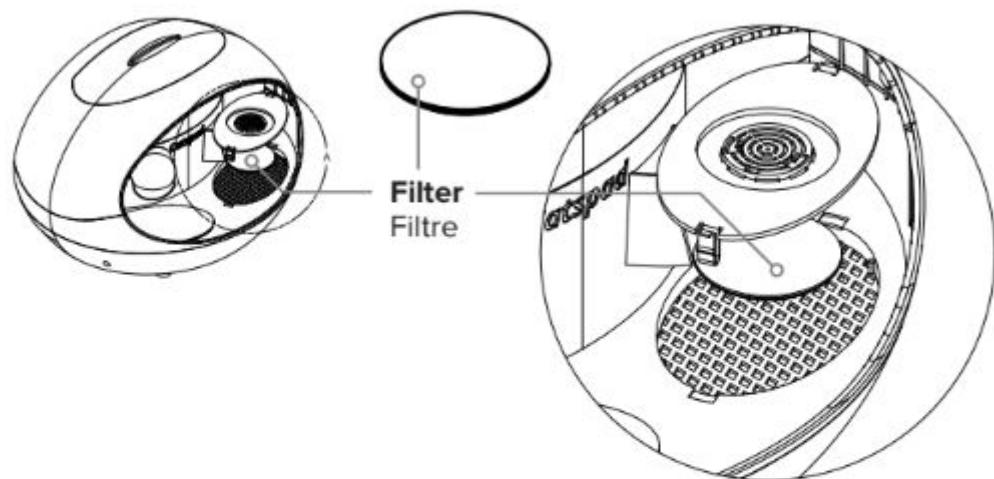
Réserve d'eau



**References**  
Références



**On/off push-button**  
Bouton On/off  
**Power outlet**  
Prise secteur





## MISE EN MARCHE RAPIDE

1

BRANCHEZ L'APPAREIL

2

TÉLÉCHARGEZ L'APPLICATION

Télécharger dans  
l'App Store

DISPONIBLE SUR  
Google Play

SUIVEZ LES INSTRUCTIONS DE L'APPLICATION  
AVANT DE PASSER À L'ÉTAPE SUIVANTE

3

METTEZ  
LE FILTRE

4

PLACEZ LES  
ÉCUELLES

5

REMPLEISSEZ  
LES RÉSERVES



1 Posez / 2 Glissez / 3 Cliquez

Pour plus de détails, référez-vous au guide d'utilisation disponible sur  
notre site internet [catspad.com/guide](http://catspad.com/guide)



## QUICK-START

1

PLUG IN THE DEVICE

2

DOWNLOAD THE APP

Download on the  
App Store

GET IT ON  
Google Play

FOLLOW THE INSTRUCTIONS ON THE APP  
BEFORE MOVING ON TO THE NEXT STEP

3

INSERT FILTER

4

PLACE  
THE BOWLS

5

FILL THE FOOD  
STORAGE CONTAINER



1 Place / 2 Slide / 3 Click

For further information, please refer to the user guide available on our  
website : [catspad.com/guide](http://catspad.com/guide)

- 1) Connect to the Catspad application
- 2) Use the Catspad app
- 3) First use the Catspad dispenser
- 4) Cleaning the Catspad dispenser
- 5) Monthly maintenance

## 1) CONNECT TO THE CATSPAD APPLICATION

### DOWNLOAD THE CATSPAD APPLICATION

- iOS

Download the application directly from the App Store.



*Minimum version required: iOS 8*

- Android

Download the application directly from the [Google Play Store](#)



*Minimum version required: Android 5*

- Web navigator

Find it on [www.catspad.com/app](http://www.catspad.com/app)



Google chrome



Mozilla Firefox



Microsoft Edge



Safari

## 2) USE THE CATSPAD APP

Follow the instructions on the application until the Catspad dispenser is connected to your home WiFi network.

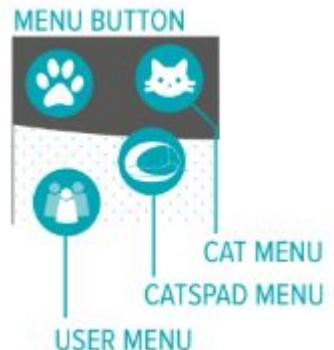


**CAUTION, make sure that the Catspad dispenser is switched on and connected before filling the food and water storage containers.**

### 2.1 FIRST USE

#### Option #1: You are the main user

- 1) Download the Catspad app.
- 2) Open the Catspad app.
- 3) Create your user account.
- 4) Click on the confirmation link received by email.
- 5) Go back to the Catspad app.
- 6) Enter your login ID to access the app.



