

# Hiigge ChowBox Automatic Pet Feeder User Manual





## Precautions

---

Read this manual carefully before use, and retain it for future reference.

- Do not eat the pet feeder or any of its accessories.
- The built-in infrared sensor is sensitive to ambient light. Do not place the product under direct sunlight.
- The product is intended for indoor use. Do not place it outdoors or on a wet surface. Avoid contact with water or submerging the product in water to prevent damage to electrical components or short circuits.
- Place the product on a stable and hard surface to avoid inaccurate weighing or tipping over caused by tilting. Do not place it on a high place or a narrow table to avoid falling.
- The product contains precision electronic components. Avoid dropping or strong hit that may cause damage to the device.
- Place the product in a position where it can receive Wi-Fi signals stably, and avoid placing it near metal objects.
- Area in front of the product must be kept clear within a 5~10 cm range to prevent the infrared sensor from being interfered.
- If the product malfunctions, please do not disassemble or repair it by yourself. It is recommended to contact the after-sales service team or professional maintenance personnel for assistance.
- Do not put anything other than pet food into the storage bucket to avoid damage to the product. If the product is not used for a long time, remove any remaining pet food in the storage bucket and clean the storage bucket thoroughly.
- Do not put your hands or any foreign objects into the storage bucket or the food outlet while the device is in operation.
- This device is not recommended for young pets within three months.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised not to play with the appliance.

## Safety information

---

- When charging, use the power cord included in the package. When charging with a power adapter, only use a qualified power adapter (with an output of 5 V  $\pm$  2 A) that meets safety standards.
- Ensure that the power adapter and the power cord are in a dry environment while charging. Do not touch them with wet hands and do not expose them to rain or other liquids. Charging should be carried out indoors in a well-ventilated environment.
- Please disconnect the power supply before cleaning the device.
- Keep the power cord in a safe place to prevent pets from tearing or biting it.
- When the power cord is damaged, it must be replaced with a genuine one purchased from the manufacturer or the after-sales service team.
- The product contains a non-detachable lithium-ion battery. Keep it away from fire or other heat sources. When using the product, do not attempt to disassemble it or replace the battery by yourself as this may damage the battery or the product.
- Before disposing of the product, remove the batteries first.
- When removing the batteries, disconnect the product from power first.
- Batteries must be discarded at a specialized recycling facility or a battery recycling bin for safe disposal. Improper disposal of used batteries may cause harm to the environment.
- In the event of battery leakage, wear protective equipment to collect and seal the batteries and any leakage, then dispose of them safely.

**WARNING:** For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.

## Package contents

---



Pet feeder



Food bowl



Desiccant cartridge



Power cord

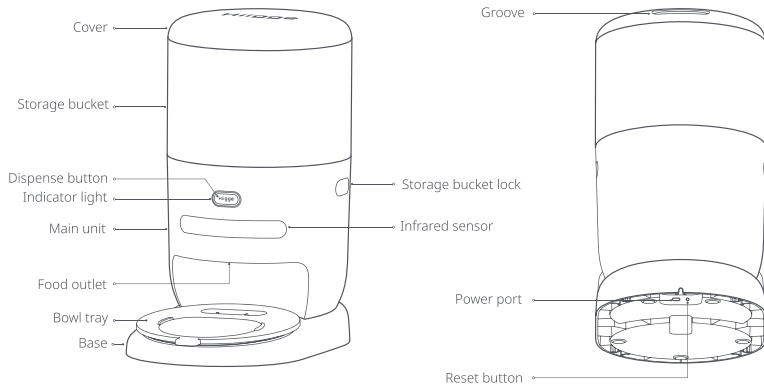


User manual

Note: Illustrations of product, accessories, and user interface in the user manual are for reference purposes only. Actual product and functions may vary due to product enhancements.

## Product overview

---



## Button functions

---

Buttons	Button operations	Functions
Dispense button	Press and hold	Turning on/off
	Short press	Dispensing food
Reset button	Press and hold the dispense button for about 7 seconds	Restoring to factory settings

## Indicator description

---

Device status	Indicator status
Connecting	Blinking yellow
Connected	Solid blue
Fail to connect	Solid yellow
Food blockage/Food bowl not placed	Blinking red
Insufficient food	Solid red
Low battery	Solid yellow
Charging	Blinking green
Fully charged	Off

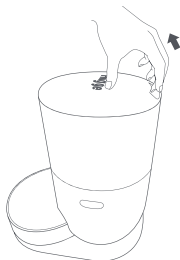
Note: The indicator light will be off when the pet feeder is in normal standby state. When pressing the dispense button or the device is in an abnormal status, the indicator light will show the corresponding status.

# Installation

---

## 1. Opening the cover

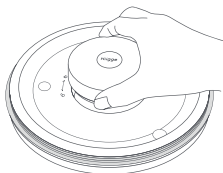
Grasp the groove on the rear side of the cover and lift it up.