- 7) Click on in the top left corner and on .
- 8) Click on "Add a Catspad".
- 9) Click on "Connect the Catspad", follow the procedure on the app then validate.
- 10) Check the "Safety mode" that opens automatically.

This is necessary: if there is a power outage, your Catspad dispenser will rely on the daily distribution schedules set.

#### Safety mode

The Catspad dispenser activates its safety mode:

- In the case of a general power outage: you will receive a notification informing you that the WiFi network doesn't work anymore.
- If the charger doesn't work or is disconnected: you will receive a notification informing you that the Catspad dispenser is functioning thanks to the battery and that the WiFi network is cut off.

With the safety mode, you can't control the Catspad dispenser from the app, and the cat detection will not function. The dispenser will therefore work using the planning mode for the distribution of dry food. It is important to create a planning for the safety mode. Before each distribution, the water fountain will activate for 25 seconds. As soon as the electricity returns, the dispenser will regain all features.

- 11) Add distribution plannings for the safety mode. You are limited to 15 distributions of 15g maximum per day.
- 12) Click on "Finish" .

## Option #2: You are not the main user

If you are not the main user, you can connect to the Catspad dispenser. Please follow the next steps:



- 1) Click on  in the top left corner and on .
- 2) Click on "Add a Catspad".
- 3) Enter the serial number of the Catspad dispenser that you can find on the label on the back of the product (CD1xxxxxxxxxxxx).
- 4) Confirm.

## 2.2 ADD A CAT

### Option #1: Detecting thanks to the Catspad collar tag

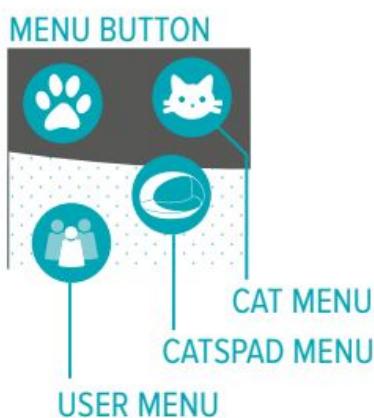
When your cat approaches the Catspad dispenser, it detects her Catspad collar tag. You will receive a notification asking you to add your cat to your account. You will then be able to create her profile.

### Option #2 : Manually



- 1) Click on  on the top left corner and on .
- 2) Click on "Add a Catspad"
- 3) Complete your cat's profile.  
Be careful, to correctly register your cat, it's necessary to enter all the requested information, except the cat's photo which is optional.
- 4) Save and quit.

## 2.3. DAILY USE OF THE CATSPAD APP



### 2.3.1. CAT MENU



- 1) Click on  on the top left corner and on .
- 2) See your cats' profiles.
- 3) Click on the cat whose profile you want to see.
- 4) See your cat's details :
  - a) Age, weight, sex, breed, microchip, sterilized/not
  - b) Daily, monthly and yearly consumption.

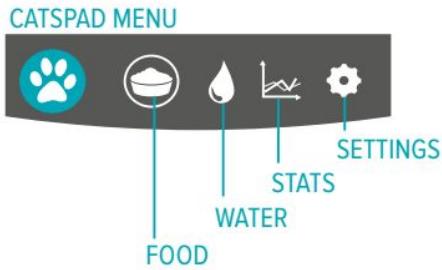
Follow your cats' consumption per week, month and year. Share their eating habits with their veterinarian to identify any health problems.

- 5) Modify, if you wish, the profile of your cat at the bottom of the page.

### 2.3.2. CATSPAD DISPENSER MENU



- 1) Click on  on the top left corner and on .
- 2) See all dispensers if you have more than one:
  - a)  : your dispenser is not connected to the WiFi network
  - b)  : your dispenser is connected to the WiFi network
- 3) Click on the dispenser that you want to see



### > FOOD MENU

There are 2 ways to distribute dry food: on demand and planning. To switch from one mode to another, click on the button.



#### 1) On demand mode:

- **To dispense** the programmed dry food when your cat approaches
  - a) Press "Add"
  - b) Select the cat
  - c) Press "delivered quantities"
  - d) Enter the quantity you want to dispense when your cat approaches > Press "Ok"
  - e) Press "Daily limit"
  - f) Enter the quantity you want to dispense per day > Press "Ok"
  - g) Press "Save & Quit"



- **To temporarily disable** food distribution for a cat, press 

Be careful, your cat will no longer be fed when she approaches the dispenser.

- **To edit or delete** the food distribution for a cat, press 



2) Planning mode:

- **To dispense at regular hours** the programmed food:
  - a) Press “Add”
  - b) Press “delivered quantities”
  - c) Enter the quantity you want to dispense when your cat approaches > Press “Ok”
  - d) Press “Hour of delivery”
  - e) Enter the time at which you want the food to be dispensed. The distribution will take place every day at the same times. > Press “Ok”.
  - f) Press “Save & Quit”.

- **To temporarily disable** food distribution for a cat, press 

- **To edit or delete** the food distribution for a cat, press 



3) Drop food mode:

- To instantly dispense food with the button “Drop Food Now”

**DROP FOOD NOW**

- a) Enter the quantity you want to dispense when your cat approaches
- b) Press “Save & Quit”.

## > WATER MENU

There are 2 ways to dispense water: on demand and planning. To switch from one mode to another, press the button.



### 1) On demand mode:

Choose the "On Demand" mode to dispense water for 20 seconds when the cat shows up. Once the cat is no longer detected, water is activated for 10 more seconds to fill the water bowl.

### 2) Planning mode:

The water consumption of the cat is not monitored in the planning mode. Enter a fountain activation time range that should last at least 5 hours and maximum 15 hours. During this time, the fountain will be activated 30 seconds every 30 minutes.



### 3) Drop water mode:

To instantly activate water fountain during 30 seconds, press the button "Drop water now".



## > STATISTICS MODE

Follow the consumption history weekly, monthly and yearly.



## > SETTINGS MENU

You will find all options here such as :

- Change the color in the water tank
- Change the WiFi network
- Rename your Catspad dispenser
- Calibrate the food bowl
- Add or delete a Catspad dispenser

### Calibrate the food bowl

In order to supply precise information about food intake, we recommend you calibrate the food bowl once a week.

## > NOTIFICATIONS

Be informed in real time of what your cat is getting up to and what the Catspad dispenser has to say. In case of an issue, this is also where you will be notified.

### **2.3.3. USER MENU**

On this page you can modify your personal information. Remember to update it if it changes. To sign out of your account, press “Logout”.

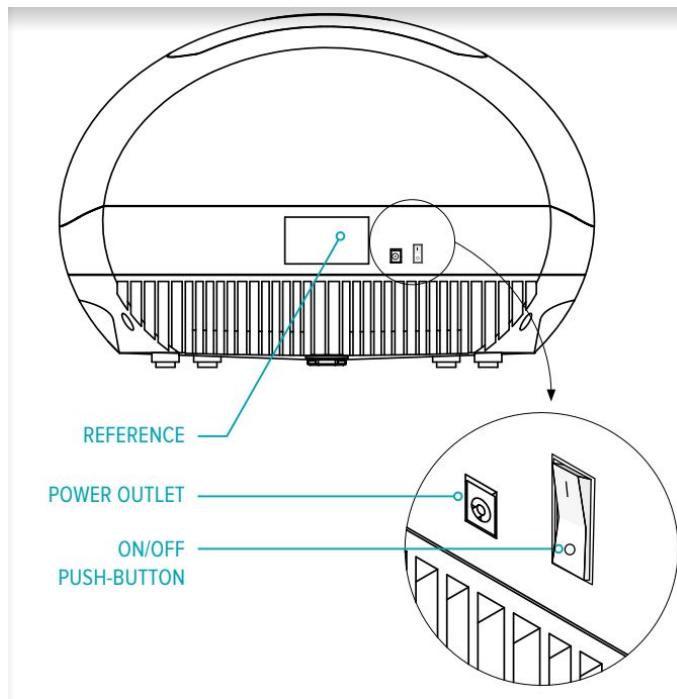
### **2.3.4. BATTERY MAINTENANCE**

In case of a power outage, the Catspad dispenser will work thanks to the battery. To be effective throughout the life of the product, it is necessary to maintain it every month. This battery maintenance lasts 12 hours and runs from midnight to noon. You will receive a notification once a month at noon asking if you want a maintenance to take place this day. After you decline the maintenance 3 times, an automatic maintenance will take place. **The dispenser will continue to operate normally during this maintenance, but it must stay plugged into a power outlet.**