## 2. Installing the desiccant cartridge

Place the desiccant cartridge into the groove in the cover with the logo side facing up. Turn the desiccant cartridge clockwise until it is secure.

Note: It is recommended to replace the desiccant cartridge once a month. Do not use it if it is damaged. Do not submerge it in water.



## 3. Installing the food bowl

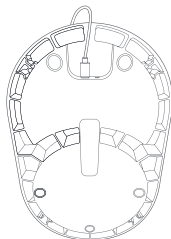
Place the food bowl on the bowl tray with the higher side of it facing the food outlet.

Note: The base under the bowl tray contains high-precision weighing components. Do not press hard, otherwise the components might be damaged.



## 4. Charging

Connect the power cord and a power adapter with an output of 5 V  $\equiv$  2 A to charge the device.



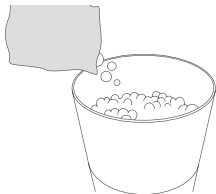
## Product usage

---

### 1. Adding food

Open the cover, pour food and then put the cover back.

Note: Freeze-dried food with a maximum size of 18mm is supported. Do not use it if it exceeds the size.



### 2. Turning on

Press and hold the dispense button to turn on the pet feeder.



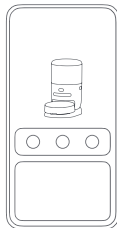
### 3. Manual food dispensing

Press the dispense button to dispense a single portion (about 10g). To dispense multiple portions, press the dispense button multiple times.



### 4. Feeding plan

After connecting to the Hiigge app, you can set up a feeding plan in the app to dispense food regularly and quantitatively.





## Connecting with Hiigge app

---

This product needs to be used in conjunction with the Hiigge app. Follow the steps below to connect it with the app.

1. Scan the QR code to download and install the app. Or search for “Hiigge” in the app store to download and install it.



2. Press and hold the dispense button to turn on the pet feeder. The indicator blinks yellow and the device is waiting for connection.
3. Open the app, log in your account and enter the app homepage. Tap “+” in the homepage, tap the pet feeder name, and complete the Wi-Fi connection and device binding process following the on-screen instructions.

### Note:

- Before binding, make sure that the Bluetooth on your mobile phone has been turned on and the Wi-Fi connection of your mobile phone is working.
- This product only supports 2.4GHz Wi-Fi networks, 5GHz Wi-Fi networks are not supported.

## Care & Maintenance

---

### 1. Cleaning storage bucket

- ① Turn off the pet feeder and remove the cover.
- ② Press the storage bucket locks on both sides of the storage bucket, and then lift out the storage bucket.
- ③ Rinse the storage bucket with clean water and reinstall it after it has dried. It is recommended to clean the storage bucket once a month.


### 2. Cleaning food bowl

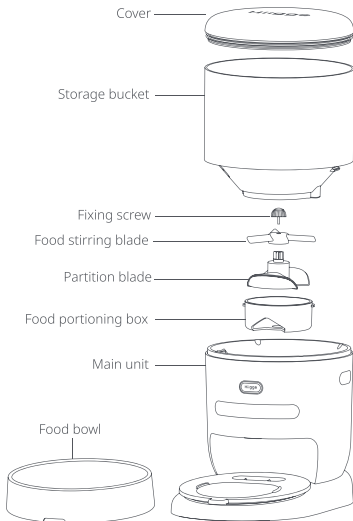
- ① Remove the food bowl, rinse it with clean water and reinstall it after it has dried. It is recommended to clean the food bowl once a week.
- ② Clean the gap between the base and the body of the feeder with a brush to avoid food residue which may affect weighing.

### 3. Cleaning main unit

Wipe the cover, the exterior of the body and the food outlet with a rag. Do not rinse them with water.

### 4. Cleaning food portioning box

- ① Rotate the food portioning box in the direction of  and then remove it.
- ② Loosen the fixing screw from the inside of the storage bucket, and then remove the food stirring blade and the partition blade.
- ③ Clean the food portioning box, food stirring blade and the partition blade in turn. Reinstall them in place after dried.



## Specifications

---

Name	Hiigge ChowBox Automatic Pet Feeder
Model	PI2501
Input	5V $\equiv$ 2A
Battery capacity	5000mAh
Storage bucket capacity	4.3L
Product dimensions	210 × 336 × 371mm
Compatible with	Some of Android or iOS systems are supported. For more details, please visit the corresponding product page on <a href="http://www.hiigge.com.cn">www.hiigge.com.cn</a> .

### FCC Caution.

#### 15.19 Labelling requirements.

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.

#### 15.21 Information to user.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

##### 15.105 Information to the user.

Note: 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.

**RF warning for Mobile device:**

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 ID: 2BK23-P351

Service: [help@hiiggepet.com](mailto:help@hiiggepet.com)

For further information, please go to [www.hiiggepet.com](http://www.hiiggepet.com)

Manufacturer: Hiigge Co., Ltd.

Address: Room 208, Floor 12, Building 1, No.588 Zixing Road, Minhang  
District, Shanghai, China