### 3) FIRST USE THE CATSPAD DISPENSER

#### Step #1: Turn on the dispenser

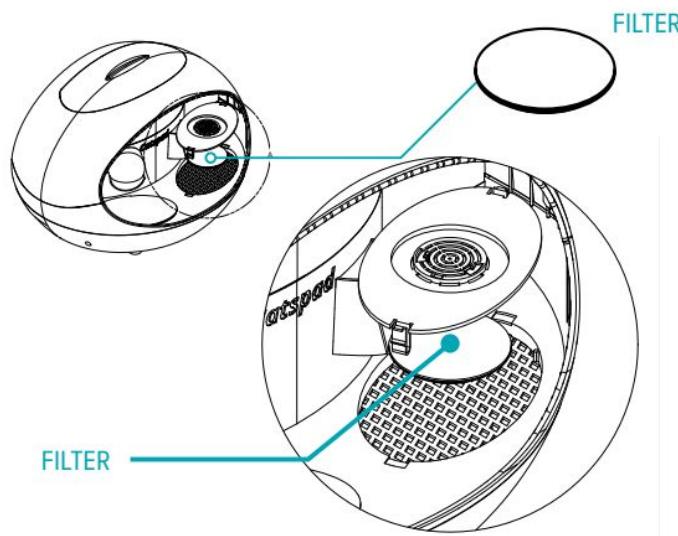
Connect the device with the supplied power outlet and turn on I the push-button.



**IMPORTANT.** Turn on and connect the Catspad dispenser to your WiFi network before proceeding to the next steps.

## **Step #2: Inserting the Catspad filter**

1. Take out the Catspad filter from its air sealed sachet.
2. Soak filter in water for 3 to 5 minutes to activate the filter. A small amount of fine particles may appear in water, which is harmless and normal.
3. Flush filter under running water for 15 seconds and the filter will be ready to use.
4. Lift the cover with the notches placed on both sides.
5. Place the filter on the grid in the fountain properly with the flat side facing up.
6. Replace the cover, making sure the notches are set at their places.



7. The filter should be changed every 30 days, or more frequently if there are multiple pets using the fountain.



**IMPORTANT. Do not use the Catspad filter with hot water. Do not use the Catspad filter with water that is microbiologically unsafe or of unknown quality without adequate disinfection.**

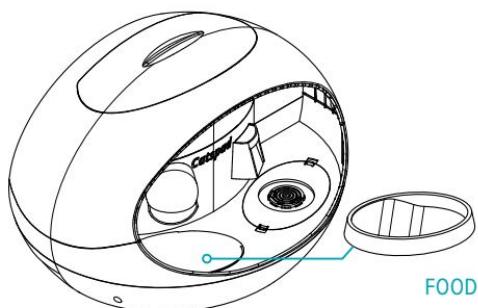
> Order your filters on [catspad.com](http://catspad.com).

### Step #3: Placing the bowls



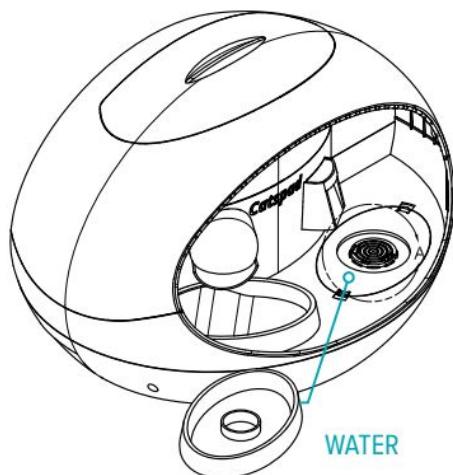
1 Place / 2 Slide / 3 Click

- Food bowl



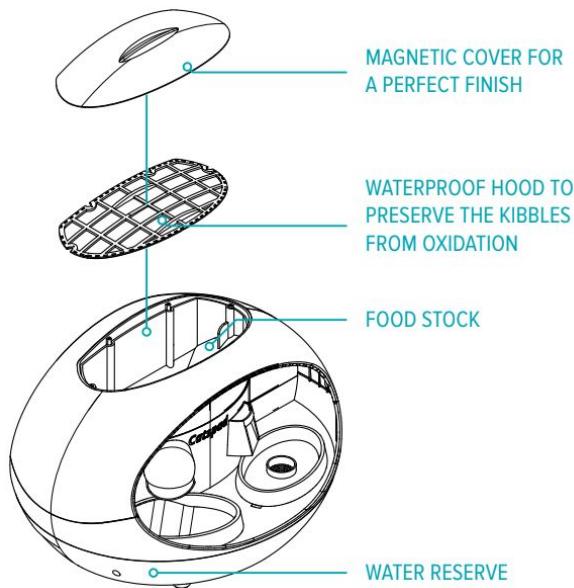
Place the food bowl in its location (1), then slowly slide the bowl forward (2) in order to secure it (3).

- Water bowl



Place the water bowl in its location (1), then slowly slide the bowl towards the bottom (2) in order to secure it (3).

#### **Step #4 : Filling the storage containers**



The Catspad dispenser has a storage capacity of 1.6 kg for food and 6 liters of water.

This translates to roughly 1 month of food and water for 1 cat (weighing about 4kg).

- **Food stock**

Lift the magnetic cover and the waterproof cover and fill the dry food into the container.



**BE CAREFUL**, do not overfill the food stock to the point where you must apply pressure to the waterproof cover to close it.

- **Water reserve**

Use a pitcher to carefully fill the water container through the water dish. The water will fall back into the container. Filling the water container after installing the Catspad filter will allow a first filtration to ensure the water is clean.

## 4) CLEANING THE CATSPAD DISPENSER

We recommend that you clean the Catspad dispenser once a month. Caution, do not use corrosive products or products harmful to the health of your pet.

Turn off the power and unplug the power cord.

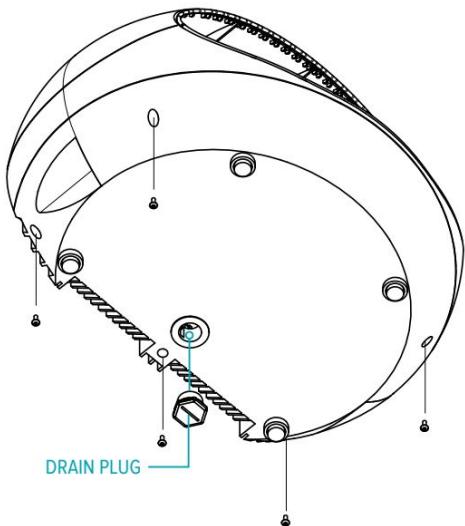
### 1) Clean the Catspad dispenser

- a) Carefully remove the food and water bowls.
- b) Clean the outside surface of the dispenser with a wipe.
- c) Eliminate the particles as much as possible.
- d) Clean the dish area with a damp sponge.

### 2) Clean the food and water bowls

Wash the bowls by hand with a sponge and dishwashing liquid.

### 3) Clean the water container



- a) Drain the water from the tank over a sink by unscrewing the drain plug.
- b) Unscrew the water tank with the supplied wrench (5 screws).



**CAUTION, DO NOT LOSE THE SUPPLIED WRENCH WHICH IS ADAPTED TO THE DIMENSIONS OF THE CATSPAD DISPENSER.**



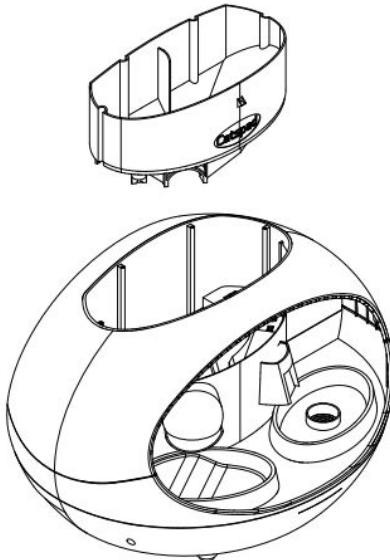
- c) Wash the water tank with a sponge and dishwashing liquid, then rinse.
- d) Replace the tank by screwing the 5 screws and the drain plug.

#### 4) Clean the food container

We recommend cleaning the Catspad dispenser once a month when the food supply is empty.



Make sure there is no more dry food in the stock or in the dispensing screw.



- a) Remove the last of the dry food from the stock by hand.
- b) Enable a “drop food” with the app to empty the dispensing screw.
- c) Take out the food stock from the Catspad dispenser by gently pressing the Catspad logo on the front of the container.
- d) Wash the food container with a sponge and dishwashing liquid, then rinse and dry.
- e) Replace the food container.

#### 5) Calibrate food bowl

After cleaning the Catspad dispenser, remember to always calibrate the food bowl through the Catspad application.



- a) Press  in the top left corner and 
- b) Press Calibrate to ensure that the bowl can provide correct information.

## 5) MONTHLY MAINTENANCE

### Change the Catspad filters

The Catspad filter must be changed:

- once a month if it is used by one cat
- twice a month if it is used by 2 to 3 cats.

If this is not done, it may result in the cancellation of the warranty. The Catspad filter is specifically designed for the Catspad dispenser. Do not use other filters.

Do not use the Catspad fountain without a filter or with a clogged filter. This may result in malfunction or premature failure of the water pump.

### Clean the water tank

We recommend cleaning the water tank once a month, as explained in section 4) Cleaning the Catspad dispenser.

Caution, do not use corrosive products or products harmful to the health of your pet.

**For two or more cats, as well as in hot weather, clean the water tank more often.**

**FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

**FCC 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.

NOTE 1: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.